AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, November 12, 2015
9:30 a.m. - 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd 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.

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<td>Customer Service Contract</td>
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<td>Where’s my Ride App</td>
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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](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 agendized 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.
CALL TO ORDER

Chairperson Linda Evans called the meeting to order at 9:37 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: David Feinberg (Santa Monica’s Big Blue Bus), Diane Amaya (Beach Cities Transit), Amy Adhi (Beach Cities Transit) James Lee (Torrance Transit), Giovanna Gogreve (METRO), Kathryn Engel (Glendale), Kevin McDonald (Foothill Transit), Linda Evans (LADOT), Sebastian Hernandez (Pasadena) and Gracie Davis (OCTA).

TPAC Members absent: Dana Pynn (Long Beach Transit), Evelyn Galindo (South Central Los Angeles Regional Center), Jesse Valdez (East Los Angeles Regional Center) and Jose Medrano (Montebello Bus Lines).

Guests: Shirley Pe (Global Paratransit Inc.), Melissa Park (Metro).


APPROVE JULY 9, 2015 MEETING MINUTES

Motion: Chairperson Evans entertained a motion to approve the July 9, 2015 minutes as printed.
First: Diane Amaya made a motion to approve the minutes
Second: Sebastian Hernandez
Vote: Members were in favor to approve the minutes as printed

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

OFFICER ELECTIONS

Matthew Avancena, Manager of Planning and Coordination, informed members of TPAC Officer Elections. The nominations committee proposed Linda Evans to serve a second consecutive term as Chairperson and Gracie Davis to serve as the Vice-Chairperson.
Motion: Giovanna Gogreve made motion to re-elect Linda Evans of LADOT as Chairperson and Gracie Davis of OCTA as Vice Chairperson.
Second: Sebastian Hernandez
Vote: No abstentions, motion passes.

UPDATE ON REGIONAL PARATRANSIT FARE ISSUES
Alfredo Torales, Special Project Administrator provided a status update regarding regional paratransit fares. In light of the recent regional finding regarding paratransit fares in Los Angeles County, Access is simultaneously working on implementing a fare system that is compliant with the current regulations while at the same time seeking legislative and regulatory relief to keep the current fare structure in place. Mr. Torales went on to share, in August 2015, the Access Board approved the presented regional paratransit fare structure, which is compliant with the current regulations. Access is currently working on an implementation plan that will achieve FTA’s deadline of January 01, 2016. Simultaneously, Access is also seeking legislative change to keep the current fare structure in place. Mr. Torales informed TPAC members of the proposed plan of implementation, where the Board approved revised fare structure will be shared with Access customers through various outreach events, community meetings will serve as the primary method in sharing the changes. Discussion ensued amongst TPAC members, outreach and support in seeking the legislative change from member agencies was encouraged.

COMPLAINT PROCESS UPDATE
Susanna Cadenas, Customer Care Supervisor presented the changes surrounding the complaints process. The customer complaints process was reviewed as part of the Comprehensive Operational Review of Customer Service, conducted by McCloud Transportation Associates. Five key areas were reviewed:

1. Complaints policies and procedures
2. Evaluations of Access’ complaints webpage and riders guide
3. Analysis of complaints data and statistics
4. Revision of complaints handling procedures
5. Peer review and analysis

Ms. Cadenas outlined the current process and practice regarding complaints and provided an overview of McCloud Transportation Associates findings and recommendations. Access has taken the recommendations into consideration and those that were able to be implemented and incorporated into practice have been adopted into Access’ complaints process practice.

**VETSGo511.com DEMONSTRATION**
Melissa Park, Project Manager for Veterans Community Transportation Living Initiative (VCTLI) Grant, LA Metro, provided an online and live demonstration of the new software system Metro in coordination with Access and Go511.com have implemented. The demonstration showed how the system currently works and through program enhancements, in the coming year will allow customers to apply for services. The goal and purpose of this site is to empower veterans and the general public to resources and information about transportation, healthcare and housing. The partnership between Access and LA Metro is to create a page where Access eligibility appointment trips are fully automated and website visitors can schedule their trips accordingly. This function is available and accessible to any LA County resident.

**SERVICE ANIMAL TRAINING VIDEO**
Geoffrey Okamoto, Manager of Eligibility and Luis Pacheco, Safety Analyst presented a new safety training video on Service Animal Training. The training video will serve as an imperative learning tool for Access drivers. Through research and development as part of the Service Animal Project, Access has purchased specific equipment to enhance the safety of the service animal during trips. Each Access vehicle will have a “D-Ring” tie down to accommodate one service animal. Through
the Service Animal Project, Access has reconfigured the seating chart for Service Animals. The goal and purpose of the reconfiguration is to enhance the trip experience for riders and their service animals by using the D-Ring tie down and safely secure their service animal.

The changes will be implemented effective October 2015.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Giovanna Gogreve shared with TPAC members about new Senate Bill 11 and 59, training Peace Officers in understanding and working with developmental disabilities and or mental illness. Ms. Gogreve stated this may be beneficial to review and incorporate into training for public transit operators, who often experience riders with developmental disabilities and or mental illness.

ADJOURMENT

Motion: Chairperson Evans requested a motion to adjourn
First: Kevin McDonald
Second: Giovanna Gogreve
Vote: Meeting was adjourned at 10:47 a.m.