

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, February 10, 2011

9:30 a.m. – 11:30 a.m.

Access Services Headquarters
3449 Santa Anita Avenue, 3rd Floor
Council Chamber 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	Disposition	Pages
	1.	Call to Order	Action	
	2.	TPAC Mission Statement		
	3.	Introductions		
	4.	Chairperson's Report		
	5.	Approve November 18, 2010 TPAC Meeting Minutes	Action	3-7
5	6.	Staff Report	Information	
5	7.	General Public Comment	Information	

5	8.	Report from Board of Directors	Information
5	9.	TAP Card Operating Rules for Free Fare Partners	Possible Action
5	10.	Mid-Year Operations Update	Presentation
5	11.	Mobility Resource Center Study	Presentation
5	12.	Safety/Emergency Preparedness Update	Information
5	13.	State Budget Impacts on Regional Centers	Information
5	14.	Paratransit Peer Review	Presentation
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, November 18, 2010

Call to Order

Chairperson Jesse Valdez called the meeting to order at 9:45 a.m.

Read TPAC Mission Statement

Mr. Valdez read the TPAC Mission Statement.

Introductions

TPAC Members and alternates in attendance: Jesse Valdez, Kevin McDonald, Wayne Wassell, Martin Gombert, Jose Medrano, Deborah Moraza, Dennis Kobata, Ian Dailey, Christopher Low, Diane Amaya.

TPAC Members absent: Katherine Engel, Ernie Crespo, Matt Gleason, Kari Derderian, George Sparks.

Guest: David Howie-Jones, CARE Evaluators; Mary Griffieth, Advocate.

Access staff in attendance: André Colaiace, F Scott Jewell, Matthew Avancena, Evie Palicz, Sean Frye, Giovanna Gogreve, Eric Haak, Susanna Cadenas.

Chairperson's Report

Mr. Valdez gave a brief report on the Access Services Board Meeting of November 10, 2010. The Board approved the Board of Directors Meeting calendar for 2011. The Access Board of Directors will convene a strategic planning meeting on January 19, 2011. The next Board Meeting is scheduled for February 28, 2011. The Board approved the regional TAP cards and ID card and there were concerns regarding the Visa portion of the Tap Card. Additionally, contract extensions with CARE Evaluators and R & D Transportation were approved.

Approve August 12, 2010 TPAC Meeting Minutes

Mr. Valdez asked for a motion to approve the minutes from August 12, 2010.

Motion: Mr. Valdez entertained a motion to approve the August 12, 2010 minutes.

First: Ms. Moraza
Second: Mr. Wassell
Vote: All members were in favor and the motion passed.

Staff Report

Mr. Avancena reported the following:

- Access Staff additions - Ms. Geetu Banerjee was promoted to Project Administrator overseeing the Northern Region contract. Ms. Evie Palicz was promoted to Manager of Safety, Training and Emergency Preparedness.
- The Access Services Annual Membership Meeting has been postponed to March 31, 2011 and the venue is the California Endowment Center located across the street from Union Station. Notification will be disseminated.
- 2010 Spirit of Accessibility Award nominations are still being accepted.
- Mr. Avancena thanked the TPAC members for their participation in the First Annual Access Rodeo.

GENERAL PUBLIC COMMENT

Ms. Griffith thanked Ms. Norma DeAlba who assisted her with her recertification. She commended Ms. DeAlba for her knowledge, patience and understanding.

REPORT FROM BOARD OF DIRECTORS

No report was given at this time. Board Meeting was cancelled.

TAP CARD IMPLEMENTATION

Mr. Jewell provided a report on the new TAP Program and Access Rider ID card. He gave background information on the current Access ID card system, key issues identifying the need for changes in the current system, solutions to issues identified and a schedule of implementation. Some of the key issues he pointed out were related to fraud and the simplicity in replicating the current ID cards. ID card fraud is also impacting the Free Fare programs as it has experienced significant growth and become a major expense for the agency. Implementation of the New TAP program will ensure integrity and security of transactions from all services programs with the Free Fare program and leverage off existing equipment.

The TAP/Visa debit is a hybrid card that includes TAP smart chip enabled with an Access Fare category embedded in the card. It also has a magnetic stripe that will allow for payment on Access vehicles via a Visa debit card system.

The Access Board approved the program and the execution of the agreement with Metro, VISA and DDS will take place soon. System testing and integration and notification of riders will begin in January 2011. Riders will be given the opportunity to replace the old Access ID Cards and issuance of new TAP/Visa Rider ID version will begin March 2011. After March, any new riders that go through the Access Eligibility process as well as any renewals will receive a new TAP/VISA card ID card in the mail from that point forward. June 2011 will be the last month that Access will accept any of the old ID cards.

Regarding the PCA and companion policy, the card will have an emblem that recognizes that the rider travels with a PCA. Any companions traveling in addition to the PCA will have to pay the fare.

Public Comment

Ms. Griffieth inquired if PCAs must apply for the ID. As a rider on the El Monte Dial-a-Ride service, she stated that she's experienced many riders that bring many companions on their trips, which affect space availability and slows down the system.

PROPOSED CHANGES TO CUSTOMER SUPPORT SERVICES

Mr. Frye outlined the proposed changes in Customer Support Services. Customer Support Services is comprised of Customer Support, OMC Help Desk, and the Customer Services Call Center. Due to an increase in the monthly call volume and call hold times, the Customer Support Center relies on assistance from other departments within Access. Difficult economic times, precludes the additional hiring of support staff in the Customer Support Center. Also an increase in administrative duties performed by Customer Services Center has affected the increase in assistance needed. Mr. Frye pointed out the objective is not only to implement a plan to reduce call hold times, but also to implement a more effective and informative call flow process. He outlined the plan for schedule shifts to help alleviate the busiest period of the day such as reducing lunch times from one hour to 30 minutes, restriction of taking Mondays off, and increased shift schedule overlap in order to share critical call information. As previously mentioned, the Customer Services Center will utilize other department staff to help alleviate with increased call volume and to reduce hold times. He pointed out that during the busiest time of the day; callers are on hold for an average of 12 minutes.

Mr. Frye proposed the implementation of a phone tree, which will reduce hold times by addressing callers that seek information only and do not need to speak to a live operator. This will help with 44% of the call volume during critical hours. The phone tree will also accommodate Spanish-speaking customers.

“Hold time alerts” will be implemented, which are audio visual alarm systems that are prompts on the telephones. The alarms and displays will be visible throughout the Customer Support Services Departments and will alert lead staff, supervisors, administrators and other key personnel of the status of the phone queue and hold time levels.

FTA Triennial Review

Mr. Colaiace updated the TPAC members about the triennial review findings. There were minor findings in the areas of grant administration, financial management, DBE, and Title 6/EEO. Access has satisfied the FTA’s finding with the exception of EEO requirements. Staff is waiting for the contractors to finalize their portion of the EEO requirements before closing the audit by December 13, 2010.

Self Insured Retention Program (SIR)

Mr. Colaiace updated the TPAC members on the Self Insured Retention (SIR) program. The advantage of switching to a SIR program is that Access has control over safety and insurance related issues. Access now has a substantial amount of coverage than with the previous insurance program, which protects the agency. This change in Agency’s insurance process has allowed Access to save an estimated \$500,000 annually.

Mr. Colaiace explained that one of the bigger benefits is that Access can better monitor safety related issues. The tracking of accidents and incident trends is creating better data, which helps with the safety culture.

Free Fare Program

Ms. Gogreve updated the TPAC members on the Free Fare program. She explained that there are 22 free fare partners and of those, 12 agencies bill Access on a per boarding basis. Metrolink uses a formula to bill Access. The program began in FY 2001-2002 with approximately 732 boardings reported and by FY 2009-2010 there were more than 1.8 million boarding shifted from paratransit services to fixed route. Access reimbursed \$1.4 million to its Free Fare partners, which resulted in a substantial savings for Access and the region.

Metro OIG Report

Mr. Matthew Avancena reported that the OIG audit is closed out and will not be included in any future agendas. Access staff will provide reports to Metro and OIG on a quarterly and annual basis.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Evie Palicz, gave a presentation on the First Annual Access Rodeo. The Access Rodeo was a complete success and staff is preparing for next year. The tentative date for next year is September 19, 2011. Access Services is sponsoring the winner of the Access Rodeo at the State Paratransit Rodeo Competition. Ms. Palicz thanked the TPAC members for volunteering as judges for events.

Ms. Moraza suggested that Access restripe the parking lot to designate stalls for disabled parking. She stated that she was unable to find any disabled parking in the Access' parking area. She also informed staff that the El Monte Dial-A-Ride vans can now start dropping off passengers in front of the building.

ADJOURNMENT

Motion: Mr. Valdez entertained a motion to adjourn.

First: Ms. Moraza

Second: Mr. Wassell

Vote: All were in favor and the motion passed.