

Item 8

Public Transportation Agency Safety Plan (PTASP)



Background

- In 2019, the Federal Transit Administration implemented a requirement that public transit agencies that receive federal funding create, approve, and implement a public transportation agency safety plan no later than July 2020
- Due to its funding sources, Access was exempt from the requirement in FY21 and FY22
- The pending receipt of federal 5307 funding in FY23 requires that Access implement a Public Transportation Agency Safety Plan (PTASP) based on Safety Management System (SMS) principals
- The requirement can be found in 49 CFR 673

Existing Safety Programs

- Three key performance indicators (KPIs) that focus on safety
- Team of six Road Safety Inspectors
- Safety Steering Committee
- Workplace Safety Committee
- SmartDrive onboard vehicle camera system
- Driver Incentive Program
- Multilevel collision and incident review procedures
- Contractually mandated safety/security plan
- Safety audits that include vehicle inspections, driver training, etc.

PTASP Essentials

- Explains Access' safety programs and processes
- Identifies areas of responsibility for safety throughout the organization
- Uses a data-driven approach to manage hazards
- Includes performance measures and targets
- Chief Safety Officer and Accountable Executive must be designated
- All requirements must flow down to operating contractors
- Must be submitted to Metropolitan Planning Organization (MPO)
- New requirements for FY23:
 - Safety committees required and must have an equal number of management and front-line employees
 - Address strategies to minimize exposure to infectious diseases
 - Address strategies to minimize assaults on transit workers

Safety Management Systems (SMS)

- SMS is based on four pillars:
 - Safety Management Policy
 - Safety Risk Management
 - Safety Assurance
 - Safety Promotion
- Access has had many of the elements of SMS in place for years, just not in a formal plan

SMS Components

Safety Management Policy

- Assigns authorities, accountabilities and responsibilities for Access staff
- Integration with Emergency Management
- SMS documentation and records

Safety Risk Management

- Safety hazard identification
- Safety risk assessment
- Safety risk mitigation

Safety Assurance

- Safety performance monitoring and measurement
- Management of change
- Continuous improvement

Safety Promotion

- Safety training
- Safety communication

Access' Safety Performance Measures

Existing Performance Measures	Target
Preventable Collisions per 100,000 Miles	≤ 0.75
Preventable Incidents per 100,000 Miles	≤ 0.25
Miles between Roadcalls	$\geq 25,000$

New Performance Measures	Target
Fatalities per 100,000 Miles	0
Reportable Injuries per 100,000 Miles	≤ 0.10
Safety Events per 100,000 Miles	≤ 0.20
Operator Assaults per 100,000 Miles	≤ 0.02
Mean Miles between Major Mechanical Failures	$\geq 50,000$

Next Steps

- November 2022 - CAC/TPAC review
- November 2022 - Board Committee review
- December 2022 - Full Board approval
- December 2022 - Issue contract amendments to operating contractors
- January 2023 - Implement PTASP
- January 2023 - Submit PTASP to SCAG
- Late 2023 - Annual review/update of plan

Recommendation

Approve Access' Public Transportation Agency Safety Plan (PTASP), which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.

Item 9

Scope of Work Review - Eastern Region



Service Area



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Background

- > Existing contract:
 - > Service provider - San Gabriel Transit
 - > Term - Five (5) years plus five (5) one-year options
 - > Final one year option will expire March 31, 2024
 - > Provides ADA complementary paratransit service and eligibility transportation.

Background

- > The last scope-of work for the Eastern Region was developed in 2012
- > The new scope-of-work for the Eastern Region will reflect changes in Access' philosophy, policy changes, goals and Board direction
- > The new scope-of-work will include the latest changes issued in our most recent RFPs

Scope of Work Changes

- > Modify contract terms to a five-year base term and four one-year options
- > Incorporate contract amendments issued in recent years
- > Increase minimum training hours for drivers and other positions
- > Adjust staffing requirements including the addition of several key positions and increases to other positions
- > Allow for Access to provide facility and/or take over the lease
- > Incorporate updated KPIs, service standards and liquidated damages
- > Evaluation scoring methodology to be revised to put more weight on safety and driver wages/benefits
- > Incorporate feedback from Advisory Committees

Next Steps

- > Feedback previously received from the CAC ,TPAC, and Board Performance Monitoring Committee
- > Incorporate feedback from today's meeting
- > Finalize scope-of-work and solicitation documents
- > Release RFP in February 2023 with notification of solicitation on Access Website, Public Purchase and Passenger Transport
- > Return to Board Committee in September 2023 and the full Board in October 2023 with staff's recommendation

Item 10 -

Customer Travel Mode Survey 2023



Background

- Customer Satisfaction Surveys - A method to determine if Access is meeting customer needs
- General Customer Satisfaction Survey - 2022
- More focused surveys (ex. Technology Survey - 2021 & Free Fare Ridership Survey 2017)

Survey Objectives

- Determine customer familiarity with riding on different modes: Fixed Route, TNC services, Dial-A-Ride, Taxi, private car, and Access
- Determine what factors go into a customer's decision to use Access or another travel mode
- See if they would be interested in more information/instruction, (i.e. Travel Training)

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Survey Categories

- 1) Use of Free Fare (buses and trains)
- 2) Interest in Travel Training
- 3) Use of TNC services like Uber and/or Lyft
- 4) Use of Non-Access Taxi services
- 5) Use of Dial-A-Ride services
- 6) Use of Private (or personal) car trips
- 7) Travel on Access (instead of other modes)
- 8) Demographic questions

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Timeline for 2023 Customer Survey

- > September 2022 - Presentations to CAC and TPAC
- > November/December 2022 - Presentations to Board Committee & Board of Directors
- > January/February 2023 - Conduct survey / Collect data
- > April/May 2023 - Presentation of results to CAC, TPAC and Board

Item 11

Procurement Process Review



FTA Prescribed Acquisition Levels

- Federal Standards+ - FTA 4220.1F, BPPM, 2CFR200, OMB Circulars
- Micro - Up to \$10,000
 - Number of vendors considered at Access' discretion
 - Cost should be fair and reasonable based on market prices
- Simplified - Up to \$250,000
 - Competitively Procured (RFP, RFQ or IFB)
 - Three bids
 - Cost must be fair and reasonable
- Large - Over \$250,000
 - Competitively Procured (via RFP or RFQ)
 - Cost must be fair and reasonable
 - Requires Access Board approval

Large Solicitation Process (>\$250K)

- Access user department defines need to acquire goods/services
- User dept. submits Scope of Work and ICE to Procurement
- Incorporating SOW, Procurement creates solicitation document, which also includes required elements of proposals, evaluation criteria, insurance requirements, Form of Contract and required forms regarding proposed cost, financial position and DBE status
- Solicitation is released via Access Web Site, Public Purchase and, if appropriate, specialized trade journals (e.g. Passenger Transport) and GCAP is notified to inform potential DBEs
- Procurement oversees solicitation process, as follows:

Sample Procurement Schedule: Service Provider Contract - Part I

Item	Date
Present Scope of Work to CAC/TPAC/Board	November/Dec. 2022
Complete First Draft RFP's Scope of Work	January 2023
Complete RFP	January 2023
Issue RFP and Notify GCAP (Black Out Period Begins)	February 2023
Pre-Proposal Meeting	March 2023
Written Questions Due	March 2023
Answers Released	April 2023
Proposals Due (Proposals reviewed to ensure Responsiveness, Responsibility, and Financial Viability)	April 2023
Evaluation Panel Members Receive Proposals, Evaluation Guidelines and Confidentiality and Non-COI Forms	April 2023
Evaluation Panel Meets to Discuss Evaluation Process	April 2023
First Round Scoring Completed	April 2023

Sample Procurement Schedule: Service Provider Contract - Part 2

Item	Date
Site Visits	May 2023
Interviews	May 2023
BAFO Request	May 2023
BAFOs Due	June 2023
Second Round Scoring Completed	June 2023
Determine Highest Ranked Proposer	June 2023
Issue Notice of Intent to Award (Black Out Period Ends)	July 2023
Board Committee Consideration	July 2023
Full Board Consideration	August 2023
Distribute Contract for Execution and Receive Certs. of Insurance and ACH Form	September 2023
Start Up Begins	October 2023

Item 12

Operations Update



Statistics

	October 2019	October 2020	October 2021	October 2022
Vehicle Trips Completed	336,027	153,202	196,752	247,151
Passenger Trips Completed	429,003	190,693	249,607	306,961
Reservation Calls Answered	269,433	131,001	157,599	184,927
ETA Calls Answered	51,921	32,131	43,152	47,404

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Statistics

	October 2021	October 2022	% Change
Vehicle Trips Completed	196,752	247,151	+26%
Passenger Trips Completed	249,607	306,961	+23%
Reservation Calls Answered	157,599	184,927	+17%
ETA Calls Answered	43,152	47,404	+10%
WMR ETAs Requested	229,139	378,466	+65%

Performance Report Card

Key Performance Indicator	Standard	October 2022	FY23 through October 2022
On Time Performance	≥ 91%	88.8%	90.7%
Excessively Late Trips	≤ 0.10%	0.09%	0.06%
Excessively Long Trips	≤ 5%	4.3%	4.2%
Missed Trips	≤ 0.75%	0.56%	0.49%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	94.1%	95.2%
Average Hold Time in seconds (Reservations)	≤ 120	66	68
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.4%	2.7%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.1%	2.1%
Complaints Per 1,000 Trips	≤ 4.0	3.1	3.3
Preventable Incidents per 100,000 Miles	≤ 0.25	0.24	0.25
Preventable Collisions per 100,000 Miles	≤ 0.75	0.71	0.86
Miles Between Road Calls	≥ 25,000	55,550	48,137

Green is good, yellow is cautiously optimistic, red is not meeting standard

Contractor Staffing Updates

- 1,484 active drivers were available at the end of November; that is 123 short of the target number
- Facebook ads are resulting in driver hires; 18 drivers were hired in October/November and another 18 are in process
- Overall, contractors added 75 new drivers in November, but attrition took 34 drivers

Vehicle Procurement Status

- 101 vehicle order of small Ram ProMasters still on hold; waiting for chassis to be released
- Class C cutaway build cancelled by Ford; looking for replacement vehicle
- Build of 11 large Ram ProMasters started last week
- Work on a Ford Transit van prototype may start this week



COVID-19 Response and Recovery Updates

- Increase of Covid-19 cases in November 2022

	August 2022	September 2022	October 2022	November 2022
Contractor Cases	32	12	9	23
Rider Cases	21	9	11	18
Access Staff Cases	1	0	1	2

- Mask requirement still in place