# ACCESS

## AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

**Thursday, July 9, 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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|10.| 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: 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, MAY 14, 2015

CALL TO ORDER

Vice Chairperson Kathryn Engel called the meeting to order at 9:39 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: David Feinberg (Santa Monica’s Big Blue Bus), Diane Amaya (Redondo Beach), Gracie Davis (OCTA), James Lee (Torrance Transit), Giovanna Groqreve (METRO), Francis Jacobs (Eastern Los Angeles Regional Center), Richard Aparicio (Montebello Bus Line), Kathryn Engel (Glendale), Kevin McDonald (Foothill Transit) and Valerie Gibson (Pasadena).

TPAC Members absent: Dana Pynn (Long Beach Transit), Evelyn Galindo (South Central Los Angeles Regional Center), Linda Evans (LADOT).

Guests: Mike Culver (Mobility Management Partners), Tim Collins (McCloud Transportation), Chrystene Terry (C.A.R.E), David Rishel (Delta Services Group), David Lee (CARE) and Nader Raydan (MV Transportation).


APPROVE APRIL 9, 2015 MEETING MINUTES

Motion: Vice Chairperson Engel entertained a motion to approve the April 9, 2015 minutes.

First: Gracie Davis made a motion to approve the minutes with the necessary changes, to reflect Foothill Transit as present during the April 2015 meeting.

Second: James Lee

Vote: Members were in favor to approve the minutes with the necessary changes; the motion passed with one abstention.

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.
DRAFT REASONABLE MODIFICATION POLICY

Steve Chang, Deputy Executive Director, Operations presented the draft Reasonable Modification Policy. The presentation detailed Department of Transportation's (DOT) guidance and identified Access’ proposed policy and procedure in implementing the service. Mr. Chang also identified that the service is new and staff will work diligently to ensure the service is consistent with Department of Transportation guidance.

TPAC members discussed the various aspects of the new ruling and passed the draft policy as presented. The service will be implemented July 1, 2015.

DRAFT BUDGET FY 2015-2016

F Scott Jewel, Chief Operating Officer, presented Access’ proposed draft budget for fiscal year 2015/2016. Mr. Jewell shared with the committee that the proposed budget is contingent upon on Access receiving the funding amount requested through Metro. Access’ proposed budget will go before the Metro Board at end of May. The presentation detailed the projected expenditures in conjunction with increased service demands.

Mr. Jewell also shared that Beyond the Curb service; Dynamic Fares and Reasonable Modification scheduled for implementation in July 2015 have been taken into consideration with the presented budget. However, since there are many variables with the scheduled initiatives, the budget maybe modified to accommodate the unanticipated expenditures.

ELIGIBILITY PROGRAM REVIEW UPDATE

Dave Rishel of Delta Services Group provided an update on the Comprehensive Review of the Eligibility department. The presentation outlined his approach in reviewing the eligibility process, beginning by studying the scope of the assessment process; reviewed the facilities, interviewed staff and examined the
logistics from transporting the applicants to processing the assessments, including reviewing training materials and processes and observed applicant interviews.

As part of his assessment, Mr. Rishel also posed as an applicant and submitted his application for consideration. Mr. Rishel presented his experience as a clandestine eligibility applicant, detailing his experience with the entire process, from scheduling his eligibility assessment appointment to the process of his in person eligibility assessment.

Mr. Rishel shared an overview of his recommendations, where he identified strengths, weaknesses and opportunities for improvements. The recommendations have been categorized into three areas; immediate, 6 months and (over) 6 months. The goal of the three categories is to implement the suggested recommendations in the proposed time frame.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

F Scott Jewell announced the next Access Board Meeting is scheduled on May 18, 2015 and will be held at Access Services.

Giovanna Gogreve announced that the Board has a new Metro representative, Nalini Ahuja, Executive Director of Finance and Budget, from the Office of Management and Budget (OMB). Giovanna Gogreve is the new Metro representative for TPAC.

ADJOURMENT

Motion: Vice Chairperson Engel requested a motion to adjourn
First: Giovanna Gogreve
Second: Gracie Davis
Vote: Meeting was adjourned at 10:42 a.m.
JULY 9, 2015

TO: TPAC

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: TPAC OFFICER NOMINATION SUBCOMMITTEE

ISSUE:

In accordance with TPAC Bylaws, it is necessary for TPAC to establish an officer nomination subcommittee to recommend nominees for the Chairperson and Vice-Chairperson position.

RECOMMENDATION:

Establish a 2 to 3 member nominating subcommittee to recommend nominees for each officer position.

BACKGROUND:

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12 month terms effective September 2015 through October 2016. In addition to the slate of officers developed by the subcommittee, nominations may also be received from the floor.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

**Article 5 - Officers**

Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a **ROLL CALL**
VOICE VOTE of the majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual, subject to Board chair ratification.

Duties of the Chairperson

The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

Duties of the Vice Chairperson

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

Vacancies of Officer Positions

A vacancy of an officer position shall exist in the following circumstances:

(a) the resignation or death of an officer;

(b) the removal of an officer by a ROLL CALL VOICE VOTE of the majority of the Committee;

(c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

Filling Vacancies of Officer Positions

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative ROLL CALL VOICE VOTE of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.
In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative ROLL CALL VOICE VOTE of members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.

**Article 6 - Subcommittees**

**Officer Nomination Subcommittee**

The Chairperson may establish a two to three member nominating subcommittee at its June meeting to recommend nominees, preferably two or more, for each officer position. In addition to the slate of officers developed by the subcommittee, nominations may be received from the floor. The nominating subcommittee report shall be presented in writing to the members in August prior to the election of officers.
JULY 9, 2015

TO: TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF 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
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.