

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 14, 2013

1:00pm – 3:00pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza,

729 Vignes Street, Los Angeles CA 90012

Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
5	2.	Introductions		
5	3.	Review & Approval of Minutes of April 9, 2013	Action	4-16
15	4.	General Public Comment	Information	
15	5.	Report from Board of Directors	Information	
15	6.	Free Fare Program Review	Presentation	
15	7.	Social Services Transportation Inventory and Survey	Presentation	17-20
15	8.	Parents with Disabilities	Information/ Discussion	
15	9.	Rancho Los Amigos Contract	Information/ Discussion	21-23

10	10.	Subcommittee Updates	Information/ Discussion
10	11.	Member Communication	
	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action
	13.	Adjournment	Action

ACCESS SERVICES DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY. ACCORDINGLY, ACCESS SERVICES SEEKS TO ENSURE THAT INDIVIDUALS WITH DISABILITIES WILL HAVE AN EQUAL OPPORTUNITY TO PARTICIPATE IN THE RANGE OF ACCESS SERVICES EVENTS AND PROGRAMS BY PROVIDING APPROPRIATE AUXILIARY AIDS AND SERVICES 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>. 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 agenda 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 April 9, 2013
1:00 p.m. - 3:00 p.m.

CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:01 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Michael Anthony Arrigo, David "Dov" Cohen, Tina Fofoa, Dina Garcia, Marie-France Francois, Terri Lantz, Howard Payne and Nan Stoudenmire.

CAC Members Absent: Kurt Baldwin and Phyllis Coto.

Board Members Present:

None.

Access Services Staff: Matthew Avancena, David Foster, Araceli Camuy, Kim Hogarth-Hindi, Rycharde Martindale-Essington, Evie Palicz, and Yvonne Chac.

Guests: Hugh Hallenberg (Access Customer), Daniel Garcia (Access Customer), Kathleen Barajas (Access Customer), Gordon Cardona (Access Customer), Gerard Chandler (Access Customer), London Lee (San Gabriel Transit), Teresa Gonzalez (MV Transportation), Margaret Garcia (PCA), Giovanna Gogreve (Metro), Edward Quintana (Care Evaluators), Georgette Gonzalez (Global Paratransit), Jesse Padilla (Access Customer), Francisco Lucas (California Transit), Luis Cortez (Access Customer), and Clotill Ray (Access Customer).

INTRODUCTIONS

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

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM FEBRUARY 12, 2013

Motion: Member Payne moved to approve the minutes of the February 12, 2013 CAC meeting.

Second: Member Garcia.

Abstentions: Member Arrigo.

Motion was approved.

GENERAL PUBLIC COMMENT

Access Customer Mr. Gary Jansen thanked Access for inviting him to the Annual Meeting and asked that any pictures of him be sent to his email.

Access Customer Mr. Daniel Garcia expressed his concern regarding accessibility of turn styles at Metro stations. He asked if the CAC would submit a letter to Metro addressing this issue on behalf of the disabled community.

Access Customer Mr. Jesse Padilla explained a recent situation where the driver got a flat tire on the freeway. He said that the driver safely pulled over to the shoulder and changed the tire while he and the other passenger waited in the vehicle. He asked if it was standard procedure for the drivers to change flat tires.

Member Aroch stated that the same situation happened to her however she said that another vehicle was sent to pick her and the others passengers up.

Mr. Foster explained that the drivers are not supposed to change flat tires with the customer in the vehicle and said that the driver should call dispatch immediately for a rescue vehicle.

Mr. London Lee from San Gabriel clarified that Access drivers were not trained to change tires and said that the priority was the passenger and driver's safety.

Access customer Mr. Hugh Hallenberg asked if the ¾ mile service area boundary was being enforced.

Mr. Foster stated that the ¾ mile service area boundary has always been enforced however the map software that is being used is more accurate.

Mr. Hallenberg did not agree with Mr. Foster's response and stated that he was concerned about the people who would no longer be transported and really needed the service. Lastly, he apologized for not attending the Annual Meeting and explained that he was unable to get through the phone lines to schedule his reservation.

Mr. Gordon Cardona stated that he was an Access customer from the City of Long Beach and mentioned some service problems he had recently experienced. He stated that the first issue was on March 29th where he was no-showed after he explained to the driver that he forgot his ID card. He also said that a few weeks ago, the driver went to the wrong stand location at Glendale Community College and marked him as a no-show. He closed his comments by stating that the customers were expected to wait for the Access drivers however the drivers were quick to no-show the customers.

REPORT FROM BOARD OF DIRECTORS

None.

QSS APPOINTMENTS

Community Relations Analyst for Access, Rycharde Martindale-Essington presented the two proposed candidates to serve on the Quality Services Subcommittee (QSS). He stated the nominees were Chaplain Dov Cohen (CAC Member) and Ms. Kathleen Barajas (Access Customer) and asked that the CAC ratify them to the QSS to begin their terms effective immediately.

Motion: Member Lantz made a motion to approve staff's recommendation and appoint Chaplain Dov Cohen and Ms. Kathleen Barajas to the Quality Services Subcommittee (QSS).

Second: Member Garcia.

Pass/Fail: Motion carried.

SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY

Access Services Manager of Planning and Coordination, Matthew Avancena gave a brief presentation on the upcoming Social Services Transportation Inventory Survey. He stated that Access Services as the Consolidated Transportation Agency for Los Angeles County (CTSA) has been conducting surveys every four to five years. He explained that the last survey was done approximately six years ago. He said that the first step in the survey process was to find out what other transportation services were being provided in the county by social service, non-profit organizations, regional centers and other agencies.

He stated that although Access is the ADA Paratransit provider for Los Angeles County, there are many other agencies that provide specialized transportation services such as Dial-A-Rides. He said that the other part of the survey was regarding the needs of the stakeholders who provide or used to provide transportation but have experienced cutbacks to their programs.

Mr. Avancena explained that once the information was received as to the needs and the services available in the county, this survey would eventually be shared with Metro and FTA and looked at in terms of needs for funding.

He stated that a consulting firm was hired to develop the survey and would begin with a draft. He explained that if time allowed, he would bring the draft questions to the committee and the survey would also be available online. He said that once the survey was complete, the next step would be to release a report with the existing services and some recommendations moving forward. He stated that at some point in the next five to six months, a subcommittee would be formed consisting of both TPAC & CAC members to review the draft report and make some recommendations.

PUBLIC COMMENT ON ITEM 7

Access customer Mr. Hugh Hallenberg stated that as a result of the state budget situation, many agencies have had to cut their programs, therefore increasing the demand on Access. He asked what the current ridership was.

Mr. Foster responded that there were approximately 132,000 customers.

Member Lantz stated that the cutbacks Mr. Hallenberg mentioned have been coming for years. She stated that Access is the most inexpensive form of accessible transportation available therefore the community has been encouraged to sign up. Lastly, she stated that Access has done a great job providing a service that is very challenging.

PUBLIC COMMENT ON ITEM 7 CONTINUED

Mr. Daniel Garcia stated that in order to pinpoint the resources available to the community, the survey should be addressed to city officials on behalf of people with disabilities.

Member Francois asked if the survey would be directed towards customers or agencies.

Mr. Avancena responded that the goal was to send the survey to the 43 Member Agencies as well as to various transportation providers. For example, public transit agencies, dial a rides, non-profit agencies, social service agencies, regional and independent living centers. He explained that the survey was directed towards agencies that provide transportation services.

He stated that some of the survey questions asked how many vehicles were operated, how many people were being transported and some questions on funding. He stated that this data would provide a good financial picture of what is available in the county and eventually would be incorporated into a larger plan.

Member Payne asked why the agencies should divulge their information if they operate independently from Access.

Mr. Avancena responded that the agencies were not obligated to divulge any information, however it is important that Access knows what services they provide. He explained that Access has a Mobility Management department that offers transportation options to people who do not qualify for the program.

Mr. Foster stated that as mentioned earlier by Matthew, in addition to being the paratransit provider for Los Angeles County, Access Services serves as the Consolidated Transportation Services Agency (CTSA). He explained that part of the CTSA role is to oversee and coordinate transportation for persons with disabilities within the county. He stated that Access has always tried to maintain a database with all of the services that are available.

Member Lantz stated that it was a great opportunity to update the "grey book" directory with all of the resources available to the community.

A discussion ensued regarding the City of Whittier's Dial-A-Ride and other programs and their service restrictions.

Mr. Avancena stated that the "grey book" would be updated to an "online resource directory."

Member Arrigo asked if the customers would also fill out the survey.

Mr. Avancena responded that the survey would be sent to social service agencies, dial a rides and other service providers. He encouraged the committee to forward the survey to any agency, commission or board they were associated with who provided transportation services.

Member Fofoa stated that she lives in the City of Lakewood but frequently travelled on Long Beach Transit, Long Beach Dial-A-Lift, Bellflower Dial-A-Lift and Metro.

PUBLIC COMMENT ON ITEM 7 CONTINUED

Access customer Mr. Chris Cortez stated that he was having difficulty getting picked up from the recently added C-5 stand at Cerritos College. He closed his comments by stating that Access should begin to take online reservations and said that it would make scheduling rides much easier for the customers.

ACCESS CUSTOMER SUPPORT SERVICES UPDATE

Access Services Manager of Customer Support Services, Mr. David Foster stated that a few months ago, he gave a presentation on the Customer Service Call Center and wanted to give the committee an update on the progress since his last report.

He stated that about a year and a half ago when he first took over the Customer Service department and complaints process, there were several issues to address. He said that the new application requests continued to increase, and explained that the tap card implementation was also a challenging process. He stated that a plan was developed and grouped into phases to begin working on the issues in the call center. He stated that Phase 1 would address:

1) managing the call volume, 2) consistently meet phone hold time standards, and 3) better customer service and customer education.

He said that in his last update to the CAC, he reviewed some of the changes that had been implemented and some of the things staff was working on. He explained that some of the changes that were implemented were:

- Callback feature for customers who requested to receive a callback rather than waiting on hold.
- Applications were made available online.
- Temporary employees were hired to assist with the demand.
- Assistance from other Access departments was requested as needed to help answer Customer Service calls.
- San Gabriel Transit began handling weekend and holiday Operations Monitoring Center (OMC) coverage beginning in July 2012.
- Application & eligibility calls were outsourced in September 2012.

He stated that the purpose of outsourcing the application and eligibility calls was to level out the Customer Service call volume, however there continued to be a backlog and the expected decrease in calls did not occur.

He explained that recently some additional changes were made for example:

- Tap Calls were outsourced to a contractor in February of this year.
- Averages of 15,000 calls are diverted monthly.
- Contractor met the hold time standards for February and March.
- Access average initial hold time was at 1:33.

He reviewed a bar graph that compared Call Volume and Hold Times from March 2010 through March 2013 showing the improvement in customer service.

Mr. Foster stated that once Phase 1 was accomplished, the plan was to move into Phase 2 which was focused on expanding Quality Assurance. He explained that there was an extensive quality assurance process for the contractors, which included things like monitoring recordings, observations, and employee coaching however up until recently, Access did not have such an in depth process for the Customer Service Center.

Mr. Foster further explained that about one and half years ago a score card was created to track the different components of the call taker on both productivity and quality. He said that this month in addition to listening and rating the recordings, coaching and training was added along with corrective action/progressive discipline to the quality assurance process. He stated that as the Access Customer Service Call Center, staff should be setting the bar for the contractors and providing the best customer service. Lastly, he stated that now that the hold times were under control, customer service staff could focus on providing better service and education for the customers.

Member Payne thanked Mr. Foster for all of the efforts to improve Customer Service on behalf of the Long Beach Veterans. He also thanked Global Paratransit for the great service they were providing.

PUBLIC COMMENT ON ITEM 8

Access customer Ms. Clotill Ray made a comment regarding the Access Tap Card. She stated that the debit card number was larger than the Access ID number on the card. She also mentioned that the expiration dates were different and recommended that these issues be looked at when the cards are redesigned.

Mr. Foster stated that he would forward her comments to the Access department that worked with the Tap card.

Member Lantz agreed with Ms. Ray regarding the size of the Access ID number vs. the debit card number and stated that she would like to see this issue discussed at a future meeting.

A discussion ensued between the members regarding the tap cards.

Mr. Hallenberg asked if the Access ID number changed when the ID card was changed.

Mr. Foster responded that the Access ID number did not change.

Mr. Hallenberg asked regarding the June 30th expiration date on the card.

Member Cohen asked if the original blue & white Access ID cards could still be used.

Mr. Foster responded that he would get more information regarding ID card expiration dates.

PUBLIC COMMENT ON ITEM 8 CONTINUED

Access Customer Ms. Kathleen Barajas asked when online reservations would be available for the customers. She stated that online reservations would make it easier for persons with speech impairments to schedule their rides.

Mr. Foster stated that at last month's Annual Membership Meeting, the topic of technology was highlighted and staff reviewed some upcoming projects including online reservations. He stated that online reservations was a complex project due to software programs involved, however said that it is a future goal.

SUBCOMMITTEE UPDATES

Access Services Manager of Customer Support Services, Mr. David Foster stated that there were still several vacancies on the committee and that the selection subcommittee was reviewing the applications. He stated that he would be meeting after today's meeting with Terry to discuss when the subcommittee would meet.

Mr. Foster explained that about ten to twelve new applications were received after the flyer soliciting new members went out at the end of last year. He stated that the selection subcommittee will make a decision and contact the applicants to request that they attend at least 2 CAC meetings before they can be appointed as stated in the bylaws. Once the applicant has attended (2) CAC Meetings, the recommendation will go to the Board of Directors for approval. He closed his comments by saying that the subcommittee would be meeting within the next 2-3 weeks.

Member Lantz stated that Member Garcia would like to serve on the Selection Subcommittee. She asked how many seats were available and in what service regions.

Mr. Foster responded that there were currently (4) vacancies however the criteria for selection was not based on region but rather on the scope of representation within the disability community.

Member Arrigo encouraged the committee to spread the word regarding the vacancies to people interested in serving on the CAC. He stated that the applications were available by calling customer service or online.

MEMBER COMMUNICATION

Member Garcia stated that she hearing a lot of complaints from people who are not able to get the requested pickup time when scheduling rides.

Member Lantz thanked Access Services staff and providers who worked at the Abilities Expo. She gave a special thanks to Jack, Juan, and Ramos. She stated everyone did a great job.

Member Cohen stated that the service overall has improved and thanked Access on behalf of the Veterans in Los Angeles County.

Member Aroch agreed with Member Cohen and thanked providers and staff for the great service.

Member Stoudenmire stated that some of the ARC customers were still having problems with late pickups. She said that she asked the ARC staff to document the trip details and forward the information to her.

Member Francois stated that she had a great time at the Annual Membership Meeting in March. She mentioned that with the upcoming technology changes, she asked that Access be mindful of the people who were not as computer savvy as others.

Member Foafao thanked Access for the great service and for what they are doing for the community. She shared about an experience she had with Orange County Access and said the Los Angeles Access is much better and that she was very grateful.

Member Arrigo stated that it was very important for the customers to read and understand the Riders Guide. He mentioned that it was available in alternate formats for those who request it and agreed with the committee that the service has improved.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Lantz stated that she had a few items to address. She stated that 1) she would like to see the Out of Service Area issue brought up since she was informed that there were a possible 800 people who may not be transported because they live outside of the 3/4 mile boundary. She mentioned that a subcommittee may need to be formed to review the options for those customers. 2) She requested that the Tap card issues be reviewed and suggestions be submitted to staff for consideration prior to reordering the cards. 3) She stated that no-shows have been a big issue for many of her clients and suggested that staff and some community members get together discuss to ways to improve the no-show process.

Member Arrigo suggested a possible visit to the CARE Evaluation Center for any CAC members interested. Members Aroch and Francois supported the idea to visit CARE.

ADJOURNMENT

Motion: Member Payne.

Second: Member Garcia.

Meeting was adjourned at 2:43 p.m.

MAY 14, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: SOCIAL SERVICE TRANSPORTATION INVENTORY AND SURVEY (SSTI) and FOCUS GROUPS

BACKGROUND:

The state requires Consolidated Transportation Service Agencies (Access functions as the CTSA for L.A. 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 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.

The firm Nelson/Nygaard Consulting Associates has been retained to conduct the SSTI survey. Additionally, Nelson/Nygaard in conjunction with Arrellano and Associates will also be conducting focus groups with various stakeholders and other interested parties. The focus groups are meant to get feedback from social service and specialized transportation providers on issues related to transportation funding, coordination (or lack thereof), limited service and un-met needs.

RECOMMENDATION:

Review and provide comment on the attached SSTI draft survey by Friday, May 17th. Staff also request TPAC and CAC to identify potential stakeholder groups within their respective agencies to help Access facilitate the regional focus groups.

Draft survey attached below.

SOCIAL SERVICES TRANSPORTATION SURVEY

Please return this postage-paid survey as soon as possible.

AGENCY INFORMATION

1. Agency Name: _____
2. Contact Person/Title: Title: _____
First: _____ Last: _____
3. Mailing Address: _____

City _____ County _____ Zip _____
4. Contact Info:
a. Telephone: _____
b. TDD: _____
c. FAX: _____
d. E-mail address: _____
5. Your organization is (check only one):
 Private for-profit Public
 Private non-profit Other _____
6. Does your agency provide or arrange for transportation services?
 Yes (please go to question #7)
 No (please give reason and return survey as is)
Reason: _____

TRANSPORTATION SERVICES

7. Describe your agency's transportation services.

- 8a. Does your agency provide or arrange for 25 or more one-way client/customer trips per day?
 Yes No
- 8b. Does your agency have an annual transportation budget of \$100,000 or greater?
 Yes No
(If yes to either, please go to question #9. If no to both, please return survey as is.)
9. How does your agency provide transportation?
 Directly
 Pay another organization/company for transportation services (vehicles and/or drivers)
Organization name: _____
 Sharing (without purchasing or paying) transportation services with another agency
Agency name: _____
 Provide transportation for other agencies
Names of agencies: _____
 Provide transit tickets or passes to clientele
 Provide taxi scrip/van vouchers to clientele
 Provide transportation services by volunteers with privately owned vehicles
 Other (please specify): _____
10. Are there any eligibility requirements to receive your transportation services?
 Yes No (Please go to question #11)
If yes, please check all that apply:
 Income level Residency
 ADA eligibility Agency member or program participant
 Medical reason Other disability or type of disability
 Age (please specify eligible range): _____
 Other: _____

11. Does your agency charge a fare for any of its transportation services?
 Yes No
12. Your primary geographical area of service is (check only one):
 Within a single city in LA County only
 Two or more cities but not county-wide
 County-wide
 Two or more counties
What city(ies) or county(ies) do you serve?

13. What types of trips do you provide service for? (Check all that apply.)
 Dialysis Social/recreational/personal
 Adult day health care Meals/nutrition
 Other health/medical All trips (no restrictions)
 Work Other (please specify): _____
 Education or training
14. Who uses your transportation program? (Check all that apply and estimate the percent of trips provided to each group - may add to more than 100%)
 General public _____% ADA eligible _____%
 Low income _____% Physically disabled _____%
 Senior citizens _____%
 Mentally/developmentally disabled _____%
 Other (please specify): _____
What percent of trips are taken by wheelchair users? _____%
15. What is the average total number of persons (unduplicated) receiving transportation services each month? _____
16. How many one-way trips do you provide each month (count each roundtrip as two one-way trips)? _____
17. Assuming that you have sufficient budget, how much do you expect the number of trips you provide to increase over the next five years? _____

DRIVER/VEHICLE INFORMATION

18. For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?
a. Full-time paid _____ b. Part-time paid _____ c. Volunteer _____
- 19a. Do the drivers receive any specialized training?
 Yes No
- 19b. If you answered "Yes," please check all that apply:
 First aid/CPR
 Sensitivity/cultural diversity/disability awareness
 Passenger assistance techniques
 Defensive driving
 Other (please specify): _____
20. Approximately how many total miles per month do vehicles travel in providing your transportation service?
Total miles per month: _____
21. Please provide details on your vehicle fleet inventory:

Publicly Owned	Privately Owned
Total # of Vehicles: _____	Total # of Vehicles: _____
# of Buses: _____	# of Buses: _____
# of Vans: _____	# of Vans: _____
# of Autos: _____	# of Autos: _____
# Lift or Ramp Equipped: _____	# Lift or Ramp Equipped: _____

OVER ►

BUDGET AND STAFFING INFORMATION

22. How many people are involved in managing your agency's transportation services:

Full-time paid _____
 Part-time paid _____
 Volunteer _____

23a. What fund sources contributed to your transportation budget for fiscal year 2011-12 (or most recent year for which figures/ estimates are available)? Please estimate the amount received from each.

	Amount
Passenger fares _____	
Federal _____	
State _____	
Local _____	
Other sources _____	

23b. TOTAL annual transportation budget: _____

24. Please estimate your fiscal year 2011-12 (or most recent year for which figures/estimates are available) transportation expenditures for the following categories:

a. Operating costs (driver/dispatcher wages, fuel and oil, tires, driver training, vehicle and employee insurance, maintenance, etc.)

Amount _____

b. Capital costs (purchase price of new or used vehicles, local match amount for vehicle purchases, cost for purchase of maintenance, storage or office facility, etc.)

Amount _____

c. Administrative costs (administrator, manager, secretary, and bookkeeper salaries, office material, and supplies, telephone, office rental, office equipment and rental, etc.)

Amount _____

FOR AGENCIES PROVIDING ADA PARATRANSIT

25. Please provide the following for your ADA paratransit service:

	FY 10-11	FY 11-12	FY 12-13*
Revenue miles			
Revenue hours			
Trips			
Operating costs			

*Projected

26. May your agency's information be listed in a report or guidebook for paratransit services?

₁ Yes ₂ No

₃ Yes, except for the following:

Thank you for your participation!

No envelope or postage is required to return. Just fold survey and tape where marked.

Please fold carefully on dotted lines. USPS will not accept letter if barcode is not on edge of fold!

RETURN ADDRESS - Please Print Clearly



NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. ### EL MONTE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

ACCESS SERVICES
 ATTN: ERIC HAACK
 3449 SANTA ANITA AVENUE
 EL MONTE, CA 91731

MAY 14, 2013

TO: ACCESS COMMUNITY ADVISORY COMMITTEE
FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR
RE: RANCHO SHUTTLE SERVICE EVALUATION

ISSUE:

The Access Rancho Shuttle was a pilot program started in 2007. The original goal of the shuttle was to provide same day trips to and from Rancho Los Amigos, one of the largest trip generators, to local Metro Rail lines. The combination of paratransit and fixed route would offer patients same day flexibility on their trips to and from Rancho Los Amigos. To this date, the shuttle has not sufficiently performed the original goal of the project, and currently, serves a limited number of customers in the immediate area at a cost higher than projected. Only 4 percent of all Rancho Shuttle trips are to and from the Blue / Green Line Station.

RECOMMENDATION:

This is an information/discussion item for the CAC as staff will be bringing an item to the Access Services Board of Directors to eliminate the Access Rancho Shuttle contract.

IMPACT ON BUDGET

The minimum estimated monthly savings are \$2,513, or a yearly savings of \$30,158. This estimate assumes that the average 174 monthly trips performed on the Rancho Shuttle, would now be

performed on regular next-day service.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND

Current Service Levels (FY13: July 2012–Feb 2013)

Average Monthly Trips	174
Hourly Cost	\$32.52
Average Monthly Cost	\$6,869
Average Cost per Trip	\$39.42
Trips per Contract Rev	0.8
Hour	
Average Contract Rev	660
Miles	
Average Monthly Trips to	6.8
Metro Blue/ Green Line	
Station	

Description of Service in 2011 Southern Region RFP:

Service to and from the Rancho Los Amigos Rehabilitation Center in Downey has been identified as a demographic that may be able to be better served through a combination of fixed route and paratransit service. Proposers are requested to submit pricing for dedicated shuttle transportation servicing the Rancho Los Amigos Rehabilitation Center. This service would likely provide service within an approximate 5 square mile area surrounding the Rancho Los Amigos facility. At a minimum, service would provide connections to the Blue/Green Lines as well as to METRO local fixed routes. This service would be provided same-day on a free-fare basis to Access eligible riders Monday through Friday from

7am to 5pm with one-hour advance notice and no holiday service. Riders would phone the provider to request the service. This proposed service is demonstration service and, as such, is subject to significant modification and/or elimination. Proposers should base their pricing upon the service parameters outlined below.

Description of Service Parameters in 2011 Southern Region RFP:

- a) Vehicles: 1 vehicle; Vehicles to be provided by Access.
- b) Estimated Annual Vehicle Service Hours: 2,500 per year
- c) Estimated Service Days/Hours: Monday through Friday (excl. holidays) 7:00 a.m. - 5:00p.m.
- d) Estimated Annual Vehicle Service Miles: 11,000