

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, May 10, 2018

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 8, 2018 Meeting Minutes	Chair	Action	4-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	

6.	Promaster Demonstration	Rick Streiff	Presentation	
7.	Fleet Replacement Allocation Methodology	Alfredo Torales/Rick Streiff	Presentation	8-10
8.	FY 19 Draft Budget	Hector Rodriguez	Presentation	
9.	Medi-Cal Update	Matthew Avancena	Presentation	
10.	Operations Update	Rogelio Gomez	Presentation	
11.	New Business Raised Subsequent to the Posting of the Agenda	Members	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: 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 FEBRUARY 8, 2018

CALL TO ORDER

Chairperson Gracie Davis called the meeting to order at 9:34 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Gracie Davis (OCTA), Diane Amaya (City of Redondo Beach), Frances Jacobs (East Los Angeles Regional Center), Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Aida Douglas (Long Beach Transit), David Feinberg (Santa Monica Big Blue Bus), Frazier Watts (Gardena Bus), Kevin Parks McDonald (Foothill Transit), Trini Ramirez (City of Pasadena), Ifeanyi Ihenacho (Torrance Transit), Silva Baghdanian (City of Glendale Beeline), and Luz Echavarria (LADOT).

TPAC Members absent: Jose Medrano (Montebello Bus Lines) and Norm Hickling (Antelope Valley Transportation Authority).

Access staff in attendance: Andre Colaiace, Mike Greenwood, Elisa Diaz, Matthew Avancena, Randy Johnson, Brian Selwyn, Louis Burns, Bill Tsuei, Fayma Ishaq, Josh Southwick, Eric Haack, Alvina Narayan, Faustino Salvador, and Hector Rodriguez.

Guests: Rochelle Goeman (CAC & QSS), Michael Conrad (Chairperson CAC & QSS), and Nader Raydan (MV Transportation).

Approve December 14, 2017 MEETING MINUTES

Motion: Chairperson Giovanna Gogreve entertained a motion to approve the December 14, 2017 minutes as printed
First: Aida Douglas made a motion to approve the minutes as printed
Second: Diane Amaya
Vote: Members were in favor to approve the minutes as printed.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director, provided an update regarding FTA's ADA Compliance Review of Access Services. The draft report is scheduled for release in the coming months.

Access Services will have its Triennial Review in April and staff has been working with the review team to submit requested information and begun preparations for the on-site review.

Mr. Colaiace concluded his report with an update regarding the implementation of the 'Where's My Ride App'. The app is available in the L.A. Basin, and currently there are 531 customers that have downloaded the app, and 90 percent of those individuals have used the app. Access will continue to market the new Where's My Ride app to its customers.

OPERATIONS UPDATE

Faustino Salvador, Project Administrator presented the Operations Performance Report for January 2018. The presentation detailed key performance indicators by region, identifying the standards for each category.

Mr. Salvador also reported on the following items:

- Where's My Ride App - Southern and Northern Regions
- Attended Accessibly Advisory Committee Meeting in Santa Clarita
- Northern Region Community Meeting
- Emergency Tabletop Exercise
- 100% Driver Credential Audits for Santa Clarita, Antelope Valley and Eastern regions
- North Region RFP Proposer Interviews

AUTONOMOUS VEHICLE PILOT

Bill Tsuei, Director of Information Technology, presented the Autonomous Vehicle Pilot project. Access has collaborated with several different partners to initiate this pilot project. Vehicle testing is scheduled to take place on July 2018 - December 2018. An Autonomous Vehicle has five different levels of vehicle technology, level 1 is monitored driving and level 5 is non-monitored driving and fully automated. The pilot project will be at level 3, with conditional automation.

Access conducted a preliminary route analysis for the pilot project. The suggested route will be in the West-Central Region, Westwood area.

Mr. Tsuei concluded his presentation identifying the project's long-term goals: overcoming driver shortages, improving service quality, embracing new technologies for people with disabilities, reducing operating costs, operational impacts, and preparing for workforce changes. The preliminary project timeline is estimated to begin on November 2019 through June 2020.

CUSTOMER SERVICE UPDATE

Hector Rodriguez, Deputy Executive Director of Finance, provided an update on the customer service contractor, Alta Resources. In May 2017, Alta Resources met all key performance indicators. Alta Resources performance was impacted during the summer months due to unanticipated staff shortage.

Mr. Rodriguez met with Alta Resources staff in October 2017 to discuss the need for additional staff to improve overall performance. By December 2017, performance began to improve. Alta Resources continues to maintain performance, key performance indicators has progressively improved.

Mr. Rodriguez also identified the next steps for Customer Service:

- Continue to closely monitor the contract
- Perform live audits of calls
- Provide trainings to contractor
- Review performance daily
- Review weekly reports
- Ensure proper staffing levels
- Ensure proper and continuing training
- Revisit Customer Service Scope of Work

Access staff will continue to monitor the customer service key performance indicators, track performance metrics and perform audits.

STRATEGIC PLAN SUBCOMMITTEE

Eric Haack, Strategic Planner, provided an overview of Access Services FY 2019 to FY 2023 Strategic Plan. The five-year strategic plan will serve as guidance for projects under consideration and provide a timeline for project implementation.

In January 2018, the TPAC Strategic Plan subcommittee, comprised of Giovanna Gogreve, Aida Douglas, Luz Echavarria and Joyce Rooney made the following suggestions:

- Enhanced readability of the overall plan

- Address challenges and possible solutions
- Identify future projects
- Specify which department is responsible for implementation of future projects
- Review L.A. County's Coordinated Plan
- Review Timeline

The draft Strategic Plan is scheduled to be presented before the Board of Directors at the next scheduled meeting.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Vice-Chairperson Gogreve requested to receive an update regarding the Board of Directors Customer Service subcommittee working group.

Chairperson Davis announced the CalACT Conference in Newport Beach, April 2-6, 2018. The Orange County Transportation Authority is sponsoring the event.

ADJOURNMENT

Motion: Chairperson Davis requested a motion to adjourn
First: Jesse Valdez
Second: Giovanna Gogreve
Vote: Meeting adjourned at 11:40 a.m.

MAY 10, 2018

TO: TPAC

FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN AND
MAINTENANCE
ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: FLEET REPLACEMENT AND ALLOCATION METHODOLOGY

ISSUE:

Based on recommendations from the Access Services Comprehensive Operational Review: Final Report from 2017, staff is proposing to revise the fleet replacement and allocation methodology. This is a guideline for the development of future vehicle capital plans and the revised methodology adds a "utilization" component to the current "vehicle per trips" formula.

IMPACT ON BUDGET:

There is no immediate budget impact. The COR: Final Report states that "Access could potentially reduce capital costs" by implementing a new fleet methodology based on vehicle utilization, however, potential cost saving estimates were not provided in the report because of the many factors that can impact future vehicle needs. Such factors include changes in the contractor's use of taxi subcontractors, changes in driver recruitment and retention, and significant changes in trip demand. Potential cost savings may be realized only if these factors remained constant with current trends.

ALTERNATIVES CONSIDERED

An alternative considered was to continue using the current methodology (1 vehicle per 400 trips/month). However, the current "per trip" methodology does not consider vehicle utilization, and has proved limited in recent months due to the diminishing supply of contractor employee drivers and an increased reliance on taxi subcontractors. Factoring vehicle utilization allows staff to better determine replacement needs because it takes into account the use of subcontractors to perform trips.

BACKGROUND:

In September 2014, the Board of Directors approved the current “Trips per Vehicle” Fleet Formula as a guideline for the development of future capital plans. At the time, staff’s analysis of the number vehicles awarded at the start of each contract and the average monthly trips of those contracts resulted in a ratio of about one (1) vehicle for every 400 monthly trips.

In 2017, Access Services retained Nelson\Nygaard Consulting Associates to conduct a Comprehensive Operational Review (COR) of the agency. One recommendation from the COR was to revise the existing “Trips per Vehicle” formula to incorporate the contractors’ utilization of Access-owned vehicles. Due to recent operational changes that include challenges in hiring and retaining drivers and an increased reliance on taxi resources, Nelson\Nygaard found that the current fleet allocation policy (one vehicle per 400 trips/month) may have resulted in an over-supply of vehicles to certain contractors, based on average utilization. Nelson\Nygaard recommended that Access examine how contractors actually utilize the Access-owned vehicles to determine potential costs savings by adjusting the number of Access-owned vehicles supplied to each contractor.

The following is an example of the proposed methodology for determining vehicles needs for replacement and expansion/new contracts:

Vehicle Utilization/Replacement:

Annually staff will determine the number of vehicles scheduled for retirement based on the total accumulated mileage and age of the vehicle. Staff will evaluate the average utilization rate of the contractors’ fleet for replacement needs to determine if they met the utilization goal.

The goal follows Nelson/Nygaard’s recommendation for contractors to average a vehicle utilization rate of 7.25 - 8.0 revenue hours per day, per vehicle. If a contractor met the goal, staff would plan to replace all of a contractor’s vehicles scheduled for retirement. If a contractor fell under the goal, Access staff would consider the option of replacing fewer vehicles than those scheduled to be retired. The chart below is an example analysis conducted by Nelson/Nygaard:

	Replacement Needs	Current Utilization	DSV	Utilization Factor	Allocated/ Reserved Vehicles
Eastern	48	5.17 VH per day		0.71	34/14
West Central	45	6.89 VH per day		0.95	43/2
Southern	80	7.24 VH per day		1.00	80/0

Northern	19	7.77 VH per day	1.06	19/0
Benchmarks	192	7.25 VH per day	1.0	176/16

In this example, 48 new vehicles are needed to replace 48 vehicles scheduled for retirement in the Eastern Region. By examining the Eastern Region contractor’s average vehicle utilization (5.17 VH per day) and comparing it to the utilization goal (7.25-8.0) the analysis finds a utilization factor of 0.71. Therefore, staff could consider replacing only approximately 71 percent, or 34, of the 48 vehicles being retired in that region. In other words, the new policy would give staff the option of not replacing up to 14 vehicles in this scenario, considering all other factors.

Before making any final decisions on replacing fewer vehicles, staff will consider a number of factors, including but not limited to:

- contractor’s operating model
- use of taxi subcontractors
- long lead time in purchasing paratransit vehicles
- trip demand projections, and
- contracts scheduled to go out for bid in the near future.

Additionally, staff could consider incrementally reducing the number of vehicles for certain contractors over years.

Service Demand/New Contract

Staff proposes retaining the current “trips per vehicle” component (i.e. 1 vehicles per 400 trips/month) as a guideline for service demand needs and determining vehicle needs for new contracts. The 400:1 formula generally results in providing enough Access-owned vehicles to perform about 70 percent of a region’s trips. Contractors then either subcontract with taxis or utilize their provider-owned vehicles to perform the other 30 percent. Over the years, the use of taxi subcontractors to perform a significant amount of service has allowed Access to maintain a relatively low cost structure compared to other similar transit agencies. By adding a vehicle utilization component to the current methodology, it allows staff to analyze and negotiate the number of vehicles to provide a contractor when their use of taxi subcontractors increases significantly, as seen in recent months.