AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
( TPAC ) MEETING

Thursday, April 23, 2015
9:30 a.m. - 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd Floor Conference Room
El Monte CA, 91731

TPAC MISSION STATEMENT
Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations.

TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

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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: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY, MARCH 12, 2015

CALL TO ORDER

Chairperson Linda Evans called the meeting to order at 9:41 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Linda Evans (LADOT), Kathryn Engel (Glendale), Gracie Davis (OCTA), Jess Segovia (Metro), Ashley Koger (Torrance Transit), Sebastian Hernandez (Pasadena), Francis Jacobs (Eastern Los Angeles Regional Center), Dana Pynn (Long Beach), LaShawn Gillespie, (Foothill Transit), David Feinberg (Santa Monica’s Big Blue Bus) and Diane Amaya (Redondo Beach).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center) Jose Medrano (Montebello Bus Line).

Guests: Mike Culver (Mobility Management Partners), Nader Raydan (MV Transportation), Petros Keshishian (San Gabriel Transit), Luis Garcia (Global Paratransit, Inc.), Todd Remington (Fairfax Research Group), David Lee (CARE) and David Rishel (Delta Services Group)


APPROVE JANUARY 15, 2015 MEETING MINUTES

Motion: Chairperson Evans entertained a motion to approve the January 15th, 2015 minutes.
First: Diana Amaya
Second: Kathryn Engel
Vote: All members were in favor to approve the minutes without changes and the motion passed.

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.
SURVEY ON ORIGIN-TO-DESTINATION USAGE

Todd Remington from Fairfax Research provided the results of the Origin to Destination Survey. 300 customers responded on questions related to their interest in Beyond the Curb Service. The survey demonstrated approximately 35% of customers feel they need the additional service.

The survey results, along with data from San Diego MTS, will be forwarded to HDR Engineering to incorporate in their final cost analysis of origin to destination service.

DRAFT ORIGIN TO DESTINATION POLICY

Alfredo Torales, Special Projects Administrator presented the proposed draft Origin to Destination policy. TPAC members approved the draft policy and recommended Access staff to review the service after one year of implementation to ensure it is meeting the needs of the community and consistent with DOT guidance.

The policy will be brought back at the March 2015 Board meeting for approval and April 17 membership meeting for ratification. The service will be implemented July 1, 2015.

SUPPORT FOR PETITION FOR RULEMAKING

Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs, requested support from TPAC, CAC and other stakeholders for a petition for rulemaking. Andre sought TPAC support for a Petition for Rulemaking that asks for an amendment to the Department of Transportation’s regulations concerning the calculation of Americans with Disabilities Act (ADA) paratransit fares. If the petition is approved, Access would be allowed to keep its current coordinated fare system which has been in place for 20 years.
TPAC members approved the support letter for petition for rulemaking with one abstention.

**DRAFT SHORT RANGE TRANSPORTATION PLAN**
Eric Haack, Strategic Planner provided the committee an update regarding Access’ Short Range Transportation Plan. Key elements of the plan address Agency challenges and forthcoming solutions. The draft report is scheduled to be available for public review in the coming weeks.

**CUSTOMER SERVICE OPERATIONAL REVIEW**
Sherry Kelley, Senior Manager of Customer Service provided the committee an update on the Comprehensive Review of Customer Service. The final report will be released in the coming weeks. Dave Rishel of Delta Services Group provided an update on the Comprehensive Review of the Eligibility department.

Sherry Kelley informed TPAC members that the consulting team performing the customer service review (McCloud Transportation and Associates) will be asking TPAC’s assistance to fill out a peer survey. The peer survey will be sent in the next few weeks.
April 9, 2015

To: Transportation Professionals Advisory Committee (TPAC)

From: Andre Colaiace, Deputy Executive Director of Planning and Government Affairs
       Alfredo Torales, Special Projects Administrator

Re: Proposed Fare System

Issue:

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

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

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

Recommendation:

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

Impact on Budget:

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

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

**BACKGROUND:**

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

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

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

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

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

**PROPOSED DYNAMIC FARE PUBLIC PARTICIPATION IMPLEMENTATION MILESTONES**

**JANUARY-FEBRUARY 2015**

- Staff to develop a proposed dynamic fare system

**MARCH-APRIL 2015**

- Forward proposal to FTA
- Conduct community meetings and hold a public hearing to receive feedback on proposal
- Work with software vendors on cost estimates and timeline

**MAY 2015**

- Board consideration of proposed dynamic fare system with implementation timeline

**JUNE 2015**

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

Dynamic Fare System Rounding Down to Nearest Dollar or Half Dollar

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

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

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

Comparable Fixed Route Trip

The comparable fixed route trip is defined using the Metro Trip Planner as:
- a trip using the local bus or rail system,
- with the fewest number of transfers (or shortest travel time),
- If multiple trip options exist, the trip with the lowest fare.
- Comparable fixed route trips performed on Metro system assume free transfers to other Metro lines for up to two hours to complete a one-way trip.
Dynamic Fare System Proposals - Estimate of Changes
(* Elasticity = -0.26  ** Free Metro Transfer for 2 hours)

**Dollar System**

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

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

**Half Dollar System**

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