

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, September 12, 2013

9:30 a.m. – 11:30 a.m.

Access Services Headquarters
3449 Santa Anita Avenue
3rd Floor, Conference 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	Disposition	Pages
	1.	Call to Order	Action	
	2.	Introductions	Information	
	3.	Chairperson's Report	Information	
	4.	Approve July 11, 2013 Meeting Minutes	Action	3-13
10	5.	Staff Report	Information	
05	6.	General Public Comment	Information	

05	7.	Report from Board of Directors	Information	
10	8.	TPAC Officer Elections	Action	14-16
10	9.	2013 Grantee Management Review	Presentation	
10	10.	End of the Year Performance Update	Presentation	
10	11.	Rancho Shuttle Update	Information	
10	12.	Overview of Customer Support Department	Presentation	
20	13.	TPAC Membership Re-appointments	Information	17-18
	14.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	15.	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://asila.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, JULY 11, 2013

CALL TO ORDER

Chairperson Wayne Wassell called the meeting to order at 9:46a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Wayne Wassell, Ashley Koger (Torrance), Kathryn Engel, LaShawn Gillespie, Diane Amaya, Jesse Valdez, Frances Jacobs, Bruce Jenkins (Long Beach), Luz Echavarria (LADOT), Christopher Low, Evelyn Galindo, Gracie Davis and Giovanna Gogreve.

TPAC Members absent: Jose Barrios, Ernie Crespo, Shirley Hsiao, Linda Evans, Valerie Gibson, Kevin McDonald, Darren Uhl and Jose L. Medrano.

Guest: Juan Jimenez, GPI; Nader Radan, MV Transportation; Frank Richter, LASD; Robert Ramirez, LASD; April Ramirez, LASD

Access staff in attendance: Matthew Avancena, Eric Haack, Elisa Diaz, Mark Maloney, Mike Greenwood and Jack Garate

CHAIRPERSON'S REPORT

No report was provided at this time.

APPROVE MAY 9TH, 2013 TPAC MEETING MINUTES

Motion: Chair Wassell entertained a motion to approve the May 9th, 2013 minutes.
First: Ms. Engel
Second: Ms. Koger
Vote: All members were in favor and the motion passed.

STAFF REPORT

Mr. Avancena reported the following:

- This coming Saturday, July 13th Access will host its 4th Annual Roadeo at the Pomona Fairplex. The event allows different Access drivers to compete against one another for best driving skills in a family friendly atmosphere. Past Roadeos have been very successful and this year's promises to also be a success.

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

REPORT FROM BOARD OF DIRECTORS

No report was given at this time.

ACCESS' FY 2014 BUDGET AND FOLLOW-UP ACTIONS BY METRO BOARD

Mr. Avancena reported the following:

- At the May 2013 TPAC meeting, there was a presentation provided on Access' proposed FY 2013- 2014 budget.
- Following that meeting, the budget was brought before the Metro Board of Directors for approval. Metro's Board declined voting on Access' proposed budget at their May 2013 meeting, but did approve Access' budget at their June 2013 meeting.
- Metro's Board also requested that an independent audit be performed of Access' customer service, operations and how Access compares with other U.S. large paratransit systems. Access welcomes the opportunity to share its information, especially as Access in late June 2013 underwent its triennial FTA audit (see next agenda item).

Mr. Valdez asked was there a reason provided why the Metro Board did not approve Access' budget at the May 2013 meeting.

Mr. Maloney responded that one board member on Metro's Board mentioned that his supervisory district had experienced an increase in complaints, however, in reviewing Access' records there has been only one complaint from that district in the past six months. There may have been other motivations by the Metro's Board member who declined to vote on the budget item, but no other explanations were provided.

Mr. Valdez asked who will be conducting the upcoming audit of Access.

Mr. Maloney responded that Metro has selected an outside review company to perform the audit.

Ms. Jacobs added, are there steps being taken to prevent such in the future?

Mr. Maloney responded that Metro has asked Access' Executive Director, Shelly Verrinder to provide quarterly updates to the Metro Board. This will allow Access to present information and respond to questions in advance.

Mr. Avancena stated that Access was very grateful to its partner agencies that approached the Metro Board to share their support for Access and for sharing with the Board members the importance of funding Access' paratransit operations for Los Angeles County.

Mr. Wassell asked the reason for an increase in Access' budget for FY 2013-2014.

Mr. Maloney responded that Access deferred its vehicle replacement purchases last year and this year was could not defer such replacements any longer, so that was part of the increase. Access' further increase in budget demands reflects an increase in demand for paratransit service throughout the County, which Access has been experiencing over many years.

FTA STATE (GRANTEE) MANAGEMENT REVIEW

Mr. Avancena reported that the Federal Transit Administration (FTA) conducted a comprehensive triennial Grantee Management Review (audit), reviewing 14 different areas of Access' agency, from asset management to drug and alcohol policies to procurement. The audit team also visited two of Access' six provider locations (MV Transportation in Van Nuys and Diversified Transit in Lancaster).

The audit team had findings in four categories: (1) Disadvantaged Business Enterprise (DBE) (the submittal of our current report being filed late); (2) Asset Management (Access was asked to develop a program to physically inventory all Federally funded vehicles); (3) Procurement (develop a way to ensure that for future RFPs that there is a published check to show a "barred bidder" is not bidding on a Federally-funded contract) and (4) Equal Employment Opportunity (EEO) (updates to Access' provider EEO plans were requested).

PARENTS WITH DISABILITIES PILOT PROGRAM

Mr. Haack provided the following information to TPAC. Access Services' Board recently authorized Access to enter into a contract with MV Transportation to move forward with launching a new federally funded (New Freedom) program designed to modify Access' transportation services for eligible Access customers with child care needs.

The Parents with Disabilities Pilot Program was developed to reduce some of the transportation barriers faced by paratransit customers who attempt to travel with/for their children on Access and will operate exclusively in the San Fernando Valley.

Some of the services available will be permitting "linked trips" in which a customer will be able to take a child to school, drop the child off and return to the same Access van to return home. Also, a same day and door-to-door feature have been proposed to be available as well.

Proposed service under this program is intended to start in late August or early September, ahead of the next academic year.

Ms. Davis asked how many customers the program expects to serve.

Mr. Haack responded that Access believes there is a population of as many as 24 family units that could benefit from this program, however, because this is a very new program, with no similar service model in the country, the first year will have a small population of three and six family unit customers.

Ms. Davis asked for same day service, if a child becomes ill at school and the child must be taken to hospital, could the Program be used for that?

Mr. Haack responded that the program is not designed as a medical emergency service and for something like that 911 may be a better tool for the parent, right now the same day service is really for a child being ill at school and needing to come home.

Ms. Davis asked has Access had any trouble with receiving applications for the Program.

Mr. Haack responded that Access is working with a consultant to develop the policies and procedures for the program AND the application. We hope to have both by the end of July.

Mr. Valdez asked if Access was considering expanding this program to other parts of Los Angeles County.

Mr. Haack said, the initial grant was written to be service in the San Fernando Valley. Given the size of the grant amount, it seems unlikely it will expand outside of the San Fernando Valley in the near future.

Ms. Jacobs added that the seven Los Angeles County regional centers could be resources for this service as they serve a number of clients with child-care needs.

Ms. Galindo added that it may be wise to consider a wider area than just the San Fernando Valley.

Ms. Amaya asked if this service was still considered an ADA paratransit service.

Mr. Avancena responded that this service is a "premium" service which operates above the requirements of the ADA and is not considered ADA paratransit service.

Ms. Echavarria asked would transport under this program only work for school-related trips?

Mr. Haack said no, it could be used for play dates and trips to hospital; only that the trip is child-care related.

Ms. Davis and Ms. Jacobs stated they would want TPAC to be involved in the development of this program to encourage its success.

Mr. Haack responded that he would include them in discussions involving program planning.

SHERIFF'S CONTRACT UPDATE

Mr. Garate provided an update on Access' existing contract with the Los Angeles County Sheriff's Department. The program was launched in 2011 to respond to issues of (1) fraud prevention; (2) accident and incident reporting; and (3) safety.

Mr. Garate added that the Sheriff's officers conduct "stings" at locations to prevent Access TAP Card misuse, from using stolen TAP cards and/or fraudulently charging persons to board a bus as a PCA.

Mr. Wassell asked can officers approach Access customers to ask if a person is really their PCA.

Mr. Richter responded that bus operators can ask anyone for their fare when they board the bus, and usually the Access card-holder will say, 'he's my PCA.'

Ms. Gogreve asked that with conducting stings, arrests and prosecutions, is that modifying the behavior and the patterns of misuse of cards/PCAs.

Mr. Richter responded that education of the customers is very important, to understand that Access owns the card and customers need to report when they lose their cards. One of the biggest issues that LASD sees is when a person is using the lost or stolen card of an Access customer and that lost or stolen card has not been reported to Access.

Mr. Garate added that through the education process, in his six months, although there have been people warned, he has found no "second-time offenders" who have continued to misuse the card once they have been notified of the misuse.

Ms. Gogreve asked when notified by the customer, how quickly can a TAP card be deactivated?

Mr. Garate said the following day at the latest.

Ms. Galindo asked does Access/LASD pursue full prosecution of TAP card misuse.

Mr. Richter added that they do with 16 months in jail for misuse of cards.

Ms. Davis wondered what education is available to inform the customers of this.

Mr. Maloney responded this policy is in the Rider's Guide.

Ms. Galindo asked how a customer could report if he or she noticed TAP card fraud.

Mr. Garate responded that the customer should call customer service, and he would be notified once the report was made.

Ms. Galindo asked how many Sheriff Officers are available for Access.

Mr. Richter responded they had over 400 officers who do enforcement of Access fare issues as this is an extension of LASD's contract with Metro.

Ms. Engel asked how a transit agency could request a sting at a location where misuse has been observed.

Mr. Garate said to contact him directly so he could set up the sting with LASD.

Mr. Wassell asked is the charging of PCAs a major issue of TAP card misuse observed.

Mr. Ramirez responded it is much more common to find someone using another person's card inappropriately.

Ms. Jacobs stated that a serious concern is victimization of "vulnerable" Access customers.

Mr. Ramirez stated that they have observed such situations at Metro rail facilities and have means by which to determine if a person is "bullying" an Access customer for a free ride.

Ms. Davis asked are there areas where you observe frequent abuse of cards.

Mr. Richter responded Metrolink stations in Antelope Valley and Metro rail line stations.

Ms. Davis asked is there an appeals process for a person caught.

Mr. Maloney responded an appeals board is made up of two members of the CAC, an LASD officer as an advisor, an Access staff member and another Access staff member to just coordinate the meeting.

SAFETY PROGRAM UPDATE

Mr. Greenwood provided a presentation to TPAC about Access ongoing efforts to provide a safer environment for its customers, its drivers and its staff. Access has over the past recent years, (1) developed one insurance policy for all of its van fleet to monitor and control claims and claim costs; (2) installed on-board cameras onto Access vehicles for tracking of accidents and also for coaching drivers on areas for improvement; (3) created a driver incentive program to reward drivers for safe driving; (4) conducted inspections of provider facilities and (5) conducted staff safety training workshops.

These efforts have served to create a safety-conscious atmosphere and also to reduce accident-related costs against Access.

Ms. Galindo asked is there special staff/driver training for service animals on-board vehicles?

Mr. Greenwood responded that drivers do receive specialized training for many elements unique to paratransit service including service animals, wheelchair securements, etc.

TPAC OFFICER NOMINATING SUBCOMMITTEE

Mr. Avancena presented, that following TPAC By-Laws, a subcommittee must form a subcommittee to select a new/continuing chair and vice-chair for TPAC. A review must be done of the TPAC By-Laws to determine whether Mr. Wassell can serve as chair for another year or if he is "termed out."

It was requested that members of TPAC volunteer to be part of the nominating subcommittee.

Ms. Davis, Ms. Evans (by Ms. Echavarria) and Mr. Valdez each volunteered to serve on the Officer Nominating Subcommittee.

A motion was made by Mr. Wassell to approve the three volunteers to steer the Officer Nominating Subcommittee.

First: Ms. Gogreve

Second: Ms. Amaya

ADJOURNMENT

Mr. Wassell adjourned the meeting at 11:25 a.m.

SEPTEMBER 12, 2013

TO: TPAC

FROM: MATTHEW AVANCENA, MANAGER, PLANNING AND
COORDINATION

RE: TPAC OFFICER ELECTIONS
FY 2013-2014

ISSUE:

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2013-2014

RECOMMENDATION:

Elect Ms. Kathryn Engel from Glendale Beeline as chairperson and Ms. Linda Evans from L.A. Department of Transportation 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 2013 through October 2014. A nominating subcommittee was formed to select potential nominees at the July 2013 TPAC meeting. Ms. Gracie Davis (OCTA) and Mr. Jesse Valdez (East L.A. Regional Center) volunteered to serve on the nomination subcommittee.

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.

Article 6 - Subcommittees

Officer Nomination Subcommittee

The Chairperson may establish a two to three member nominating subcommittee at its June meeting to recommend nominees, preferably two or more, for each officer position. In addition to the slate of officers developed by the subcommittee, nominations may be received from the floor. The nominating subcommittee report shall be presented in writing to the members in August prior to the election of officers.

DATE: SEPTEMBER 12, 2013
TO: TPAC
FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND
COORDINATION
RE: REAPPOINTMENT OF TRANSPORTATION PROFESSIONALS
ADVISORY COMMITTEE (TPAC) MEMBERS

ISSUE

Eight Transportation Professionals Advisory Committee (TPAC) members have completed their terms, which will expire on October 28, 2013. The reappointments recommended below are for two-year terms beginning October 2013. These terms will expire on October, 2015.

RECOMMENDATION

Staff will request the Board to reappoint the following eight (Group A) members:

Group A Reappointments

- Kathryn Engel, Glendale Beeline
- Jesse Valdez, East L.A. Regional Center
- Gracie Davis, Orange County Transportation Authority
- Wayne Wasell, Metro
- Kevin McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- Ashley Koger, Torrance Transit

- Linda Evans, L.A. Department of Transportation

IMPACT ON BUDGET

None

BACKGROUND

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on odd numbered years. Group B members have term expiration dates which occur on even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers. The following TPAC (Group B) members have terms continuing through October, 2014:

- Shirley Hsiao, Long Beach Transit
- Valerie Gibson, City of Pasadena
- Jose Medrano, Montebello Bus Lines
- Evelyn Galindo, South L.A. Regional Center
- Darren Uhl, City of Culver city