AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 8, 2015
1:00pm – 3:00pm
YWCA Community Empowerment Center
7515 Pacific Blvd.
Walnut Park, CA 90255

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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."
CALL TO ORDER

Chairperson Cohen called the meeting to order at 1:02 p.m.

ROLL CALL


CAC Members Absent: Wendy Cabil, Marie-France Francois, and Dina Garcia.

Board Member Present: None.


Guests: Victor Garate (Global Paratransit), Victor Dominguez (Access Customer), Karina Gonzalez (Guest), Giovanna Gogreve (Metro), Beatriz Lara (MV Transportation), Ericka Macias (CTI), Olivia Almalel (Access Customer), Kathleen Barajas (QSS Member), Mary Griffeth (Guest), Cleo Ray (Access Customer), Terri Kamaile (SGT), Gizelle James (LA Care), Myrna Gonzalez (LA Care), Christina Chung (LA Care), Julie Gaona (Access Customer), Rigo Gaona (Access Customer), and Bill Zuke (QSS Member).
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 Lyons.

Second: Member Payne.

Abstentions: None.

Corrections: Chairperson Cohen made a correction to the Called to Order section on Page 4 of the minutes where it states that Vice-Chair Cohen called the meeting to order and it should say Chairperson Cohen.

Minutes were approved with the correction.

GENERAL PUBLIC COMMENT

Access customer Ms. Kathleen Barajas stated that at a previous CAC meeting she mentioned a situation where she was stranded at Cal State Long Beach because the driver could not find the Access stand. She had another speaking engagement at the same location and hoped that things would be better since she discussed the issue with Access and Global. She was assured that the driver would not leave her this time; however, she had a back-up plan just in case the driver didn’t show up. She waited the 20 minute window and when the driver did not arrive, she took a Long Beach Transit Bus. She was told that the driver went to the wrong location again. She said driver’s need additional training on pick-ups at large locations.

Ms. Barajas said the second issue is regarding finding a better way for people with speech impairments to contact Customer Service. She said that Global gave her the option of text messaging;
however, she is concerned for people who are experiencing the same problem. She asked that the CAC look into these issues.

Chairperson Cohen said Mr. Victor Garate from Global Paratransit would speak with her after the meeting.

REPORT FROM BOARD OF DIRECTORS

Chairperson Cohen said there is no board report today; however, wanted to share with everyone that since he has been serving as an Ex-Officio Board Member, he has seen the time and work invested by the Board Members and thanked them for what they do.

FARES

Access Services Special Projects Administrator, Mr. Alfredo Torales attended today’s meeting to give an update on the regional paratransit fare issue.

He presented a slide show with the following information regarding the fare item:

Background:

- In January 2015, the Board authorized staff to:
  - Analyze and propose a new fare system
  - Seek legislative and regulatory change
  - In March 2015, the Board authorized staff to conduct public outreach on the proposed fare concepts;
    - Rounding down system of half dollar or dollar increments,
    - Cap of either $4 or $5
  - In June 2015, the Board approved the revised timeline with new outreach and a start date of January 2016

Community Outreach:

- Community Meetings in April and May 2015
  - Encino, West Hollywood, Monterey Park, Downey
  - Lancaster and Santa Clarita
• Public Hearing - April 27, 2015 - Metro Boardroom
• Comments by Source:
  • Community Meetings / Public Hearing - 283
  • Telephone - 59
  • E-mail / Letter - 7
  • Total Comments - 349

Public Comments:

• Approximately one half of participants prefer a dollar system and a $4 cap
• Approximately one half of participants prefer no change to current system
• Concerns about fare variability and budgeting
• TPAC recommended dollar system w/ $4 cap
• CAC did not make a recommendation

Fare Proposal and Outreach:

• Access fare will be the ADA allowable fare, rounded down to the following fare bands:
  • $.50 cents, $1, $2, $3, $4 (cap)
• Utilization of Metro Trip Planner to identify the comparable trip fares
• No change to Santa Clarita, Antelope Valley and Transfer Trips
• Additional community meetings and a public hearing scheduled in July 2015

Revised Fare System Implementation Timeline

June 15
Board considers programing efforts

July
• Rider Newsletters
• Community Meetings
• Work with Metro IT, Reservations
Aug
• Work with Metro IT, Reservations
• Testing

Oct
• Membership Meeting to adopt fare proposal
• Testing

Nov
• Customer Outreach
• Testing

Dec
• Customer Outreach

Jan ’16
• Start Date

Recommendation

For this group to support and approve the fare levels and revised timelines reviewed in the presentation.

Mr. Torales concluded his presentation by offering to answer any questions.

Member Coto asked if the fares will be doubled and rounded to the nearest dollar on both Access and fixed route service beginning in January.

Mr. Torales stated that for every Access trip scheduled, the system will schedule the same trip on a local bus to calculate the ADA allowable fare and then round down to the nearest dollar. He said there is no change to the bus & rail systems.

Chairperson Cohen asked if there will be any changes to the Free Fare program.

Member Conrad asked how the .50 cent fare was developed.
Mr. Torales responded that the .50 cent layer was developed because some fixed route systems have a 25 cent fare. He informed that the only rides that will be free are trips where the local bus system is free.

Chairperson Cohen stated that the fare policy changes will be confusing for many people.

Member Lyons stated that the paratransit fare should be calculated using the disabled or senior rate not the regular bus/train fare.

Member Padilla asked if the fare will be calculated by the reservationist while the customer is on the line and asked if this process will increase the booking time.

Mr. Torales responded that the Access Information Technology (IT) department is working with Metro to connect the trip planner website with the Access reservation system. He explained that when the reservation is entered into the system, the trip planner program will automatically generate the fare in real time. The reservationist will quote the fare; this additional step should only take a few extra seconds.

Member Lantz agreed with the other member’s comments regarding the fare system being too confusing and said that many people do not have computers where they can check the fare themselves and plan ahead. She also expressed her concern about customers having to carry multiple coupons to pay for their rides.

Mr. Torales explained that the customers will not need to access the Metro trip planner themselves, and said that the reservationist will quote the fare amount.

Member Lantz said that people on limited income need to plan ahead in order to budget the expenses for the month.

Mr. Torales said staff is looking into a system where customers can go online to check the fare without having to schedule the trip.
He also said the Board approved a two track approach which is a proposed fare system compliant with federal regulations and to continue to seek regulatory or legislative relief on this issue.

He explained that the executive director and management staff have gone to Washington D.C. to meet with the Department of Transportation (DOT) executives to discuss the “Petition for Rulemaking.” He said the most recent update was that the (DOT) is open for comments to consider a coordinated fare system in Los Angeles County. No specifics dates were given; however, Access received an extension until January 2016. He said Access will need to continue to work on a proposal that will meet the federal regulations.

Member Lantz asked that staff inform the community once the comment period opens up and reiterated that the fare change will have a negative impact on people with limited income.

Member Baldwin stated that the Paratransit Rider’s Coalition will be starting a petition for a coordinated fare and opposing the proposed fare policy.

He said his second comment was regarding the Metro trip planner and its primary use was to check comparable trip length; an issue he has researched in detail. Mr. Baldwin stated that unless there is an actual person checking the fares manually, there will be price discrepancies. He said that in some cases, just by walking down the street a person can have a different travel option via bus or train, and there are several variables involved. Lastly, he stated that the night owl service and operating times will also not be considered.

Mr. Torales explained that the extension granted by FTA is important because the system will require a lot of testing and also needs to be able to capture data ¾ mile of the pick-up address.

Member Lyons expressed her concern about people having to carry multiple coupons and also increased fares for people with limited incomes.
Mr. Torales stated that coupon amounts have not been determined; however, staff is aware that customers prefer to pay with coupons.

Member Baldwin agreed with the comments made earlier regarding the customers not being able to plan ahead as to how many coupons they will need for the month.

Member Coto stated that the fare change will create a hardship for people with serious medical conditions and said the people in Washington should be held accountable.

Chairperson Cohen stated that at the last board meeting it was mentioned that the CAC did not take action; however, stated that the committee did not agree with the motion and chose to protest it. He said there is still a lot of work to be done on this issue.

Member Lantz asked how the $4.00 cap was determined and why not a $3.00 cap. She said that according to the data, the fares are not a significant part of Access’ budget and said the majority comes from FTA or through the county.

She also stated that FTA regulations do not say Access has to charge twice the amount of fixed route fare; but says that Access cannot charge more than twice the amount. She closed her comments by stating that the fare policy will have a negative impact on people’s ability to travel.

PUBLIC COMMENT ON ITEM 6

Access customer Ms. Julie Gaona stated that people have different economic situations and asked if income could be considered with the new fare policy.

Ms. Gizelle James asked if a grant can be used to provide free ride coupons for customers who really need it.

Member Payne asked for clarification regarding being able to pay using coupons & cash, and said he was told by a driver that he could not pay with both.
Mr. Torales responded that a customer can pay using cash & coupons.

Member Lantz stated that Metro has a grant for bus users where they provide coupons and suggested that similar program be looked into for Access.

Mr. Torales reminded the committee that this is an action item and staff is requesting the approval and support from the committee of the fare levels and timeline presented.

Chairperson Cohen the committee for a vote.

Motion: Member Baldwin made a motion to advise the Board not to approve this proposed fare structure. Instead, Access should keep the current fare structure and charge no more than twice the comparable fare for a trip that cost less than the current fare levels, and continue regulatory and legislative efforts.

Second: Member Lantz.

Pass/Fail: Motion passed.

Member Lantz reiterated that the CAC is willing to help and provide support for the coordinated fare.

Mr. Torales thanked the committee for supporting the regulatory fare efforts with the letters, and comments that were submitted to the (DOT). He said he will inform the CAC when the (DOT) opens for comments.

Member Coto suggested that the CAC create a video addressing the fare concerns and forward it to the (DOT).
SHORT RANGE TRANSPORTATION PLAN (SRTP)

Access Services Strategic Planner, Mr. Eric Haack attended today’s meeting to give an overview of the agency’s five year Short Range Transportation Plan (SRTP). He presented a slide show that included the following topics:

Five Year Strategic Plan

2015-2020

Plan Background

- Strategic Plan - A plan for Access for the next five years
- Update to March 2015 Presentation
- Plan development work started July 2014

Plan Structure

- Review of Future Challenges
- Summary of Access’ Past Innovations
- Description of How Access will Face the Next Challenges

Access Goals

- Develop and Expand Revenue Sources
- Expand Existing Safety Program
- Improved Customer Education and Outreach

Access Goals continued

- Improve Technology for Customers and Access Staff
- Implement C.O.R. Recommendations
- Expanded Facility and Vehicle Needs

Seeking Plan Comments

- Need input from TPAC, CAC & Public
  - Strategic Plan Location:  www.accessla.org
  - Via Email:  Haack@accessla.org
• Via Phone: Eric Haack (213) 270-6000
• Deadline: Friday, July 31st, 2015

Plan Approval

• Incorporate Comments into Revised Plan
• Present Revised Plan to Board of Directors for Review and Approval

Questions

Member Conrad asked if the rising fuel costs were included the plan.

Mr. Haack responded that fuel is a factor and is included in Access annual budget. He stated that the projections are developed by an economist firm that determines the short-term and long-term projections.

Chairperson Cohen asked if there are plans to add evaluation centers as mentioned by Mr. McCloud in his presentation at a previous CAC meeting.

Mr. Haack stated that adding evaluation centers is included in the plan.

Chairperson Cohen stated that it makes sense to have the evaluator go to large facilities where several people can be evaluated rather than to send a vehicle for each person individually.

Mr. Haack stated that this group has a wealth of expertise in customer advocacy and appreciates all of the input. He said an email of this presentation along with the link to the (SRTP) will be sent to the committee for additional comments.

Member Coto mentioned the issue of “dead head” and said that some trips can be routed more efficiently.
Member Lyons stated that the drivers and call takers need a refresher course on providing courteous service.

Member Lantz asked if the proposed change of minimum wage will have an impact on Access. She also asked if there will be an opportunity to reassess the stand locations in Los Angeles County.

Mr. Haack stated that looking at the year 2020, it is still undetermined what impact the increase of minimum wage will have on the service; however, it may be similar to the impact to social service & regional centers.

Member Baldwin expressed his concern about a section in the Comprehensive Review where it mentions the services Access provides that are beyond the ADA minimum requirements specifically; service areas. He said the information on the report says that the only time there are transfers between service areas is between Antelope Valley & Santa Clarita. He said it gives the impression that a person can transfer from any area; however, that is not the case. He asked why is there a coordinated plan if the purpose is to get people from one jurisdiction to another.

Member Aroch said that Metro’s goal is to help customers connect to other transportation systems.

PUBLIC COMMENT ON ITEM 7

Ms. Gizelle James asked if there are any plans to use electric vehicles on the service.

Mr. Haack stated that the plan does include the use of alternative fuel efficient vehicles and that Access has incorporated some Compressed Natural Gas (CNG) vehicles into the fleet to reduce some costs to the agency. He mentioned that some providers are also using hybrid vehicles.

Access customer Ms. Julie Gaona stated that recently some providers started using a different reservation system and asked if
the same scheduling software will eventually be used by all of the providers. She mentioned that sometimes it’s difficult to get the requested time and has to take whatever time is available. She said it is especially difficult for persons with speech impairments.

Access customer Mr. Victor Dominguez stated that he has experienced some problems getting through to the Spanish reservations line. He also mentioned that some of the call takers are rude.

Mr. Haack responded that the next step in the process is that once all of the comments are received, the plan will be presented to the Board for approval. Once approved, the SRTP will become the official five year plan for the agency.

Chairperson Cohen thanked Mr. Haack for his presentation.

SPECIAL OLYMPICS

Access Services Operations Administrator, Mr. Jack Garate & Metro Accessibility & Paratransit Program Administrator, Ms. Giovanna Gogreve gave a brief update on the upcoming Special Olympics.

Mr. Garate stated that the Special Olympics are scheduled from July 25th - August 2nd and the events will be held at different venues throughout the county. He stated that Access & Metro staff met with Special Olympics to talk about the transportation set-up in order to arrange transportation for Access customers attending the events.

He explained that the Special Olympics team will be handling transportation for the participants, guests, and volunteers. He said they are expecting about 80,000 people at the opening ceremony and the other venues are estimated to bring thousands of visitors. He explained that the purpose of the meeting was to get the passenger loading and unloading areas and any potential street closure information to provide to the contractors. He further explained that if Special Olympics need assistance, Metro & Access will be available to provide additional transportation resources.
Ms. Gogreve mentioned that Metro has been working with Special Olympics for the past few months, and Access recently joined the meetings to assist with additional transportation, if needed.

She added that Metro coordinated with Special Olympics to provide free 9-day passes for Metro and on other municipal operators that accept the Tap Card. Lastly, she stated that a phone number matrix will be available with a list of important numbers in case people wander off or are unable to get to the designated pick up location.

Member Lyons asked if customers need to provide the physical address for the locations.

Mr. Garate stated that the providers will have a list of the event locations. He also thanked Ms. Gogreve and Metro for bringing Access into the loop with the Special Olympics planning.

Member Aroch recommended that the call takers have the same list of the events at their stations to help schedule rides.

Ms. Gogreve stated that all of the information related to the Special Olympic events will be available on the website at Metro.net.

Mr. Garate added that all of the information will also be available on the Special Olympics website.

Member Lantz asked if the list of event venues will be on the Access website.

Mr. Garate stated that he was not sure; however, said Access was making sure that the passenger loading and unloading instructions were given to the providers.

PUBLIC COMMENT ON ITEM 7

Ms. Christina Chung asked if the (SRTP) will be available in Spanish.

Mr. Haack responded that the plan is only available in English, but said it should be translated. He thanked her for the comment.
Ms. Chung stated that LA Care has a community volunteer group and there are several senior/disabled members that could benefit from the information being available in Spanish. She said the presentation mentioned community outreach efforts and asked if Mr. Haack can give a brief presentation on Access at one of the LA Care community volunteer meetings.

Mr. Haack responded that in terms of Community Outreach, there are several ideas and mentioned one idea Access may pursue would be an informational video about Access and the Free Fare program. He also mentioned Access being more involved in providing information to the community.

**SUBCOMMITTEE UPDATES**

Chairperson Cohen asked Member Lantz to provide the subcommittee update.

Member Lantz stated that the Nomination Subcommittee met and reviewed CAC applications in order to fill the vacancy on the committee. She said several good candidates were interviewed and after much discussion, the subcommittee recommended Mr. Gordon Cardona to the CAC. She thanked the members who participated in the meeting and everyone who helped put the meeting together.

**MEMBER COMMUNICATION**

Member Padilla said he was not in support of the fare policy change.

Member Foafoa thanked Access for helping with her transportation.

Member Coto recommended that once a month the customers are allowed to pay a lower fare, and also suggested that a subcommittee be developed to create a video for (DOT) regarding the fare policy change.
Member Payne expressed his support for the CAC’s vote on the fare issue and said that the policy should be kept simple. He said the blind community is small; but important and this situation will force people to stay home instead of being independent.

Member Lyons said she recently received a replacement ID card and the new card design is much easier to read.

Chairperson Cohen remembered when the committee first began the discussions about the Visa Tap ID card and were informed that the design could not be changed. He said three years later the Visa logo has been removed and the card is much easier to read. He thanked the CAC for making that change happen.

Member Conrad stated that he usually calls the next-day cancellation line to cancel his ride; however, said that when calling for a same-day cancellation the system does not say how many callers are ahead.

Member Aroch asked that the Board take into consideration all of the comments made at today’s meeting.

Chairperson Cohen encouraged the CAC to attend the Board of Directors meeting and share their comments personally.

Member Lyons asked if the all of the comments made today could be reflected in the minutes.

Member Baldwin announced that the Paratransit Rider’s Coalition meet the first Tuesday of the month and are utilizing (5) out of the (6) Independent Living Centers in Los Angeles County as locations. He said the meetings are held online and are scheduled from 1:30 p.m. - 2:30 p.m. He asked that anyone interested to contact him for more information.

Member Arrigo stated that he attended the ADA 25th Anniversary event on Saturday and it was a very well attended event. He thanked Access for doing a great job coordinating rides for the customers.
Member Lantz also thanked Access for doing a great job coordinating the rides at Saturday’s ADA event. She gave a special thank you to Mr. Steve Chang and his team and Mr. Victor Garate & Ms. Karina Moreno from CTI. She stated that the Independent Living Centers and CALIF put a lot of work into the event and thanked everyone who participated.

She requested that for future community meetings, staff ensures that an English meeting is held during the day in every service region.

Ms. Kelley said there seemed to be some confusion regarding rides to Community Meetings and said that rides to the Community Meetings are free; however, rides to the CAC meetings are not.

She also explained that there will not be a CAC meeting held in August and the next meeting is scheduled for September 8, 2015 at the Walnut Park YWCA. She said staff had previously arranged the meeting with the YWCA and this will be the last meeting in the community. She said the October meeting and meetings going forward will be held at Metro.

Member Lantz if there is any way that the September meeting can be held at Metro.

Ms. Kelley explained that since the agreement has been established with the location, it would not be a good idea to cancel.

Member Baldwin stated that he made a comment earlier about the Customer Service Comprehensive Review specifically regarding transfers and said he would provide clarification at the next meeting. He concluded his comment by thanking everyone who applied for the CAC and said that the applications will be kept on file and considered for future openings.

Member Conrad asked that the providers inform the call-takers that rides going to the Community Meetings and Public Hearings are free.
Member Padilla announced that the East Los Angeles Regional Center in conjunction with Get Safe USA will be hosting an event on August 26th from 3:00 p.m. to 5:00 p.m. for anyone in the community interested in information on how to be safe in the community. He said he didn’t bring any flyers to the meeting, but asked if staff can email the information to the committee later.

Chairperson Cohen announced that beginning on July 29th and running for (7) days the Board of Supervisors will be running on the public station to conduct the invocation at the meeting. He said that he would be taking a bus of veterans including the VA’s oldest female veteran who is 101 years old and will be recognized for her achievement.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

None.

ADJOURNMENT

Motion: Member Lyons.

Second: Member Padilla.

The meeting was adjourned at 2:52 p.m.
SEPTMBER 8, 2015

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: UPDATE ON REGIONAL PARATRANSIT FARE ISSUE

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 some paratransit trips. In June, Access received an extension from the FTA and has until January 1, 2016 to come into compliance.

RECOMMENDATION:

Receive and File.

BACKGROUND:

Efforts to Comply with Current Regulations

On August 24, 2015, the Access Services Board of Directors approved a proposed fare structure that would comply with current federal regulations by the FTA’s deadline of January 1, 2016. The fare system would check each paratransit trip request against its fixed-route equivalent, double the fixed route fare, and then round down to a fare of Free, 50 cents, $1, $2, $3 or $4. (For example, a paratransit trip that mirrors Metro’s system would be $3 because Metro’s base fare of $1.75 would be doubled and then
rounded down.) The Board also approved a motion that, in the event a legislative or regulatory change is enacted by January 1, 2016 that would allow for the continuance of the current Access fare system, the new fare structure would not be implemented.

The vast majority of public comments opposed changing the current fare structure. Customers felt the proposed fare structure would be more complex and lead to uncertainty about what fare would be charged for a particular trip. Many public comments also opposed increasing the maximum paratransit fare that can be charged from $3.50 (under the current system) to $4.

Regulatory Change Update

On August 20, 2015, the U.S. Department of Transportation (DOT) issued a Federal Register Notice seeking public comments on Access’ Petition for Rulemaking, which was submitted in March. Access’ petition asks the Department to revise its regulations to explicitly allow for a “coordinated” paratransit fare structure.

Public comments will be accepted online, by mail, or by fax until September 21, 2015. The docket number for this rulemaking is DOT-OST-2015-0075.

Online:
www.regulations.gov

By US Mail:
Send your comments to:
Docket Management Facility,
U.S. Department of Transportation,
1200 New Jersey Avenue SE., W12-140,
Washington, DC 20590-0001
Please include docket number in letter: DOT-OST-2015-0075
Send two copies by mail

By Fax:
Fax comments to 202-493-2251
Please include docket number in letter: DOT-OST-2015-0075
Next Steps

AUGUST 2015
  • Staff works with Metro and reservation 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.