

access

AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, June 12, 2014

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.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approval- April 10th, 2014 Meeting Minutes	Chair	Action	3 -11
	4.	General Public Comment	Chair/Public	Information	
10	5.	FY 2015 Budget	F. Scott	Presentation	
10	6.	Social Services Transportation Inventory Report	Matthew	Presentation	12 -14

5	7.	Access 20/20 Initiative	Matthew	Information	
15	8.	Services Beyond ADA	Matthew	Presentation	15
10	9.	Officer Nominations Sub-Committee	Matthew	Action	
5	10.	Fare Increase	Matthew	Information	20
05	11.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
01	12.	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 agenda 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, April 10, 2014

CALL TO ORDER

Chairperson Kathryn Engel called the meeting to order at 9:35 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Kevin McDonald (Foothill Transit), Jesse Valdez (Eastern Los Angeles Regional Center), Darren Uhl (Culver City Senior and Social Services), Diane Amaya (Redondo Beach), Linda Evans (LADOT), Kathryn Engel (Glendale), Wayne Wassell (Metro), Valerie Gibson (Pasadena), Ashley Koger (Torrance Transit), Gracie Davis (OCTA) Shirley Hsiao (Long Beach Transit) and Jess Segovia (Metro)

TPAC Members absent: Jose Barrios, Ernie Crespo and Shirley Hsiao.

Guest: Mike Culver, Mobility Management Partners,

Access staff in attendance: Alvina Narayan, Matthew Avancena, Eric Haack, Andre Colaiace, F. Scott Jewel, Melissa Thompson, Alfredo Torales, Jack Garate, William Tsuei and Elisa Diaz

APPROVE JANUARY 9, 2014 MEETING MINUTES

Motion: Chairperson Engel entertained a motion to approve the January 9th, 2014 minutes.
First: Mr. Uhl
Second: Ms. Amaya
Abstention: Mr. Segovia
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.

METRO SURVEY AND TOWNHALL MEETINGS AND TRIENNIAL FTA AUDITS

Mr. Avancena presented that Los Angeles Metro conducted an audit of Access Services which was presented to Metro in January of 2014. A recommendation that the auditors had was that Access conduct additional public outreach. Metro asked that the company that performed the audit to also conduct these outreach efforts. The outreach efforts include two elements:

- 1) Telephone survey:
 - a. The draft survey document/questions were submitted to TPAC members for comment and is grateful for the comments that it did receive comments from TPAC members
 - b. There will be a survey of 1,200 responses including both active and non-active customers of Access.
 - i. Access defines an “Active” customer as one who has taken at least one paratransit trip in the preceding six months.
 - ii. The responses from “Non-Active” customers will be to find why they have not used Access in the previous six months.
- 2) Town-Hall Meetings:
 - a. There will be six (6) Town-Hall Meetings held throughout Los Angeles County at locations Access has used in the past to hold Community Meetings and these meetings are going to be taking place during the week of May 5th.

ORIGIN TO DESTINATION PARATRANSIT SERVICE - TRIENNIAL AUDITS

Mr. Colaiace presented an update on Access’ position with respect to the Federal Transit Administration’s (FTA’s) findings with respect to Origin to Destination Paratransit Service.

There are eight (8) transit systems in Los Angeles County that are scheduled to have FTA Triennial Audits this year. There is currently an existing finding that Access is in discussions with FTA.

The “Origin to Destination” or “Door to Door” service finding will probably be applied to transit systems that are having triennial audits. The law is very clear that the local region has the power to select whether it will pursue “curb-to-curb” or “door-to-door” service.

Access has developed a response letter to send to all of its partners who are having triennial reviews.

With respect to Access, the FTA will not delay authorization of its grant for Federal funding, which is good for the entire region that Access' budget will be certain for this FY 2015 year.

Ms. Engel asked what are some of the barriers Access has had with FTA on the Origin to Destination matter?

Mr. Colaiace responded, this matter is coming from the Federal Office of Civil Rights and Access is in discussions with this office to recognize Access' position that the cost of providing this service would be extreme. Also, until this matter is resolved with FTA, Access and our partner fixed route agencies will continue to have findings in this area. Access is currently in discussion with the Department of Transportation/Office of Civil Rights.

Mr. Valdez asked what is the impact on those agencies that have 'given in' and started to provide Origin to Destination service?

Mr. Colaiace responded that a real concern is that the projections are that if Access does start providing Door to Door or Origin to Destination services, that its costs will increase, taking a larger share from the regional public transit budget.

Mr. Colaiace added that the American Public Transit Association (APTA) has gotten very weak on this issue and is not taking a leadership role on Origin to Destination. FTA, at the same time, is trying to push the adoption of Origin to Destination with agencies across the country.

Mr. Colaiace continued that Origin to Destination is a good idea, but the problem is that there is no legislative guidance for this proposed service and there is no discussion on the source of funding for this service. Additionally, Access estimates this Origin to Destination service would increase the regional operational costs (estimated \$44 to \$54 million annually for the introduction of Origin to Destination service).

Mr. Wassell asked if this issue had been brought up with APTA Access Committee?

Mr. Colaiace responded that Access has been discussing this matter with APTA for a number of years (since 2005) at this point.

Mr. Wassell added that it is a good thing that Los Angeles County is so large that it can push back. Smaller agencies must buckle earlier.

Ms. Engel commented that TPAC and Los Angeles County fixed route agencies should support Access in continuing their discussions with FTA.

Ms. Davis added that OCTA Access developed a Door-to-Door PREMIUM service that is not available as part of OCTA Access' standard service. OCTA has Door-to-Door service at a higher paratransit fare cost as an OCTA premium service. In OCTA's response to FTA, their letter added that what OCTA is providing is not a Federally mandated service, though OCTA is provided.

Ms. Amaya stated that her agency had just forwarded Access' response to Origin to Destination, along with their other triennial documents to FTA recently and have not had a response as of yet.

Ms. Engel commented that the problem with Access' costs going up is that it will reduce the amount of money available for fixed route providers in the region.

Mr. Wassell asked what is New York MTA paratransit doing?

Mr. Colaiace replied that New York does provide door-to-door service. But, he added, their annual budget is also 4 times the size of Access' budget.

TAP CARD/FREE FARE USAGE UPDATE

Mr. Jewell presented some of the current data associated with Access' TAP card usage and Free Fare Program.

The number of fixed route systems in Los Angeles County that is "TAP-Enabled" is expanding with additional systems (including Long Beach Transit) acquiring software that allows them to utilize TAP smart cards as fare media.

Access' TAP card serves three purposes: (1) Identification; (2) Smart (TAP) card for fare payment on fixed route systems; and (3) a debit payment feature if desired by the card-holder.

Only 3% or 4,400 of Access' customers actually utilize the debit feature on their TAP cards.

Possible changes to Access' TAP card upcoming. Access is looking into pursuing a Smart Card-ONLY option.

Mr. Wassell asked would it reduce costs of card-production if Access removed the VISA debit component?

Mr. Jewell replied, it is supposed to, but we will see when the RFP responses come in.

The CAC is in favor of this change to remove the VISA Debit component and TPAC member comments are welcomed.

Mr. Valdez asked what is the current cost of card production?

Mr. Jewell responded \$7.00 per card is the current cost. We are expecting that this would drop to \$2 to \$3 once our card no longer must comply with a variety of banking regulations that apply to the VISA element.

Mr. Segovia noted that Metro has received complaints with respect to the length of time in replacing cards.

Mr. Jewel noted that replacement cards usually take two to three weeks to replace, but because we have a VISA element, our order can be delayed when a large number of VISA card orders come in, for instance, when Target agreed to replace all debit cards to their customers after Target's data breach in December.

Ms. Davis asked will the fonts be larger in the new version of the card?

Mr. Jewel said yes, but what we have now is only a draft version to share with TPAC.

FREE FARE DISCUSSIONS

Mr. Jewel presented an update on Access' Free Fare Program.

Ms. Engel commented on the number of Access customers who have recorded Free Fare trips on TAP-enabled fixed route systems, by saying how can Access use Free Fare so much?

Mr. Colaiace responded there are a variety of things that can allow a paratransit-eligible customer to use fixed route. First, customers are evaluated on THEIR OWN ability to take Fixed Route service. Many regional centers have had their transportation budgets cut and they encourage their clients to apply for Access and if they get the service, then the regional center have them ride fixed route with a PCA. They may have a "good day/bad day" disability, in which we would encourage those customers to used fixed route on days they are well enough to travel on fixed route. They may be traveling with a Personal Care Attendant (PCA) which expands their abilities for travel considerably. Lastly, there are many customers who cannot afford Access' \$5/day fare costs, so they forego Access and use fixed route when they can. Also, there could be some elements of misuse going on, but we feel those numbers are very small, but we are having Sheriff Department arrests taking place, generally people using other people's cards.

Mr. Colaiace added that although Access' costs are growing steadily, it is not as vast as other systems and we believe that the Free Fare Program is stabilizing some of those costs.

Mr. Valdez asked how frequently will Access track the Free Fare TAP data?

Mr. Jewel responded that Access checks every month. When Long Beach and Santa Monica launch their TAP services, it will be very interesting to see their growth.

Ms. Hsiao added that Metrolink's costs are much higher than other fixed route operators. How does that impact Access' free fare reimbursement?

Mr. Jewell replied that Metro recently entered an agreement with Metrolink that Metrolink will now receive an annual fixed sum (\$2 million) for providing Free Fare trips from Metro and it is no longer part of Access' budget.

Mr. Segovia stated that it may be good for Access to include Metrolink's \$2 million to get a true reporting of how much the Free Fare Program costs.

Mr. Segovia added that Metro is boarding between 80,000 to 90,000 wheelchair customers monthly. Ten years ago that was maybe 10% of that. Metro attributes that to the Free Fare Program and that customers can ride at no cost using their Access card. From a financial perspective, to adjust Free Fare to start charging persons with disabilities on Metro, we know that would have an impact of reducing boardings on Metro and we fear what that impact would be in shifting back onto Access potentially.

Metro sees the Free Fare program as a major effort to provide as many transport options to persons with disabilities, but also because we have had an increase of ridership, it has changed Metro's level of service by changing bus configurations, creating additional Travel Training programs for seniors and changing our operational policies on how operators provide service. So Metro is 'all in' for this program.

Mr. Colaiace noted that Access has one of the highest denial rates of paratransit agencies.

Mr. Segovia noted that Free Fare is a Travel Training program which Metro encourages. We are seeing person using fixed route for the first time, they are not taking a 'formal program,' and there is some confusion by using Fixed Route for the first time, but it seen as a good way.

Mr. Wassell added that the Free Fare Program gives Access customers options so they need not rely on Access exclusively.

Ms. Engel asked is there an effort by Access to address those customers who are “Top 10” users of Fixed Route or Access.

Mr. Colaiace stated that for the top 10 Access users there is an effort to encourage them to take Travel Training, to reduce their impact on Access. As for the top 10 fixed route users, Access is discussing options, but realizes that this is a very delicate matter to pursue.

Mr. Wassell commented that recently he had to rely on Access for transportation and found the overall experience to be positive both with respect to transportation as well as the eligibility process, which he felt was very thorough.

PARENTS WITH DISABILITIES PROGRAM

Mr. Haack provided a presentation on the current status of the Parents with Disabilities Pilot Program.

The program launched service in mid-December of 2013 and - at the time of the presentation - had five (5) customers, three of whom were actively using the pilot service.

Access’ initial plans were to test the demand on this service and start cautiously. It is a very new service with new features which no other paratransit agency has attempted. Fortunately, what we have discovered was that the demand was manageable and Access is currently looking to expand the program.

Mr. Valdez asked will this program be ending now that New Freedom is dissolving under MAP-21?

Mr. Haack responded that there may be other opportunities to find grant funding, but because there is no certainty that this program will continue, Access is actively looking at the program and developing a module that other systems can be replicated.

Mr. Valdez asked will this program only exist in the San Fernando Valley, or will it expand to other regions including the San Gabriel Valley?

The grant was written to operate only within the San Fernando Valley and we do not anticipate that it will expand outside of that region.

Mr. McDonald asked whether Access had done a Title VI (Civil Rights) analysis on the Parents with Disabilities Pilot Program.

Mr. Haack responded that one had not been done; but that it was a very good observation and Mr. Haack will review the Title VI Federal guidance to see if Access would be required to perform such a report.

Mr. Segovia asked are the vehicles in regular service when not being used for the program?

Yes, they go into regular service once completed with Parents with Disabilities trips.

Mr. Segovia observed that the program has so little demand that it is cannot be considered a success. Right now to make this a program desirable, you need to see more productivity in order to entice other programs to adopt this service.

Mr. Haack agreed that Access deliberately started with a small number of customers and outreach as it was uncertain as to how many trips passengers on this new service would take. It has turned out that the per customer trip demand has been much lower than was originally anticipated, which is good as this now affords Access the opportunity to expand the program with more customers by the end of April.

FLEET MIX FORMULA

Ms. Thompson provided a presentation on a new formula to simply streamline budgeting for capital needs at Access in the future. This formula looks at how many vehicles Access needs in order to meet trip demands over the course of the day.

An issue is there are peak periods during the day which those peaks can be served by sub-contracted taxi trips. In this way Access does not need to purchase vehicles to only cover three (3) peak hours of the day.

Mr. Valdez asked is there a difference in the reliability in the contractors (Access vans) and sub-contractors (taxis).

Ms. Thompson responded that there can be a difference in terms of productivity per vehicle.

Mr. Segovia asked was this Fleet Mix formula used for Access' capital needs?

Ms. Thompson responded that it was used for Access' FY 2015 budget.

Ms. Hsiao does this fleet formula look at different productivity levels for different regions of the County?

Ms. Thompson replied that different segments of the Counties have different trip productivity per region. So Access is considering the different trip patterns for each region and not applying Antelope Valley factors to the South Bay area.

JUMP SEAT ANALYSIS

Mr. Garate provided a presentation on the Jump Seat Analysis performed by Access. Access received complaints from customers who were having difficulty entering a vehicle when the van had a middle seat (jump seat). There were complaints as to why vehicles have these middle seats.

Access performed an analysis of the number that Access provides are share-rides and for trips that need to have a jump seat to accommodate ambulatory share-rides.

Ms. Engel asked, what was CAC's response to this analysis?

Mr. Garate noted that CAC was very impressed with the analysis of share rides performed and to have a better reflection of the work that Access is doing.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Mr. Avancena noted that William Tsuei recently joined Access as its new I.T. Senior Manager.

Mr. Avancena also honored past-TPAC Chair Wayne Wassell with a gavel inscribed with his name and years served as TPAC Chair.

ADJOURNMENT

The meeting was adjourned by the Chairperson Engel at 11:56 a.m.

JUNE 10, 2014

TO: CAC and TPAC
FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

**RE: SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY
REPORT**

ISSUE:

Review the Social Services Transportation Inventory and Survey Report.

RECOMMENDATION:

None.

BACKGROUND:

In January, 2013 the Board authorized a contract with Nelson/Nygaard Consulting Associates to conduct a social services transportation inventory and survey (SSTI) on behalf of Access Services.

The SSTI is a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents. The State requires Consolidated Transportation Service Agencies (CTSA) to develop an Action Plan and transportation inventory every four to six years for implementing coordination and/or consolidation of services to better meet the transportation needs in the County.

Similarly, SAFETEA-LU requires the development of a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) to serve the needs of seniors, persons with disabilities and income disadvantaged. The Coordinated Plan is required for disbursements of FTA JARC and New Freedom grants for transportation and related services to the above-mentioned populations. Access prepared an Action Plan for the County in 2007 which Metro adopted as the basis for the region's Coordinated Plan.

Because of the many overlapping parameters of the Action Plan and Coordinated Plan, Metro's role as the designated recipient of JARC and New Freedom funds, and Access' experience as the CTSA, it was mutually agreed upon that Access

will prepare the transportation inventory and Metro will prepare the next Coordinated Plan update. Metro may incorporate the information gathered from the transportation inventory when it updates the Coordinated Plan.

As part of the project Nelson/Nygaard was also tasked to:

- Assess the efficacy of Access' CTSA education and training programs and offer recommendations on additional trainings, programs and/or services that could be implemented.
- Conduct a high-level assessment of Access' contracted travel training program.
- Analyze current and future ridership by ADA paratransit eligible persons in Los Angeles County, including trips on Access, public transportation, social service programs, and trips by wheelchair users.

Report Highlights:

Survey Outreach

In order to conduct an assessment of available services and transportation needs, the consultants sent over 300 e-mail invitations to agencies to fill out the survey on-line.

The surveys were sent to transit agencies, member agencies, non-profit and private for-profit organizations to determine the number of agencies that provide some form of specialized transportation.

Four focus group meetings were conducted with transportation advisory committees and social service agencies throughout the County in order to solicit additional feedback from stakeholders and their constituents. Separate presentations were held with Access' Community Advisory Committees and Metro's Accessibility Advisory Committee.

Goals and Objectives

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.

Additionally, Access may use the information gathered from the travel training assessment to develop alternative cost-savings model to determine program effectiveness.

A detailed discussion of the project objectives and outreach efforts are included in the report. The draft report is available on the Access Services website for review.

http://accessla.org/about_us/publications.html

JUNE 10, 2014

TO: CAC and TPAC
FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: NON-ADA SERVICES AND PROGRAMS

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings that resulted in 12 recommendations. One of the recommendations concerns services and/or programs that are provided beyond the minimum levels required by the Americans with Disabilities Act (ADA) and its regulations.

RECCOMENDATION:

According to Recommendation #9 in the Final Report, Access Services” ... should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services.” Access has reviewed these services, along with the annual cost and benefit of providing them to customers.

BACKGROUND:

Access provides a number of services that are not required by the ADA. Access provides these services: 1) for customer convenience and to improve the customer experience; 2) to help control or contain the growing cost of ADA paratransit services; and 3) to improve service efficiency.

Customer Convenience

Services such as Toll Free Reservations, Customer Service, the Operations Monitoring Center (OMC), Customer Call-Out Services and extended Reservation Hours benefit customers in a number of ways. Given the number of area codes in the service area, toll-free reservations and customer support improves the customer experience as customers do not need to call multiple phone numbers to schedule their trip. Similarly, Access introduced customer call out services so that customers need not wait at the curb for the entire arrival window. Extended reservation hours make it more convenient for customers who are

unable to call during normal business hours, which potentially may lead to fewer no shows or late cancellations. Back-up trips provided through Access' OMC service provide trips to clients who have missed their return trip. OMC also helps customers who are experiencing other issues that require immediate resolution during and after normal business hours.

Demand Management

Services such as the Free Fare and Travel Training program have proven to be effective strategies to reduce or contain costs associated with more expensive ADA paratransit. With the Travel Training program, customers who are trained to use fixed-route help to reduce demand on paratransit services. The Free Fare program allows customers a choice of using fixed-route as another mobility option if they are able to. For some customers, the Free Fare program is a more convenient alternative for same-day travel or when traveling over long distances.

Service Efficiency

Services such as Standing Order Reservations improve routing efficiency and reduce call center staff requirements. The Rancho Los Amigos Shuttle Service provides services to the Green and Blue Lines at the Willowbrook Station for Access customers going to/from the Rancho Los Amigos Rehabilitation Center. The Rancho Los Amigos and Braille Institute Trip Coordinator assists Access customers to board the correct vehicle.

Listed below are a summary of budget items for non-ADA program expenditures and a listing of non-ADA services (and associated costs) as described in Metro's review of Access Services:

Summary of Budget Items for Non-ADA Program Expenditures

	FY 2014 Budgeted Amount	FY 2014 Actual Amount
Free Fare Programs	\$ 2,800,000	\$ 2,990,423
Customer Service Department	1,028,747	880,008
Back-Up Trips	628,716	385,234
Travel Training	519,586	469,995
Telephone - 800 # usage	400,000	694,751
Access To Work Program (Prop C match portion)	318,729	318,000
Mobility Management Department	247,013	155,473
Safety Incentive Program (Driver)	234,122	122,037
Tether Strap/Marking Program (Prop C match portion)	116,810	115,258
Parents with Children Program (Prop C match portion)	96,836	14,000
CTSA Training Workshops	38,034	40,841
Roadeo	25,000	55,000
Provider Appreciation	16,000	5,194
Total	<u>\$ 6,469,593</u>	<u>\$ 6,246,214</u>



The following exhibit shows paratransit services provided by Access Services that are beyond minimum ADA requirements, along with the cost and benefit of providing those services.

Exhibit 11		
Paratransit Services Beyond ADA Minimums		
Service	Cost	Benefit
Reservation hours beyond normal business hours	Unknown Cost, Makes scheduling for next day more difficult due to limited time.	More convenient for customers. Potentially fewer no-shows or late cancellations.
Toll Free Reservation and Customer Support Telephone Number	Approximately \$60,000 Annually	Improved customer convenience and ease given number of area codes in the service area.
Standing Order Reservations	No Cost	Improves routing efficiency and reduces call center staff requirements.
Service Area defined as ¼ mile from fixed route on point-to-point basis rather than actual walking distance.	Unknown	Current / historic clients served.
Fares below ADA allowance of twice the full fixed route fare	Unknown	
Client Call Out Service – Telephone notification of client on vehicle arrival.	Approximately \$68,000 in telephone tolls	Convenience for client not having to wait at curb for entire arrival window.

Access Services provides a number of services that are not strictly required by the ADA. Many of these services are provided as necessities related to required services, or as strategies to reduce or contain the costs associated with required services. The following exhibit shows Access Services' that are not required by ADA, along with the cost and benefit of providing those services.



Exhibit 12		
Paratransit Services Not Required by ADA		
Service	Cost	Benefit
Free Fare Program (Demand Management)	\$2.8 Million	Diverts eligible ADA clients to the Fixed Route System. Estimated savings \$91 million annually.
Customer Support Center / Operations Monitoring Center	\$230,000 Annually	Provides assistance to clients that have missed their return trip or have experienced other issues that require immediate resolution.
Back-up Trips	\$385,000 Annually in Cost, \$189,000 in reduced contractor costs	Provides trips to clients that have missed their return trip or have other issues that require immediate resolution.
Rancho Los Amigos Shuttle Service	Cost paid by Metro as a pass through cost.	Provides Access Services to Fixed Route (Green and Blue Line at the Willowbrook Station).
Rancho Los Amigos Trip Coordinator	Cost shared by Rancho Los Amigos and Global Paratransit	Assists ADA Paratransit clients to get on the correct vehicle.
Braille Institute Trip Coordinator	Cost shared by The Braille Institute and Access Services – Cost to Access Services approximately \$8,000 annually.	Assists ADA Paratransit clients to get on the correct vehicle.
Mobility Management	Approximately \$162,000 Annually	Provides information that should reduce demand on ADA Paratransit by encouraging clients to use the Fixed Route System.
Travel Training	\$500,000 Annually	Should reduce demand on ADA Paratransit by training clients to use the Fixed Route System.
Standing Order Trips for ADA clients using Access Services to commute to work.	Cost to Access Services is \$364,000 annually. Comparable costs (50%) funded by Job Access Services and Reverse Commute (JARC) grant	Provides grant funding for Access Services eligible clients.

Each of these services results in costs for Access Services, but also has substantial benefits. Some of these services, while not strictly required by ADA, are necessary for practical reasons, or are strategies to control or contain additional costs of meeting ADA requirements.



Access has important news about fares.



What is your new fare structure?

Access Services will be implementing the second part of its previously approved two-step fare increase in the L.A. Basin on July 1, 2014:

Trip Distance	Current Fare	July 1, 2014
Under 20 miles	\$2.50	\$2.75
20 miles and over	\$3.25	\$3.50

Transfer and North County fares (Santa Clarita and Antelope Valley) will remain the same.

Can I still use coupons?

Yes, you will still be able to pay your fare with coupons. Coupons can now be ordered online at accessla.org.

Don't I already pay my fair share of the cost?

Riders currently pay less than 5 percent of the cost of their rides. The remainder is subsidized by federal and local sources of transportation funding.



Access Services PO Box 5728 El Monte, CA 91734-1728 accessla.org