AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 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://accessla.org](http://accessla.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."
MINUTES
Community Advisory Committee (CAC) Meeting
Tuesday May 12, 2015
Lynwood Developmental Care
14925 S. Atlantic Ave.
Compton, CA 90221
1:00 p.m. - 3:00 p.m.

CALL TO ORDER

Vice-Chairperson Cohen called the meeting to order at 1:01 p.m.

ROLL CALL


CAC Members Absent: Wendy Cabil, Phyllis Coto, and Dina Garcia.

Board Member Present: Kim Turner.


Guests: Victor Garate (Global Paratransit), Joy Hooks (Global Paratransit), Chrystene Terry (Care Evaluators), Victor Dominguez (Access Customer), Karina Moreno (SGT), Giovanna Gogreve (Metro), Beatriz Lara (MV Transportation), Diane Perrine (Access Customer), Erica Macias (CTI), Tim Collins, Bill & Elaine McCloud (McCloud Transportation & Associates), David Rishel (Delta Services Group), Karina Gonzalez (Guest), Monica Harris Green (Guest), Michelle McByrny (Guest), Olivia Almalel (Access Customer), and Jamie Rodriguez (Access Customer).
INTRODUCTIONS

Chairperson Cohen welcomed the members, staff, and guests to the meeting and asked that everyone introduce themselves.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM MAY 12, 2015

Motion: Member Lantz.

Second: Member Payne.

Abstentions: None.

Minutes were approved.

GENERAL PUBLIC COMMENT

Access customer Ms. Olivia Almalel had two comments and stated the first one was regarding a situation where she waited outside for 15 minutes after receiving the callout. She explained that the West Central region does not allow her to use the actual building address at Cedar Sinai, and insists that she use the hospital’s main address. She said the Northern Region does allow her to use the actual building address for her pick-ups.

Ms. Almalel also commented that a friend experienced some scheduling issues with MV, specifically due to a software upgrade that affected her steady ride cancellation. She explained that her friend cancelled her steady ride in December; however, when MV upgraded the software, the cancellation did not translate over to the other regions. This prevented her from being able to schedule trips with the other providers. She said that several hours & phone calls later, they figured out the problem and Mr. London Lee was able to help her clear up the situation.

Ms. Sherry Kelley responded that there is a system wide initiative to address issues with stand signs. She advised Ms. Almalel that Access staff member Mr. Steve Chang would speak with her after the meeting.
REPORT FROM BOARD OF DIRECTORS

Chairperson Cohen introduced Director Kim Turner to provide a brief update of the April 27, 2015 Board Meeting.

Director Turner began her report by stating that Access Chief Operating Officer, Mr. F Scott Jewell informed the board that providers are experiencing some difficulty retaining and recruiting qualified drivers due to competition from other service industries.

She stated that the Metro logo item was approved and said that an “M” in a circle with the word Metro in smaller letters will be placed on the rear of the Access vehicles.

Director Turner said Access Controller, Mr. Hector Rodriguez provided an update on the budget costs associated with Origin to Destination and Dynamic Fares. Lastly, she said that Access Executive Director, Ms. Shelly Verrinder congratulated Ms. Donna Cisco for completing twenty years with Access and said that staff has been working hard and getting ready for July 1st implementation of Beyond the Curb and Reasonable Modification. She said Ms. Verrinder also mentioned the Web Based Reservation system is moving forward and announced that the next board meeting is scheduled for May 18th.

Chairperson Cohen thanked Director Turner for her report and said that last month was Director Dan Levy’s last board meeting. He announced that Ms. Nalini Ahuja is the new Access board member representing Metro.

REASONABLE MODIFICATION (RM) POLICY

Access Services Deputy Executive Director of Operations, Mr. Steve Chang attended today’s meeting to provide an overview of the Reasonable Modification Policy. He presented a slide show that included the information below regarding the policy:

Background
  • Rule change proposed to the regulation in 2006
  • DOT regulations as of March 13, 2015
• Effective July 13, 2015

**Reasonable Modification**
Modification to policies, practices, and procedures of the agency requested by a qualified rider without which there would be discrimination on the basis of disability or the individual with a disability would be unable to fully use the entity’s services, programs or activities.

**Exceptions**
• Granting the request would fundamentally alter the service  
• Granting the request would create a direct threat to health or safety of others  
• Where without the request modification, the individual is still able to use the service

**Policies and Procedures Document**
• Resource document for all staff and contractors involved with Reasonable Modification requests and complaints  
• Outlines roles and responsibilities  
• Procedures, Processes and Documentations  
• Deliverable Expectations

**Manual Sections**
• Reasonable Modification Coordinator  
• Notification of availability of reasonable modification process  
• Making reasonable modification request  
• Determinations of reasonable modification requests  
• Complaints regarding reasonable modification denial

**Reasonable Modification Coordinator**
• Coordinate the efforts of Access to comply with reasonable modification requirements  
• Reasonable modification request oversight  
• Documentation and process management  
• Complaints regarding reasonable modification decisions

**Reasonable Modification Policy**
Access Services will, upon timely request by an eligible rider or an applicant for eligibility to ride Access Paratransit or their authorized
representative, modify its policies, practices and procedures where necessary to avoid discrimination on the basis of disability or where the individual with a disability would otherwise be unable to use its services, programs or activities provided that doing so: (i) is within the power of Access, and (ii) will not fundamentally alter the nature of its services; and/or (iii) will not constitute a direct threat to the health and safety of others; and/or (iv) will not impose an unreasonable financial or administrative burden; and/or (v) will not require the commission of an illegal act.

Member Baldwin said his first comment was regarding the RM Coordinator and said the policy seemed restrictive and mentioned the sections below:

- Request service at the time of reservation
- Requests at the time of service except those necessary to address an emergency

He said it appears to be a “deferred decision” so if the customer requests RM it will not be denied but cannot be serviced at the time. He said the language is confusing.

Mr. Chang responded that the intent is to keep the policy simple and stated that some modifications or clarifications can still be made to the policy. He further explained that most of the decisions will be made by the call takers and drivers and the request will be granted as long as the service is not disrupted.

He explained that a decision tree was developed to assist with making determinations; however, reiterated that the idea is to grant the request if possible. He explained that if there is any doubt regarding a request, an incident report can be submitted to the RM Coordinator; however most of the decisions will be made by frontline staff.

Member Payne asked if the van design shown in the presentation will be the new design for the vehicles.

Chairperson Cohen clarified that at a previous meeting staff said the vehicles would not be wrapped due to the cost.
Member Payne asked if the Access logo will still be on the vehicles.

Director Turner said the board recently approved the Metro logo design that was presented and explained a small “M” will be placed on the rear of the vans.

Member Lyons asked if the driver will be able to assist with taking her groceries to the door if the distance is within 60 feet with Beyond the Curb service.

Mr. Chang responded that if the distance is within 60 feet from the vehicle, the driver can assist.

A discussion ensued regarding the driver entering gated areas.

Mr. Chang said the issue of drivers entering gated communities is still being finalized and said the information will be available soon.

Member Lantz mentioned that most low income housing or housing for disabled is usually gated.

The discussion continued and Mr. Chang stated there will be a learning curve but staff and the providers are determined to work through the process.

Member Baldwin expressed his concern about the drivers having to do too much in terms of making the decisions. He also stated that the Reasonable Modification policies may be interpreted as not being “usable” even if that is not the intent.

Mr. Chang said the idea is to keep things simple and allow the driver to perform the request as long as it does not require him/her to go beyond 60 feet of the vehicle or jeopardize anyone’s safety.

Member Baldwin mentioned that even the FTA rules recognize that the driver might be out of sight in a particular situation.

Mr. Chang stated that Access decided on a 60 feet maximum based on the discussions and feedback received during the working group meetings.
Member Baldwin disagreed & stated that people living in rural areas may be negatively affected and said that drivers are already providing the services. He said this policy may confuse the drivers and instead of helping, will prevent them from assisting.

Mr. Chang stated that the intent is not to confuse the drivers and said they will continue to provide the services they are currently providing; however, some guidelines will be available.

Member Aroch expressed her concern about drivers having to contact the dispatcher for assistance and said that it can take several minutes for the dispatcher to respond. She said this will delay the driver’s schedule & affect other customers. She agreed with the comment made that adding this responsibility to the driver may be too much.

Mr. Chang stated that most of the requests will not require the drivers to contact the dispatcher; however, the driver can contact when necessary.

Member Payne stated that customers also have a responsibility to be ready when the driver arrives.

Mr. Chang stated that currently the policy requires the customer to have the fare ready before boarding the vehicle; however, there are customers that are frail and need to sit down before paying.

Member Baldwin stated that when explained in detail, the idea sounds great; however, the “decision tree” language does not convey the same message.

Mr. Chang explained that the “decision tree” language can be improved; however, the focus will be on getting the drivers ready to provide the service on July 1st and reiterated that there may be areas to improve; however, the project must start somewhere.

Member Padilla agreed with Member Aroch’s comments regarding the drivers having a hard time getting through to the dispatchers.

Member Lantz said many people will benefit from this service, but
asked if there will be any consideration for customers who do not want a door to door trip. She said some people will not be comfortable being left alone in the vehicle and asked how the trips will be routed.

Mr. Chang responded that regarding the routing process, Beyond the Curb requests can be made when the reservation is scheduled and noted on the trip information; however, said the request could be made at the drop off location as well. He said the providers will need to learn to how balance the requests and the time in between trips.

Chairperson Cohen reminded everyone that the item was listed as an action item and asked the committee if they would like to make a motion.

Motion: Member Payne made a motion to approve the policy presented by staff and forward to the Board.

Second: Member Padilla.

Discussion: None.

Pass/Fail: Motion failed.

PACKAGE POLICY

Access Services Deputy Executive Director of Operations, Mr. Steve Chang attended today’s meeting to give a brief update on the Access package policy.

Mr. Chang said it was brought to his attention that some comments were made regarding the package policy, specifically regarding travelling with luggage to the airport. He said the existing policy is extremely outdated and has not been revised since 1999. He explained that with the organization moving forward with the Reasonable Modification, staff will be reviewing all of the existing policies and make the necessary updates.
He further explained that before leaving the office for today’s meeting, he asked staff to check the number of trips from LAX and said there were approximately 1,300 trips in FY 14 with luggage so Access does transport customer’s luggage.

Member Padilla asked how many of the 1,300 airport trips were no-shows.

Mr. Chang said he did not have that information with him.

Member Lyons asked if she calls to make a reservation and does not have the terminal number, if she can provide the airline name.

Mr. Chang stated that the call takers can be given the terminal number or airline name. He said Access staff member Mr. Geoffrey Okamoto worked together with LAX staff to have Access stand signs at various locations throughout the airport.

Member Baldwin expressed his support regarding Access updating the policy and asked that staff specifically address the use of carts with wheels and luggage.

FY 2015/16 PRELIMINARY BUDGET

Access Services Controller, Mr. Hector Rodriguez attended today’s meeting to give a brief overview of the FY 2015/16 Preliminary Budget. He said this upcoming fiscal year there will be many challenges due to the service changes that will impact the organization’s operating expenditures. He reviewed a slideshow presentation that included the following topics:

- Service Demand
- Budget Summary
- Origin to Destination
- Dynamic Fares
- Detail on Paratransit Operations
- Expenditures
- Capital Projects
- Expenses
Member Conrad said he attended a Metro special budget meeting with the Citizens Advisory Council to discuss Metro’s upcoming budget. He explained that Metro is increasing Access’ funding by 11.8 million dollars and asked if FTA will also increase Access’ funding.

Mr. Rodriguez said the funding mentioned by Member Conrad relates to Prop C, 40% discretionary funds which can be allocated to cities and at large, and Access is one of the recipients of these funds. He explained that Access received in 60.4 million in federal funding in FY 15 and will receive 62 million for FY 16.

Member Francois asked if the 5.8% of fares is based on the current fare system, and how the number will change if the Dynamic Fare policy is adopted.

Mr. Rodriguez stated that the number will depend on which one of the fare scenarios is chosen. He said the lowest option would be an increase of $400,000 with the $4 cap and a $1 round down.

**ELIGIBILITY COMPREHENSIVE REVIEW**

Chairperson Cohen introduced Mr. David Rishel from Delta Services Group to present the Eligibility Comprehensive Review.

Mr. Rishel stated that as some of the committee members may remember, he attended the March CAC Meeting and gave a brief overview of the upcoming Eligibility Comprehensive Review. He reviewed a slide show presentation that included the following areas:

**Scope**
- Assessment interviews
- Facilities
- Staff
- Transportation
- Peers
- Finance
Process
- Posed as an applicant
- Observed 20 interviews with 8 different Transit Evaluators (TE)
- Visited Care downtown, Lancaster
- Interviewed CARE managers
- Interviewed SGT staff
- Observed appeals

Issues
- Propriety nature of process made assessment difficult
  - Training, policies, procedures opaque
- Financial review very limited due to propriety financial data

Findings
- Fully ADA Compliant
- Major focus on medical, mobility often not discussed
- Limited information about fixed route
  - 29% of customers ride fixed route only
- Most decisions made at interview, no verification
- Limited quality assurance of decision consistency
- Transportation needs better coordination
- Appeals comprehensive

Recommendations
- Immediate
  - Drivers stop coaching applicants
  - Continue improved coordination of demand/staffing/transport
  - Track and analyze fixed route use

Member Payne asked if the medical information people bring to their interview is a requirement and asked who it’s from.

Mr. Rishel said that was one of his questions as well.

Member Payne asked if the applicant is required to have paperwork stating they are legally disabled.
Mr. Rishel said it is important that the information be clearly emphasized and addressed in a systematic way. He noticed that in some interviews the person’s disability was discussed in detail and others there was hardly any discussion.

Member Lyons mentioned that she has travelled on Metrolink on several occasions and has never been asked to show her ID. She also made a comment regarding the routing of share rides that don’t make sense, and the GPS is not accurate.

Member Francois said the presentation mentioned a high number of no-shows & asked if anyone knows the reason for the high cancellation rate.

Mr. Rishel stated that there is a variety of reasons & said some were regarding medical issues and some people just decided that they did not need the trip after all. He said Access conducted a more detailed customer analysis on this issue.

Access Chief Operating Officer, Mr. F Scott Jewell said the cancellation study showed 1/3 due to medical issues, 1/3 conflicts with appointment times, and 1/3 for various reasons including something else came up.

Member Baldwin suggested that if another study is conducted, the source of the referral be looked into. He said sometimes hospital discharge planners make appointments for customers.

Member Francois asked for clarification regarding assessment of mobility needs and asked if the review recommended that Access develop a mobility need assessment and provide the information to subcontractors.

Mr. Rishel said it was in the recommendations and mentioned that some information on peer systems was included in the review for Access to use.

Member Aroch stated that many of the no-shows are a result of drivers not going to the correct location or because the provider does not want to pay a penalty for late arrivals.
CUSTOMER SERVICE COMPREHENSIVE REVIEW

Access Services Senior Manager of Customer Service, Ms. Sherry Kelley introduced Mr. Bill McCloud & the McCloud Team to provide Customer Service Review preliminary report.

Mr. McCloud stated that he and his team spent a lot of time with the Customer Service Representatives from Access, & Providers and met a lot of great people. He said the call centers do a fantastic job assisting the customers. He explained that the primary mission of the comprehensive review was to focus on four areas. The areas were Internal Customer Service, Operations Monitoring Center (OMC), Customer Care, and Mobility Management.

He said that after spending time and reviewing existing work conditions, the team identified the areas that are working well and the areas that need to be improved. He commended Ms. Kelley and her team for implementing some of the recommendations even before the assessment was complete.

Mr. McCloud mentioned the review also included quantifying the costs for providing the current functions, in addition to the cost of providing services beyond the ADA for example the OMC. He explained that the OMC spends a lot of time and effort making sure that customers are picked up; however, there is a cost factor involved in providing this service.

He continued his presentation by recognizing the team that worked on this project and said Mr. Tim Collins was at today’s meeting and acknowledged Mr. Doug Cross who handled the peer review. Mr. McCloud said the peer review looked at six organizations that provide similar services; however, Access is a large service with complexities that other transit call center services do not have. He mentioned that the upcoming service changes will require additional staff and training & Ms. Kelley and her team have started implementing a standardized training program. Lastly, he recommended upgrading the telephone system and adding multiple monitors to the OMC to be able to go from one screen to another & eliminating some steps. He concluded his
Member Baldwin said Mr. McCloud mentioned the OMC as being one of the services beyond the ADA, and stated that the OMC is necessary because Access is not always reliable and there needs to be a back-up. He asked if data was included on how the service will be impacted if the OMC is reduced or removed.

Mr. McCloud stated that the information being shared with Access is to find out the reason for having to initiate back up service and why the contractors are not able to provide the trip initially. The idea is to look at how to make sure the contractors are being held accountable and not adding excess costs to the agency.

Member Lantz stated that she has been around since Access started and works with an agency that has about 1,200 Access customers. She expressed her concern regarding the idea of reducing OMC and said that it is a lifeline for the customers and their caretakers.

Mr. McCloud clarified that the idea is not to reduce OMC services, but to put the emphasis on making sure the providers are being held accountable for completing trips. He reiterated that the OMC is doing a fantastic job getting people home.

Ms. Kelley explained that as a result of the review, some quality control steps have been implemented to clarify whether the issue is a provider error, a customer error or a customer courtesy. She said staff will also be able to identify the customers who are abusing the service.

She also explained that with this additional information operations staff will be able to look at these issues with the contractors and discuss the on time percentage and the number of trips being performed by the back-up provider.

**SUBCOMMITTEE UPDATES**

None.
MEMBER COMMUNICATION

Chairperson Cohen announced a few upcoming events taking place on Memorial Day Weekend. He said that on May 23rd, 5000 Boy & Girl Scouts will be placing flags on 88,000 graves at the National Cemetery. He said that same evening the Santa Monica Symphony will be honoring veterans with a free concert. Lastly, he said that on May 29th the Veterans Home will be hosting a symposium on homelessness and the director of the Veterans Home in San Diego will be the guest speaker.

Member Payne stated this month marks the 70 year conclusion of World War II.

Member Lantz stated that information is available on how to contact elected officials regarding the fare issue and said a handout is available for anyone interested.

Ms. Kelley stated that the next CAC meeting will be held at the Veterans Memorial Building in Culver City. She thanked Lynwood Developmental Care staff for hosting our meeting.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Payne.

Second: Member Francois.

The meeting was adjourned at 2:05 p.m.
JULY 14, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

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

RE: REVISED PROPOSAL AND TIMELINE ON REGIONAL PARATRANSIT FARES

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, Access and several member agencies received an FTA finding that Access charges more than twice the fixed route fare for comparable trips on their system.

The Board of Directors approved the attached timeline at the June 29, 2015 Board Meeting.

RECOMMENDATION:

The Access advisory committees support and approve the fare levels and the revised timeline:
- Fare levels: $0.00, $0.50, $1.00, $2.00, $3.00, $4.00 (cap)
- Start date: January 1, 2016

IMPACT ON BUDGET:

Under this fare proposal, the annual farebox recovery is estimated
to be about 6.7%. (6.3% for FY16).

Staff budgeted $300,000 in the FY16 budget for IT capital needs related to the dynamic fare system implementation. At the June 2015 Board meeting, the Board authorized the Executive Director to initiate programming efforts related to integrating Metro’s trip planner and the service provider’s reservations systems, at a cost not to exceed $75,000 for each vendor.

**BACKGROUND:**

In January 2015, the Board authorized staff to analyze and propose a new fare system that would meet FTA requirements, implement an outreach plan, and concurrently seek legislative and regulatory change to allow Access to maintain its current coordinated fare system. In March 2015, the Board authorized staff to conduct public outreach on the proposed fare concepts that included a rounding down system of half dollar or dollar increments, and a cap of either $4 or $5. After the initial public outreach was conducted, a revised timeline has been developed (see attached) for additional outreach that includes a specific fare proposal that will be considered by the Board at its meeting in August, 2015. The planned implementation date, as stated above, is January 1, 2016.

*Initial Public Outreach*

During April and May 2015, a total of ten community meetings were held in the cities of Encino, Santa Clarita, West Hollywood, Monterey Park, Lancaster, and Downey. Two meetings, one in English and one in Spanish, were conducted in the four larger service regions. The Public Hearing was held at the Metro Board Room on April 27th. Rider bulletins were sent by mail to all active customers and information was posted to the website regarding the proposed fare system.

Access received numerous comments regarding the fare concepts by phone, letter, e-mail, and in person at a public hearing and various community meetings. Almost half (45%) of all customers who provided feedback stated they would prefer a fare system that rounded the fare to the nearest dollar. About half (47%) of all
customers stated their preference for a $4 cap. Most of the other comments received stated that customers have major concerns with the proposed changes and would prefer no change (42%) to the current fare system. Very few customers, about 7%, stated their preference for a half dollar system and only 1% preferred a $5 cap.

Breakdown of responses:
- Dollar interval - 45%
- Half Dollar interval - 7%
- $4 Cap - 47%
- $5 Cap - 1%
- No Change / Concern - 42%

Comments by Source:
- Community Meetings / Public Hearing - 283
- Telephone - 59
- E-mail / Letter - 7
- Total Comments - 349

The main concern of customers regarding the fare concepts is that it is more complicated than the current fare system. In addition, the proposed fare change would increase fares for most trips. Many customers were reluctant to state their preferred fare system, but did so anyways because they understood that Access is required to change the fare system. Many customers voiced concerns about the challenge of living on fixed incomes.

The fare concepts were presented to Community Advisory Committee (CAC) in April 2015. The CAC did not recommend any of the concepts behind the proposed fare system. The CAC provided feedback that the dynamic nature of the proposed fare system, although complying with the regulations, would be too confusing and would be more challenging for people with disabilities. In addition, the fare for most trips would increase under the proposed fare system. The CAC preferred to maintain the current fare system because it is fair and easy to understand.

In April 2015, the Transportation Professionals Advisory Committee (TPAC) recommended a fare system that would round down fares to the nearest dollar and be capped at $4.
REVISED FARE SYSTEM IMPLEMENTATION TIMELINE

JUNE 2015
• Board of Directors authorizes start of programing.
• Rider Newsletter with information on the specific fare proposal:
  • The fare for every Access trip will be calculated to the ADA allowable fare (twice the fixed route fare of a comparable local bus or rail trip), and rounded down to the following fare bands: $0.00, $0.50, $1.00, $2.00, $3.00, $4.00 (cap).
  • The Metro Trip Planner will be used to identify the comparable local bus or rail trip.
  • Fares in Santa Clarita and Antelope Valley Regions, and Transfer Trips will remain the same.

JULY 2015
• Conduct community meetings and hold a public hearing to receive feedback on the specific proposal.
• Staff works with Metro and reservations vendors to integrate fare system.

AUGUST 2015
• The Board of Directors considers the proposed fare system.
• Staff works with Metro and reservations vendors to integrate Metro Trip Planner.

SEPTEMBER / OCTOBER 2015
• Testing of reservation system with Metro Trip Planner.
• Present amendment to the LA County Coordinated Paratransit Plan to the membership of Access.

NOVEMBER / DECEMBER 2015
• Customer outreach.

JANUARY 2016
• Start Date of new fare system.