

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, September 12, 2019

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. | Approve July 11, 2019 Minutes | Chair | | Action | 3-5 |
| 4. | General Public Comment | | Chair/Public | Information | |
| 5. | Executive Director's Report | | Andre Colaiace | Information | |
| 6. | Superior Service Award | | Matthew Avancena | Presentation | |
| 7. | On-line Booking/ Reservations | Melissa Mungia | | Presentation | |
| 8. | Eligibility Program Update | Geoffrey Okamoto | | Information | |

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|------------|----------------------------------------------------------------|------------------|-----------------|
| 9. | Operations Report | Mike Greenwood | Information |
| 10. | TPAC Officer Elections | Matthew Avancena | Information 6-7 |
| 11. | Access to Work Program Update | Eric Haack | Information |
| 12. | New Business Raised Subsequent to the Posting of the Agenda | Members | Possible Action |
| 13. | Adjournment | | Action |

Access Services does not discriminate based on 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 JULY 11, 2019

CALL TO ORDER

Chairperson Giovanna Gogreve called the meeting to order at 9:34 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Luz Echavarria (LADOT), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Nicole Carranza (Pomona Valley Transportation Authority), Frazier Watts (Gardena Bus), Vinita Waskow (City of Redondo Beach, Beach Cities Transit), Sebastian Hernandez (City of Pasadena, Department of Transportation), Trini Ramirez (City of Pasadena), Jose Medrano (Montebello Bus Lines), Silva Baghdanian (City of Glendale), Martin Tompkins (Antelope Valley Transportation Authority), Eric Hoch (Santa Monica Big Blue Bus), Kevin Parks-McDonald (Foothill Transit), Salvador Gutierrez (LADOT), and James Lee (Torrance Transit).

TPAC Members absent: Kellie Irving (Long Beach Transit) and Gracie Davis (OCTA).

Access staff in attendance: Andre Colaiace, Matthew Avancena, Alvina Narayan, David Chia, Melissa Mungia, Rogelio Gomez, Eric Haack, Randy Johnson, F Scott Jewell, Bill Tsuei, Faustino Salvador, Matthew Topoozian, and Fayma Ishaq.

Guests: Luis Garcia (Global Paratransit), Liliana Mariona (MTM), Michael Sher (Access rider), and Michael Conrad (QSS and CAC Member).

Approve May 9, 2019 MEETING MINUTES

Motion: Chairperson Giovanna Gogreve entertained a motion to approve the May 9, 2019 minutes as printed.

First: Jesse Valdez made a motion to approve the minutes.

Second: Diane Amaya

Vote: Members were in favor to approve the minutes.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director reported on the approval of Access Services Budget on June 17, 2019 by the Access Board of Directors and L.A. Metro Board of Directors. Metro's Finance, Budget, and Audit Committee approved the FY20 Budget on June 19, 2019.

Online reservations is set to launch to the general public on May 2019, with 865 users to date and 341 trips booked with the pilot program. Access received positive feedback from riders and

Board members who have used the application. Access is looking to expand the online reservations to the Trapeze regions (San Fernando Valley and Santa Clarita) in fall 2019. Where's My Ride application is growing rapidly, with close to 7,000 users and 13,000 ETA requests daily, and has become popular with Access customers.

Mr. Colaiace concluded his report by stating that the ultimate goal is to integrate online reservations into the Where's My Ride app, so everything is all in one place for users.

OPERATIONS REPORT

Faustino Salvador, Project Administrator presented the operations update for June 2019, and provided a detailed overview of the key performance indicators for the six service regions.

Mr. Salvador reported the following July highlights:

- Staff attended a Guide Dogs of America Open House in Sylmar, CA
- Global Paratransit Complaints Resolution Manager, Robert Montalvo received the Superior Service Award
- Staff conducted outreach at Mikkon ADHC, Willow Adult School and Wayfinder Family Services (formerly known as The Junior Blind of America).
- Contractor preparation for Transfer Trip Service Expansion
- Access participated in Keolis' Food Drive for Antelope Valley
- Staff participated in an emergency exercise based on a failure of the Santa Fe Dam in Irwindale.

OFFICER NOMINATING COMMITTEE

Matthew Avancena, Director of Planning and Coordination provided information about a nominating committee to select the next TPAC Chair and Vice Chair.

Kevin Parks McDonald and Jose Medrano volunteered to be part of the nominating committee.

ON-LINE ELIGIBILITY APPLICATIONS

F Scott Jewell, Director of Administration presented on the eligibility application process. Access is working on expanding the eligibility application process so riders have the ability to complete this entirely online.

Mr. F Scott concluded the presentation with the next steps is to monitor the on-line expansion over the next three to four months, and to provide riders the option to renew their eligibility online instead of sending it in by mail.

WEBSITE UPDATE

Bill Tsuei, Director of Information Technology presented an update on the New Access Services website. In 2018, focus group meetings were held to gather feedback and for the new website redesign. Three major recommendations generated from the focus group meeting about the new design included: communicate the process to apply for Access, engage the rider on the website, and incorporate the top three values.

Mr. Tsuei concluded his presentation by showing the current website design versus what the new design and the key features of the website. In October 2019, the new website is set to go-live.

RIDER360 UPDATE

Bill Tsuei, Director of Information Technology presented an update on Rider360. Access Services is seeking to upgrade Rider360 to an advanced 2.0 version. This newest version would assist in several different objectives such as comply with rules and regulations, compliance with HIPAA privacy and security act, improve accessibility and business practices.

Mr. Tsuei concluded his presentation with a breakdown of the timeline over the course of 18 months of integrating Rider360, version 2.0

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Chairperson Gogreve requested a motion to adjourn
First: Frazier Watts
Second: Luz Echavarria
Vote: Meeting adjourned at 11:16 a.m.

SEPTEMBER 12, 2019

TO: TPAC
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION
RE: TPAC OFFICER ELECTIONS FY 2019-2020

ISSUE:

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2019-2020.

RECOMMENDATION:

Elect Ms. Gracie Davis from Orange County Transportation Authority (OCTA) as chairperson and Luz Echavarria from L.A. Department of Transportation as vice-chair.

BACKGROUND:

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12-month terms effective September 2019 through October 2020.

Staff notified TPAC members of the need to hold elections at the July 2019 meeting and requested volunteers to serve on the nominating subcommittee. Kevin Parks McDonald (Foothill Transit) and Jose Medrano (Montebello Bus Lines) volunteered to serve on the nominating committee.

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.