# AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, March 12, 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](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, JANUARY 15, 2015

CALL TO ORDER

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

INTRODUCTIONS

TPAC members and alternates in attendance: Ashley Koger, David Feinberg, Diane Amaya, Gracie Davis, Jess Segovia, Kathryn Engel, Linda Evans, Sebastian Hernandez.

TPAC Members absent: Evelyn Galindo, Jesse Valdez, Jose Medrano, Kevin McDonald, Shirley Hsiao.

Guest: Nadar Raydan, MV; Mike Culver, Mobility Management, Giovanna Gogreve, Metro.


CHAIRPERSON’S REPORT
No Chairpersons report at this time.

Approve December 11, 2014 Meeting Minutes
Motion: Chairperson Evans requested a motion to approve the December 11, 2014 minutes.
First: Ms. Davis
Second: Ms. Koger
Vote: The minutes will be approved with any necessary changes.

GENERAL PUBLIC COMMENT
No General Public Comment heard at this time.

REPORT FROM BOARD OF DIRECTORS
No report was given at this time.
TPAC SUBCOMMITTEE RECOMMENDATIONS ON ORIGIN-TO-DESTINATION SERVICE MODEL

TPAC formed a special subcommittee to assist staff in developing the Origin to Destination Policy. As a result of this effort, staff reached out to over 15 different agencies to gather information. Based on the research, the subcommittee members recommended San Diego’s MTS origin to destination policy as a foundation for Access to develop its own policy.

The subcommittee’s recommendations are as follows:

1. Primary Service:
   a. Access is a curb-to-curb service offering origin-to-destination service option for customers who request it.

2. When origin-to-destination request is made:
   a. At the time of reservation;
   b. Request not made at reservations, will be accommodated as best as possible
   c. No eligibility component at this time

3. Driver and Vehicle Requirements
   a. Driver must maintain visual sight of vehicle at all times
   b. Driver cannot exceed 60 or 100 ft. from vehicle
   c. Drivers will remain on ground level / 1st floor of building; driver may walk up a few steps, such as a porch, to assist passenger (as deemed safe by Driver)
   d. Driver requires a safe and accessible path of travel
   e. Driver will not enter any private residences

4. Assisting passengers
   a. Drivers will assist with packages as long as meeting current Access package policy
   b. Drivers will assist manual wheelchairs beyond the curb, if requested, if safe an accessible path of travel

5. Changing origin-to-destination to curb-to-curb, due to unforeseen factors
   a. Unsafe parking, or unsafe, inaccessible path beyond the curb
   b. Driver will assist the customer to the point where the path is no longer accessible or safe.
c. Driver cannot maintain visual contact with vehicle

d. Driver must always contact dispatch before making change to service

Further discussion amongst committee members continued regarding different characteristics and elements of Origin to Destination Service and implementation challenges.

FTA TRIENNIAL FINDING ACTION PLAN – ORIGIN TO DESTINATION

Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs presented a timeline for service implementation and the major milestones that Access will report to the Federal Transit Administration. Mr. Colaiace went on to share that once the service policy is established, HDR Engineering will work on developing short and long term cost projections, for beyond the curb service.

FTA TRIENNIAL FINDING ACTION PLAN – ACCESS FARES

Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs presented an overview of the Federal Transit Administration’s finding with respect to Fares. 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. Access has reviewed the finding and is proposing the following fare policy action plan:

- Analyze and propose a dynamic fare system that will meet FTA requirements and be fare revenue neutral. A final recommendation for the proposed dynamic fare system, including cost estimates and a timeline for implementation, should be brought back to the Board at its May 2015 meeting.

- Implement a comprehensive outreach plan (milestones attached) to inform stakeholders and solicit feedback about a proposed dynamic fare system.

- Concurrently, implement a plan to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan. At a minimum, authorize staff to petition the United States Department of Transportation for a rulemaking that would amend applicable regulations to allow coordinated paratransit systems like Access to have a coordinated fare.

Committee Members expressed various concerns about the anticipated fare changes.
ACCESS NO SHOW POLICY

Jack Garate, Operations Administrator presented the revised No Show/Cancellation Policy. Mr. Garate reported that the proposed changes were presented at Community Meetings and has been received fairly well from Access riders. Access is in the process of sending the proposed revisions to FTA for their review and input. This item will go before the board in February and upon approval, the revisions will be implemented effective March 2015. The committee expressed concern about the short amount of time invested in public outreach before implementation. After a brief discussion it was collectively agreed to implement an effective date of April 2015.

New Business Subsequent to the Posting of the Agenda

Ms. Diane Amaya requested updates regarding the integration of Metro Logo on Access Vehicles. Mr. Colaiace responded that the item has been tabled for further discussion.

ADJOURNMENT

Motion: Chairperson Evans requested a motion to adjourn.
First: Mr. Feinberg
Second: Ms. Davis
Vote: Meeting was adjourned at 10:49 a.m.
MARCH 12, 2015

TO: TPAC

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR
       ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING
       AND GOVERNMENTAL AFFAIRS

RE: DRAFT ORIGIN TO DESTINATION POLICY

ISSUE:

On February 23, 2015, the Board authorized staff to present the draft Origin to Destination policy to the Community Advisory Committee (CAC), Transportation Professionals Advisory Committee (TPAC), and various community and transportation committees for input and discussion. The draft policy will also be presented at a public hearing on March 9. A final proposal will be brought to the Board in March and then to the Members at the Access Membership meeting in April.

RECOMMENDATION:

Staff is requesting Access’ advisory committees to consider and approve the draft Origin to Destination Policy effective July 1, 2015.

BACKGROUND:

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 2013 and 2014 Triennial Review cycles and, in the case of Access, the 2013 State Management Review cycle, the FTA found that Access did not provide “Origin to Destination” service to its customers. While Access has always operated a curb-to-curb, paratransit system and its FTA approved paratransit plan provides for that form of service, the FTA now maintains that service must be provided beyond the curb for passengers whose disabilities may require such assistance in order to reach their destination or leave their point of origin.

Currently, Access Services and 10 Access Services member agencies (Gardena Bus Lines, Long Beach Transit, Beach Cities Transit, Torrance Transit, Santa Monica’s Big Blue Bus, Antelope Valley Transit Authority, Santa Clarita Transit, Culver City Bus, Foothill Transit, and Metro) have received a FTA finding that Access is not providing Origin to Destination service.
Given this, it has been necessary for the region to once again have a dialogue regarding curb-to-curb versus origin-to-destination and then follow a public participation process. The last time the region discussed significant changes to Access’ service model was in 2002 and 2003 when it was decided to move from a same day service model to a next day service model. At that time, an ad hoc group was created and staff believes it was a constructive way for all the stakeholders to come to an agreement on how to make major changes to the Los Angeles County paratransit system.

Staff has been working with the Origin to Destination Ad Hoc Working Group on developing a policy on Origin to Destination. In January and February, there have been three meetings of the Ad Hoc Working Group. This group, comprised of customers, advocates, contractors and member agency representatives, has had excellent discussions about how this new service should be implemented. Staff has developed the following draft policy and looks forward to receiving additional comment.

**DRAFT ORIGIN-TO-DESTINATION (“Beyond the Curb”) POLICY**

The basic mode of transportation for Access ADA paratransit is curb-to-curb service. Under appropriate circumstances, Access will provide assistance beyond the curb to some customers or at some locations. Access intends to market this service as “Beyond the Curb” service (also known as Origin-to-Destination Service) to differentiate it from the baseline ADA paratransit service.

Although we will provide additional assistance beyond the curb, it is important to remember that Access is not a medical transportation service. If a customer’s medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Assistant accompany the customer. Personal Care Assistants do not have to pay a fare on Access Services.

**Eligibility**

Customers who require Beyond the Curb service regularly, or occasionally, must be found eligible for the service during the eligibility process. For new Access applicants, customers will be evaluated for Beyond the Curb service during the initial eligibility process.

Current customers can apply for Beyond the Curb service by calling Customer Service and requesting an application. The application form will be reviewed by an Access eligibility contractor. On occasion, after submitting the paper application, the customer may be asked to go to the eligibility center to be
evaluated in person for Beyond the Curb service. Current customers will receive a grace period to use Beyond the Curb service while their application is being reviewed and can, during this period, merely request it during the trip reservation process.

Eligibility will be based upon whether or not the rider is, because of their disability, prevented from using the curb-to-curb paratransit system for a ride they wish to take.

**Operations**

Eligible customers can request Beyond the Curb service during reservations. Contractors will make their best effort to accommodate requests not made during reservations (e.g. on the vehicle) by any customer, whether eligible or not eligible. Access cannot fulfill requests that fundamentally alter the nature of the service (e.g. door through door service).

The safety of our customers and our drivers is of primary importance and Access will not provide Beyond the Curb service if the driver feels that it is unsafe. While providing assistance beyond the curb, drivers must maintain visual contact of the vehicle at all times and must be able to park and secure the vehicle safely (e.g. no parking on red curbs, no double parking). This service does not change Access’ current policy related to alleys, driveways, and gated communities.

The driver will **NOT:**

- Leave the vehicle beyond 60 feet;
- Enter any doors or gates;
- Assist with packages that exceed our current package policy;
- Assist beyond the ground level of any building or apartment;
- Enter any private residence or buildings.

In order to continue to provide efficient service to all of our customers, Access asks that customers continue to meet the driver outside of their residence or building. Per current policy, the driver will dwell for no more than five (5) minutes once arriving at a pick-up or drop-off location.
MARCH 12, 2015

TO: TPAC

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENT AFFAIRS

RE: SUPPORT FOR PETITION FOR RULEMAKING: COORDINATED 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, 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.

At its January 2015 Board meeting, the Access Services Board of Directors authorized staff to:

- Analyze and propose a dynamic fare system that will meet FTA requirements. A final recommendation for the proposed dynamic fare system, including cost estimates and a timeline for implementation, should be brought back to the Board at its May 2015 meeting.
- Implement a comprehensive outreach plan to inform stakeholders and solicit feedback about a proposed dynamic fare system.
- Concurrently, implement a plan to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan. At a minimum, authorize staff to petition the United States Department of Transportation for a rulemaking that would amend applicable regulations to allow coordinated paratransit systems like Access to have a coordinated fare.

RECOMMENDATION:

As Access moves forward with a dynamic fare policy, staff concurrently is requesting TPAC, CAC, and stakeholder support to petition the United States Department of Transportation for a rulemaking that would amend applicable regulations to allow coordinated paratransit systems like Access to have a coordinated fare.
Attached is a sample letter of support for TPAC’s review and consideration.

March 2, 2015

Secretary Anthony Foxx
US Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Subject: Support for Access Services’ Petition for Rulemaking

Dear Secretary Foxx:

On behalf of the Access Services Transportation Professionals Advisory Committee (TPAC), I am writing in support of Access Services’ Petition for Rulemaking that asks for an amendment to the Department of Transportation’s regulations concerning the calculation of Americans with Disabilities Act (ADA) complementary paratransit fares. The Access Transportation Professionals Advisory Committee is an advisory panel comprised of transportation professionals from a variety of transportation agencies and social service organizations in Los Angeles County.

Access uses a simple, two-tier coordinated fare that has been in existence for nearly twenty years. It was implemented after consultation with the disability community and a number of advocacy groups because it is fair and easy for our customers to understand. TPAC is very concerned that any new fare system will be significantly more complex and lead to confusion amongst our clients. We are also concerned that a new fare system could lead to higher fares for certain clients, many of whom live on fixed-incomes.

The Americans with Disabilities Act has been a blessing for people with disabilities in America and the Department and the Federal Transit Administration deserve a lot of credit for ensuring that transit agencies comply with the regulations. However, in this instance, we would urge the Department to amend the regulations to allow Access’ coordinated fare to continue as it has for the last two decades.

Thank you for your attention to this matter.

Sincerely,