

access

AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, June 08, 2017

9:30 a.m. – 11:30 a.m.

Access Services Headquarters, 3449 Santa Anita Avenue
Third Floor Council Chambers Room, El Monte CA, 91731

TPAC MISSION STATEMENT

Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations.

TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approval May 11, 2017 Meeting Minutes	Chair	Action	3-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Comprehensive Operational Review – Mid Study Report	Nelson Nygaard Consulting	Presentation	
	6.	Regional Performance Data	Randy Johnson	Presentation	

7.	Officer Nominating Committee	Matthew Avancena	Information
8.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
9.	Adjournment		Action

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

**TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY, MAY 11, 2017**

CALL TO ORDER

Chairperson Gracie Davis called the meeting to order at 9:37 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Aida Douglas (Long Beach Transit), David Feinberg (Santa Monica's Big Blue Bus), Eric Hoch (Santa Monica's Big Blue Bus), Amy Ahdi (Beach Cities Transit), Frazier Watts (GTrans), Gracie Davis (OCTA), Ifeanyi Ihenacho (Torrance Transit), Giovanna Gogreve (METRO), Jesse Valdez (East Los Angeles Regional Center), Kathryn Engel (Glendale Beeline), Linda Evans (LADOT), Luz Echavarria (LADOT), Trini Ramirez (Pasadena).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center), Jose Medrano (Montebello Bus Lines), Kevin Parks McDonald (Foothill Transit).

Access staff in attendance: Andre Colaiace, Hector Rodriguez, Bill Tsuei, F Scott Jewell, Bruce Fink, Sherry Kelley, Matthew Avancena, Randy Johnson, Alfredo Torales, Josh Southwick, Eric Haack, Elisa Diaz and Alvina Narayan.

Guests: Annette Arriola (Alta Resources), Nadar Raydan (MV Transportation), Michael Conrad and Todd Remington (Fairfax Research).

APPROVE FEBRUARY 09, 2017 MEETING MINUTES

Motion: Chairperson Davis entertained a motion to approve the February 09, 2017 minutes with amendments.
First: Kathryn Engel made a motion to approve the minutes with amendments
Second: Linda Evans
Vote: Members were in favor to approve the minutes as printed.

INTERIM EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Interim Executive Director reported on the following:

Access is a member of the Measure M policy advisory committee. The committee has submitted comments to the Metro Board about the Measure M draft guidelines. The following three comments were submitted for consideration:

- The Measure M policy advisory committee is proposing to specify the split identifying 75% is allocated to ADA Paratransit Services and the remaining 25% is used for other uses such as discounted passes for seniors and students.
- Classify Travel Training as eligible expense with Measure M funds.
- Amend Local Return guidelines to encourage and or incentivize a portion of the funding for seniors and people with disabilities.

Access has received unofficial notice of an ADA Compliance Review, scheduled to occur in August 2017. This review appears to stem from the triennial review findings regarding oversight of ADA paratransit services that the fixed route agencies received during the last round of Triennial Reviews.

REGIONAL PERFORMANCE DATA

Randy Johnson, Operations Manager presented an Operational Performance Report for April 2017. The presentation outlined and detailed key performance indicators by region, identifying standards for each category along with the performance metrics:

- On-time performance
- Late 4s
- Average initial hold time
- Calls on hold over 5 minutes
- Preventable collisions per 100,000 miles

Antelope Valley Transit Authority's recent strike has increased Access' trip demands. San Gabriel Transit including MV Transportation, San Fernando Region is assisting with the increased trip demand in the Antelope Valley Region.

FREE FARE SURVEY

Todd Remington, Fairfax Research presented the most recent Free Fare Program Survey. Mr. Remington summarized the survey responses. Fairfax Research used a statistically valid sample size of eight hundred (800) randomly selected Free Fare Program participants to survey. The goal of the survey was to review overall program usage including passenger opinions and perceptions of the program.

DRAFT FY 2018 BUDGET

Hector Rodriguez, Deputy Executive Director, Finance presented a summary of the Access Services draft budget for fiscal year 2018. The presentation highlighted the projects that may have financial implications for Access' FY 2018 budget:

- Minimum Wage Increases
- Comprehensive Operational Review Analysis and Recommendations
- New Eligibility Facility
- New ADA Eligibility and Mobility Evaluation Services Contractor
- West-Central Region Award
- Co-location of IT Infrastructure
- Centralized Reservations
- Parents with Disabilities grant funding is projected to conclude in October/November 2017. Access is proposing to extend this program by a few months, coinciding with the end of the school year.
- Access to Work funded with grant funds will continue as scheduled
- Access' second largest funding allocation, Surface Transportation Program funds is currently authorized through FY 2019. Access will begin discussion with Metro to review future programming of these funds.

CUSTOMER COMPLAINTS BENCHMARKING

Sherry Kelley, Senior Manager, Customer Relations presented the complaints review process including a comparative analysis of performance measures and metrics with other transit agencies. The presentation outlined peer benchmark elements and results.

PROPOSED ACCESS TAXI-CAB DECAL

Matthew Avancena, Senior Manager, Planning & Coordination and Josh Southwick, Communications Coordinator presented the new Access Taxicab decal. The goal of the re-designed decal is to unify the brand by making it an easily identifiable marker for Access customers. The decal will also have a serial number that will match the vehicle, ensuring the vehicle is authorized for Access trips.

The decal is currently in testing phase, reviewing various elements like size and color schemes. The next proposed project is a lighted beacon similar to other ride hailing services.

ELIGIBILITY CENTER UPDATE

F Scott Jewell, Director of Administration provided a status update regarding the new eligibility facility. The new eligibility contractor, MTM and Access Services have instituted a new eligibility process by revamping the application forms. The new facility, which will serve as L.A. basin's evaluation center, is under construction and scheduled to open on July 5, 2017.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Matthew Avancena announced the Access Board Elections are underway. Nelson Nygaard is scheduled to return to TPAC in June to present a mid-project update on the Comprehensive Operational Review.

Amy Ahdi asked members if anyone is able to share information regarding fareboxes for MV-1's.

Aida Douglas announced The Disabled Resources Center of Long Beach is hosting their 41st Annual Awards Dinner on June 15, 2017

ADJOURMENT

Motion: Chairperson Davis requested a motion to adjourn
First: Aida Douglas
Second: Kathryn Engel
Vote: Meeting adjourned at 11:35 a.m.