

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 11, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza

<i>Item Time</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1. Call to Order	Action	
5	2. Introductions		
5	3. Review & Approval of Minutes of June 13, 2017	Action	4-10
10	4. General Public Comment	Information	
5	5. Report from Board of Directors/ Theresa De Vera	Information	
5	6. Customer Service Performance Update/ Sherry Kelley	Presentation	
10	7. Operations Performance Update/ Randy Johnson	Presentation	
60	8. Nelson\Nygaard/ Comprehensive Operational Review	Presentation	
5	9. Subcommittee Update	Information	
10	10. Member Communication	Information	
5	11. New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	12. 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: Access Services Community Advisory (CAC) 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 both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC 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 CAC secretary. 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 Chair. 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 CAC 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 CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, June 13, 2017
1:00pm - 3:00 pm

CALL TO ORDER

Chairperson Michael Conrad called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members: Chairperson Conrad, Vice Chairperson Maria Aroch, Gordon Cardona, Tina Fofoa, Michael Arrigo, Liz Lyons, Olivia Almalel, Wendy Cabil, Kurt Baldwin, Terri Lantz, Rachele Goeman and Marie Francois.

Board Members Present: Kim Turner

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Randy Johnson, Mike Greenwood, F-Scott Jewell, Hector Rodriguez, Rycharde Martindale and Alfredo Torales.

Guests: William Zuke (QSS), Michael Sher (Access Rider), Mike Fricke (California Transit Inc. -CTI, Victor Dominquez (QSS), Monica Marroquin (Mobility Management), Dawn Boulden (San Gabriel Transit - SGT), Annette Arriola (Alta), Beatrice Lara (MV Transportation), Ms. Watson (Access Rider), Belinda Conrad (QSS), Ms. Desiree (Access Rider), Heather Menninger (Nelson/Nygaard), and Dan Berez (Nelson/Nygaard).

CAC Members Absent: Chaplain Cohen, Dina Garcia, and Jesse Padilla.

REVIEW & APPROVAL OF MINUTES

Chairperson Conrad asked for a motion to approve May 9, 2017 Minutes.

Motion: Member Goeman

Second: Member Lyons

Member Cabil requested to correct her comments regarding Member Communication page 10.

Minutes approved with revision.

PUBLIC COMMENTS

Michael Sher stated that on June 12, 2017, a taxi driver drove very fast into his driveway and almost ran him over.

BOARD OF DIRECTOR REPORT

Director Turner provided a summary of the May 2017 Board meeting.

- The Board approved the Consent Calendar, which included items extending the opinion survey, auditing services and approved an award for financial system support services.
- In addition to the above action items, the Board awarded the West Central to California Transit, Inc., who is the incumbent contractor.
- The Board also renewed items related to Access' automobile liability insurance program and awarded a contract for mail fulfillment services.
- The Board tabled the Parents with Disabilities extension and the Pilot Program for the proposed Access taxicab decals.
- The next meeting of the Board of Directors will be on June 26, 2017 at Access Services, El Monte.

FY2017/18 BUDGET OVERVIEW

Deputy Executive Director, Hector Rodriguez presented the Access Fiscal Year, June 2017 through July 2018 Draft Budget. In addition, he summarized some of the major initiatives Access is currently working on.

- Minimum wage will continue to increase up to \$15.00 until the year of 2020.
- The Surface Transportation Program (STP) Metro allocated funding was approved through Fiscal Year 2019.

Furthermore, Mr. Rodriguez stated that the Parents with Disabilities Program grant funding is expected to end November 2017. However, pending Board approval the grant may continue through June 2018. In addition, Access decided to continue both Access to Work and the Marking & Tethering programs.

Mr. Rodriguez concluded his presentation with a summary of the following paratransit operations expenses.

- Historical Data of Actual Trips From FY13 - FY17

- Projections of Trips and Growth from 2016 -2026
- Direct Detail Costs of Paratransit Operations
- Budget by Category:
 - Paratransit Operations
 - CTSA - Consolidation Transportation Service Agency Function
 - Administrative Expense
 - Operating Expense
 - Capital Expenditures (Section 5310 Grant for Vehicle expenses)
 - Total Expenses & Capital Expenditures 2017 - 2018 Budget \$176,902,161 and percentage of total funding 100.0%
 - Funding Sources (Operating Funds)
 - Demand Growth
 - Cost Drivers - Operations

CAC Questions:

Member Cabil asked where the funds for vehicle allocations is found in the budget.

Mr. Rodriquez replied that vehicle allocations are found in the Capital Funds.

Member Lantz requested a report of the future vehicle types purchased by region.

Mr. Rodriquez replied, he will provide that information at the next meeting.

Member Lyons asked how long Access keeps their vehicles.

Mr. Rodriquez replied, that the vehicles are removed from service based on mileage at 250,000 miles, or four years per the contract.

Chairperson Conrad thanked Mr. Rodriquez for his presentation.

COMPREHENSIVE OPERATIONAL REVIEW

Special Project Administrator, Alfredo Torales introduced the Nelson/Nygaard presenters; Heather Menninger, and Dan Berez.

Ms. Menninger stated that the Mid-Study report addressed three separate deliverables; existing conditions, peer analysis and a financial assessment. The Comprehensive Operational Review (COR) project focused on key assessment areas providing an overall look at the programs utilized, operated and managed by Access.

- Policies, procedures, and practices (reservations, cancellations, and ETA's)

- Fleet and service mix; dedicated Access vehicles versus taxis
- Management and oversight
- Technology tools
- Financial analysis
- Alternative service model structures

Mr. Berez stated that some of the paratransit service operators are quite similar to Access Services and others very different, serving smaller areas. There are few paratransit operators that service areas as large with comparable riders. During the data gathering, they attempted to find interesting insights for Access to look at alternative models to improve the system. They gathered data from twelve different peers agencies:

- | | |
|--------------|-----------------------|
| ▪ Atlanta | ▪ New York City |
| ▪ Boston | ▪ Oakland/East Bay |
| ▪ Chicago | ▪ Pittsburgh |
| ▪ Dallas | ▪ Portland |
| ▪ Houston | ▪ Seattle/King County |
| ▪ New Jersey | ▪ Washington, DC |

Access' ridership is the 2nd largest behind New York City, which serves 2.5 times the peer system average. Access ranks 5th in total service area square miles across peers, and the service area population is the 2nd largest in comparison to twice the peer system average. In addition, Access' trip density ranks 1st in trips per square mile.

Mr. Berez stated that there are some similar and different service models within each peer. They all handle the basic primary functions; reservations, dispatching, ETA's and service providers differently. Pittsburg's structure is similar to Access Services, with multiple service regions.

Ms. Menninger reviewed the Key Performance Indicators (KPI's) of Access versus peers.

- On-Time Performance- Access is within the peer range
- Denials- No peer standards
- Missed Trips- Access is within the peer range
- Excessively Long Trips- Access is within the peer range
- Hold Time-Access is within the peer range
- Complaints/1,000 trips- Could use some improvement.

Mr. Berez stated that the following issues are affecting Access:

- Insufficient supply of employee drivers
- Service inefficiencies; inter-regional trips
- Service efficiencies to provide immediate help to contractors at re-procurement

- time
- Telephone access
 - Double hold times for inter-regional trip reservations
 - Customers making ETA calls experience long hold times
 - New West Central contract includes standards for ETA/cancellation calls for first time
- Transfers; long trips and long delays are labor intensive

The CAC Questions:

Member Francois requested a report of the distribution of long trips.

Mr. Berez stated that they will provide the report a later meeting.

Member Baldwin stated that the service area size is counted at $\frac{3}{4}$ of the miles within Access Services, and asked if New Jersey is similar to Access or do they go anywhere within the state. He also expressed his concerns regarding the travel time measurements.

Mr. Berez replied, they probably are mirroring the state, and some agencies choose to provide service beyond $\frac{3}{4}$ of miles.

Member Lantz suggested to find out what agencies service beyond the $\frac{3}{4}$ miles service area.

Mr. Berez replied that they will provide that information at later meeting.

For more information on the Comprehensive Operational Review report, please visit accessla.org website.

OPERATIONS PERFORMANCE UPDATE

Operations Manager, Randy Johnson presented the Operations Performance Report for May 2017. Operations met the year-to-date Key Performance Indicators (KPIs) in all areas, with the exception of Preventable Collisions per 100,000 miles.

Mr. Johnson reviewed the May highlights:

- Access hosted CHP workshop "How to be your best driver"
- Staff attended and presented at the APTA Bus & Paratransit Conference in Reno, NV
- Conducted 100% Driver File Audit at San Gabriel Transit

- Staff attended City of Los Angeles Disabilities and Functional Needs (DAFN) Committee Meeting
- Business Ethics Training was provided to all Access employees.
- 33 new ATW vehicles were delivered to Providers

CAC QUESTIONS:

Member Lantz suggested to include the CAC Members in future emergency workshops.

Chairperson Conrad made a motion receive and file the Customer Service Performance Update due to time restraints.

Motion: Member Lyons

Second: Member Padilla

Motion passed to receive and file the item.

SUBCOMMITTEE UPDATE

Vice-Chair Marie Aroch reminded the CAC Members of the Subcommittee meeting scheduled immediately after the CAC meeting from 3 pm - 4 pm.

MEMBER COMMUNICATION

Vice-Chair Aroch thanked Access for the great presentations.

Member Lantz thanked Access for the presentations. She also, said the "Where's My Ride App" has been very efficient and helpful for the riders.

Member Baldwin thanked Nelson/Nygaard presenters. He mentioned his working involvement with stakeholders regarding the Measure M funds, and shared that a portion of those funds are supposed to go toward older adults and people with disabilities.

Member Cabil announced that LA Care is having a grand opening this month for the Family Resource Center in Palmdale.

Member Francois thanked the presenters and stated that she is looking forward to the final report from Nelson/Nygaard.

Member Goeman thanked Access for the great presentations.

Member Cardona wished everyone a great summer.

Member Almalel thanked all of the presenters. She stated that contractor's should be held responsible for not contacting riders outside the twenty-minute, and requested follow-up concerning this matter.

Chairperson Conrad informed the CAC Members that the July meetings are sometimes dark. However, he called a special meeting in order to get the final report from Nelson/Nygaard instead of having a dark meeting.

Senior Manager, Sherry Kelley announced that Director Kim Turner suggested to provide page numbers on the presentations. Additionally, Ms. Kelley requested that if any members have further questions or comments on Nelson/Nygaard to submit to herself or Sharon.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Member Cabil

Second: Member Lyons

The meeting adjourned at 2:53 p.m.