## AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, April 14, 2015  
1:00pm – 3:00pm  
Los Angeles County MTA  
Union Station Conference Room, 3rd Floor  
One Gateway Plaza,  
729 Vignes Street, Los Angeles CA 90012

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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 Community Advisory (CAC) 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://acessla.org. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a
specific agendized item is debated and voted upon regarding that item and (2) 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 CAC secretary. 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 CAC 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 CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats available upon request."
CALL TO ORDER

Chairperson Cohen called the meeting to order at 1:08 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Kurt Baldwin, Dov Cohen, Michael Conrad, Phyllis Coto, Tina Foafoa, Marie-France Francois, Dina Garcia, Terri Lantz, Liz Lyons, Jesse Padilla, and Howard Payne.

CAC Members Absent: Michael Anthony Arrigo & Wendy Cabil.

Board Members Present: Dolores Nason.


Guests: Rachele Goeman (QSS), Karina Gonzalez (Guest), Victor Garate (Global Paratransit), David Lee (Care Evaluators), Victor Dominguez (Customer), Jan Johnson (Customer), Bill Zuke (QSS Member), Karina Abrica (Global Paratransit), Gordon Cardona (Customer), Karina Moreno (CTI), Nader Raydan (MV Transportation), Kim Marsh (Guest), Mike Fricke (CTI), Aisha McKinney (QSS), Robert Coto (Guest), Giovanna Gogreve (Metro), Roxanne Adams (Customer), David Rishel (Delta Services Group), and Betty Lara (MV Transportation).
INTRODUCTIONS

Chairperson Cohen welcomed the members, staff, and guests to the meeting and introduced Vice Chair Lantz to make an announcement and share a few words with the committee.

Member Lantz informed the committee that long-time Access customer and advocate, Mr. Hugh Hallenberg passed away last Friday, March 6th. She said that “Hugh” served on the Access Board, CAC, and QSS. He was a tireless advocate for the disabled community and will be missed greatly.

She also mentioned the passing of another Access customer and advocate, Mr. Ernie Castaño.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM MARCH 10, 2015

Motion: Member Lyons.

Second: Member Foafoa.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Access customer Ms. Jan Johnson made a public comment regarding no-shows and said that drivers sometimes say they are at the pick-up location when they are not.

REPORT FROM BOARD OF DIRECTORS

Chairperson Cohen introduced Director Nason to provide a brief update of the February 23, 2015 Board Meeting.

Director Nason began her report by welcoming everyone to the Disabled Resource Center where she is the Executive Director. She explained that recently, the Board meetings were moved to the
community and said the last meeting was held at G Trans, formerly known as Gardena Municipal Bus Lines. She reviewed the consent calendar and agenda items that were discussed and approved by the Board.

DRAFT ORIGIN TO DESTINATION POLICY

Due to some technical issues this item was moved to later in the meeting.

SHORT RANGE TRANSPORTATION PLAN (SRTP)

Due to some technical issues this item was moved to later in the meeting.

QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

Access Services Customer Services Coordinator, Mr. Rycharde Martindale-Essington attended today’s meeting requesting the committee’s approval to appoint four additional candidates to the Quality Services Subcommittee (QSS). The nominees were the following:

CAC Member Liz Lyons
CAC Member Wendy Cabil
Tonni Yee-Hemphill
Belinda Conrad

The item was carried over to next month’s meeting due to the updated list of candidates not being included in the agenda.

DRAFT ORIGIN TO DESTINATION POLICY

Access Services Chief Operating Officer, Mr. F Scott Jewell attended today’s meeting to present the draft “Origin to Destination” policy and to request the committee’s feedback. He stated the Board authorized further public comment on this issue through a Public Hearing which was held yesterday, and with CAC & TPAC meetings that are scheduled this week. The draft policy and comments from the community will be presented to the Board
in March and to the Member Agencies in April. He reminded everyone that the Origin to Destination policy came out of an FTA Triennial Review, and their request for additional assistance to be provided for customers who need help beyond the curb.

He reviewed the following details about the draft policy:

**Eligibility**

- Based upon whether or not the rider is, because of their disability, prevented from using the curb-to-curb system
- New Customers: Initial Evaluation
- Current Customers: Application Form, Grace Period, Community Meetings

**Operations**

- Eligible and non-eligible customers can request Beyond the Curb service during reservations
- Access will make their best effort to accommodate requests not made during reservations (e.g. on the vehicle) by any customer, whether eligible or not eligible

**Drivers must:**

- Maintain visual contact of the vehicle at all times
- Must be able to park and secure the vehicle safely (e.g. no parking on red curbs, no double parking)

**Drivers are not allowed to:**

- Leave the vehicle beyond 60 feet;
- Enter any doors or gates;
- Assist with packages that exceed our current package policy;
- Assist beyond the ground level of any building or apartment;
- Enter any private residence or buildings.
Safety

- The safety of our customers and our drivers is of primary importance
- Access will not provide Beyond the Curb service if the driver feels that it is unsafe
- No red curbs, no double parking
- Same policy related to alleys, driveways and gated communities

Member Lyons asked if the driver will be allowed to go to the front stairs of her building and assist with her packages.

Mr. Jewell said the driver can assist as long as the distance is not beyond 60 feet and reiterated that the driver will not be able to enter gated areas or courtyards.

Member Baldwin asked for clarification regarding the section that states the person’s “eligibility will be based upon whether or not the rider is, because of their disability, prevented from using curb-to-curb paratransit.” He also asked and how the evaluation process will determine a person’s eligibility for this service.

Mr. Jewell said the evaluation process will be developed by the eligibility contractor and will determine whether or not the customer needs “Beyond the Curb” service under the eligibility guidelines. He also said the guidelines will be brought back to the CAC for comment before that part of the process.

Member Baldwin asked for clarification regarding how the word “preventive” is mentioned in the policy. He asked if that meant the only way a person will get “Beyond the Curb” service is if without it, that person is prevented from using Access.

The discussion continued regarding the word “preventative“ in the “Origin to Destination” policy and Mr. Jewell clarified that the word preventative is related to the “Beyond the Curb” service only; and is not related to the regular eligibility process for someone applying for the service.
Chairperson Cohen clarified that “Beyond the Curb” service eligibility will take place during the evaluation process; however, the customer can still request the service from the driver even if they have not been approved for the additional service.

Member Baldwin asked how customers will know that “Beyond the Curb” service is available if requested.

Mr. Jewell stated that the information regarding this policy will be disseminated through the outreach process Access goes through to inform customers of any service changes.

Member Garcia asked if a person is not found eligible for the service, can they still request additional assistance from the driver.

Mr. Jewell said that all Access customers can request “Beyond the Curb” service and the driver will try to provide additional assistance if it is safe to.

Member Lantz mentioned an issue brought up by one of the contractors regarding customers that cannot be left alone in the vehicle. She suggested this issue be addressed early in the process.

Mr. Jewell said customers that cannot be left alone in the vehicle should be accompanied by a PCA. He said the issue can be looked into, however; the current policy allows the driver to assist the passenger if requested.

Member Coto suggested that information about this service be made available on the Access vehicles.

Member Francois asked what the grace period would be for eligibility.

Mr. Jewell said the grace period will be similar to the eligibility process which is (21) days.

Member Francois expressed her concern with the phrase “appropriate circumstances” mentioned in the policy, and stated
that “appropriate circumstances” was vague and could be left open to different interpretations.

Mr. Jewell explained that “appropriate circumstances” depends on the circumstances at the time and it is at the purview of the driver to determine if the situation is safe to provide the service.

Member Francois asked if a step will be added to the evaluation process.

Mr. Jewell responded that a step may be added to the eligibility process and explained that if the determination cannot be made on paper, the customer may be asked to go in for further evaluation.

Member Conrad expressed his concern about service animals staying in a hot vehicle while the driver gets off to assist the customer.

PUBLIC COMMENT ON ITEM 6

Access Customer Ms. Roxanne Adams expressed her concern about the added travel time on trips especially when there is more than one share ride. She agreed with the comment made earlier about certain customers not being able to be left alone in the vehicle, and said she is personally concerned that excessive heat could be a life threatening situation. Lastly, Ms. Adams said she did not feel comfortable being left alone in a vehicle especially with a male.

Access customer Ms. Rachele Goeman agreed with the comments about the potential dangers of being left alone in the vehicle especially at night. She also mentioned some concerns about service animals getting sick in the van and said that “beyond the curb” is a great service but some issues need to be worked out.

Access customer Mr. Victor Dominguez mentioned a situation where he had a 6:45 a.m. ride going to the Braille Institute and he got to school at 10:00 a.m. He expressed his concern about how this additional service will impact long share rides.
Access customer Ms. Jan Johnson expressed her concern about being left alone in the vehicle at night or being left with another customer especially having a visual disability.

Chairperson Cohen asked if the committee was prepared to make a motion or take a vote on the item.

Motion: Member Baldwin made a motion to approve the draft “Origin to Destination” policy as recommended by staff.

Second: Member Coto.

Discussion: Member Baldwin stated the FTA issued the “Origin to Destination” policy guidance in 2005 and Access has not addressed the policy until now. He said that even with the limitations in the policy, there will be a few more customers that will be able to use the service.

He said driver’s not being able to go into vestibules or courtyards is a problem as well as the 60 feet maximum especially in rural areas in the Antelope Valley. He also stated that high temperatures inside the vehicles also need to be considered. Member Baldwin closed his comments by saying if these issues are addressed, the service will be more usable and efficient.

Chairperson Cohen thanked Member Baldwin for his knowledge and for being a true advocate for Access customers.

Member Lantz agreed with Chairperson Cohen, and stated as Member Baldwin mentioned, there are several concerns about the service. She said that although the concept is good and will allow more people to use the service, there are challenges that she hopes will reviewed further. She asked if Member Baldwin would make a “friendly amendment” to approve the staff recommendation and include that the issues discussed at today’s meeting be addressed.

Member Baldwin accepted the friendly amendment.
PUBLIC COMMENT ON ITEM 6

Mr. Alfredo Santana asked if the air conditioning in the mini vans can remain on during the entire trip. He suggested that this issue be looked into.

Abstention: Member Francois

Pass/Fail: The motion was approved with the friendly amendment.

SHORT RANGE TRANSPORTATION PLAN (SRTP)

Access Services Planner, Mr. Eric Haack attended today’s meeting to review’s Access’ first Short Range Transportation Plan (SRTP) and said the document will be released for comment in April.

He reviewed a slide show presentation which included the following topics:

- Access’ purpose in developing the SRTP
- The challenges that Access anticipates in its future
- Access’ accomplishments over the past five years (2010-2015)
- Access’ goals over the next five years (2015-2020)

He concluded his presentation by offering to answer any questions.

Member Coto said many seniors are not aware of the resources in their area and said people need to be educated about the various transportation options available.

Member Padilla asked if the smart drive cameras worked effectively for safety purposes.

Mr. Haack responded the cameras have been helpful to identify issues with injuries and claims.

Chairperson Cohen mentioned a situation where he served on an “Appeals Hearing” and the smart drive footage was used to verify what actually occurred in the vehicle.
Member Lantz asked if some type of technology can be added to the smart drive cameras to address the concern of the drivers leaving the passengers in the vans. She suggested an alarm button that the customer can press in case of an emergency.

Mr. Haack responded that he did not know if “Smart Drive” had the capability to add more functions.

Member Francois expressed her support for the plans to streamline the Eligibility Process and said considering alternatives will decrease barriers.

Member Baldwin asked about the “Cross Regional Planning” mentioned in the plan and asked if that included the Newhall Pass.

Mr. Haack explained the Cross Regional Trip Planning is within the Los Angeles Basin and said the concern is to address the issue of drivers returning across the region “dead head” or without a passenger on board.

Member Baldwin said the Newhall pass continues to be a problem and mentioned some changes to Medi-Cal funding by stating that California has turned over all Medi-Cal to HMO’s.

Member Lantz agreed with Member Francois’ comments regarding the plans to streamline the eligibility process and thanked Mr. Haack for his presentation.

**COMPREHENSIVE REVIEWS-CUSTOMER SERVICE & ELIGIBILITY**

Chairperson Cohen introduced Access Services Senior Manager of Customer Service Ms. Sherry Kelley to give a brief overview of the Customer Service and Eligibility Comprehensive Reviews.

Ms. Kelley informed the committee that the week of February 23rd, a group of consultants from McCloud Transportation & Associates visited Access Services to conduct the Comprehensive Review of Customer Service. She said the review included Customer Service, Operations Monitoring Center (OMC), Customer Care and Customer Relations. She said in addition to reviewing the Call
Center functions, the consultants looked at the budget, technology, performance data and they are in the process of working on a peer review to measure Access with other paratransit agencies.

Ms. Kelley said McCloud Transportation & Associates also conducted staff interviews and visited San Gabriel & Southland Transit which handle some of the Customer Service calls for new applications and Tap cards.

The preliminary findings will be available in March and will be presented at the April CAC meeting for feedback and then to the Board in May. Lastly, Ms. Kelley mentioned that the consultants will be sending out a “stakeholder survey” for the CAC members to fill out and submit to McCloud & Associates.

Access customer Ms. Rachele Goeman asked if the survey was for CAC members only.

Ms. Kelley responded the survey will be sent to CAC members only.

Member Coto said she would like to see a copy of the eligibility process and suggested that a presentation be given to the CAC.

Ms. Kelley introduced Mr. David Rishel from Delta Service Group to give a brief update on the Eligibility Comprehensive Review.

Mr. Rishel began by providing some background and said he has been working in transit & paratransit since the late 80’s and began as a service contractor in Philadelphia. He said in the 90’s he created the statewide ADA Paratransit Service in New Jersey and provided service for New York and Philadelphia. His agency implemented the first “in person” eligibility process for the ADA and he has been working as a consultant around the country since the 90’s.

He said he has worked with Access on other projects in the past, and said that for this review he will be looking at the entire application process; re-certifications, appeals, and data statistics.
Mr. Rishel concluded by saying similarly to the Customer Service Review, the Eligibility Review will be presented to the CAC for feedback.

Member Baldwin asked if the review included the Antelope Valley.

Mr. Rishel said the review included Antelope Valley and said he had already visited that region.

Mr. Baldwin mentioned the “bus stop accessibility study” being conducted by Metro and asked about the status of that project in term of the eligibility process.

Mr. Rishel said he would check with Access to see where the study fits in the scope of work.

Member Baldwin said the study is important to determine if a person has an accessible path of travel.

Metro ADA Compliance & Paratransit Program Administrator, Ms. Giovanna Gogreve explained that the study Member Baldwin referred to was the “Bus Stop Usability Study”, and stated the project was currently underway. She said the information will be available online once the study is complete. She asked Mr. Baldwin to contact her for more information about the study.

PUBLIC COMMENT ON ITEM 9

Access customer Ms. Rachele Goeman mentioned the importance of the bus stops being accessible for persons with visual disabilities. She said bus stops in Los Angeles County did not have raised lettering or braille.

Chairperson Cohen thanked Ms. Kelley and Mr. Rishel for their presentations.

SUBCOMMITTEE UPDATES

Chairperson Cohen asked Member Lantz to provide the subcommittee update.
Member Lantz said the Service Animal Subcommittee (SAS) met after the last CAC meeting and discussed securement leash options for the service animals. She asked the (SAS) to stay a few minutes after today’s meeting.

MEMBER COMMUNICATION

Member Padilla said he was sad to hear about Mr. Hallenberg’s passing. He also said that today’s meeting location was crowded and asked if larger places could be looked at to host the CAC.

Chairperson Cohen said next month’s meeting will be held at Metro.

Member Lyons thanked Access for their participation at the Abilities Expo and thanked San Fernando Valley for doing a great job handling a computer problem they recently experienced.

Member Padilla said he would not be attending next month’s meeting because he will be in Sacramento.

Chairperson Cohen thanked Director Nason for attending today’s meeting.

Member Lantz said that “Hugh” was very concerned about the fare issue and said this committee has also had several discussions on the topic. She asked that anyone who has not submitted the letter to FTA regarding Access keeping a coordinated fare rather than switching to a Dynamic Fare, to please submit it.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Chairperson Cohen introduced Access Senior Manager of Information & Technology, Mr. Bill Tsuei to give a brief overview of a new pilot project Access is working on.

Mr. Tsuei explained Access is working on developing an online reservation system that will be available by logging on to a personal computer (PC) or smart phone. He reviewed a slide show
presentation of the draft design and said a focus group will be formed to discuss the project.

Member Coto expressed her concern for customers who do not have internet access and asked if they will be at a disadvantage to those who are able to schedule online.

Mr. Tsuei said online reservations will be an additional option, however; customers can continue to schedule their rides by calling reservations.

Member Baldwin mentioned his concern regarding communication barriers between reservations and the information provided to the driver. He mentioned possible capacity issues if the necessary information is not given to the drivers for example if the customer is using a large wheelchair, walker, etc. He questioned how the online reservation would address this issue.

Mr. Tsuei said the program was in the design phase and mentioned that focus group meetings will be held to discuss the issues and how the program should be designed.

Ms. Goeman asked if the program will have a downloadable application for smart phones.

Mr. Tsuei said the program will be a mobile based application usable for all browser based devices. He said once the program is operating and if the acceptance is high, an “ios” application will be added.

Member Lyons asked if online reservations will be available in Spanish and other languages.

Mr. Tsuei said the program will be available in Spanish.

Member Lyons asked if the program will work on her “screen reader.”

Mr. Tsuei said the font size can be adjusted.
Member Padilla expressed his support for online reservations and asked if the program will be available on PC or Mac computers.

Mr. Tsuei said the program will be available on the Access website to PC’s or MAC computers.

Access customer Ms. Jan Johnson asked if the program could be used to cancel a ride. She also asked if the system will offer different time options.

Mr. Tsuei said the program will offer two options where the customer can select a time.

Member Garcia asked what the timeline was for this project.

Mr. Tsuei said the schedule is to begin implementation in the Southern and Antelope Valley regions in April.

Member Garcia asked if the reservation system will be available 24 hours.

Mr. Tsuei stated the online reservation system would be available 24 hours.

**ADJOURNMENT**

The meeting was adjourned at 3:03 p.m.
APRIL 14, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: ANDRE COLAIACI, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND GOVERNMENTAL AFFAIRS
       ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: PROPOSED FARE POLICY

ISSUE:

Every year, the Federal Transit Administration (FTA) conducts Triennial Reviews of certain transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. During the 2014 Triennial Review cycle, some Access member agencies received an FTA finding that Access Services charges more than twice the fixed route fare for comparable trips on their system.

On March 23, 2015, the Access Board of Directors approved the proposed fare concepts to be presented at community meetings scheduled for April, the Community Advisory Committee (CAC), the Transportation Professionals Advisory Committee (TPAC), and a Public Hearing. In addition, staff will also present the proposal at the upcoming meetings of the Bus Operations Subcommittee (BOS), the Local Transit Systems Subcommittee (LTSS), the Los Angeles County General Manager’s Group and upcoming meetings of the City and County Commissions on Disabilities.

A final proposal will be presented to the Board in May and then to the Access Membership at a meeting in June.
RECOMMENDATION:

Staff is requesting that CAC provide input on, and approval of, a) the fare concepts behind the proposed dynamic fare system and b) the fare proposals forwarded to the advisory committees by the Board.

IMPACT ON BUDGET:

Costs related to software programming are still unknown at this time but an estimate will be included in our FY 15/16 budget request. The primary costs associated with the program would be to integrate the dynamic fare system (metro.net) into each contractor’s reservation software.

There is a direct correlation between transit fares and ridership (and the Access budget) which is often called “fare elasticity.” According to Access Services consulting firm, HDR Engineering, the fare elasticity for the overall Access system is -.26 which means a 1 percent increase in real fare (i.e. fare excluding inflation) is expected to result in a 0.26% decrease in ridership. Conversely, it could be expected that a decrease in the real fare would lead to an increase in ridership. HDR has also found that other variables, such as unemployment and gasoline prices, also affect ridership.

BACKGROUND:

Access Services’ coordinated fare, which has been in place for nearly 20 years, is widely supported by both our customers and those who operate our system because it is simple to understand and easy to implement. On August 1, 2006, Access staff sent a letter to the FTA in response to a similar 2005 Triennial Review finding. Since that time, Access’ fare methodology, which uses a statistical analysis of comparable fixed-route fares, has been reviewed numerous times and no deficiencies have been found.

It should be noted that even after Access’ most recent fare adjustment (which was implemented on July 1, 2014) that Access has some of the lowest paratransit fares in the country, particularly for trips less than 20 miles. The fares result in a cost recovery of
approximately 6.2%.

Despite these facts, in a follow-up to the respective Triennial Review Final Reports in 2014, FTA’s Region IX office informed five Access Services member agencies (Torrance Transit, Santa Monica’s Big Blue Bus, Culver City Bus, Foothill Transit, and Metro) that the Federal Transit Administration’s (FTA) Office of Civil Rights determined that the fare structure for Access Services did not meet regulatory requirements. The Access base fare of $2.75 was found to be more than twice the member agency’s fixed route base fare and therefore resulted in a deficiency finding for the ADA review area. The finding for Metro related to fares charged by sub-recipients and was due to their role as the transportation-funding agency for Los Angeles County. As the funding agency, Metro has responsibilities to ensure that programs funded by Metro are compliant with ADA requirements.

A meeting between Access Services and Acting FTA Administrator Therese McMillan and her Executive Staff was held in Washington, DC on December 2nd, 2014 to discuss this issue. After Access made a presentation, the FTA said that, while they appreciated the complexity of the Los Angeles system, they felt that it was now possible for Access to implement a dynamic fare system. However, the FTA did understand that such a system could not be implemented by the original deadline of March 2015 and asked that Access give the FTA an implementation timeline by the March deadline. In that meeting, the FTA also noted that Access or the region could petition the Department of Transportation for a rulemaking to address this issue.

In January 2015, the Board approved the following public participation timeline:

PROPOSED DYNAMIC FARE
PUBLIC PARTICIPATION IMPLEMENTATION MILESTONES

JANUARY-FEBRUARY 2015

- Staff to develop a proposed dynamic fare system
MARCH-APRIL 2015
- Forward proposal to FTA
- Conduct community meetings and hold a public hearing to receive feedback on proposal
- Work with software vendors on cost estimates and timeline

MAY 2015
- Board consideration of proposed dynamic fare system with implementation timeline

JUNE 2015
- Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
Proposed Dynamic Fares System Concepts

Dynamic Fare System Rounding Down to Nearest Dollar or Half Dollar

The Dynamic Fare System will take the following steps to identify the paratransit fare:

1. Customer calls reservation line to book a trip;
2. The system will identify a comparable fixed route trip and calculate the fare;
3. The fare of the comparable fixed route trip will be doubled;
4. The fare will then be rounded down to the nearest dollar or half dollar, including $0.
5. If the rounded down fare exceeds the Board approved fare cap, the paratransit fare will be the set fare cap.

A fare system rounded to the nearest dollar or half dollar allows for a simpler fare system that is especially compatible with an alternative fare payment system (i.e. coupons).

Comparable Fixed Route Trip

The comparable fixed route trip is defined using the Metro Trip Planner as:
- a trip using the local bus or rail system,
- with the fewest number of transfers (or shortest travel time),
- If multiple trip options exist, the trip with the lowest fare.
- Comparable fixed route trips performed on Metro system assume free transfers to other Metro lines for up to two hours to complete a one-way trip.
Dynamic Fare System Proposals - Estimate of Changes

(* Elasticity = -0.26  ** Free Metro Transfer for 2 hours)

Dollar System - $4 Cap
Increase in fare revenue 3.7%
Net Fare Revenue
Entire FY: $357,915
Half FY:  $178,958
Trip Demand Change: -1.9%
16% pay $2.00 or less
64.2% will pay $3.00
20% will pay $4.00
Average Fare: $3.00

Dollar System - $5 Cap
Increase in fare revenue 5.8%
Net Fare Revenue
Entire FY: $561,678
Half FY:  $280,839
Trip Demand Change: -2.8%
16% pay $2.00 or less
64.3% will pay $3.00
8.9% will pay $4.00
10% will pay $5.00
Average Fare: $3.09

Half Dollar System - Cap at $4
Increase in fare revenue 12.3%
Net Fare Revenue
Entire FY: $ 1,185,048
Half FY:  $  592,524
Trip Demand Change: -5.2%
16.6% will pay $3.00 or less
62.7% will pay $3.50
20.7% will pay $4.00
Average Fare: $3.36
APRIL 14, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: RYCHARDE MARTINDALE-ESSINGTON, CUSTOMER SERVICES COORDINATOR

RE: QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS.) In February of 2015, the CAC ratified thirteen (13) appointments to the QSS for the 2015-16 term.

BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- hear and review customer and service provider issues that are presented to them;
- prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2015 and ends January 2016.
Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

(1) One Access Paratransit customer from each existing service region appointed by the CAC;
(2) One additional appointment from each existing service region appointed at the discretion of the CAC;
(3) At least one member from the CAC appointed by the CAC.

RECOMMENDATION:

At this time, the CAC is asked to approve the following list of six (6) candidates who have expressed a willingness to serve:

- Liz Lyons
- Wendy Cabil
- Belinda Conrad
- Tonni Yee-Hemphill
- Al Buck
- Jan Johnson

Three basic types of QSS membership can be approved by the CAC in any combination. Though three (3) vacant positions exist and must be filled to have meaningful regional customer representation, applicants wishing to apply for these remaining seats can be voted on by the CAC throughout the year.