

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

**Thursday, September 8, 2016**

**9:30 a.m. – 11:30 a.m.**

Access Services Headquarters, 3449 Santa Anita Avenue  
**3<sup>rd</sup> 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 June 9, 2016 Meeting Minutes		Chair	Action	3-6
4.	General Public Comment		Chair/Public	Information	
5.	Interim Executive Director's Report		Andre Colaiace	Information	
6.	TPAC Officer Elections	Matthew Avancena		Action	7-9

<b>7.</b>	Eligibility RFP/Location Facility	Steve Chang	Presentation
<b>8.</b>	Where's My Ride Update	F Scott Jewel	Presentation
<b>9.</b>	Regional Performance Data	Mike Greenwood	Presentation
<b>10.</b>	Eligibility Survey Results	Eric Haack	Presentation
<b>11.</b>	Customer Service Transition	Sherry Kelly	Presentation
<b>12.</b>	CTSA Training Schedule	Evie Palicz	Information
<b>13.</b>	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
<b>14.</b>	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 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 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.

**TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE  
MEETING MINUTES FOR THURSDAY, JUNE 9, 2016**

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**CALL TO ORDER**

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

**INTRODUCTIONS**

TPAC members and alternates in attendance: Dana Pynn (Long Beach Transit), Diane Amaya (Beach Cities Transit), Amy Ahdi (Beach Cities Transit), Gracie Davis (OCTA), Ifeanyi Ihenacho (Torrance Transit), Jesse Valdez (East Los Angeles Regional Center), Frances Jacobs (East Los Angeles Regional Center), Elizabeth Escoto (Montebello Bus Lines), Kathryn Engel (Glendale Beeline), Kevin McDonald (Foothill Transit), Trini Ramirez (Pasadena).

TPAC Members absent: Linda Evans (LADOT), Evelyn Galindo (South Central Los Angeles Regional Center), David Feinberg (Santa Monica's Big Blue Bus), Giovanna Gogreve (METRO).

Guests: Nader Raydan (MV Transportation).

Access staff in attendance: Mike Greenwood, Matthew Avancena, Hector Rodriguez, Geoffrey Okamoto, Eric Haack, Sherry Kelly, Alfredo Torales, Lys Bovery, Elisa Diaz and Alvina Narayan.

**APPROVE MAY 12, 2016 MEETING MINUTES**

Motion: Chairperson Evans entertained a motion to approve the May 12, 2016 minutes as printed.  
First: Dana Pynn made a motion to approve the minutes  
Second: Diane Amaya  
Vote: Members were in favor to approve the minutes as printed

**GENERAL PUBLIC COMMENT**

No General Public Comment heard at this time.

## **NEW POLICY: DISRUPTIVE CONDUCT**

Mike Greenwood, Deputy Executive Director, Operations, presented a new policy addressing disruptive conduct, including threats and harassment towards Access and contractor staff. The policy was created as a method to prohibit such behavior. TPAC members discussed the presented policy and its applicability. Through discussion, TPAC members arrived at the conclusion to pass the policy with minor revisions, addressing clarity about the policy's applicability to passengers during shared ride services.

First: Kevin McDonald made a motion to approve the policy with the minor revisions  
Second: Kathryn Engel  
Vote: Members were in favor to approve the presented policy with the minor revisions

## **BEYOND THE CURB/REASONABLE MODIFICATION UPDATES**

Alfredo Torales, Special Project Administrator and Lys Bovery, Reasonable Modification Coordinator, presented a detailed update of beyond the curb/reasonable modification program adoption and implementation. Their presentation detailed the Department of Transportation's final rule including its effective date for transit agencies to implement such services.

In anticipation of the final rule and to review the potential impact of the new service, Access launched a survey to review customer input and needs. The survey results showed that:

- 35 percent stated they needed assistance "beyond the curb".
- 55 percent said they currently receive ad-hoc assistance "beyond the curb"
- 56 percent stated they would likely apply

The survey also asked if customers were required to return to the eligibility center to assess their needs:

- 70 percent expressed continued interest and stated they were likely to apply
- 73 percent said they were likely to apply if required paper application

Access Services implemented the service July 1, 2015, since Beyond the Curb service is a modification to the curb-to-curb service, the service was integrated under the reasonable modification program. Mr. Torales and Mr. Bovery concluded their presentation by demonstrating the overall impact of the new service. Based on program statistics, the service is

currently viewed in its infancy, with 31% of new and recertifying customers were found eligible for “regular” use of the service and 1% booked beyond the curb trips.

Access has not experienced any significant operational or financial impact since the implementation of the service. However, Access staff anticipate significant increases in the next year. Staff will continue to monitor the progress of the service.

### **DRAFT FY 16-17 BUDGET**

Hector Rodriguez, Director, Finance and Administration presented the draft budget for the upcoming fiscal year 2016-2017. Mr. Rodriguez noted the proposed budget is derived from demand projections, available funding, existing programs and capital needs. Mr. Rodriguez identified the following challenges which will impact Access’ overall annual expenditures:

- Increased Demand
- Reasonable Modification
- Origin to Destination (Beyond the Curb)

Service Demand continues to dictate the annual budget, consuming approximately 88% of the budget, Eligibility consumes 6.7%, Administration consumes 4.6% & CTSA consumes 0.3%.

Access’ budget continues to grow as the service demand increases, staff continues to seek new funding sources and options in an attempt to sustain the growing demand.

### **CUSTOMER SERVICE UPDATE**

Sherry Kelly, Senior Manager of Customer Service, presented a detailed update of the Customer Service transition to Alta Resources. Two of the five-part transition plan has been successfully implemented and Alta Resources are currently meeting their key performance indicators. The new feature provided by Alta Resources is a short customer satisfaction survey, immediately after the call, to gauge customer experience. This process will allow Access in conjunction with Alta to receive immediate customer feedback enabling the team to implement change as necessary and an additional performance metric to review. Access will continue to assess the transition plan and date for phase III.

## **ELIGIBILITY PROCESS**

Geoffrey Okamoto, Manager of Eligibility presented the eligibility process, detailing the step by step process, for in-person evaluation, re-certification evaluation and appeals.

Mr. Okamoto also shared that Access is continuing to provide additional mobility options for all applicants. Access' travel training contractor, Mobility Management Partners (MMP), has introduced a new feature to the eligibility process, where, MMP staff contacts new applicants and provides an overview of the process, educating the applicant of other and or alternative transit and mobility options.

TPAC members requested further updates regarding eligibility appeals statistics.

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

None.

## **ADJOURNMENT**

Motion: Vice Chairperson Davis requested a motion to adjourn  
First: Jesse Valdez  
Second: Dana Pynn  
Vote: Meeting was adjourned at 11:17 a.m.

**SEPTEMBER 8, 2016**

**TO:** TPAC

**FROM:** MATTHEW AVANCENA, MANAGER, PLANNING AND COORDINATION

**RE:** TPAC OFFICER ELECTIONS FY 2016-2017

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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 2016-2017

**RECOMMENDATION:**

Elect Ms. Gracie Davis from Orange County Transportation Authority (OCTA) 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 2016 through October 2017.

Staff sent an announcement to TPAC members via email on August 23<sup>rd</sup> to request volunteers to serve on the nomination subcommittee. Additionally, staff informed members to contact a member of the nominations subcommittee if they are interested in running for an officer position. Ms. Kathryn Engel (City of Glendale) volunteered to serve on the nominations subcommittee along with Ms. Giovanna Gogreve (Metro).

Since no one from the membership expressed interest in running for an officer position, a member of the nominations subcommittee contacted the current officers, Linda Evans and Gracie Davis, to see if they would be interested in serving again. Gracie Davis agreed to run for chairperson and Linda Evans 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.

## **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.