

access

AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, May 11, 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 February 09, 2017 Meeting Minutes	Chair	Action	3-6
	4.	General Public Comment	Chair/Public	Information	
	5.	Interim Executive Director's Report	Andre Colaiace	Information	
	6.	Regional Performance Data	Randy Johnson	Presentation	

7.	Free Fare Survey Results	Fairfax Research	Presentation
8.	Draft FY 2018 Budget	Hector Rodriguez	Presentation
9.	Customer Complaints Benchmarking	Sherry Kelley	Presentation
10.	Proposed Access Taxi-Cab Decal	Josh Southwick	Presentation
11.	Eligibility Center Update	F Scott Jewell	Information
12.	Access To Work Program Update	Eric Haack	Presentation
13.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
14.	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://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, FEBRUARY 09, 2017**

CALL TO ORDER

Vice Chairperson Linda Evans called the meeting to order at 9:52 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Aida Douglas (Long Beach Transit), David Feinberg (Santa Monica's Big Blue Bus), Amy Ahdi (Beach Cities Transit), Frazier Watts (GTrans), Ifeanyi Ihenacho (Torrance Transit), Giovanna Gogreve (METRO), Jesse Valdez (East Los Angeles Regional Center), Frances Jacobs (East Los Angeles Regional Center), Jose Medrano (Montebello Bus Lines), Kathryn Engel (Glendale Beeline), Linda Evans (LADOT), Luz Echavarria (LADOT), Trini Ramirez (Pasadena).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center) and Gracie Davis (OCTA).

Access staff in attendance: Andre Colaiace, Hector Rodriguez, Mike Greenwood, Matthew Avancena, Randy Johnson, F Scott Jewell, Michael Pascual, Alfredo Torales, Eric Haack, Elisa Diaz and Alvina Narayan.

APPROVE JANUARY 12, 2017 MEETING MINUTES

Motion: Vice Chairperson Evans entertained a motion to approve the January 12, 2017 minutes with amendments.
First: Jesse Valdez made a motion to approve the minutes with amendments
Second: Kathryn Engel
Vote: Members were in favor to approve the minutes with the amendments.

INTERIM EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Interim Executive Director reported on the following:

Access has received unofficial notice of an ADA Compliance Review, scheduled to occur in August 2017. This review appears to stem from the triennial review findings regarding oversight of ADA paratransit services that the fixed route agencies received during the last round of Triennial Reviews.

Access is a member of the Measure M advisory committee. The committee's role is to come up with guidelines on how to distribute the funds.

The Eligibility Procurement is underway and Access will seek Board approval in February 2017.

COMPREHENSIVE OPERATIONAL REVIEW

Heather Menninger from AMMA Transit Planning shared with TPAC that Nelson Nygaard and AMMA Transit Planning have collaborated to conduct the Comprehensive Operational Review.

Ms. Menninger's presentation detailed the project plan, scope of work and timeline. The comprehensive operational review will consist of six (6) major areas of review:

1. Study Management
2. Stakeholder Involvement
3. Existing Conditions and Analysis of Paratransit Functions
4. Financial Analysis
5. Peer System Analysis
6. Recommendations for Improved System Efficiency

The comprehensive operational review will be a robust process to review and analyze how the service is organized, delivered and monitored. The review team will also review the policies and procedures including the use of dedicated and non-dedicated vehicles.

A key component of the review is an assessment of technology in each service region

and an analysis of services and programs above ADA regulations.

At the conclusion of the operational review, the consulting team will provide their observations and recommendations, which will be shared with Access Services stakeholders.

REGIONAL PERFORMANCE DATA

Randy Johnson, Operations Manager presented an Operational Performance Report for January 2017. The presentation outlined and detailed key performance indicators by region, identifying standards for each category along with the performance metrics for the key performance indicators:

- On-time performance
- Late 4s
- Average initial hold time
- Calls on hold over 5 minutes
- Preventable collisions per 100,000 miles

Mr. Johnson also highlighted recent operations projects:

- New stand signs at UCLA Campus
- New pick-up and drop-off location information at LAX
- Where's My Ride integration in the Western and Eastern Regions
- Where's My Ride features Google Traffic
- Access is a contributor to the Regional Centers Emergency Work Group

MID-YEAR BUDGET REVIEW

Hector Rodriguez, Deputy Executive Director, Finance presented an overview of key revenues and expenses.

Mr. Rodriguez highlighted trip trends and corresponding cost projections. Annual ridership projections was projected at 6% for this year but year-to-date demand is currently at 4%. The decrease in trip demand correlates directly with weather and

historic trip trends have been lower in the first half of the year. Overall, economic trends have a direct impact on ridership and cost. Other projects that may have financial implications for Access' FY 2018 budget include:

- The award of the West Central Service Provider contract including the start-up costs
- The award of the Eligibility Contract including the start-up costs
- The Eligibility site construction expenditures
- The rate increases that were approved and awarded to contractors to satisfy minimum wage requirements

ACCESS MEMBER AGENCY OUTREACH

Eric Haack, Strategic Planner, is proposing to conduct a series of member agency outreach to local transit operators. The goal of the outreach/presentations is to inform partner agencies about ADA Complementary Paratransit Services in Los Angeles County and their obligations as a member agency.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Chairperson Evans requested a motion to adjourn
First: Kathryn Engel
Second: Giovana Gogreve
Vote: Meeting adjourned at 11:08 a.m.