

access

PERFORMANCE MONITORING COMMITTEE

Monday, November 14, 2022

11:00 a.m.

Webinar

Committee Members: D. Barnes, Chair
G. Gogreve
J. Troost

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP CARD PRODUCTION CONTRACT (page 5)	ACTION
4. CONSIDERATION TO APPROVE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (page 7)	ACTION
5. PERFORMANCE UPDATE	PRESENTATION
6. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
7. 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 and (3) during the time allotted for 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 further 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 cannot and will not 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 staff may respond to all public comments in writing prior to the next Board committee meeting.

Commitment to Civility

To assure civility in its public meetings, staff and the public are also encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. To achieve compliance with these Rules, Directors, staff, and the public are encouraged to:

- Create an atmosphere of respect and civility where Directors, staff, and the public are free to express their ideas;
- Establish and maintain a cordial and respectful atmosphere during discussions;
- Foster meaningful dialogue free of personal attacks;
- Listen with an open mind to all information, including dissenting points of view, regarding issues presented to the Board;

- Recognize that it is sometimes difficult to speak at Board meetings, and out of respect for each person's feelings, allow others to have their say without comment, including booing, whistling or clapping; and
- Adhere to speaking time limit.

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 9:00 am on Monday, November 14, 2022 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/89218786050>
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 audio feedback.
4. Please note that the "Chat" feature is an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. 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: +1 669 444 9171 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 719 359 4580 or +1 646 931 3860 or +1 929 205 6099 or +1 301 715 8592 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1 386 347 5053 or +1 564 217 2000 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: 892 1878 6050
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 upon 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, please submit a written comment as outlined above.
5. When called upon, 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.

NOVEMBER 7, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP
CARD PRODUCTION MEMORANDUM OF UNDERSTANDING (MOU)

ISSUE:

Additional funding is required to continue the production of Access Rider ID/TAP cards under the existing MOU with Metro.

RECOMMENDATION:

Authorize an additional \$400,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2023 - January 31, 2024.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$2,119,000 to \$2,519,000. Approximately \$75,000 of the requested funds are necessary to cover a higher number of card replacements for the current period. The reimbursement agreement is based on a per card cost of \$4.50 plus shipping that is invoiced by Metro on a quarterly basis. There is no increase to the card cost for this extension. The funding for this agreement comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the county in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly, no other alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally

bound to the contract unless the terms are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

In September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. In December 2022, the Board extended the agreement through January 2023. It is now necessary to increase funds and extend the term to continue production for another year through January 2024.

Due to COVID-19 pandemic issues, new and renewal eligibilities were restricted to a one-year extension as riders were evaluated virtually and functional in-person evaluations were not possible from late March 2020 through March 2022. Since the Access Rider ID/TAP cards are hard coded with the eligibility expiring date, it has been necessary for the cards to also be issued more frequently. Staff anticipates this higher usage level to continue through 2023 but at a lower pace as rider's renewal eligibilities are cycled back to the standard three-year process.

NOVEMBER 7, 2022

TO: BOARD OF DIRECTORS, PERFORMANCE MONITORING COMMITTEE

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICE

RE: CONSIDERATION TO APPROVE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)

ISSUE:

As a recipient of Federal 5307 funding, Access is required to implement a safety plan in accordance with 49 CFR Part 673. While this requirement has been in place since FY20, Access was not a recipient of 5307 funding until FY23.

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.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. The Board may elect to not approve the PTASP, but the action is not recommended because such action could potentially subject Access to regulatory oversight by the Federal Transit Administration (FTA) which could potentially include withholding of federal funds for non-compliance with the FTA's Public Transportation Safety Program.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, contingent on subsequent approval of the full Access Board, staff will be authorized to implement Safety Management Systems (SMS) in support of the PTASP. In support of SMS and the PTASP, contract amendments would be issued to each operating contractor detailing requirements and outlining process changes. Many of the elements of SMS are already in place, but not formalized in a plan.

BACKGROUND:

On July 19, 2019, the Federal Transit Administration (FTA) implemented a requirement that all public transit agencies that receive federal funding create, approve, and implement their own Public Transportation Agency Safety Plan no later than July 20, 2020. The regulation requires that agencies who currently operate more than 100 vehicles during revenue hours have an approved Public Transportation Agency Safety Plan. The plan must be based on Safety Management System (SMS) principals and must name an Accountable Executive who is responsible for carrying out the Safety Management Policy of the agency and ensuring that the plan is effective. The Accountable Executive is also able to take action, as necessary, to address substandard performance in the agency's SMS policy. The Executive Director has been designated as the Accountable Executive.

The regulation also requires that a Chief Safety Officer (CSO) be named on the document. This individual should be adequately trained and have the authority and responsibility for day-to-day implementation and operation of SMS. The CSO must report directly to the Accountable Executive and must be a full-time employee of the transit system. The Chief Operations Officer has been designated as Access' Chief Safety Officer.

The regulation also requires that the agency prioritize areas of primary safety focus in order to ensure improvement in these areas using the principles of SMS. The basic requirement is that each agency track and manage:

- Total number and rate of injuries per total vehicle revenue mile;
- Total number and rate of fatalities per total vehicle revenue mile;
- Total number and rate of safety events per total vehicle revenue mile; and
- Mean distance between major mechanical failures.

SMS is a comprehensive, collaborative approach to managing safety. It brings management and front-line workers together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

While the FTA does not dictate other performance areas or targets, each agency is required to specify those within its PTASP, identify trends that are occurring within the system, and look for opportunities for improvement. Access will continue to track and manage Preventable Collisions per 100,000 miles and Preventable Incidents per 100,000 miles, as well as modify its current Miles between Road Calls key performance indicator (KPI) to the new, but related KPI - Mean Distance Between Major Mechanical Failures.

Access works with its contractors on the development and implementation of its safety programs and all requirements of the PTASP will flow down, through contract amendments, to its contractors. The PTASP includes all aspects of Access' current SMS programs which include the "four pillars" of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

Several new elements of the PTASP, not required in 2020, but effective by July 31, 2022, will also be incorporated into Access' Plan. Those include:

- The establishment of strategies to minimize exposure to infectious diseases;
- The establishment of a safety committee that includes front-line employees; and
- The establishment of strategies to reduce assaults on transit workers.