

access

EXTERNAL/STAKEHOLDER RELATIONS COMMITTEE

Monday, September 20, 2021

2:00 p.m.

Webinar

Committee Members: D. Barnes, Chair
A. Aguilar
J. Troost

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TRAVEL TRAINING SERVICES CONTRACT (AS-4051) (page 4)	ACTION
4. CONSIDERATION TO APPROVE TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBER REAPPOINTMENTS (page 8)	ACTION
5. LOCAL LEGISLATIVE UPDATE	PRESENTATION
6. STATE LEGISLATIVE UPDATE	PRESENTATION
7. FEDERAL LEGISLATIVE UPDATE	PRESENTATION
8. 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 for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any 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 Board committee 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 committee 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 the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee 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 committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of 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 an 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 at the discretion of the Chair. The Board committee 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and the staff may respond to all public comments in writing prior to the next Board committee meeting.

Alternative accessible formats are available upon request.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 8:00 am on Monday, September 20, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may

be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/86993124446>

2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 869 9312 4446
3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

SEPTEMBER 13, 2021

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TRAVEL TRAINING SERVICES CONTRACT (AS-4051)

ISSUE:

Board approval is necessary to exercise the second and final option year for the travel training services contract.

RECOMMENDATIONS:

Authorize an additional \$894,084 in funds and the extension of term for the period of March 1, 2022 through February 28, 2023 for travel training services with Mobility Management Partners (MMP).

IMPACT ON BUDGET:

Due to the ongoing impacts of the COVID-19 pandemic on travel training services, staff projects a balance of \$37,370 from the completion of the existing contract term that can be rolled over into the final option year. The additional funds are needed to provide a full year of funding based upon the projected activities. In total, this will increase the not-to-exceed contract value of \$2,907,009 to \$3,801,093. The rates below reflect a 3% increase over current rates.

The cost for these services is programmed in the current FY 2022 budget and will be programmed for the next fiscal year budget. Funding comes from Proposition C 40% and Measure M sales tax funds.

ALTERNATIVES CONSIDERED:

The Board, at its option, could request that travel training services be discontinued or be resolicited so that staff can develop a modified travel training model that would reflect the post-pandemic normal. Staff does not recommend this alternative because the contractor (MMP) has been proactively working with staff to develop new travel training methods to address the safety of customers. The new travel-training model has since been implemented and is detailed below. Overall, staff believes the travel-training program has led to significant savings for the Agency while enhancing transportation options for its customers.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate an amendment to the written contract with MMP upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract changes unless such changes are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access Services has had a Travel Training Program since 2005. Access' principal focus has been on one-on-one (or individual) travel training sessions. The trainings provide instruction and in-the-field experience to Access-eligible customers to develop the skills and confidence necessary to use accessible fixed route public transportation.

Access requires MMP to perform three-hundred (300) one-on-one travel training sessions for eligible customers, up to twelve (12) group travel training workshops and twelve (12) outreach events annually. In addition, MMP conducts 19,500 annual calls to customers who have completed in-person eligibility or renewed their eligibility by mail or in-person. These calls ask the customer if they would be interested in information about services other than Access, such as fixed route transit or local Dial-a-Ride services.

As part of these calls, MMP staff also calls Access customers who are enrolled in Medi-Cal health insurance program to inform them of free transportation benefits that are available through their Managed Care Program. The Medi-Cal calls that MMP conducts are partially reimbursable from Medi-Cal, thus allowing Access to offset some of the costs of the contract.

Travel Training Impact on Customer Travel Behavior

Access staff performed an analysis of customers who had completed in-person Travel Training between 2012 and 2019. During the eight-year period, 1,715 Access customers completed one-on-one travel training sessions.

Using TAP data, staff looked at how often customers took fixed route trips and how often they took trips on Access Services.

Some of the conclusions that came from this analysis were as follows:

- 1) The majority of customers who completed travel training continued to use fixed route services for their trips, not just months, but also many years after their training ended. For example, 75% of customers who completed travel training continued to take fixed route exclusively, or in combination with Access trips, the year after their training. Half (or 50%) of the customers continued to take fixed route exclusively, or in combination with Access trips, four (4) years after their training had ended, and 37% of those trained were still using fixed route service for some or all of their trips seven (7) years after their training.
- 2) Only 10% of customers who completed travel training continued to take Access Services and had no record of taking any fixed-route trips. This percentage is very stable year over year,

never rising higher than 12% (three years after training) and not dropping below 8% (seven years after training).

- 3) Travel trained customers who did take Access trips following their training, took paratransit less frequently than active Access customers who had not gone through travel training. The average Access-using customer takes between eight (8) and nine (9) trips on Access each month. For customers who use Access after Travel Training, they take just over four (4) trips per month. Part of the reason for taking fewer paratransit trips may be because they are able to reach some of their desired destinations using fixed route (which is free through the Access Free Fare program), and not rely exclusively on Access for all of their trip needs.
- 4) Between 50% (one year after training) and 70% (seven years after training) of travel trained customers have no record of taking any Access paratransit trips in the years after they received travel training.

Impact of COVID-19 Pandemic

Travel Training activities were severely impacted by the COVID-19 pandemic and subsequent Safer-at-Home guidelines issued at the local and statewide levels.

Access staff and MMP agreed to an initial suspension of one-on-one Travel Training activities in light of the potential risk the COVID-19 virus could have on MMP staff and Access customers.

Following this suspension of services, MMP and Access started to work on methods to safely restart Travel Training activities and - in the alternative - to develop a modified Travel Training model.

Two-Part Training: Virtual/In-Person Training

Access and MMP agreed that the traditional Travel Training instruction would be split into two parts. The first part would consist of virtual instruction via Zoom or a similar on-line platform, in which travel trainers would provide information about public transit. This instruction would include information about how to use any public transit service, and be specifically tailored to the candidate receiving the instruction.

Specific information would be provided, including the nearest bus stop to a candidate's home; the frequency of bus service; and how that candidate could use that bus route to reach a desired destination. Information would be presented as step-by-step instructions, including imagery from aboard the bus identifying landmarks.

When the virtual component of the training is completed, the training would end until the candidate is ready to complete the actual in-person training.

In follow-up calls with travel training candidates, a number of these individuals did not want to move forward with in-person training due to ongoing pandemic restrictions. In July 2021, MMP and Access, conducted a telephone survey of customers who had completed the part one (virtual) training. Of the respondents to the survey (57 of 100), approximately 60% indicated that they would be willing to participate in in-person training when Access deems it safe to do so.

Access modified its contractual agreement with MMP to address this two-part training concept. Access provides partial payment of services for virtual training (30%) and the remaining balance upon completion of the in-person element (70%).

To date, MMP has performed 217 virtual trainings.

The planned services under the final option year are as follows:

COSTS FOR OPTION YEAR 2

Cost Category			Maximum Number	Total Cost
Monthly Fixed Costs		\$25,320.39	12	\$303,844.68
Travel Training Services				
	Virtual	\$456.86	300	\$137,059.20
	In-Person	\$1,066.02	300	\$319,804.80
	Total	\$1,522.88	300	
Group Travel Training		\$1,716.29	12	\$20,595.48
Outreach Meetings		\$0.00	12	\$0.00
Call-Center Calls		\$7.70	19,500	\$150,150.00
Maximum One Year Costs				\$931,454.16

SEPTEMBER 13, 2021

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBER REAPPOINTMENTS

ISSUE:

Eight Transportation Professionals Advisory Committee (TPAC) members have terms that will expire on October 28, 2021. The reappointments recommended below are for two-year terms beginning October 2021. These terms will expire on October 2023.

RECOMMENDATION

Approve the reappointment of the following eight (Group A) members.

- Martha D’Andrea, Glendale Beeline
- Jesse Valdez, East L.A. Regional Center
- Gracie Davis, Orange County Transportation Authority
- Fayma Ishaq, Metro
- Kevin Parks McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- James Lee, Torrance Transit
- Ariel Bianca Moreno, L.A. Department of Transportation

IMPACT ON BUDGET

None

BACKGROUND

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur in odd numbered years. Group B members have term expiration dates which occur in even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers.