

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, April 8, 2010

9:30 a.m. – 11:30 a.m.

AON CENTER

707 Wilshire Blvd.

6<sup>th</sup> Floor Conference Room

Los Angeles, CA 90017

### 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	Disposition	Pages
	1.	Call to Order	Action	
	2.	Read TPAC Mission Statement		
	3.	Introductions		
	4.	Chairperson's Report		
	5.	Approve February 11, 2010 TPAC Meeting Minutes	Action	3-6
5	6.	Staff Report	Information	
5	7.	General Public Comment	Information	

5	8.	Report from Board of Directors	Information	
15	9.	Access Emergency Preparedness Plan	Discussion	
20	10.	First Annual Access Roadeo	Presentation	
10	11.	Safety Program Update	Information	
10	12.	Customer Perception Program	Information	
10	13.	Standing Order Policy	Discussion	8-9
5	14.	Metro OIG Audit Update	Receive/File	10-12
5	15.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	16.	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 supplementally prior to the meeting at the agency's offices located at 707 Wilshire Blvd., 9th Floor, Los Angeles California and on its website at <http://asila.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 11, 2010**

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**Call to Order**

Chairperson Jesse Valdez called the meeting to order at 9:41 a.m.

**Read TPAC Mission Statement**

Mr. Valdez read the TPAC Mission Statement.

**Introductions**

TPAC Members in attendance: Jesse Valdez, John Fong, Kathryn Engel, Dennis Kobata, George Sparks, Shirley Hsiao, Wayne Wassell, Ernie Crespo, Matt Gleason, Kevin McDonald, Diane Amaya, Graham Ridley

TPAC Alternate Members in attendance: Christopher Low, Ian Daily, Elizabeth Carter, Sarah Allen, Dana Lee

TPAC Members absent: Joyce Rooney, Jose Medrano, Gracie Davis

Guest: Mary Griffieth, David Lee

Access staff in attendance: Arun Prem, Giovanna Gogreve, Geetu Banerjee, Matthew Avancena, Luis Pacheco, Geoffrey Okamoto, Evie Palicz, F Scott Jewell

**Chairperson's Report**

Mr. Valdez reported that the Access Board of Directors approved the following:

- Scheduled the Access Annual Meeting to take place on March 11, 2010 and the venue is Metro's Division 9 Transportation building in El Monte.
- Relocate the Access Headquarters to Metro's Division 9 building in El Monte.

Mr. Prem added that the relocation is pending approval by the Metro Board of Directors.

## Approve December 10, 2009 TPAC Meeting Minutes

**Motion:** Mr. Valdez moved to approve the December 10, 2009 meeting minutes.

**First:** Mr. Kobata

**Second:** Ms. Engel

**Vote:** All members were in favor and the motion passed.

## Staff Report

Arun Prem gave the following report:

- Mr. Prem introduced Giovanna Gogreve, the newest member of the Strategic Planning Department. Ms. Gogreve will be the staff liaison to TPAC replacing Geetu Banerjee. He thanked Ms. Banerjee for her work and dedication to the group.
- The relocation of the Access Headquarters will realize a savings of \$600,000 on rent per year by moving to Metro's Division 9 Transportation Building in El Monte. The lease agreement with Metro is in its final stages and will be brought to Metro Board for final approval at the next Board Meeting. F Scott Jewell reported that the move is tentatively scheduled for April 2010.
- The Access Annual meeting will be held at the El Monte location on March 11, 2010. The annual meeting will substitute for the March 11, 2010 TPAC meeting.
- Access Member Agencies will vote to approve staff's recommendation to drop the "Incorporated" from Access Services. The change is being proposed for identity and legal purposes.
- Access announced the job opening for the Chief Operation Officer (COO) and the interview process is currently underway. The COO's position will report directly to the Executive Director.
- The CalACT Conference is scheduled for April 20-22 in San Francisco.
- METRO extended the deadline for the JARC and New Freedom grant. Access submitted two grants and a third grant will be submitted in March 2010.

## General Public Comment

There was no public comment

## Agenda Items

### 1. TPAC Goals Review – Access Business Plan

Mr. Prem presented the committee with slides of Access' Revenues and Expenditures projection for Fiscal Years 2009 through 2014. The slides were a comparison of the projections for Operating and Capital expenses for the next five years. Access staff will continue dialogue with TPAC with regard to the Business Plan at the next meeting.

### 2. TPAC Revised Bylaws and Meeting Schedule

TPAC members requested that the cancellation notice as proposed in the revised bylaws change from three weeks to two weeks prior to the scheduled meeting date. It was also noted that the November 11, 2010 TPAC meeting falls on a legal holiday, Veterans Day. Staff will plan accordingly.

**Motion:** Mr. McDonald made a motion to approve the bylaw change to meet monthly and at the discretion of the Chair; a monthly meeting can be cancelled **two** weeks prior to the meeting date.

**First:** Mr. McDonald

**Second:** Ms. Lee

**Vote:** All members were in favor and the motion passed.

### 3. Access Bylaws

Mr. Prem reminded TPAC members to be sure to inform Access of any service changes that impact their services such as cuts and or expansions to their service and any fare increases. Several transit agencies may propose changes in service this year and Access should be kept abreast of such changes because it may directly impact paratransit service area and may involve making changes to the paratransit plan.

### 4. Access Safety Program/Emergency Response Plan

Mr. Prem provided an update on the Safety Steering Committee and its accomplishments. The Safety Steering Committee is comprised of safety consultant, Access providers, and staff. This diverse group meets monthly to analyze and discuss safety trends and performance and bring forth innovative ideas on enhancing safety initiatives system wide.

Access staff outlined an incentive program to measure and reward safety-related driver performance and the proposal was approved by the Access Board at its January 11, 2010 meeting. The committee has also implemented the new Drivers' Pledge cards,

Safety decals for the rear window of Access vehicles and safety back packs for drivers to use that contain all the paper work and items necessary in the event of an accident. Mr. Prem solicited TPAC members for any suggestions to bring forth to the Steering Committee for discussion.

## **5. Stratagen Adept Software**

Mr. Jewell provided a status update on the implementation of the ADEPT software at Global Paratransit Inc., Access Provider for the Southern Region. He informed members that the dynamic mode of the ADEPT software was installed on January 16<sup>th</sup>. By migrating to this "Dynamic" mode, the ADEPT dispatch system now allows the dispatchers to utilize same day tools to better manage their operations. One of the features for ADEPT tools is "Dispatch Alert", which allows dispatch to easily foresee late trips and take immediate corrective action. The dispatch software change in the middle of the month went smoothly and Global Paratransit was able to reach an 89.9% on-time performance.

## **6. Wheelchair Securement and Tether Strap Program**

Evie Palicz gave a program overview of the Wheelchair Securement and Tether Strap Pilot program that was launched on January 21, 2010. The purpose of the pilot project was mainly to educate potential riders on the safety procedures and restraint system on Access vehicles and to mark or install tether straps on mobility devices to ensure the vehicle securement straps are placed in the safest spot on the mobility device.

She reported that since the inception of the pilot project, a total of 1,229 applicants have gone through the orientation process. To date, 34% of wheelchairs were marked and tethered. The responses from both potential and recertifying riders have been very positive.

## **Metro OIG Audit Update**

Mr. Prem provided the committee with an update on Metro's OIG audit. He reported that the audit has one item pending related to the implementation of the ADEPT/Stratagen software.

## **New Business Raised Subsequent to Posting of the Agenda**

George Sparks reported that CalACT is working on a joint procurement program with the Morongo Basin Transit Authority (MBTA). The State of California's procurement process for paratransit cutaway vehicles (type 3, 4, 5 and 7) was cancelled and CalACT has taken the initiative to start a cooperative bid for the same vehicles that the state used to purchase.

The spring CalACT conference will be held in San Francisco from April 20-22, 2010.

## Adjournment

**Motion:** Mr. Valdez entertained a motion to adjourn.

**First:** Ms. Engel

**Second:** Mr. McDonald

**Vote:** All were in favor and the motion passed.

DATE: April 8, 2010

TO: TPAC

FROM: GIOVANNA GOGREVE, STRATEGIC PLANNING ANALYST

RE: STANDING ORDER POLICY

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### BACKGROUND

Access Services Standing Orders are trips where the Access vehicles pick up the rider at the same time and on the same day. Access' policy states that it will accommodate the requests as long as the total number of Standing Order trips does not exceed 50% of available capacity.

ADA regulations on subscription trips service states that subscription services may not absorb more than 50% of the number of trips available at a given time of day. It also states that an entity may establish waiting lists or other capacity constraints and trip purposed restrictions or priorities for participation in subscription service only. Subscription services are not required by the ADA regulations and it is considered premium service.

### General Statistic for Access Service Standing Order

- Standing Order trips account for 15% to 19% of total rides provided by Access in Fiscal Year 2008-2009
- Average 34,000 standing rides are performed each month
- Average 408,000 standing rider performed each year

### Provider Updates

As of April 2010, the wait list for riders requesting a Standing Order is as follows:

- Southern Region - 27 riders
- Eastern Region - 41 riders
- West Central Region - 36 riders

- Northern Region - 0 riders
- Antelope Valley Region- 0 riders
- Santa Clarita Region - 6 riders

### Standing Order Policy and Procedures

If a rider would like to request a Standing Order trip they can call the reservation number and ask for the Standing Order Representative with the appropriate Access Services provider. The request must be made up to two weeks in advance of the desired commence date and will be processed within five business days. If the rider is not granted the desired request then the Access provider will place the rider's request on a wait list for a period of no less than six months. The Access provider frequently reviews the list for any availability in order to accommodate the requests. On average a rider may wait up to 90 days for availability of a requested schedule.

In order for a Standing Order request to be granted the rider must provide the following information: Name, identification number, mobility device and/or equipment used, pick-up and drop off address and time, number of companions or PCA and the frequency of the trips. Frequency of the trip may be from one (1) day to seven (7) days a week.

Standing Orders must be cancelled prior to 10:00pm the night before the service. Standing Orders that are cancelled after 10:00pm the night before will be considered a Late Standing Order Cancellation and the rider will incur the infraction on their record. The rider will be notified in writing of their violation upon the second (2nd) and subsequent violations. In addition, Access provider staff will contact the individual via telephone upon the second (2nd) and fourth (4th) violation to make an effort to identify potential issues that may be contributing to the Late Standing Order trip cancellations. Riders who have been granted a standing order trip may be subject to revocation of the granted standing order if they exceed six (6) Late Standing Order Cancellations in a rolling 60-day period. The rider can appeal any infractions or the revocations of the Standing Order that he or she does not agree with.

**DATE:** April 8, 2010

**TO:** TPAC

**FROM:** STEVE CHANG, DIRECTOR OF CONTRACT SERVICES

**RE:** STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S AUDIT  
RECOMMENDATIONS

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**ISSUE:**

The audit of Access Services Incorporated conducted on behalf of the Metro Office of Inspector General (OIG) in FY 07 - 08 confirmed Access Services system design and operational compliance with the ADA and funding requirements and the general satisfaction of Access Services riders with that service. The audit contained no negative findings, but the auditors did make sixteen recommendations and the audit report contains Access Services affirmative responses to these recommendations.

This item comprises the monthly update for January 2010. Of the sixteen recommendations, fourteen have been completed.

**RECOMMENDATION:**

Receive and file the attached status report on the implementation of the audit recommendations from the "Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding."

**BACKGROUND:**

At the recommendation of the Board of Director's the Status Report only contains updates on the final four audit recommendations. A complete status report on all sixteen recommendations can be found on the Access Services website at [www.asila.org](http://www.asila.org).

**STATUS REPORT ON THE IMPLEMENTATION OF  
THE AUDIT RECOMMENDATIONS**

**Recommendation 6**

ASI should evaluate whether the service providers are using the most efficient methodology for scheduling vehicles and drivers and whether there are opportunities to shift resources from low demand to peak demand periods.

Apr - 08	Prior to the audit in January 2006, ASI retained the services of the IBI Group to perform a Needs Analysis on ASI's Access Paratransit service. The recommendations from the analysis were presented to the Access Services Board of Directors in March 2007. One of the principal recommendations was the design and implementation of a centralized reservation/scheduling software to be used by all of ASI providers. The Board approved the award for that reservation/scheduling software in November 2007. The first phase of the implementation of this recommendation is scheduled to begin in August 2008. The implementation of the first service region, with phase-in to other regions as contracts renew, is scheduled for fall of 2008.
May - 08	The centralized reservation/scheduling software will be implemented within the first service region in September 2008 and will be phased in by region as contracts are renewed. Staff is anticipating system wide implementation will be completed in 2010.
Jun - 08	A notice to proceed was issued to the software contractor on June 9, 2008 and a kick off meeting was held with Global Paratransit.
July - 08	The project team has begun the implementation period for the software installation in the Southern Region. As the system is implemented relevant ride statistics such as travel times, will be reported monthly in the Operations Report contained in the Board Box.
Aug - 08	No status update to report.
Feb - 09	Due to beta testing and related infrastructure issues the implementation of the new software has taken longer than expected. The first phase of implementation will begin in the Southern Region in Spring 2009.
May - 09	Implementation began in the Southern Region. The contractor is working to fine tune all of the scheduling parameters within the software and things are moving accordingly.

Aug - 09	The service quality in the Southern Region has stabilized. A modification of the software that's related to the scheduling of stand-by trips and pick-up times being changed has been completed and installed. The next region scheduled for implementation is MV Transit in the San Fernando Valley in early 2010.
Jan-09	Full implementation of the software including dynamic mode scheduling is scheduled to be implemented on January 18, 2010.

**Recommendation 8**

ASI should evaluate the scheduling system to minimize or eliminate circuitous routing of share rides and to ensure that the routing/dispatching methodology minimizes wait times and trip times.

See Recommendation 6 above.