

# access

## REVISED

BOARD OF DIRECTORS MEETING  
MONDAY, JANUARY 28, 2013  
Closed Session: 12:00 - 1:00 P.M.  
General Session: 1:00 - 3:00 P.M.  
Los Angeles County MTA  
One Gateway Plaza, 3rd Floor  
729 Vignes Street, Los Angeles CA 90012

### **MISSION STATEMENT**

*Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.*

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
I. <u>Anticipated Litigation:</u> Gov. Code §54956.9 (b)	
(i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9	
(ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9	
B) CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES	
4. SUPERIOR SERVICE AWARDS	PRESENTATION

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| 5.  | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING OF OCTOBER 28, 2012</b> (page 4)<br>[Staff Recommendation: Approve]   | ACTION<br>[Vote Required: majority of quorum by voice vote] |
| 6.  | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>  | INFORMATION   |
| 7.  | <b>GENERAL PUBLIC COMMENT</b>  | INFORMATION   |
| 8.  | <b>CONSENT CALENDAR</b><br>a) Approval to Award Contract For Travel Training Services (AS-3355) (page 16)<br>b) Approval to Award Consulting Services Contract For Social Services Transportation Inventory and Survey (AS-3342) (page 20)<br>c) Approval to Add Funds For Transportation Services Contract in Northern Service Area (AS-2492) (page 23)<br>d) Revision To Employee Hand Book - Retirement Plans (page 25)<br>e) Access Services Advisory Committee Member Re-Appointments (page 27)<br>[Staff Recommendation: Approve Consent Calendar]   | ACTION<br>[Vote Required: majority of quorum by roll call]  |
| 9.  | <b>APPROVE CHANGES RELATED TO THE FREE FARE PROGRAM</b> (page 29)<br>[Staff Recommendation: Amend relevant Free Fare agreements to state that only Access customers who reside in Los Angeles County are eligible for the Free Fare Program. If approved by the Board, staff will, as necessary: Update the Access Rider's Guide; Conduct outreach to potential customers affected by the policy change; Inform San Bernardino, Orange, Riverside and Kern County stakeholders of the change; Modify existing and future Access TAP cards to disable Free Fare functionality for non Los Angeles County residents. | ACTION<br>[Vote Required: majority of quorum by roll call]  |
| 10. | <b>CHANGES RELATED TO OUT OF SERVICE AREA TRIPS</b> (page 31)  | INFORMATION   |
| 11. | <b>MV/STRATAGEN TRANSITION UPDATE</b>  | PRESENTATION  |
| 12. | <b>EXECUTIVE DIRECTOR'S REPORT</b>   | INFORMATION   |
| 13. | <b>BOARD MEMBER COMMUNICATION</b>  | INFORMATION   |

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|-----|---|--------------------------------|
| 14. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b> | DISCUSSION/<br>POSSIBLE ACTION |
| 15. | <b>ADJOURNMENT</b>  | 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: Access Services 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 3449 Santa Anita Avenue, El Monte 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.

["Alternative accessible formats available upon request."](#)

**MINUTES  
ACCESS SERVICES  
BOARD MEETING  
OCTOBER 28, 2012**

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The Access Services Board of Directors meeting convened at 12:00 p.m. on Monday, October 22, 2012 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Joseph Stitcher, Treasurer, Theresa DeVera, Secretary, James Woodson, Jano Baghdanian, and Martin Gombert. Ex-Officio, Michael Arrigo, and Jim Jones, Access Services Legal Counsel. Director Angela Nwokike and Ex-Officio, Wayne Wassell were excused from the meeting.

Access Services' staff members present included: Shelly Verrinder, Mark Maloney, F Scott Jewell, Donna Cisco, Araceli Camuy, Suzanne Handler, Luis Garcia, David Foster, Steve Chang, Brian Selwyn, Alfredo Torales, Geoffrey Okamoto, Rogelio Gomez, Andre Colaiace, Galen Hale, Susanna Cadenas, Linda Ross, Galen Hale, Eric Haack, Evie Palicz, Ngan Adams, and Lora Verarde (intern).

**PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board met in Closed Session and reconvened the general portion of the meeting at 1:03 p.m. at which time Michael Arrigo, Chair of the CAC, joined the general session.

Chairperson Barnes asked Mr. Jones, Access Services Legal Counsel, to brief the audience on the outcome of the closed session.

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending or threatened litigation, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained the right for public comment and how it could be exercised. He mentioned the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement but due to the amount of public comments submitted for today's meeting the Chairperson will only allow three minutes for public comments.

Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they

are unable to speak for themselves the Board should receive written communications to make them part of the record.

### **SUPERIOR SERVICE AWARDS**

Mary Volio, a Driver from Diversified Transit, was the recipient of the Superior Service Award for the month of July 2012.

Steve Byadjian, a Driver from San Gabriel Transit, was the recipient of the Superior Service Award for the month of August 2012 and the recipient of the Access Services Driver Incentive program. Mr. Byadjian reached 100 thousand miles without any accidents or service complaints and for his accomplishment he was awarded Disneyland tickets for a family of four, and one day off with pay from San Gabriel Transit.

### **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM AUGUST 27, 2012**

**Motion:** Director Nason moved approval of the August 27, 2012 Board meeting minutes.

**Second:** Director DeVera seconded the motion.

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Nason, Baghdanian, DeVera, Stitcher, Gombert, and Woodson.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

### **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Chairperson Barnes announced that Wayne Wassell, the Chair of the Transportation Professional Advisory Committee (TPAC) was unable to attend today's meeting.

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the meeting on Tuesday, October 9, 2012 had a very light agenda so the committee discussed the proposed fare change and the reservation hours and adjourned the meeting early.

### **GENERAL PUBLIC COMMENT**

Afi Bell stated that she appreciated Access Services and was thankful to have the service but she had a few things to say about the TAP card. Ms. Bell stated that in the past she would have to travel to Santa Monica to purchase her coupons but now all she

had to do was go across the street to get them. She also mentioned that it did not seem like most of the drivers understood the TAP card usage because on October 10<sup>th</sup> a driver swiped her TAP card and it did not go through, so the driver contacted his dispatcher and was informed unless she gave the driver cash he was instructed not to take me anywhere.

Ms. Bell added that she had to call customer service who then talked to the driver and he finally agreed to take her home. She also stated that this was not the first time she had had a problem with the TAP card. Ms. Bell concluded her public comment by requesting that the drivers be updated on TAP card procedures so she does not have to go through this experience again.

Ms. Verrinder informed Ms. Bell that Access Services Complaints Analyst, Susanna Cadenas, would follow-up with her after the meeting.

John Mavis stated that he served on the CAC and other Access Services committees in the past and over the last four or five years he's been busy with his business and was unable to attend the meetings but felt it was necessary for him to attend this one. Mr. Mavis stated that two Access Services staff members misinformed him on two occasions. Once when he was at a meeting in Glendale, Louis Burns gave him his direct line and told him to call him because he was very busy and had to leave. Mr. Mavis stated that he called the number and could not get through to speak to Mr. Burns. On another occasion he was at a Foothill meeting for the blind and he ran into Mr. Burns and Mr. Rycharde Martindale and was again told that they did not have time to speak to him but would call him on Friday, which was over a few months ago and he still had not heard from either of them. Mr. Mavis concluded his public comment by stating that he wanted to discuss safety issues and the fact that he had been denied rides.

Ms. Verrinder informed Mr. Mavis that Access Services Manager of Customer Support Services, David Foster, would follow-up with him after the meeting.

Lupe Medina stated that she attended a CAC meeting on October 9, 2012 and had a 3:30 pick-up, which turned out to be a 3:50 pick-up on a shared ride that took her about three hours to get home. She concluded her public comment by asking if something could be done about the long distances between shared ride trips.

Ms. Verrinder informed Ms. Medina that Access Services Project Administrator Geoffrey Okamoto would follow-up with her after the meeting.

Gordon Cardona stated that he heard that the fares were going to increase, he asked if the service would improve because the last time the fares increased he did not notice any improvements. Mr. Cardona concluded his public comment by stating that he was tired of the long shared rides.

Chairperson Barnes stated that the Board would consider his public comment as part of Item 9 regarding the proposed fare increase.

Zebreda Dumha stated that she attends an event on Sundays at the Glendale Community College and recently stand number two was opened in Lot A but her and her friend were left behind at a different stand because it seemed that no one was aware that stand two was open. She also added that there was another sign at the

entrance with an arrow pointing to Lot F, she asked staff to inform the drivers that stand number two in Lot A was open.

Ms. Dumha also mentioned that she was friends with Gordon Cardona and several times he had texted her requesting that she contact Access Services to see where his vehicle was. Ms. Dumha concluded her public comment by stating that she did not mind helping him but Access Services should start a texting service for individuals like Mr. Cardona.

Mr. & Mrs. Guona, Mrs. Guona stated that they were both very grateful for Access Services and they understood the reasons for the fare increase but many riders in the disabled community could not afford the increase, she asked if staff was considering those riders. Mrs. Guona also mentioned that she had a friend that was visually impaired and was applying for the service and while filing out her application she provided a wrong address. Mrs. Guona asked if there was any way the address could be changed.

Chairperson Barnes stated that the Board would consider her public comment as part of Item 9 regarding the proposed fare increase. As for the address change Ms. Verrinder will appoint a staff member to follow up on that issue.

Ms. Verrinder informed Ms. Guona that Access Services Manager of Safety, Training & Emergency Preparedness Evie Palicz would follow-up with her after the meeting.

### **CONSENT CALENDAR**

Director Baghdanian pulled Item 8-c from the consent calendar for purposes of discussion.

**Motion:** Director Stitcher moved approval of the remaining Items on the consent calendar, Items 8-a, 8-b, 8-d, 8-e, 8-f, and 8-g.

**Second:** Director Woodson seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Gombert, Woodson, Nason, Baghdanian, DeVera, and Stitcher.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**DISCUSSION:** Item 8-c (Approval of Extension of Eastern Region Contract with San Gabriel Transit, Inc. (AS-1928))

Director Baghdanian stated that he pulled the item due to potential conflict of interest and stated that he would like to recuse himself from the roll call process.

**Motion:** Director Stitcher moved approval of Item 8-c on the consent calendar.

**Second:** Director Nason seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Stitcher, Gombert, Woodson, Nason, and DeVera.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

### **COMPLEMENTARY ADA PARATRANSIT PLAN UPDATE EFFECTIVE JANUARY 1, 2013**

Access Services Deputy Executive Director of Planning and Governmental Affairs, Andre Colaiace provided a brief presentation on the Complementary ADA Paratransit Plan Update Effective January 1, 2013.

#### **Public Comment on Item 9 (Complementary ADA Paratransit Plan Update Effective January 1, 2012)**

Kim Hudson stated that she had been a rider for many years and was a member of the Community Advisory Committee. She added that many people live on an extremely limited income of \$30 per month if they lived in a boarding care facility. She stated that if the proposed fare increase was approved, those riders may not be able to book rides to their day programs and doctor appointments and would be forced to make a choice between taking care of their health or daily living needs.

Ms. Hudson also stated that she was aware of the increasing gas prices, and that more and more riders were using Access Services but staff really needs to ask Metro for a larger budget. She also added that she felt that no amount of fare increase was going to address the continuing increase in ridership. Ms. Hudson concluded her public comment by stating that she disagreed with the proposed reservation hours change because the hold times would increase and many riders cannot make calls during the day.

John Troost stated that he was a member of the Los Angeles County Commission on Disability and concurred with Ms. Hudson's public comment. Mr. Troost also stated that he really appreciates the Board looking into the issue further.

Mr. Troost concluded his public comment by stating that the proposed reservation hour change was another issue that had to be discussed further because riders have things going on during the day and count on being able to call late at night. Mr. Troost thanked the Board for allowing him the time to bring up these issues.

Sally Sewell stated that she had been an Access rider since the beginning of the year, and Access Services was a great service but she felt that the fare increase would be very hard on riders with a fixed income. Ms. Sewell concluded her public comment by stated that she did not want the reservation hours to change because she gets home late and needs the current hours to make her reservations.

Karen Taylor stated that she concurred with everyone's public comments and she was against changing the reservation hours because if she was on an Access trip all day and got home to find that her next day trip was changed, it would be too late to call and cancel or make changes to her trip which could possibly create a no-show which were very hard to fight.

Jan Johnson stated that the Access Services survey did not take into account that Orange County, Northern California and some of the other areas may have limited hours but they are not limited to one day to call and cancel or change a trip; they allow two to three days to call. She also mentioned when same-day reservations were taken away the riders were promised better ride-shares, which had not happened, especially for the riders with service animals. Ms. Johnson concluded her public comment by stating that she had an issue that she wanted to speak to David Foster about after the meeting.

Michael Conrad stated that he would like to propose that the reservation hours start at 7:00 a.m. to 8:00 p.m. which would give people that work and get home late, time to call and make their reservations because doing it during your work hours was very difficult. He also stated that the survey that Access Services conducted should have looked at the call volume during the hours of 7:00 p.m. to 10:00 p.m. because that was when he and most people call and he would always get the recording stating that "do to the high call volume, please hang up and try your call later." Mr. Conrad concluded his public comment by stating that he did not hear this message during the day.

Hugh Hallenberg stated that he felt that the Board and staff did not understand the real circumstances of life for an individual with disabilities. He added that he worked very hard because he wanted to live independently in a community but unfortunately due to health and financial issues he was now living in a nursing home that lets him come and go which was more like a group home. Mr. Hallenberg conclude his public comment by stating that he was living on a very limited income with most of his finances covering the cost of living in a nursing home so the fare increase would cause him to be very selective on when he can travel.

Tonni Yee Hemphill stated that she concurred with Ms. Hudson's public comment when she spoke about the proposed fare increase because there are a lot of riders living on a fixed income and it would be very difficult to come up with the extra \$0.25 per trip. She also stated that she agreed with the comments regarding the reservation hours change because there are a lot of riders that work or go to daycare facilities and are not allowed to make phone calls that could take up 20 minutes because they are put on hold. Ms. Hemphill concluded her public comment by stating that she was thankful for Access Services because it allowed her to have a normal routine.

Terri Lantz stated that the problem with the two proposed changes was that it did not consider the rider's income; it did not consider that they are the most vulnerable people that need their aide to make the call for them; and it did not consider what time of day they have phone access.

Sylvia Drzewiecki stated that if the reservation hour change was approved by the Board she suggested that the reservations hours be from 8:00 a.m. to 8:00 p.m. so that

the rider(s) can call to make reservations when they got home in the evening. She also stated, as for the fare increase, she also agreed with the public comments stating that the majority of riders are on fixed incomes. Ms. Drzewiecki concluded her public comment by asking if the increase could be spread out over a longer period to make it easier on the riders.

#### **Board Questions &**

**Comments:** Director Baghdanian asked if the \$5.7 million shortfall in the budget for the next fiscal year included the \$2.8 million cost of the vehicles that are being deferred this year. Mr. Colaiace replied that the number included the vehicles deferred from this year. Director Baghdanian asked that by deferring the vehicle replacements would it impact the contractors by increasing their maintenance cost. Mr. Colaiace replied that it would and that's why the Board directed staff to come up with a fare proposal that would fund the deferred vehicle replacements next year. Director Baghdanian also asked, from the \$2.9 million that staff was short in the budget, how much of that would come from the changes to the reservation hours. Mr. Colaiace replied that the change would not go into effect until July of 2013 so for this fiscal year there would be no savings.

Director DeVera stated that she felt that these were two separate issues, the fare increase and the reservation hours. Director DeVera added that she would like to hear from the providers because when she called at 6:00 a.m. the recordings stated that there are eight callers ahead of you. She added that she and other riders did not have time to hold on the line so they would hang up, so shortening the hours would not help anyone. Director DeVera concluded her comment by stating that she felt that the Board did not have enough information to make a decision or how it would affect the budget. She asked that the providers provide more information to the staff.

Chairperson Barnes requested that staff provide respond to Director DeVera's question.

Access Services Chief Operations Officer Mark Maloney stated that staff conducted a survey on the Southern and Northern regions to track the call volume in the evening, staff found that there were not only new reservations being made but repeated ones, riders calling for ETAs, and cancelations that were all grouped together. One of the public comments made today was "what was Access Services and the providers doing to make the service better." Staff is currently working on an automated system and by July 1, 2013 two thirds of the riders will be able to make reservations on-line 24/7 and by 2014 staff hopes to have the automated system available to the other one third of riders.

Mr. Maloney stated that the reduction in the hours tied closely to the call back ability because Access Services closes at 10:00 p.m. they cannot call someone back at 11:00 p.m. if their trip was adjusted and by changing the hours to 7:00 p.m., 8:00 p.m. was a much more reasonable time to

call a rider back. Mr. Maloney also mentioned that a lot of the public comments were referring to the long routes, which ends up costing Access Services a lot of money. With the changes to the reservation hours this would allow for early call backs to adjust the riders promised time and trips could be shorter. Mr. Maloney concluded his comment by stating that all these pieces go together so it would be difficult to take piece by piece and say what each piece is worth.

Director Nason stated that the Board was being asked to vote on two completely different items, the proposed fare increase and the proposed reservation hour changes. Director Nason asked if it was possible to separate the two and vote on them separately. Mr. Jones, Access Services' Legal Counsel, stated that they were currently proposed as a group but theoretically they could be voted on separately because it would not violate any Brown Act requirements.

Director Gombert stated that he attended three of the community meetings on these proposed changes, two in Downey and the other in West Hollywood and there were few comments on the proposed fare change but a lot more on the proposed changes to the reservation hours. He also stated that after hearing what was said on the reservation changes he realized that this was a very complicated issue. He added that he talked to a couple of Access Service providers and managers at several large paratransit systems about these changes.

Director Gombert stated that the general consensus he was getting was if Access Services was looking at any cost savings from changing the reservations hours, he had not heard any numbers yet. Director Gombert concluded his comment by stating that he would like to see a further analysis of the proposed change in reservations hours to include a more realistic analysis of any potential cost savings, and development of an operational plan that would analyze any potential impacts on call hold times.

### **Proposed Reservation Hours Change**

**Motion:** Director Gombert moved approval to direct staff to conduct further analysis on the change to the reservation hours and return their findings to the Board.

**Second:** Director DeVera seconded the motion.

**Discussion:** Director Woodson asked if it was possible to separate the two proposed changes, the reservation hours and the fare changes.

Access Services' Legal Counsel, Jim Jones, said the changes could be separated.

Director Stitcher stated that since the timeline called for the Board to take action today in order for the Member Agencies to take a vote on

Monday, November 19, 2012, would the further analysis delay the Board's ability to implement a reservation hour change in July 2013 if the Board supports the concept of further analysis. Also, would staff be able to work with the Community Advisory Committee (CAC) and the community to find out what hours would work for them? Director Stitcher added that, as of now, the Board was not hearing from the riders that make their reservations between the hours of 6:00 to 8:00 a.m. because it was not an option.

Ms. Verrinder replied that Access Services was planning on having a full membership meeting in March 2013 and if staff was to do further analysis on the reservation hours and present it to the Board in March 2013 there would be adequate time to move forward on July 1, 2013. Mr. Colaiace agreed with Ms. Verrinder and stated that March's membership meeting would be another opportunity to discuss this issue. Ms. Verrinder added that the Board could hear further analysis at the February 25, 2013 Board meeting.

Director Stitcher stated that Mr. Maloney mentioned several improvements that were pending and would make it easier for people to make their own reservations. He asked for a brief explanation of what the implementation dates may be. Mr. Maloney replied that originally staff had the reservation hour changes scheduled for January 1, 2013 and had now moved it to July 1, 2013 to implement the automated voice reservations (IVR) for two-thirds of Access Services customers in the Southern, Northern, and Antelope Valley regions, which would be the first step.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Nason, Baghdanian, DeVera, Stitcher, Gombert, and Woodson.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

### **Proposed Fare Change**

#### **Board Questions &**

**Comments:** Director Stitcher stated that Metro had a rider relief program that would enable individuals that met low income criteria to be eligible for a subsidy to offset the fare increase, he asked if there was a possibility that the parameters of the program could help some of Access Services customers who ride regularly and fit the criteria.

Ms. Verrinder replied that, at this point, Access Services riders were not eligible for the program. The last fare change that Access Services implemented, staff tried to get the riders eligible for the program but was unsuccessful. She stated that there had to be some sort of Board action to get Access riders into that program.

Director Baghdanian stated that one of the public comments mentioned today was about the second fare increase which would take place in eighteen months. He asked about another fare scenario.

Mr. Colaiace replied that staff did not run that scenario with HDR but he felt Access Services would still have a deficit. He stated that this fare scenario was the least amount that could be raised within the two step process while balancing the budget over the next three years.

**Motion:** Director Stitcher moved approval of the fare increases as proposed by staff and ask that staff investigate potential rider relief eligibility for Access Services riders at the same time.

**Second:** Director Gombert seconded the motion.

**Discussion:** Director Nason stated that she wished there was some other way they could do this because she knew how hard it was going to be on the riders.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Woodson, Nason, Baghdanian, DeVera, Stitcher, and Gombert.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

### **511 TRAVELERS INFORMATION SERVICES UPDATE**

Access Services Senior Database Administrator, Ngan Adams provided a brief presentation on the 511 Travelers Information Service Update.

#### **Board Questions &**

**Comments:** None.

Chairperson Barnes thanked Mrs. Adams for her detailed presentation and reminded the Board that this was an information item only and no action was needed. Chairperson Barnes also mentioned that Board looked forward to updates on the project when it was implemented.

### **EXECUTIVE DIRECTOR'S REPORT**

Ms. Verrinder reported the operations statistics for the month of September 2012. Ms. Verrinder continued to report that trips increased by 1% which seemed like over the last 45 days the trips went from 9,000 trips a month to 9,800 trips in one day. On-time performance for September decreased slightly to 89.4%, average initial hold time increased to 86 seconds, cost per trip remained steady at \$35.84 and total eligible riders were now at 129,162.

Ms. Verrinder also recognized Nader Raydan, General Manager from MV Transportation, and their staff for achieving 92.01% on-time performance in the month of September.

She added that Steve Chang, Access Services Deputy Executive Director, Operations had been working very hard over the last ten years to get all of Access Services contractors to meet the standard. Ms. Verrinder concluded her report by announcing with great sadness that Gordon Anthony had passed away. She mentioned that he was an advocate for accessibility and a previous member of the Access Services Board of Directors and he would be truly missed by everyone.

### **BOARD MEMBER COMMUNICATION**

Director Gombert thanked Access Services staff for assisting him with a request from a group home in the City of Bell Gardens regarding some eligibility issues. Director Gombert mentioned that it was handled very quickly and staff went above and beyond the call of duty.

Director DeVera stated that she would like to thank all of the riders that came out today to voice their concerns regarding staff's proposed fare increase and the difficult decisions that the Board had to make on that item.

Director Nason reported on the American Public Transportation Association (APTA) Annual Conference that she and other Board members attended in Seattle, Washington. Director Nason stated that the sessions were great and she attended a number of committee meetings.. Director Nason continued her report by providing a brief description of each session; she also added that Larry Jackson, General Manager of Long Beach Transit, received the Distinguished Outstanding Public Transportation Manager award as one of the longest tenured leaders of a public transportation agency in the United States.

Mr. Jackson was recognized as a transportation manager who had made outstanding contributions to the public transportation industry and one of his earliest contributions was paratransit that was implemented in 1975.

Director Woodson stated that he also attended the APTA Annual Meeting in Seattle Washington and he thanked Director Nason for the update on the conference and the Board and staff for providing the opportunity for him to participate.

Director Baghdanian stated that he also had the opportunity to attend the APTA conference which was very informative. He added that currently everyone in the transportation industry was facing budget issues and cuts in transportation funding.

Director Baghdanian thanked Access Services Chief Operating Officer Mark Maloney for arranging some trips for him to Global Paratransit and MV Transportation facilities to see how they did their reservations which helped him make his decisions as a Board member and to appreciate the complexities and difficulties that staff and the providers experience on a daily basis.

Mr. Arrigo stated that he was very impressed with the turnout at the Access Services Public Hearing on October 3, 2012. He added that he felt the passion of the riders and heard numerous public comments from the riders at the meeting.

Mr. Arrigo also stated that on September 30, 2012 the West Hollywood Book Fair took place at West Hollywood Park with a variety of celebrity guests. Mr. Arrigo concluded

his comments by stating that as a member of the West Hollywood Disability Advisory Board he would like to invite everyone to attend their meeting in October which was October Disability Awareness Month. They would also be distributing Disability Service Awards which would take place at the new West Hollywood Council Chambers between 6:00 and 8:00 p.m.

Chairperson Barnes thanked everyone that attended the Public Hearing on October 3<sup>rd</sup> in Metro's Board room. He also added that we were in the midst of some very difficult times and the Board had to carefully deliberate and consider the items brought before them which could be very challenging. He thanked everyone for being present at this meeting.

**NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

No new business was heard subsequent to the posting of the agenda.

**ADJOURNMENT**

**Motion:** Director Nason moved to adjourn the meeting.

**Second:** Director Woodson seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 3:00 p.m.

Approval

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Theresa DeVera, Secretary

Date

JANUARY 18, 2013

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND GOVERNMENTAL AFFAIRS**

**RE: APPROVAL TO AWARD CONTRACT FOR TRAVEL TRAINING SERVICES (AS-3355)**

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**ISSUE:**

Board approval is required for the selection of a contractor to provide travel training services on behalf of Access Services (Access) beginning March 3, 2013.

**RECOMMENDATION:**

Authorize staff to execute a contract for travel training services beginning March 3, 2013 and ending March 2, 2016, with two one year options with Mobility Management Partners (MMP) in an amount not to exceed \$1,588,576.

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract's three-year base term. Payment terms of the contract will be a fixed fee per training and a fixed monthly fee. Subject to Board approval, the contract may be extended for up to two years in one year increments, based on the rates set forth in MMP's proposal. The rates proposed by MMP are within 2% of the current rates paid to R & D.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, staff will be authorized, but not required, to negotiate and enter into a contract with MMP under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

## Procurement Process

In order to identify the most qualified firm available to undertake this work, Access issued a Request for Proposals (RFP) on September 24, 2012. Three firms - MMP (MMP is a non-profit sister company of R & D Transportation Services (R & D), the current provider of this service.), Southland Transit, Inc. (STI) and Medical Transportation Management, Inc. (MTM) - submitted proposals in response to the RFP. All were deemed responsive and responsible.

Following interviews and the receipt of Best and Final offers from the three vendors, and based on the evaluation criteria described in the RFP, the evaluation panel rated the three proposals.

The evaluation criteria and corresponding values of each criterion were:

Qualifications and Availability of Proposed Staff	40 points
Quality of Technical Approach	30 points
Qualifications of Firm Proposing	10 points
Financial Qualification of Firm	5 points
Total Three Year Cost	15 points
<b>TOTAL</b>	<b>100 points</b>

Based on the evaluation criteria outlined in the RFP, the following table details the evaluation team's final scores for the candidates who were interviewed.

### Proposer

<b>EVALUATION CRITERIA</b>	<b>STI</b>	<b>MMP</b>	<b>MTM</b>
Qualifications and Availability of Proposed Staff	22.50	28.50	28.50
Quality of Technical Approach	23.00	38.00	30.00
Qualifications of Firm Proposing	6.50	9.50	8.00
Financial Qualification of Firm	4.50	4.75	3.75
Total Cost	15.00	12.99	12.40
<b>TOTAL</b>	<b>71.50</b>	<b>93.74</b>	<b>82.65</b>

The table below details the final submitted proposed costs of the three finalists, based on a common assumed training volume of 250 trainings per year.

Proposer	Monthly Fixed Cost (Year 1)	Cost Per Evaluation (Year 1)	Total 3 Year Cost (incl. S/U)
STI	\$15,968.77	\$1,046.93	\$1,375,990.25
MMP	\$19,869.00	\$1,108.00	\$1,588,576.00
MTM	\$13,836.50	\$1,546.53	\$1,664,364.00

The rates proposed by MMP, are within 2% of the current rates paid to R & D. With the expectation of 250 trainings per year, R & D's rates for the final year of its contract are \$19,412 per month (vs. \$19,869 for the proposed first year of the MMP contract) and \$1,093 per training (vs. \$1,108 for the first year of the MMP contract).

The MMP proposal (the incumbent provider) was judged to be best of the three proposals due to the very high quality of the proposed Project Manager, the proposed staff, and the proposed training curriculum which are the same as currently provided by R&D Transportation. Access Services staff has been very pleased by the past performance of the incumbent.

### Program History

Access Services has had a Travel Training Program since 2005. This program has been made available to those customers that have gone through the eligibility process. In March 2008, Access entered into an agreement with R & D Transportation Services. Since 2008, R & D has effectively trained 1,050 clients to use fixed route bus and rail service throughout Los Angeles County. Trainees are typically given individual training that emphasizes the skills required to ride the fixed route, and extensive practice in the use of the fixed route system.

These trainees have become regular users of the fixed route system. According to surveys conducted by R & D, 60 days after the completion of training, 89 percent of respondents said they were still using public transportation. Of those respondents, 70 percent also had unconditional eligibility for Access. Based on this data, staff estimated that the Travel Training program, by encouraging customers to use the fixed-route, has saved the agency \$9.2 million since March, 2008.

The trainees also benefit greatly from their new found ability to ride fixed route services as it increases their independence and helps them gain access to a variety of destinations that sustain and enrich their lives.

Given the fact that it received the highest score based on the evaluation of proposals, the track record of its sister company, R & D, its continuity of staff and the quality of its proposal, staff recommends Board approval of the travel training contract to MMP.



JANUARY 18, 2013

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION**

**RE: APPROVAL TO AWARD CONSULTING SERVICES CONTRACT FOR SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY (ASI-3342)**

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**ISSUE:**

Board approval is required for the selection of a consultant to conduct a social services transportation inventory and survey (SSTI) on behalf of Access Services (Access) beginning February 1, 2013.

**RECOMMENDATION:**

Authorize staff to execute a contract with Nelson\Nygaard Consulting Associates (Nelson\Nygaard) for the production of a comprehensive inventory and survey of social service agencies which provide transportation services in Los Angeles County beginning February 1, 2013 in an amount not to exceed \$100,000 for a period of one year.

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract. Payment terms of the contract will be a fixed hourly fee and payment will be made following the completion of each of six individual tasks. Subject to Board approval, the contract may be extended for up to one additional year.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Staff feels that the proposed work will yield important information about the current state of social service agency-provided transportation, information which is valuable to Access and its stakeholders alike.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, staff will be authorized, but not required, to negotiate and enter into a contract with Nelson\Nygaard under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

The state requires Consolidated Transportation Service Agencies (Access serves this function for Los Angeles County) to conduct a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents.

In addition to the state mandate, FTA regulations require that an assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes be conducted, including a survey of available services that identify current transportation providers (public, private, and non-profit).

Data gathered from the inventory and survey will be used by Access' Mobility Management program to update its directory of specialized transportation providers. Access will also use survey data to update its listing of all fixed route service operators and any Dial-a-Ride services provided in the County to increase the mobility options for persons with disabilities, older adults, and people with low incomes.

In order to identify the most qualified firm available to undertake this work, Access issued a Request for Proposals (RFP) on August 23, 2012. Two firms submitted proposals in response to the RFP. Both were deemed responsive and responsible. The evaluation panel carefully reviewed and rated the two proposals based on the evaluation criteria described in the RFP.

The Proposals were evaluated based on the following criteria:

Quality of Technical Approach	25 points
Qualifications/Availability of Proposed Staff	35 points
Qualifications of Proposed Firm	25 points
Cost	15 points
<b>TOTAL</b>	<b>100 points</b>

Based on the evaluation criteria outlined in the RFP, the following table details the evaluation team's scores for the two candidates.

**PROPOSER**

<b>EVALUATION CRITERIA</b>	<b>Nelson\ Nygaard</b>	<b>AMMA</b>
Quality of Technical Approach	21.25	20.00

Qualifications/Availability of Proposed Staff	30.92	29.52
Qualifications of Proposed Firm	22.08	22.08
Total Project Cost	15.00	14.99
<b>TOTAL</b>	<b>89.25</b>	<b>86.59</b>

The table below details the proposed costs of the two proposers, based on a specific list of project tasks.

Proposer	Total Project Cost
Nelson\Nygaard	\$99,992.47
AMMA	\$100,000.00

Nelson/Nygaard's proposal was the more comprehensive and detailed of the two submitted; it presented a work plan that fully addressed the evaluation team's expectations regarding the required tasks. The proposed project team has expertise in all aspects of the project scope: familiarity with local communities and stakeholders, experience with inventories of specialized services and needs assessment, and familiarity with state and federal requirements.

Given its proven record in the field and the quality of its proposal, staff is confident that Nelson\Nygaard is capable of undertaking this work within budget, on schedule, and in a manner which will yield valuable results. Thus, we recommend the award of the SSTI contract to this firm.

JANUARY 18, 2013

**TO: BOARD OF DIRECTORS**

**FROM: ROGELIO GOMEZ, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS**

**RE: APPROVAL TO ADD FUNDS FOR TRANSPORTATION SERVICES CONTRACT  
IN NORTHERN SERVICE AREA (ASI-2492)**

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**ISSUE:**

Board approval is needed to increase funds for the Northern Service Area service contract (MV Transportation).

**RECOMMENDATION:**

Authorize an additional \$4,250,000 in funds. This action will result in an increase in the previously approved contract amount of \$76,244,045 to \$80,494,045.

**IMPACT ON BUDGET:**

This is an administrative action necessitated by the higher ridership carried under this service contract. The additional funds will allow adequate funding through the end date of this contract (August 2, 2013). The costs associated with this action were included with the approval of the FY2012/13 budget.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with MV for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND**

In recent years, Access Services has experienced a systemic increase in ridership demand. Specifically, within the last 12 months, the Northern Region experienced a 9% increase in trip demand above the projected data. Staff feels that this increase in demand can be attributed to two main factors: (1) a shift in ridership to Access from clients of local regional centers, adult day health care centers and local Dial-A-Ride services which have reduced service levels due to budget cuts and (2) an increase in the price of gasoline, which has lead some Access riders to take some of their trips with Access which they might otherwise have taken in a private vehicle. These economic and demand factors have effected the level of service demand among both new and existing Access customers.

The Northern Region provider, MV Transportation, has successfully managed the additional demand while keeping performance levels above standard. From December 2011 through November 2012, MV Transportation exceeded performance standards in two key areas, with an average on time performance of 91.81% and a Late 4 rate of 0.05%. Minimum standards for these two performance indicators are 91% for on time performance and 0.10% for Late 4 trips. Of equal importance, MV has also successfully contributed to the Access Services safety culture by reducing accidents year after year since the beginning of the self-insurance retention program in 2008.

The funding requested is to meet service demand through the end of this contract (August 2, 2013). Staff is currently in the procurement process for a new service area contract that will go into effect (subject to Board approval) on August 3, 2013.

JANUARY 18, 2013

TO: BOARD OF DIRECTORS  
FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES  
RE: REVISION TO EMPLOYEE HANDBOOK: RETIREMENT PLANS

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**ISSUE:**

California recently enacted AB 340, The California Employees' Pension Reform Act of 2013 (PEPRA). To remain in compliance with state law, Access must change its Retirement Plan Policy for new employees in the Employee Handbook.

**RECOMMENDATIONS:**

Approve the following revisions to the Employee Handbook:

**Retirement Plans**

Access offers a Defined Benefit Retirement Plan, 401(a), with the California Public Employees' Retirement System (CalPERS). The employer and employee contributions made by Access supports the entire CalPERS statewide membership plan. ~~The mandatory employee contribution rate is 7% of the employee's base salary, and is paid by Access on behalf of the employee.~~ For employees hired on or before December 31, 2012 Access pays both the employee and employer contributions. In compliance with AB 340, employees hired on or after January 1, 2013 must pay the employee contribution, which is 7% of their base salary\*. In addition, all employees are required to pay a \$2.00 per month administration fee for the CalPERS 1959 Survivor Benefit plan.

The retirement formula for employees hired on or before December 31, 2012 is calculated at 2% @ age 60. Employees hired on or after January 1, 2013 are subject to a retirement formula calculated at 2% @ age 62.

\*The base salary includes regular earnings, holiday pay, and PTO pay. Overtime, double-time, taxable transportation reimbursement, relocation reimbursement, PTO pay-out upon separation of employment, *PTO payout in lieu of time off*, or any other fringe benefits are not included in the contribution calculation. Employees are fully vested in the CalPERS Retirement plan after five years of service. Access does not participate in the Federal Social Security system.

Access also offers two 403(b)(7) tax sheltered annuity retirement plans in which employees may voluntarily contribute via payroll deduction, up to the maximum amount allowable as defined annually by the Internal Revenue Service code. Employees are 100% vested in this plan. No employer contributions are recognized in

this plan. The 403(b)(7) plan is available through American Express Financial Advisors or Equitable Financial Services. ~~The employee may make contributions to both the 401(a) and 403(b)(7) plans.~~

**IMPACT ON BUDGET:**

There is no immediate impact on the budget. In the future, the pension changes for new employees should result in modest savings to the agency.

**BACKGROUND:**

Since 2000, Access has participated in the state defined benefit retirement plan for public employees: CalPERS. The plan contract states that employees are eligible for retirement benefits at age 60, and the defined benefit is calculated at 2% of base pay for each year of service (2%@60 formula).

In 2012 the California Legislature passed and Governor Brown signed pension reform legislation. The Public Employees’ Pension Reform Act of 2013, is primarily focused on employees hired on or after January 1, 2013. Access Services has always participated in the basic program offered by CalPERS versus one of the more costly retirement plans. As such, only minor changes need to be made to the Employee Handbook in order for Access to comply with AB 340. [The legislation does have some nonbinding language regarding existing members which staff will be analyzing and potentially bringing to the board in the future.]

With the passage of AB340, Access must revise the Retirement Plan Policy in the Employee Handbook so that employees hired on or after January 1, 2013 pay the 7% employee portion of the contribution through payroll deductions, and their defined benefit is calculated at 2% for each year of service with the minimum retirement age of 62 (2%@62 formula). Access’ plan is already compliant with all other provisions of AB340.

Summary of Changes:

Plan Feature	Employees employed as of 12/31/12	Employees hired after 1/1/13
Retirement formula	2% @ 60 years of age	2% @ 62 years of age
Payment of 7% employee contribution	Paid by Access	Paid by employee
Vesting	Five years	Five years (no change)

JANUARY 18, 2013

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: ACCESS SERVICES ADVISORY COMMITTEE MEMBER RE-APPOINTMENTS

**ISSUE:**

At the January 2012 Access Services Board of Directors meeting, the Board approved the proposed slate of CAC members.

As prescribed in the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on January 23, 2014 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2013 and every two years thereafter on the date of the Board of Directors meeting.

The Group B members therefore need to be re-appointed during the January 2013 Board of Directors meeting.

**RECOMMENDATION:**

Staff is requesting the Board; re-appoint the following members of Group B to a two year term, which would be effective, January 28, 2013 - January 26, 2015.

Group B			
Last Name	First Name	Access User	Affiliation
Aroch-Aguilar	Maria	Yes	Southern California Rehabilitation Services
Cohen	David	Yes	Chaplain, Veterans Administration
Coto	Phyllis	Yes	Los Angeles County Client Coalition - Department of Mental Health
Francois	Marie	No	Director of Programs - Foothill Aids Project/child with Autism
Garcia	Dina	Yes	Access Customer
Payne	Howard	Yes	V.A./Braille Institute/Whittier Accessibility Commission

**ALTERNATIVES CONSIDERED:**

None; process conducted was in accordance with guidelines in revised CAC bylaws.

**IMPACT ON BUDGET:**

No impact.

**BACKGROUND:**

The Access Services (CAC) was formed to provide input and advice to Access Services concerning operational and policy issues for the Access Services transportation program and to make recommendations to the Access Services Board (and staff) concerning said transportation program. The CAC meets the second Tuesday of each month.

JANUARY 18, 2013

TO: BOARD OF DIRECTORS  
 FROM: MATTHEW AVANCENA, MANAGER OF PLANNING & COORDINATION  
 RE: ARRPOVE CHANGES RELATED TO FREE FARE PROGRAM

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**ISSUE:**

Access customers living in San Bernardino, Riverside, Orange, and Kern Counties, are using the Free Fare Program (i.e. Metrolink) outside of Los Angeles County at a significant cost to Access and Los Angeles County taxpayers. The Free Fare Program is a premium service intended to promote fixed-route alternatives for Los Angeles County residents.

**RECOMMENDATION:**

Amend the Free Fare program to state that only Access customers who reside in Los Angeles County are eligible for the Free Fare Program.

- Amend Free Fare agreements to state that Free Fare is only available for Los Angeles County residents.
- Update the Access Rider's Guide;
- Inform San Bernardino, Orange, Riverside, Kern County, and other stakeholders of the change;
- Modify existing and future Access TAP cards to disable Free Fare functionality for non-Los Angeles County residents.

**IMPACT ON BUDGET:**

It is estimated that Access could save up to \$900,000 annually by allowing only Access customers who reside in Los Angeles County to use the Free Fare Program.

Since July 2012, 465 customers who live outside Los Angeles County have used the Access Rider ID Card's TAP feature to ride on one of our Free Fare partners. These numbers were gathered from Free Fare partners who participate in the TAP program (e.g. Metro and Foothill) but not Metrolink. Staff estimates that about 90 percent of these customers used Metrolink from outside Los Angeles County to then transfer to TAP-enabled Free Fare Partners. Assuming these customers ride Metrolink about 12 days a month, Access would reimburse Metrolink at \$7.50 per trip, or about \$75,000 monthly, or \$900,000 annually.

In FY 11/12, Access reimbursed Metrolink \$2,548,051 for an estimated 339,740 Free Fare Metrolink trips.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**BACKGROUND**

In 2000, Access established the Free Fare Program to encourage Access customers to use regular, accessible bus or rail service when appropriate. The Free Fare Program allows Access customers to ride 23 Los Angeles County local buses and trains for free using the Access Rider ID card. In turn, Access reimburses 2/3 of the free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency.

The Free Fare Program is a premium service, and therefore not subject to the service criteria for ADA complementary paratransit (i.e., service area, response time, fares, trip purpose, hours and days, and capacity constraints). This proposal will not impact the right of eligible riders who reside outside Los Angeles County to use Access in the manner prescribed by ADA regulations.

JANUARY 18, 2013

TO: BOARD OF DIRECTORS  
 FROM: STEVE CHANG, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS  
 RE: CHANGES RELATED TO OUT OF SERVICE AREA TRIPS

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**ISSUE:**

With the recent implementation of the 511 traveler information service, Metro has developed a standard map of Los Angeles County bus and rail routes that will be updated on a regular basis. This 511 map is now the only map used by Access Services and our transportation service providers. The map is updated in accordance with service changes in the spring and winter. Access has taken this new map to determine its service area ( $\frac{3}{4}$  of a mile on either side of Los Angeles County local bus and rail routes) and conducted an analysis of current customer addresses to determine whether they were in the service area.

Using this new map, staff has found that 1,833 out of a total of 130,000 Access customers (about 1.4 percent) live outside the Access service area. In the past six months, 531 of these customers have taken Access trips, the majority of which occurred within the service area limits.

As a result, per access policy, staff is planning to strictly enforce the Access service area and only service pick-up and drop-off locations that are within  $\frac{3}{4}$  of a mile on either side of Los Angeles County local bus and rail routes. Individuals who live outside the service area will still be able to use Access from locations within the service area.

Staff will implement this plan according to the following schedule:

January 2013	Go 511 Implementation
January 2013	Stakeholder Outreach
January 2013	Title VI Analysis
February 2013	Customer Outreach
April 1, 2013	Service Area Map Enforcement

**IMPACT ON BUDGET:**

By limiting service to addresses within the service area, the agency should see moderate savings going forward.

**BACKGROUND:**

Access Services adheres to, and is funded for, the minimum service requirements outlined in the Americans with Disabilities Act regulations and defines its service area as being  $\frac{3}{4}$  of a mile on either side of Los Angeles County local bus and rail routes.

This service area has always been dynamic and changes based on the routes established or eliminated by our member agencies. In the past, such changes have not always been accurately reflected in the maps that Access used to determine whether an individual's address was in or out of the service area. As a result, Access has provided and continues to provide trips to and from addresses that are not in the service area.

With the recent development of the 511 traveler information service, Metro has developed a standard map of Los Angeles County bus and rail routes that will be updated on a regular basis. As stated above, Access has taken this standard map to determine its service area and conducted an analysis of current customer locations to determine whether they were in the service area.

In addition, this standardized map is now accessible to all Access customers and stakeholders by way of Southern California 511. 511 is a free traveler information service that provides live traffic reports, transit planning and commuter service information in the Los Angeles area via a toll-free phone number and website. By calling 511 or visiting [Go511.com](http://Go511.com) Access customers, service providers, and stakeholders have one centralized location to identify whether a pick-up or drop off location is inside or outside the service area.