

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, November 8, 2018

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 August 9, 2018 Meeting Minutes | Chair          | Action       | 3-5   |
|      | 4.   | General Public Comment                  | Chair/Public   | Information  |       |
|      | 5.   | Executive Director's Report             | Andre Colaiace | Information  |       |
|      | 6.   | Operations Report                       | Fayma Ishaq    | Presentation |       |

|     |   |                  |                 |     |
|-----|---|------------------|-----------------|-----|
| 7.  | TPAC Officer Elections                                      | Matthew Avancena | Action          | 6-7 |
| 8.  | Where's My Ride Update & Information Campaign               | Ruben Prieto     | Presentation    |     |
| 9.  | Web Booking   | Melissa Mungia   | Information     |     |
| 10. | Customer Service Working Group                              | F Scott Jewell   | Information     |     |
| 11. | New Business Raised Subsequent to the Posting of the Agenda | Members          | Possible Action |     |
| 12. | 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://accesssla.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 agenzized 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 AUGUST 9, 2018

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### CALL TO ORDER

Chairperson Gracie Davis called the meeting to order at 9:40 a.m.

### INTRODUCTIONS

TPAC members and alternates in attendance: Gracie Davis (OCTA), Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Aida Douglas (Long Beach Transit), Luz Echavarria (LADOT), Eric Hoch (Santa Monica Big Blue Bus), Trini Ramirez (City of Pasadena), Silva Baghdanian (City of Glendale Beeline), Jose Medrano (Montebello Bus Lines), Frazier Watts (Gardena Bus), Kevin Parks McDonald (Foothill Transit), and Frances Jacobs (East Los Angeles Regional Center).

**TPAC Members absent:** James Lee (Torrance Transit), Norm Hickling (Antelope Valley Transportation Authority), Diane Amaya (City of Redondo Beach).

**Access staff in attendance:** Andre Colaiace, Mike Greenwood, Bill Tsuei, Elisa Diaz, Onnika Payne, Fayma Ishaq, Alex Chrisman, Beth Ross, Alvina Narayan, Matthew Avancena, Randy Johnson, Rogelio Gomez, Yvonne Siu, Eric Haack, Hector Rodriguez, Rick Streiff, and Fayma Ishaq, Caleb Roybal, and Divya Prem.

**Guests:** Annette Arriola (Alta Resources), Nicole Campos (Pomona Valley Transportation Authority), April Kelly (MTM).

### Approve May 10, 2018 MEETING MINUTES

**Motion:** Chairperson Gracie Davis entertained a motion to approve the May 10, 2018 minutes as printed.

**First:** Eric Hoch made a motion to approve the minutes.

**Second:** Aida Douglas

**Vote:** Members were in favor to approve the minutes.

### EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director, provided an update on Access' budget approval on June 25, 2018. Mr. Colaiace discussed upcoming community meetings planned for the rest of the year.

## LADOT MICRO TRANSIT PILOT PROGRAM

Luz Echavarria of Los Angeles Department of Transportation presented the proposed demand/response micro transit pilot project. The Micro Transit Pilot Program will consider using the current citywide fleet of vehicles and demand-based services where riders will have the ability to schedule a ride similar to Lyft and/or Uber. The pilot program would be an alternative to DASH bus service. The micro transit pilot program is scheduled to operate in the Westside of the City of Los Angeles beginning January 2019.

## CHATBOT TECHNOLOGY

Diana Lee of Cambria Solutions presented a live demonstration of Conversational User Interface (CUI) technology, better known as ChatBot. ChatBot is a new technology that is designed to assist a caller speak into the phone and communicate interactively with an automated agent. This technology is similar to Google Assist, Alexa, and Apple's Siri. The ChatBot is the next generation of user interface technology using artificial intelligence to conduct interactive conversations via auditory and text messages. The live demonstration also showed how this technology can be helpful to persons with disabilities.

## EMERGENCY MANAGEMENT PROGRAM UPDATE

Beth Ross, Emergency Management Coordinator presented an update on Access' Emergency Management Program. The emergency management program helps Access Services meet industry benchmarks to allow Access and its contractors be prepared for emergencies.

On July 7, 2018, the Los Angeles Emergency Operations Center Duty Officer contacted Access Services to ask for assistance with evacuation and transportation of disabled residents from the Rehabilitation Center in Beverly Hills. Access Services dispatched a Road Safety Inspector (RSI) including a representative from California Transit, Inc. to assist with the evacuation of 11 disabled residents from the scene of the emergency. All residents were safely evacuated and transported to safe locations.

## OFFICER NOMINATIONS SUBCOMMITTEE

Matthew Avancena, Director of Planning and Coordination informed TPAC members of the upcoming officer elections. The nominations subcommittee will begin soliciting for the Chair and Vice Chair positions. Nominations will be reviewed and announced at the next TPAC meeting.

## OPERATIONS UPDATE

Alex Chrisman provided an Operations Update for July 2018, discussing the key performance indicators. The West-Central region received four ADA accessible Dodge Caravans, 10 Caravans to the Southern region in August, and four new cutaways were provided to the Antelope Valley Region beginning in May.

Mr. Chrisman reported the following Community Meeting highlights:

- Community meetings were held during June and July
- 142 people attended, which included 118 riders
- Where's My Ride and Operational Performance presentations were provided to riders
- Q&A sessions were held during all the meetings
- Common rider concerns included travel time, shared rides and routing concerns were expressed by attendees

## NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

## ADJOURNMENT

Motion: Chairperson Davis requested a motion to adjourn  
First: Aida Douglas  
Second: Jose Medrano  
Vote: Meeting adjourned at 11:22 a.m.

DATE: NOVEMBER 8, 2018  
TO: TPAC  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND  
COORDINATION  
RE: TPAC OFFICER ELECTIONS FY 2018-2019

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**ISSUE:**

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2018-2019

**RECOMMENDATION:**

Elect Ms. Giovanna Gogreve from L.A. Metro as chairperson and Ms. Gracie Davis from Orange County Transportation Authority (OCTA) as vice-chairperson.

**BACKGROUND:**

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12-month terms effective September 2018 through October 2019.

Staff notified TPAC members of the need to hold elections at the August 2018 meeting and requested volunteers to serve on the nomination subcommittee. Staff sent a follow-up email in October to gauge member interest in running for officer positions and to inform members that current chair Gracie Davis' term will expire. As a result, Giovanna Gogreve, vice-chair has agreed to run for the chairperson position.

Members were asked to submit nominations by October 22. Subsequently, Ms. Gracie Davis volunteered to serve as vice-chair if no one else expressed interest in running for the position. Since staff did not receive any nominations by the October 22 deadline, a follow-up email reminder was sent on October 30. Staff did not receive any other nominations other than Gracie's offer to serve as vice-chair.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

**Article 5 - Officers**

Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a **ROLL CALL VOICE VOTE** of the majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual, subject to Board chair ratification.

#### Duties of the Chairperson

The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

#### Duties of the Vice Chairperson

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

#### Vacancies of Officer Positions

A vacancy of an officer position shall exist in the following circumstances:

- (a) the resignation or death of an officer;
- (b) the removal of an officer by a **ROLL CALL VOICE VOTE** of the majority of the Committee;
- (c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

#### Filling Vacancies of Officer Positions

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **ROLL CALL VOICE VOTE** of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.

In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative **ROLL CALL VOICE VOTE** of members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.