

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, October 12, 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 September 14, 2017 Meeting Minutes	Chair	Action	3-6
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Comprehensive Operational Review – Final Report	Nelson\Nygaard	Presentation	

<b>7.</b>	<b>Strategic Plan Process</b>	<b>Eric Haack</b>	<b>Presentation</b>
<b>8.</b>	<b>Regional Performance Data</b>	<b>Jack Garate</b>	<b>Presentation</b>
<b>9.</b>	<b>New Business Raised Subsequent to the Posting of the Agenda</b>	<b>Members</b>	<b>Possible Action</b>
<b>10.</b>	<b>Adjournment</b>		<b>Action</b>

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 3<sup>rd</sup> 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, SEPTEMBER 14, 2017**

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**CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:41 a.m.

**INTRODUCTIONS**

TPAC members and alternates in attendance: Aida Douglas (Long Beach Transit), Diane Amaya (Beach Cities Transit), Eric Hoch (Santa Monica's Big Blue Bus), Frazier Watts (GTrans), Giovanna Gogreve (Metro), Gracie Davis (OCTA), Jesse Valdez (East Los Angeles Regional Center), Jose Medrano (Montebello Bus Lines), Kathryn Engel (Glendale Beeline), Kevin Parks McDonald (Foothill Transit), Luz Echavarria (LADOT), Norm Hickling (AVTA), Ifeyani Ihenacho (Torrance Transit), Trini Ramirez (City of Pasadena)

Access staff in attendance: Andre Colaiace, Mike Greenwood, Bill Tsuei, Matthew Avancena, Randy Johnson, Fayma Ishaq, Rogelio Gomez, Eric Haack, Elisa Diaz, Onnika Payne and Alvina Narayan.

**APPROVE JULY 13, 2017 MEETING MINUTES**

Motion: Chairperson Davis entertained a motion to approve the July 13, 2017 minutes as printed  
First: Kathryn Engel made a motion to approve the minutes as printed  
Second: Diane Amaya  
Vote: Members were in favor to approve the minutes as printed.

## **EXECUTIVE DIRECTOR'S REPORT**

Andre Colaiace, Executive Director shared a detailed update on the recent FTA ADA Compliance Review. FTA Office of Civil Rights representatives including the review team conducted a week long comprehensive ADA Compliance Review in August 2017. The review consisted of an overall assessment of operational processes including reviewing corresponding data. It also included an in depth review of Access' Eligibility process and practice, customer service, reservations and customer complaints processes. The reviewers shared a few advisory comments regarding eligibility, reservations and customer complaints with further details to be outlined in the final report.

The review concluded on a positive note. The reviewers including Office of Civil Rights staff found Access Services to provide exemplary oversight of its contractors. They also identified zero capacity constraints on the system, which will help resolve the regional finding.

## **REGIONAL PERFORMANCE DATA**

Rogelio Gomez, Project Administrator presented the Operational Performance Report for August 2017. The presentation outlined and detailed key performance indicators by region, identifying standards for each category, including performance metrics:

- On-time performance
- Late 4s
- Average initial hold time
- Calls on hold over 5 minutes

- Preventable collisions per 10,000 miles

Antelope Valley Transit Authority's work stoppage affected demand and service delivery for the month of August. Driver recruitment continues to be a regional challenge.

Mr. Gomez also highlighted the following items:

- Where's My Ride beta testing in the Northern Region
- Jerry Walker Award Nomination and Selection
- General Managers Meeting
- Road Safety Inspectors' logged a total of 248 observations

### **PROPOSED KEY PERFORMANCE INDICATORS AND LIQUIDATED DAMAGES**

Mike Greenwood, Deputy Executive Director, Operations & Safety shared with TPAC members, one of the recommendations from the comprehensive operational review is to add new Key Performance Metrics. Access is proposing to add the following new performance metrics:

- Calls on hold over five minutes – Estimated Time of Arrival (ETA) calls
- Missed trips
- Excessive travel time
- Preventable incident rate
- Miles between road calls

Key performance Indicators serve as a measurement in tracking and analyzing the effectiveness and efficiency of transit service. The proposed KPIs and LDs will be brought to the Access Board for consideration.

## **TPAC OFFICER ELECTIONS**

Matthew Avancena, Senior Manager, Planning and Coordination discussed officer elections. TPAC bylaws requires officer elections to take place for the Chairperson and Vice Chairperson to fill 12-month terms. The nominations committee proposed Ms. Gracie Davis from Orange County Transportation Authority to serve a second term as the Chairperson and Giovanna Gogreve of Los Angeles Metropolitan Transportation Authority as Vice-Chairperson.

Motion: Mr. Avancena requested the committee to entertain a motion as proposed by the nominations subcommittee.

First: Jesse Valdez made a motion to approve the proposed officer elections.

Second: Jose Medrano

Vote: Members were in favor to approve the officer nominations as proposed

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

Matthew Avancena announced Nelson\Nygaard would return to TPAC in October to present the final Comprehensive Operational Review report. Also tentatively scheduled for presentation is the Draft Strategic Plan by Eric Haack.

TPAC members requested information and updates on the following items at a future TPAC meeting:

- Where's My Ride app update and demonstration
- Eligibility Process Update

## **ADJOURNMENT**

Chairperson Davis adjourned the meeting at 10:49 a.m.