AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, May 9, 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.

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<td>Call to Order</td>
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<td>Chairperson's Report</td>
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<td>Approve March 14, 2013 Meeting Minutes</td>
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<td>10. Free Fare Program Review</td>
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<td>11. Proposed Volunteer Driver Program-Status Update</td>
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<td>14</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
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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://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 agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY, March 14, 2013

CALL TO ORDER
Chairperson Wayne Wassell called the meeting to order at 9:42 a.m.

INTRODUCTIONS
TPAC members and alternates in attendance: Wayne Wassell, Diane Amaya, Ian DAley, Gracie Davis, Linda Evans, Valerie Gibson, Lashawn King Gillespie, Giovanna Gogreve, Shirley Hsiao, Jesse Valdez and Darren Uhl.

TPAC Members absent: Jose Barrios, Ernie Crespo, Kathryn Engel, Evelyn Galindo, Silvia Baghdanian, Kevin McDonald and Jose L. Medrano.


CHAIRPERSON’S REPORT
No Chairpersons report at this time.

Approve October 11, 2012 & December 13, 2012 Meeting Minutes
Minutes were approved by a quorum of TPAC members.

STAFF REPORT
Mr. Avancena reported the following:
• The Access 18th Annual Membership meeting will take place on Wednesday, March 27, 2013 at the California Endowment Center. The Annual meeting will discuss Access technology initiatives, presentations, demand projections and the Access Services budget.

• The superior service award is an award that the General Managers for all regions nominate someone from their agency who provides excellent service. In months that a board meeting does not take place we introduce the award recipient at TPAC and/or CAC. The winner was Laura Garcia from Global Paratransit, for the Month of November 2012.
GENERAL PUBLIC COMMENT
No General Public Comment heard at this time.

REPORT FROM BOARD OF DIRECTORS
No report was given at this time.

Access to Work Program Update
Mr. Haack reported the following:

The Access to Work program is a program in which Access customers can use Access to travel to and from employment or Job Training with trips planned so they will get to work on time. Access to Work trips are designed around the customer’s work schedule and trips from home to work are designed to get a customer to work before they start their shift. Additionally, the fare for Access to work trips is $2.00 for each one way trip. Access to Work is similar to Access’ existing standing order service. A main feature of the program is that customer trips are designed to get the customer to their job site on time. There is a 95% on-time arrival performance standard for the program. The service provides transportation to work and work-related services for qualified low income Access riders in Los Angeles County.

To apply, customers call Access customer service number and ask for further information about the program. Customers who are interested in the program will be transferred to the program department to help with the application process.

The department will determine a customer’s eligibility. The program is funded through a separate JARC (Job Access and Reverse Commute) grant that is designed to help individuals who have a disability and have low income earnings. It is recommended that all applicants complete and send in their Access to Work application, even if their earnings are too high as the Access to Work division may be able to get waivers from the funding agency.

Eric Haack gave a presentation on program highlights. Ms. Davis asked how do you verify income for the Access to Work applications?
Mr. Haack responded it is a self-certified honor system.

Ms. Gibson asked if Access was going to be marketing the Access to Work program on the website?

Mr. Haack responded at this point it has not been discussed, there has been a large amount of inquiries by word of mouth and there does not seem to be a need for marketing on the website at this time.

Members asked how many staff are funded by the Access to Work program?

Mr. Avancena responded we did not put in additional funding for staffing service.

Ms. Gogreve asked regarding the use of the vans for peak hours 1 or 2 Access to Work trips in a 24 hour period, is it possible after those peak hours it can go into service for regular service?

Mr. Haack answered the vans can enter regular service after Access to Work trips are completed.

Ms. Gogreve asked what is the rate of people who stop using the program?

Mr. Haack it is unknown, usually people stop using the program because they stopped working

Chair Wassell asked how do you divide up vehicles per provider?

Mr. Haack responded van distribution was based on how many “work” standing orders each region had. The Southern region had the most standing orders and received the most vans.

Chair Wassell asked if the service is subject to out of service area limitations.
Mr. Haack responded yes, Access to Work trips cannot leave Access’ service area.
Demand Budget Forecasting

Mr. Avancena provided a presentation on demand projections and budget forecasting. Access Services develops its annual budget in cooperation with an economics analyst firm (HDR) by using a variety of internal factors (late trips, complaints, etc.) and external factors (unemployment rate, fuel process, etc.). HDR has done an accurate job of predicting the agency's demand forecast.

During the presentation, Mr. Avancena also discussed the fleet replacement schedule. Due to budgetary issues, staff deferred the purchase of replacement vehicles. 62 vehicles were being deferred to the later part of fiscal year 2013-2014. Since 2006 staff has deferred vehicles twice, the last time was in 2010.

Demand projections for the out years illustrated that costs will increase year over year. It is important for all stakeholders to understand this reality and what the challenges are because it is a countywide issue.

Ms. Gogreve asked where do the 50 vehicles from the Access to Work program fit in?

Mr. Avancena responded they are not factored in as these vehicles are specific to the program.

Ms. Amaya asked what happens after a vehicle reaches 100,000 miles?

Mr. Avancena stated that the contractors are doing a good job maintaining the vehicles. Vehicles are able to run past 200K miles in most cases.

Ms. Hsaio asked with the increase in vehicle technology, has there been innovation in energy saving?

Mr. Avancena responded that the next round of vehicles proposed for purchase are 100% CNG (Compressed Natural gas).

Ms. Gogreve asked is there a longer life to the MV1’s?
Mr. Avancena stated the MV1’s have the same engine, fueled by a different fuel, the cost of fuel is cheaper, maintenance is the same.

New Business Subsequent to the Posting of the Agenda
Mr. Uhl asked for an update on how the Volunteer Driver Program is progressing.

Ms. Gogreve requested an update on Access’ Free Fare Program.

ADJOURNMENT

Motion: Mr. Wassell made a motion to adjourn.

Meeting was adjourned at 11:22 a.m.
MAY 9, 2013

TO: TPAC and CAC

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: SOCIAL SERVICE TRANSPORTATION INVENTORY AND SURVEY (SSTI) and FOCUS GROUPS

BACKGROUND:

The state requires Consolidated Transportation Service Agencies (Access functions as the CTSA for L.A. County) to conduct a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents.

In addition to the state mandate, FTA regulations require that an assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes be conducted, including available services that identify current transportation providers (public, private, and non-profit).

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.

The firm Nelson/Nygaard Consulting Associates has been retained to conduct the SSTI survey. Additionally, Nelson/Nygaard in conjunction with Arrellano and Associates will also be conducting focus groups with various stakeholders and other interested parties. The focus groups are meant to get feedback from social service and specialized transportation providers on
issues related to transportation funding, coordination (or lack thereof), limited service and un-met needs.

RECOMMENDATION:

Review and provide comment on the attached SSTI draft survey by Friday, May 17th. Staff also request TPAC and CAC to identify potential stakeholder groups within their respective agencies to help Access facilitate the regional focus groups.

Draft survey attached below.
**SOCIAL SERVICES TRANSPORTATION SURVEY**

Please return this postage-paid survey as soon as possible.

### AGENCY INFORMATION

1. **Agency Name:**
2. **Contact Person/Title:** Title: 
   
   First: ___________  Last: ___________
3. **Mailing Address:**
   
   City: ___________  County: ___________  Zip: ___________
4. **Contact Info:**
   
   a. Telephone: ___________
   b. TDD: ___________
   c. FAX: ___________
   d. E-mail address: ___________
5. **Your organization is (check only one):**
   
   [ ] Private for profit  [ ] Public
   [ ] Private non-profit  [ ] Other ________
6. **Does your agency provide or arrange for transportation services?**
   
   [ ] Yes (please go to question #11)  [ ] No (please give reason and return survey as is)
   
   Reason: ___________

### TRANSPORTATION SERVICES

7. **Describe your agency’s transportation services.**

8a. **Does your agency: provide or arrange for 35 or more one-way client/customer trips per day?**
   
   [ ] Yes  [ ] No

8b. **Does your agency have an annual transportation budget of $100,000 or greater?**
   
   [ ] Yes  [ ] No

   (If yes to either, please go to question #9. If no to both, please return survey as is.)

9. **How does your agency provide transportation?**

   [ ] Directly
   [ ] Pay another organization/company for transportation services (vehicles and/or drivers)
   
   Organization name: ___________
   
   [ ] Fixing (without purchasing or paying) transportation services with another agency
   
   Agency name: ___________

   [ ] Provide transportation for other agencies
   
   Names of agencies: ___________

   [ ] Provide taxi/rental car vouchers to clientele

   [ ] Provide transportation services by volunteers with privately owned vehicles

   [ ] Other (please specify): ___________

10. **Are there any eligibility requirements to receive your transportation services?**

   [ ] Yes  [ ] No (Please go to question #11)

   If yes, please check all that apply:
   
   [ ] Income level  [ ] Residency
   [ ] ADA eligibility  [ ] Agency member or program participant
   [ ] Medical reason  [ ] Other disability or type of disability
   [ ] Age (please specify eligibility range): ___________

   [ ] Other: ___________

11. **Does your agency charge a fare for any of its transportation services?**

   [ ] Yes  [ ] No

12. **Your primary geographical area of service is (check only one):**

   [ ] Within a single city in LA County only
   [ ] Two or more cities but not county-wide
   [ ] County-wide
   [ ] Two or more counties

   What city(ies) or county(ies) do you serve? ___________

13. **What types of trips do you provide service for? (Check all that apply.)**

   [ ] Dialysis  [ ] Social/recreational/personal
   [ ] Adult day health care  [ ] Meals/nutrition
   [ ] Other health/medical  [ ] All trips (no restrictions)
   [ ] Work  [ ] Other (please specify):

   [ ] Education or training

14. **Who uses your transportation program? (Check all that apply and estimate the percent of trips provided to each group – may add to more than 100%)**

   [ ] General public: _____%  [ ] ADA eligible: _____%
   [ ] Low income: _____%  [ ] Physically disabled: _____%
   [ ] Senior citizen: _____%  [ ] Mentally/developmentally disabled: _____%

   [ ] Other (please specify): ___________

   What percent of trips are taken by wheelchair users? _____%

15. **What is the average total number of persons (unduplicated) receiving transportation services each month?**

16. **How many one-way trips do you provide each month (count each roundtrip as two one-way trips)?**

17. **Assuming that you have sufficient budget, how much do you expect the number of trips you provide to increase over the next five years?**

### DRIVER/VEHICLE INFORMATION

18. **For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?**

   [ ] Full-time paid  [ ] Part-time paid  [ ] Volunteer

19a. **Do the drivers receive any specialized training?**

   [ ] Yes  [ ] No

19b. **If you answered “Yes,” please check all that apply:**

   [ ] First aid/CPR  [ ] Sensitivity/cultural diversity/disability awareness
   [ ] Passenger assistance techniques  [ ] Defensive driving

   [ ] Other (please specify): ___________

20. **Approximately how many total miles per month do vehicles travel in providing your transportation service?**

   Total miles per month: ___________

21. **Provide details on your vehicle fleet inventory:**

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<tr>
<th>Publicly Owned</th>
<th>Privately Owned</th>
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<tbody>
<tr>
<td>Total # of Vehicles: ___________</td>
<td>Total # of Vehicles: ___________</td>
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<tr>
<td># of Buses: ___________</td>
<td># of Buses: ___________</td>
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<tr>
<td># of Vans: ___________</td>
<td># of Vans: ___________</td>
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<tr>
<td># of Autos: ___________</td>
<td># of Autos: ___________</td>
</tr>
<tr>
<td>Lift or Ramp Equipped: ___________</td>
<td>Lift or Ramp Equipped: ___________</td>
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(Over)
BUDGET AND STAFFING INFORMATION

22. How many people are involved in managing your agency’s transportation services:
   Full-time paid ____
   Part-time paid ____
   Volunteer ____

23a. What fund sources contributed to your transportation budget for fiscal year 2011-12 (or most recent year for which figures/estimates are available)? Please state the amount received from each:
   Passenger fares ________
   Federal ________
   State ________
   Local ________
   Other sources ________

23b. TOTAL annual transportation budget ________________

24. Please estimate your fiscal year 2011-12 (or most recent year for which figures/estimates are available) transportation expenditures for the following categories:
   a. Operating costs (driver/ dispatcher wages, fuel and oil, tires, driver training, vehicle and employee insurance, maintenance, etc.)
      Amount ________
   b. Capital costs (purchase price of new or used vehicles, local match amount for vehicle purchases, cost for purchase of maintenance, storage or office facility, etc.)
      Amount ________
   c. Administrative costs (administrator, manager, secretary, and bookkeeper salaries, office material, and supplies, telephone, office rental, office equipment and rental, etc.)
      Amount ________

FOR AGENCIES PROVIDING ADA PARATRANSMIT

25. Please provide the following for your ADA paratransit service:

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<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13*</th>
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<tr>
<td>Revenue miles</td>
<td>Revenue hours</td>
<td>Tips</td>
</tr>
<tr>
<td>Operating costs</td>
<td>Projected</td>
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26. May your agency’s information be listed in a report or guidebook for paratransit services?
   - Yes [ ]
   - No [ ]
   - Yes, except for the following:

Thank you for your participation!

No envelope or postage is required to return. Just fold survey and tape where marked.

Please fold carefully on dotted lines. USPS will not accept letter if barcode is not on edge of fold!
APRIL 18, 2013

TO: TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC)
FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR
RE: RANCHO SHUTTLE SERVICE EVALUATION

ISSUE:
The Access Rancho Shuttle was a pilot program started in 2007. The original goal of the shuttle was to provide same day trips to and from Rancho Los Amigos, one of the largest trip generators, to local Metro Rail lines. The combination of paratransit and fixed route would offer patients same day flexibility on their trips to and from Rancho Los Amigos. To this date, the shuttle has not sufficiently performed the original goal of the project, and currently, serves a limited number of customers in the immediate area at a cost higher than projected. Only 4 percent of all Rancho Shuttle trips are to and from the Blue / Green Line Station.

RECOMMENDATION:
Eliminate the Access Rancho Shuttle contract.

IMPACT ON BUDGET:
The minimum estimated monthly savings are $2,513, or a yearly savings of $30,158. This estimate assumes that the average 174 monthly trips performed on the Rancho Shuttle, would now be performed on regular next-day service.

ALTERNATIVES CONSIDERED:
No alternatives were considered.
BACKGROUND

Current Service Levels (FY13: July 2012–Feb 2013)

- Average Monthly Trips: 174
- Hourly Cost: $32.52
- Average Monthly Cost: $6,869
- Average Cost per Trip: $39.42
- Trips per Contract Rev Hour: 0.8
- Average Contract Rev Miles: 660
- Average Monthly Trips to Metro Blue/ Green Line Station: 6.8

Description of Service in 2011 Southern Region RFP:

Service to and from the Rancho Los Amigos Rehabilitation Center in Downey has been identified as a demographic that may be able to be better served through a combination of fixed route and paratransit service. Proposers are requested to submit pricing for dedicated shuttle transportation servicing the Rancho Los Amigos Rehabilitation Center. This service would likely provide service within an approximate 5 square mile area surrounding the Rancho Los Amigos facility. At a minimum, service would provide connections to the Blue/Green Lines as well as to METRO local fixed routes. This service would be provided same-day on a free-fare basis to Access eligible riders Monday through Friday from 7am to 5pm with one-hour advance notice and no holiday service. Riders would phone the provider to request the service. This proposed service is demonstration service and, as such, is subject to significant modification and/or elimination. Proposers should base their pricing upon the service parameters outlined below.

Description of Service Parameters in 2011 Southern Region RFP:

a) Vehicles: 1 vehicle; Vehicles to be provided by Access.

b) Estimated Annual Vehicle Service Hours: 2,500 per year

c) Estimated Service Days/Hours: Monday through Friday (excl. holidays) 7:00 a.m. – 5:00p.m.

d) Estimated Annual Vehicle Service Miles: 11,000