

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, March 14, 2013

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                                             | Disposition | Pages |
|------|------|--------------------------------------------------------------|-------------|-------|
|      | 1.   | Call to Order                                                | Action      |       |
|      | 2.   | Introductions                                                |             |       |
|      | 3.   | Chairperson's Report                                         |             |       |
|      | 4.   | Approve October 11, 2012 & December 13, 2012 Meeting Minutes | Action      | 3-18  |
| 10   | 5.   | Staff Report                                                 | Information |       |
| 05   | 6.   | General Public Comment                                       | Information |       |

|    |     |                                                             |                 |
|----|-----|-------------------------------------------------------------|-----------------|
| 05 | 7.  | Report from Board of Directors                              | Information     |
| 15 | 8.  | Access to Work Program Update                               | Presentation    |
| 15 | 9.  | Free Fare/ Out of Service Area Implementation               | Information     |
| 15 | 10. | Demand Projections and Ridership                            | Presentation    |
| 05 | 11. | New Business Raised Subsequent to the Posting of the Agenda | Possible Action |
|    | 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 3<sup>rd</sup> Floor, El Monte, California and on its website at <http://asila.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, OCTOBER 11, 2012**

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## **CALL TO ORDER**

Chairperson Wayne Wassell called the meeting to order at 9:46 a.m.

## **INTRODUCTIONS**

TPAC members and alternates in attendance: Wayne Wassell, Ian Dailey, Gracie Davis, Linda Evans, Valerie Gibson, Jesse Valdez, Darren Uhl and Silva Baghdanian (alternate for Glendale).

TPAC Members absent: Diane Amaya, Jose Barrios, Ernie Crespo, Kathryn Engel, Evelyn Galindo, Shirley Hsiao, Kevin McDonald and Jose L. Medrano.

Guest: David Howie-Jones, CARE Evaluators; Mike Culver, R+D Transportation Services

Access staff in attendance: Matthew Avancena, Eric Haack, Elisa Diaz, Mark Maloney and Lora Verarde.

## **CHAIRPERSON'S REPORT**

Chairperson Wassell reported the following:

- Yesterday (October 10<sup>th</sup>), the new El Monte Station had its Grand Opening. Regular service at the new station will begin on Sunday, October 14<sup>th</sup>.
- Handed out to TPAC members were CDs which contained pertinent information about TPAC (ex. Member biographies and Committee by-laws). Chair Wassell discussed how he had wished for an updated TPAC "binder" which is now all contained on a single CD.

## **APPROVE AUGUST 9<sup>TH</sup>, 2012 TPAC MEETING MINUTES**

This matter was postponed until later in the meeting, until a quorum of TPAC members were present. [Note: voting performed at end of TPAC meeting].

## STAFF REPORT

Mr. Avancena reported the following:

- Following the Chairperson's Report, he handed out TPAC membership CD for new members. When additional information for the CD comes in, those documents will be forwarded to the TPAC membership.
- Access Services has a new Rider's Guide. The new guide is an improvement over previous Rider's Guides and should help, not only customers of Access, but also agency partners to understand Access' policies and procedures.
- A new intern has joined Access' Planning Division, Lora Verade, who has been helping with work on the recent fare and service change proposals.

## GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

## REPORT FROM BOARD OF DIRECTORS

No report was given at this time.

## ACCESS' PROPOSED FARE AND SERVICE CHANGE

Mr. Avancena reported the following:

- Access is proposing to make two changes to its service:
  - (1) Increase fares on its one-way trips in the Los Angeles Basin area by \$0.25 on January 1, 2013 with an additional \$0.25 fare increase 18 months later on July 1, 2014.

| <b>Trip Distance</b> | <b>Current Trip Fare</b> | <b>January 1, 2013 Fare Increase</b> | <b>July 1, 2014 Fare Increase</b> |
|----------------------|--------------------------|--------------------------------------|-----------------------------------|
| Under 20 miles       | \$2.25                   | \$2.50                               | \$2.75                            |
| 20 Miles and Over    | \$3.00                   | \$3.25                               | \$3.50                            |

- (2) Change the period at which customers may make next day trip reservations from 6 a.m. to 10 p.m. daily to 6 a.m. to 7 p.m. daily.

Mr. Avancena presented issues associated with increased trip numbers and costs associated with providing paratransit services. Access staff was directed by the Board to propose ways to address the Agency's deficit.

Mr. Avancena also presented the efforts by Access to secure public comments to the proposed changes through a variety of outreach efforts. Support for the fare increase was much higher than opposition to the change. With respect to the reservations hour change, those who supported the change versus those who opposed it were similar in number, but a certain percentage (10%) of customers who made comments stated they would support a change in hours were the end time pushed to a later hour of 8 p.m. or 9 p.m., instead of 7 p.m.

Ms. Davis asked what was the percentage of Access customers who qualify as "low income" earners.

Mr. Haack responded that Access' customer base shows a higher percentage of low income riders than is reflective in the overall County population. Mr. Haack added that he could share with Ms. Davis the results of both the telephone customer survey results which asked one question on customer

income levels along with Access' Title VI work being done for the fare and service change.

Mr. Valdez asked when will Access introduce an Interactive Voice Response (IVR) system for automating reservations for customers.

Mr. Maloney responded the IVR system should be installed in Spring 2013, and that the proposed service change - if passed - would be postponed to correspond better to this added service coming on line.

Mr. Valdez stated that he applauded Access for all of the community outreach they put forth;

Ms. Davis added that much of the outreach was required for changes of this kind.

Mr. Maloney clarified Access met its required outreach minimum, but also conducted a number of community meetings and provided other methods to leave comments that were not required for changes of this kind.

Ms. Davis added that Access has improved its outreach methods in the past few years from what it used to be.

**Motion:** Ms. Evans made a motion to approve the proposed fare and service change for Access Services.

**First:** Moved by Ms. Evans

**Second:** Seconded by Mr. Valdez

**Vote:** All members were in favor and the motion passed.

## ELECTION OF NEW TPAC OFFICERS

Mr. Avancena reported the following:

- TPAC's Officer Subcommittee, recommended that Wayne Wassell should be re-elected to a second term as Chair of TPAC and that Ian Dailey should also be re-elected to a second term as Vice-Chair of TPAC.

**Motion:** Mr. Valdez made a motion to approve that Wayne Wassell and Ian Daily serve a second term as Chair and Vice-Chair, respectively, for TPAC.

**Second:** Seconded by Ms. Davis

**Vote:** All members were in favor and the motion passed.

## APPROVE AUGUST 9, 2012 TPAC MEETING MINUTES

**Motion:** Mr. Wassell entertained a motion to approve the August 9, 2012 minutes as written.

**First:** Moved by Ms. Evans

**Second:** Seconded by Mr. Uhl

**Vote:** All members were in favor and the motion passed.

## NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Mr. Avancena reported that assuming Access' Board of Directors approves the proposed fare and service changes, Access will host a Member Agency meeting for the Member Agencies to ratify the proposed fare and service changes on Monday, November 19<sup>th</sup> at the California Endowment building in Downtown Los Angeles.

## ADJOURNMENT

**Motion:** Mr. Wassell made a motion to adjourn.

Meeting was adjourned at 10:25 a.m.

# **TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING MINUTES FOR THURSDAY, DECEMBER 13, 2012**

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## **CALL TO ORDER**

Chairperson Wayne Wassell called the meeting to order at 9:40 a.m.

## **INTRODUCTIONS**

TPAC members and alternates in attendance: Wayne Wassell, Kathryn Engel, Linda Evans, Giovanna Gogreve, Shirley Hsiao, Frances Jacobs, Joyce Rooney and Jesse Valdez.

TPAC Members absent: Ian Dailey, Diane Amaya, Silva Baghdanian, Jose Barrios, Ernie Crespo, Gracie Davis, Evelyn Galindo, Valerie Gibson, Kevin McDonald, Jose L. Medrano, and Darren Uhl.

Guest: David Howie-Jones, CARE Evaluators; Mike Culver, R+D Transportation Services.

Access staff in attendance: , Mark Maloney, Matthew Avancena, Eric Haack, Brian Selwyn, Alfredo Torales, Elisa Diaz, Ngan Adams and Lora Verarde.

## **CHAIRPERSON'S REPORT**

No Chairpersons Report given at this time.

## **APPROVE OCTOBER 11, 2012 TPAC MEETING MINUTES**

This matter was postponed until later in the meeting, until a quorum of TPAC members were present. [Note: minutes not approved, quorum not present].

## **GENERAL PUBLIC COMMENT**

No General Public Comment heard at this time.

## **REPORT FROM BOARD OF DIRECTORS**

No report was given at this time.

## STAFF REPORT

Mr. Avancena reported to TPAC members that the board passed a two tier fare increase and subsequently there was a member agency meeting that ratified the fare increase starting effective January 1, 2013. Staff is in the process of conducting outreach to inform riders that the fare increase will go into effect. Access has made some flyers and take ones for mail and seat drops in anticipation of the fare increase.

The proposed reservation hours change was taken to both the CAC and TPAC. Mr. Avancena stated that when the proposed change was discussed, the Board tabled the idea, stating they needed additional data to warrant the passing or not passing of the reservation change. Mr. Avancena said that Access will probably take it back to the board in the future.

Ms. Gogreve asked if the changes in reservation hours are being considered to bring back to the board?

Mr. Maloney responded that Access will wait until the Interactive Voice Response (IVR) and web based reservation system is up as it will take away some concerns people had.

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Mr. Selwyn presented that Access Services has a Request for Proposal out now for the San Fernando Valley service area. Mr. Selwyn asked if any of the committee members would want to be on the evaluation panel, it would involve one day at Access to interview 2 or 3 vendors. Mr. Selwyn said he would give out the flyer now so members could take a look at the schedule. Following a decision Access plans to take it to the board in April.

Ms. Rooney asked if Access provides all the vehicles in the area?

Mr. Selwyn answered not all, the provider also provides some vehicles.

## GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

## SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY

Mr. Avancena reported that the Social Services Transportation Inventory and Survey (S.S.T.I.) is a state mandate that compels the CTSA in the state to inventory all the transportation providers in their County. Mr. Avancena stated the last time Access did this survey was 5 to 6 years ago and it was included with the County's Coordinated Plan. Access Services will work on the inventory and survey part, and Metro will draft the new coordinated plan

update. Access is in the process of selecting a consultant to undertake this effort. A couple of things to look at:

(1) Which agencies out there provide transportation services?

2) How many trips are they providing that are ADA related trips?

Mr. Valdez stated that when Access had previously conducted the survey that the turnaround/feedback was limited with the regional centers. Mr. Valdez indicated that he knows some of the transportation providers are still kind of leery of the survey and that the return percentage was very small, are there any strategies to try and correct that?

Mr. Avancena responded that one of the things that was revised in the RFP or at least tried to address was to encourage a better response rate because the last time there was a turnaround of less than 10% from the folks the survey was sent to. This time it has been decided to have regional meetings throughout the County, 5 for each supervisorial district and then one centralized meeting for everyone to attend. The purpose of these meetings would be two-fold; to get the word out that we are conducting a survey and would like participation. In addition the consultant has been asked to do a lot of follow up phone calls.

Ms. Evans said she recently completed a few surveys in a few different arenas and that Survey Monkey seemed to be an effective method for what they really needed. The survey **wasn't long it was something everyone could do** within 20-30 minutes. It was convenient and put forth what we were hoping to accomplish from it. People are more apt to respond when the survey is laid out as such.

Ms. Engel responded saying that if we are trying to conduct a Social Service Inventory that is going to help Access Services, where people can get other trips then they would have to be services open to the public. We need to be careful on how we frame or describe who we are so that the information that comes back is usable. Also, group home transportation would not help **because you're not going to be able to help anyone else get on these vehicles**, so it may be hard to determine applicable transportation services/groups. It may be hard and you may be digging up a lot of groups or contacts that don't really apply or are not clear who they are trying to get to.

Mr. Maloney responded we do use this information with our mobility management team which helps people who have been found not eligible and are looking for non-ADA services so it is better to have a wide inventory of services.

Ms. Engel said a lot of people you are going to contact are not going to know what ADA is?

Mr. Avancena responded saying we will try and structure the survey so it is certain what we are looking for.

Ms. Jacobs said she was in agreement with Ms. Engel, but that in addition there is a broader scope and we have multiple reasons to capture this information; one of the reasons is because of the coordinated plan will allow these groups to apply for federal funds to develop new programs. It is important to capture everything and be realistic that not everyone is going to be able to access these services.

Ms. Evans responded to accentuate the benefits of the survey.

Ms. Engel stated it is better to not include some of the private providers that do their own service, to show there is a need or gap that could be where we could get some funding that is community based.

Ms. Jacobs responded saying that everything needs to be in there because the idea of a coordinated plan is to look at all the pieces in the area and someone may come up with a unique plan to use some of those people or maybe there could be more access to them. It is necessary to not leave anyone out even the emergency medical so we can have a complete picture of all transportation in order to capitalize on it.

Mr. Avancena said once the consultant is brought on board the consultant can be asked to present to the group or we can send the draft survey to the committee so that they can review it.

Mr. Wassell stated can we agree to get the survey ahead of time and have a presentation presented to us?

Mr. Avancena responded that he will ask the consultant to come and talk about the survey and the TPAC committee will get the survey to provide comments

Mr. Wassell stated there is not a quorum present to approve the October 11, 2012 minutes.

### **511 TRAVELER'S INFORMATION UPDATE**

Access Services Senior Database Administrator, Ngan Adams gave a presentation on the 511 project, which was a program that Access began working on late last year. She stated that 511 was a system that provided commuter, traffic and travel information by dialing 511 or going online to go511.com.

She explained that the added four features were:

- 1) Free Fare Trip Planner- Similar to Metro's Trip Planner, this feature allows customers to plan fixed route trips using the transit partners on the Free Fare program. A starting and ending point could be entered and the system provides a route where the customer could use their Access card and travel for free.
- 2) Service Area Lookup- Allows customers to lookup a starting and ending address to check if the address is within the Access service area.
- 3) Local Transit Option- Provides more details about Dial a Ride programs and other transportation options within Los Angeles County. It also provides detailed information about each provider and a link to their website.
- 4) Feedback Option- Allows customers to leave feedback about Access and the information will be emailed to the appropriate department within Access.

Ms. Adams gave a demonstration on how to use the website and played an audio sample of a phone call for the committee.

### OUT OF SERVICE AREA TRIPS

Project Administrator Alfredo Torales reported that the current service area for Access services is the ADA mandated minimum, in other words,  $\frac{3}{4}$  of a mile within bus routes. Over the years, Access has provided some trips, outside of the service area due to several issues:

- Bus routes change, therefore changing the service area.
- The lack of consistent technology.

Presently, with advances in technology, Access customers and stakeholders can determine whether a pick up or drop off location is inside or outside the service area. Tools such as Google Earth, go511.com, and GIS in our reservation systems, have made it so that Access Services can begin to strictly enforce our service area and eliminate exceptions to our service area policy.

Improvements to the Out of Service Area Policy consist of:

- consistency of service - no longer will we get complaints about why I am outside the service area, but I see an Access van pick up my neighbor everyday

- customers and stakeholders will have the ability to determine whether they are in or out of the service area, by going online and checking for themselves
- Although there are not many trips, there will be some cost savings and improvements in service. The general timeline for the new policy:
- January 2013            Political Outreach
- January 2013            Customer Outreach
- January 2013            Go 511
- April 1, 2013            Service Area Map Enforcement

Ms. Linda Evans asked how many people are outside the service area?

Mr. Torales responded out of 130,000 customers, 1,500 live outside the service area and of those 500 or 1/3 get trips.

Ms. Gogreve stated that there are 1,500 people that live outside the service area and that is fine, customers can live outside the service area, but have you identified those individuals, getting picked up at home or outside of service area?

Mr. Torales indicated about 500 of those outside the service area have taken a trip in the last 6 months.

Ms. Rooney added that she had never thought about it like Giovanna, but you could be ADA eligible, but not live in the service area so in that event you would have to get to the nearest bus stop ¾ mile away to catch an Access vehicle.

Mr. Torales added yes you could live in the county, but live outside our service area.

Ms. Engel asked what is the process now if the operator changes its route?

Mr. Torales responded usually they get updates from Metro and then after they give customers a certain time frame because they are no longer in the service area and they need to find other transportation options.

Ms. Rooney additionally asked is this for all routes not just Metro?

Ms. Rooney suggested that the staff report should have more analysis.

Ms. Gogreve said that more analysis would be appropriate and make available to the committee what Access is going to distribute to the political offices.

### FREE FARE POLICY FOR NON L.A. COUNTY RESIDENTS

Mr. Torales presented the issue on Access staff's plan to change our Free Fare Policy to state that only Access customers who reside in Los Angeles County will be eligible for the Free Fare Program.

The Free Fare Program is a program that promotes alternative modes of transportation to our customers. Customers get a free trip; it enhances their travel options, and improves accessibility. The program saves the region money. Access pays, nothing or a fraction of the fare, to the Free Fare Partner that provided the trip. For example, we don't reimburse Metro anything for our trips. On the higher end, we reimburse Metrolink \$7.50 for every trip they perform for an Access customer.

Metrolink extends beyond Access' service area and a growing trend of customers living outside the County use Metrolink as part of the Free Fare Program. At \$7.50 a trip, and Access reimbursing over \$2.5 million last year, Access proposes that only customers living in L.A. County can use Free Fare.

Steps to amend Agency Policy:

- Update Access Rider's Guide;
- Conduct outreach to potential customers affected by the policy change;
- Inform San Bernardino, Orange and Kern County stakeholders of the change.
- Modify existing and future issued Access TAP cards to prevent enabling Free Fare functionality for non Los Angeles County residents

Ms. Rooney asked how do we have 465 people who are not LA County residents?

Mr. Maloney responded 1,500 or more customers are living outside of the service boundaries and according to the ADA you do not have to be a County resident to be Access eligible.

Mr. Gogreve noted that these other counties don't have free fare

Mr. Maloney stated that the intention of the free fare was made for LA County residents, but before the initiation of the TAP card we could not tell customer's trip problems.

Ms. Rooney asked if anyone was checking where customer's residency status was?

Ms. Engel additionally asked if in San Bernardino riders could use the Metrolink card into L.A. County or do they have to be an L.A. County resident.

Ms. Rooney stated that she is assuming that Access Services has tried to resolve the issue with Metrolink?

Mr. Maloney responded that originally he wanted Metrolink to check identification and cards, but they would not do that. Metrolink performs random checks.

### **ADJOURNMENT**

Motion: Mr. Wassell made a motion to adjourn.

Meeting was adjourned at 10:49 a.m.

MARCH 14, 2013

TO: TPAC

FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR

RE: OUT OF SERVICE AREA TRIPS

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**ISSUE:**

For years, Access has performed trips outside the ADA-mandated service area ( $\frac{3}{4}$  mile from local bus and rail routes). Advances in software allow Access to definitively outline the ADA-mandated service area. Additionally, resources such as go511.com, establishes a system of transparency, allowing Access customers and stakeholders to look up whether their location is inside the Access service area.

**RECOMMENDATION:**

Strictly enforce the Access service area to pick-up and drop-off locations that are within  $\frac{3}{4}$  of a mile from Los Angeles County local bus and rail stations.

**TIMELINE:**

|                |                              |
|----------------|------------------------------|
| Nov / Dec 2012 | Political Outreach           |
| January 2013   | Customer Outreach            |
| January 2013   | Go 511                       |
| April 1, 2013  | Service Area Map Enforcement |

MARCH 14, 2013

TO: TPAC

FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR

RE: FREE FARE CUSTOMERS OUTSIDE LOS ANGELES COUNTY

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**ISSUE:**

Access customers living primarily in San Bernardino, Orange, and Kern Counties are using the Free Fare Program (i.e. Metrolink) outside of Los Angeles County at a significant cost to Access and Los Angeles County taxpayers. The Free Fare Program is a premium service intended to promote fixed-route alternatives for customers to use in Los Angeles County.

**RECOMMENDATION:**

Amend Agency policy to state that only Access customers who reside in Los Angeles County are eligible for the Free Fare Program.

If approved by the Board, staff will:

- Update Access Rider's Guide;
- Conduct outreach to potential customers affected by the policy change;
- Inform San Bernardino, Orange and Kern County stakeholders of change.
- Modify existing and future issued Access TAP cards to prevent enabling Free Fare functionality for non Los Angeles County residents

**IMPACT ON BUDGET:**

In FY 11/12, Access reimbursed Metrolink \$2,548,051 for an estimated 339,740 Free Fare Metrolink trips. It is estimated that Access could save up to

\$900,000 annually by allowing only Access customers who reside in Los Angeles County to use the Fare Program.

Residing outside Los Angeles County will not affect a customer's eligibility for regular ADA-Paratransit service as required by the ADA law.

### **ALTERNATIVES CONSIDERED:**

No alternatives were considered.

### **BACKGROUND**

In 2000, Access established the Free Fare Program to encourage Access customers to use regular, accessible bus or rail service when appropriate. The Free Fare Program allows Access customers to ride most Los Angeles County local buses and trains for free using the Access Rider ID card. In turn, Access reimburses most free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency.

Since July 2012, 465 customers who live outside Los Angeles County have used the Access Rider ID Card's TAP feature to ride the Free Fare Program. These numbers were gathered from Free Fare Partners who participate in the TAP program (e.g. Metro and Foothill) but not Metrolink. Staff estimates that about 90 percent of these customers used Metrolink from outside Los Angeles County to then transfer to TAP-enabled Free Fare Partners. Assuming these customers ride Metrolink about 12 days a month, Access would reimburse Metrolink at \$7.50 per trip, or about \$75,000 monthly, or \$900,000 annually.

In FY 11/12, Access reimbursed Metrolink \$2,548,051 for an estimated 339,740 Free Fare Metrolink trips

The Free Fare Program is a premium service, and therefore not subject to the service criteria for ADA complementary paratransit (i.e., service area, response time, fares, trip purpose, hours and days, and capacity constraints).

