

access

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.

Time	Item	Item Description	Disposition	Pages
	1.	Call to Order	Action	
	2.	Introductions		
	3.	Chairperson's Report		
	4.	Approve March 14, 2013 Meeting Minutes	Action	3-7
10	5.	Staff Report	Information	
05	6.	General Public Comment	Information	

05	7.	Report from Board of Directors	Information	
10	8.	Preliminary 2014 Budget Overview	Information	
15	9.	Social Service Transportation Survey and Focus Groups	Information	8-11
20	10.	Free Fare Program Review	Presentation	
20	11.	Proposed Volunteer Driver Program- Status Update	Presentation	
10	12.	Rancho Los Amigos Shuttle-Service Evaluation	Information	12-13
05	13.	2013 Access Rodeo	Information	
	14.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	15.	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://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, 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 Dailey, 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.

Guest: David Howie-Jones, CARE Evaluators, Nader Raydan, MV Transportation, Juan Jimenez, Global Paratransit

Access staff in attendance: Matthew Avancena, Eric Haack, Steve Chang, Elisa Diaz, Jack Garate, Alfredo Torales and Lora Verarde.

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.



SSTI Survey

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 #7)
 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 25 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: _____
 Sharing (without purchasing or paying) transportation services with another agency
Agency name: _____
 Provide transportation for other agencies
Names of agencies: _____
 Provide transit tickets or passes to clientele
 Provide taxi scrip/van 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 eligible 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 citizens _____%
 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)?
a. Full-time paid _____ b. Part-time paid _____ c. 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. Please provide details on your vehicle fleet inventory:

Publicly Owned	Privately Owned
Total # of Vehicles: _____	Total # of Vehicles: _____
# of Buses: _____	# of Buses: _____
# of Vans: _____	# of Vans: _____
# of Autos: _____	# of Autos: _____
# Lift or Ramp Equipped: _____	# Lift or Ramp Equipped: _____

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 estimate the amount received from each.

	Amount
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 PARATRANSIT

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

	FY 10-11	FY 11-12	FY 12-13*
Revenue miles			
Revenue hours			
Trips			
Operating costs			

*Projected

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!

RETURN ADDRESS - Please Print Clearly



NO POSTAGE
 NECESSARY IF
 MAILED IN THE
 UNITED STATES



BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. ### EL MONTE, CA
 POSTAGE WILL BE PAID BY ADDRESSEE

ACCESS SERVICES
 ATTN: ERIC HAACK
 3449 SANTA ANITA AVENUE
 EL MONTE, CA 91731

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