

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, September 14, 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 July 13, 2017 Meeting Minutes	Chair	Action	3-5
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Regional Performance Data	Rogelio Gomez	Presentation	

7.	Proposed KPI's and LD's	Mike Greenwood	Presentation	
8.	TPAC Officer Elections	Matthew Avancena	Action	6-8
9.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
10.	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 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 13, 2017**

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**CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:42 a.m.

**INTRODUCTIONS**

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

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center), Frazier Watts (GTrans), Sebastian Hernandez (Pasadena), Kevin Parks McDonald (Foothill Transit).

Access staff in attendance: Andre Colaiace, Matthew Avancena, Randy Johnson, Alfredo Torales, Fayma Ishaq, Jack Garate, Yi Lin Zhang, Eric Haack, Elisa Diaz and Alvina Narayan.

Guests: Michael Conrad (Access Rider), Will Rodman (Nelson Nygaard), Daniel Berez (Nelson Nygaard).

**APPROVE JUNE 08, 2017 MEETING MINUTES**

Motion: Chairperson Davis entertained a motion to approve the June 08, 2017 minutes as printed  
First: Eric Hoch made a motion to approve the minutes as printed  
Second: Luz Echavarria  
Vote: Members were in favor to approve the minutes as printed.

## **EXECUTIVE DIRECTOR'S REPORT**

- Access and its new Eligibility contractor MTM have successfully opened the new Eligibility Facility in City of Commerce. Access will host an official open house in August 2017.
- Access closed fiscal year 2017 with over 3.3 million trips and over 4 million passengers. Overall, all four key performance indicators were achieved, making 2017 a great year for operational performance.
- Southern Region, serviced by Global Paratransit is the largest region with the highest volume of trips. Global Paratransit is transitioning its trip reporting software from Legacy DDS to Trapeze, which is a more robust and newer transportation reporting software. This transition will increase trip performance in the southern region.
- FTA's Office of Civil Rights will conduct an ADA Compliance Review on August 14-18. Access anticipates reviewing and discussing the regional finding with the review team including Office of Civil Rights representatives.

## **COMPREHENSIVE OPERATIONAL REVIEW – MID STUDY REPORT**

Will Rodman, Project Manager and Dan Berez, Deputy Project Manager for Nelson/Nygaard presented the Mid-Study Report for the Comprehensive Operational Review.

Nelson Nygaard's review structure has six key assessment areas:

1. Policies, procedures and practices
2. Fleet and Service Mix
3. Management and Oversight
4. Technology

5. Financial Analysis
6. Alternative Service Model Structures

Mr. Rodman and Mr. Berez detailed their preliminary observations, assessments and recommendations for each service region. Identifying operational and regional challenges, concurrently detailing service model and design alternatives for operational efficiency.

The presentation concluded by highlighting preliminary recommendations for each of the six key assessment areas, further identifying short and long-term goals. The final report will be released in October 2017 at which time Nelson/Nygaard will come back to present at the October TPAC meeting.

#### **REGIONAL PERFORMANCE DATA**

Deferred to next meeting due to time constraints

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

None.

#### **ADJOURNMENT**

Motion: Chairperson Davis requested a motion to adjourn  
First: Giovanna Gogreve  
Second: Jose Medrano  
Vote: Meeting adjourned at 11:36 a.m.

**SEPTEMBER 11, 2017**

**TO: TPAC**

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

**RE: TPAC OFFICER ELECTIONS FY 2017-2018**

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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 2017-2018

**RECOMMENDATION:**

Elect Ms. Gracie Davis from Orange County Transportation Authority (OCTA) as Chairperson and Ms. Giovanna Gogreve from L.A. Metro 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 2017 through October 2018.

Staff notified TPAC members of the need to hold elections at the July 2017 meeting and requested volunteers to serve on the nomination subcommittee. Staff sent a follow-up email in late August to gauge member interest in running for officer positions and to inform members of vice-chair Linda Evans intent to step down from the committee. Giovanna Gogreve (Metro) volunteered to run as vice-chair and Gracie Davis agreed to run for chairperson for a second term. Norm Hickling (AVTA) expressed interest in running for a future position as TPAC officer.

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.