AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC)
MEETING

Thursday, September 10, 2015
9:30 a.m. – 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd Floor Council Chambers 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. 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.
CALL TO ORDER

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

INTRODUCTIONS

TPAC members and alternates in attendance: David Feinberg (Santa Monica’s Big Blue Bus), Diane Amaya (Beach Cities Transit), James Lee (Torrance Transit), Giovanna Grogreve (METRO), Jesse Valdez (Eastern Los Angeles Regional Center), Francis Jacobs (Eastern Los Angeles Regional Center), Kathryn Engel (Glendale), LaShawn Gillespie (Foothill Transit), Linda Evans (LADOT) and Sebastian Hernandez (Pasadena).

TPAC Members absent: Dana Pynn (Long Beach Transit), Evelyn Galindo (South Central Los Angeles Regional Center), Gracie Davis (OCTA) and Jose Medrano (Montebello Bus Lines).

Guests: Chrystene Terry (C.A.R.E) & Monica Harris-Green (Independence at Home)


APPROVE MAY 14, 2015 MEETING MINUTES

Motion: Chairperson Evans entertained a motion to approve the May 14, 2015 minutes as printed.
First: Diane Amaya made a motion to approve the minutes
Second: David Feinberg
Vote: Members were in favor to approve the minutes as printed

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

OFFICER NOMINATIONS SUBCOMMITTEE

Matthew Avancena, Manager of Planning and Coordination, notified the members of the upcoming TPAC Officer Elections. The current officer terms are ending and in accordance with TPAC Bylaws, it is necessary for TPAC to establish an officer
nominations subcommittee. The nominations subcommittee will accept interest from TPAC members should a member chose to run for an officer position.

Discussion ensued among TPAC members and Linda Evans and Kathryn Engel encouraged members to consider running for a position. Diane Amaya and Giovanna Gogreve volunteered to be on the subcommittee. Matthew Avancena asked Diane and Giovanna to reach out to Gracie if she would be interested in serving on the subcommittee.

**PROPOSED REGIONAL FARE**

Alfredo Torales, Special Projects Administrator presented a revised proposal for regional paratransit fares. Mr. Torales detailed the outreach conducted by Access staff along with concurrent legislative and regulatory change that Access is seeking. He also identified how Access, through community outreach and input, arrived at the proposed regional fare change, where Access is seeking support and approval of the following fare bands: $0.00, $0.50, $1.00, $2.00, $3.00, $4.00 (cap).

Alfredo also presented a revised timeline with the new start date to take effect January 2016. The revised timeline was requested to allow Access to work with contractors to implement software changes to accommodate the complexity involved in identifying the variable ADA fares. TPAC members engaged in a healthy discussion and voted on the presented item.

Motion: Chairperson Evans requested a motion for the committee to approve staff recommendation as presented.
First: James Lee
Second: Diane Amaya
Vote: The motion passes as presented with one vote against the presented proposal.
**DRAFT SRTP- SHORT RANGE TRANSPORTATION PLAN**

Eric Haack, Strategic Planner provided the committee an update regarding Access’ Short Range Transportation Plan. Key elements of the draft plan address agency challenges and forthcoming solutions. The five-year Short Range Transportation Plan, also known as the Strategic Plan, will serve as a tool to address projected trip demands and budget challenges in the years ahead.

The draft report was available for public comment during the month of July. The draft plan will be presented to the Board for review and approval.

**CTSA Workshop Schedule FY 15/16**

Sherri Adams, CTSA Analyst, distributed the 2015-2016 Professional Development Workshop brochures. The brochure contains a listing of classes and training opportunities available to the public. Ms. Adams encouraged committee members and attendees to review the classes and to share the information with their respective agencies and/or contractors.

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

Kathryn Engel requested clarification regarding Access’ process in handling rider incidents/emergency situations when handled by city or other agency staff. She specifically asked if Access had a direct-line (phone number) that is available for other agencies to call and speak to an Access contractor. Jack Garate, Project Administrator, responded to the question and informed the committee that he will send the phone numbers with the appropriate contact persons via email.

Matthew announced that the local board nominations subcommittee has elected Valerie Gibson, Pasadena Area Rapid Transit as the local operator representative on the Access Board. Therefore, Ms. Gibson has delegated Sebastian Hernandez as her TPAC replacement.
ADJOURMENT
Motion: Chairperson Evans requested a motion to adjourn
First: Jesse Valdez
Second: Giovanna Gogreve
Vote: Meeting was adjourned at 10:37 a.m.
SEPTEMBER 10, 2015

TO: TPAC

FROM: MATTHEW AVANCENA, MANAGER, PLANNING AND COORDINATION

RE: TPAC OFFICER ELECTIONS FY 2015-2016

ISSUE:

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2015-2016

RECOMMENDATION:

Re-elect Ms. Linda Evans from L.A. Department of Transportation as chairperson and Ms. Gracie Davis from Orange County Transportation Authority (OCTA) as vice-chairperson.

BACKGROUND:

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12 month terms effective September 2015 through October 2016. A nominating subcommittee was formed to receive interest from potential nominees at the June 2015 TPAC meeting. Giovanna Gogreve (Metro) and Diane Amaya (Beach Cities Transit) volunteered to serve on the nomination subcommittee.

Any current TPAC member is eligible to run for an officer position. Staff notified members to contact the nominations subcommittee if they are interested in the officer positions. The only persons who expressed interest were Linda Evans and Gracie Davis.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

**Article 5 - Officers**

Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a **ROLL CALL VOICE VOTE** of the majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual, subject to Board chair ratification.

**Duties of the Chairperson**
The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

**Duties of the Vice Chairperson**

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

**Vacancies of Officer Positions**

A vacancy of an officer position shall exist in the following circumstances:

(a) the resignation or death of an officer;

(b) the removal of an officer by a ROLL CALL VOICE VOTE of the majority of the Committee;

(c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

**Filling Vacancies of Officer Positions**

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative ROLL CALL VOICE VOTE of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.

In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative ROLL CALL VOICE VOTE of members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.

**Article 6 – Subcommittees**

**Officer Nomination Subcommittee**

The Chairperson may establish a two to three member nominating subcommittee at its June meeting to recommend nominees, preferably two or more, for each officer position. In addition to the slate of officers developed by the subcommittee, nominations may be received from the floor. The nominating subcommittee report shall be presented in writing to the members in August prior to the election of officers.
SEPTEMBER 10, 2015

TO: TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS
ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: UPDATE ON REGIONAL PARATRANSLIT FARE ISSUE

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, Access and several member agencies received an FTA finding that Access charges more than twice the fixed-route fare for some paratransit trips. In June, Access received an extension from the FTA and has until January 1, 2016 to come into compliance.

RECOMMENDATION:

Receive and File.

BACKGROUND:

Efforts to Comply with Current Regulations

On August 24, 2015, the Access Services Board of Directors approved a proposed fare structure that would comply with current federal regulations by the FTA’s deadline of January 1, 2016. The fare system would check each paratransit trip request against its fixed-route equivalent, double the fixed route fare, and then round down to a fare of Free, 50 cents, $1, $2, $3 or $4. (For example, a paratransit trip that mirrors Metro’s system would be $3 because Metro’s base fare of $1.75 would be doubled and then rounded down.) The Board also approved a motion that, in the event a legislative or regulatory change is enacted by January 1, 2016 that would allow for the continuance of the current Access fare system, the new fare structure would not be implemented.

The vast majority of public comments opposed changing the current fare structure. Customers felt the proposed fare structure would be more complex and lead to uncertainty about what fare would be charged for a particular trip. Many public comments also opposed increasing the maximum paratransit fare that can be charged from $3.50 (under the current system) to $4.
**Regulatory Change Update**

On August 20, 2015, the U.S. Department of Transportation (DOT) issued a Federal Register Notice seeking public comments on Access’ Petition for Rulemaking, which was submitted in March. Access’ petition asks the Department to revise its regulations to explicitly allow for a “coordinated” paratransit fare structure.

Public comments will be accepted online, by mail, or by fax until September 21, 2015. The docket number for this rulemaking is DOT-OST-2015-0075.

Online:
www.regulations.gov

By US Mail:
Send your comments to:
Docket Management Facility,
U.S. Department of Transportation,
1200 New Jersey Avenue SE., W12-140,
Washington, DC 20590-0001
Please include docket number in letter: DOT-OST-2015-0075
Send two copies by mail

By Fax:
Fax comments to 202-493-2251
Please include docket number in letter: DOT-OST-2015-0075

**Next Steps**

AUGUST 2015
- Staff works with Metro and reservation vendors to integrate Metro Trip Planner.

SEPTEMBER / OCTOBER 2015
- Testing of reservation system with Metro Trip Planner.
- Present amendment to the LA County Coordinated Paratransit Plan to the membership of Access.

NOVEMBER / DECEMBER 2015
- Customer outreach.

JANUARY 2016
- Start date of new fare system.
DEPARTMENT OF TRANSPORTATION
Transportation for Individuals With Disabilities; Service Criteria for Complementary Paratransit Fares

AGENCY: Office of the Secretary (OST), U.S. Department of Transportation (DOT).
ACTION: Notice of petition for rulemaking; request for comments.
SUMMARY: This document seeks public comments on a petition for rulemaking from Access Services concerning the Department’s regulations implementing the Americans with Disabilities Act (ADA) with respect to the method of determining the fare for a trip charged to an ADA paratransit eligible user. The petition asks the Department to revise its regulation to allow for a “coordinated” or two-tier fare structure. The current regulation provides that the fare shall not exceed twice the fare that would be charged to an individual paying full fare for a similar trip on the fixed route system.
DATES: Comments must be received by September 21, 2015.
ADDRESSES: Please submit your comments by only one of the following methods:

- **Online:** Use the Federal eRulemaking portal at [http://www.regulations.gov](http://www.regulations.gov) and follow the instructions for submitting comments.
- **U.S. Mail:** Send your comments to the Docket Management Facility, U.S. Department of Transportation, 1200 New Jersey Avenue SE., W12-140, Washington, DC 20590-0001.
- **Hand Delivery or Courier:** Go to Room W12-140 on the ground floor of the West Building, U.S. Department of Transportation headquarters, 1200 New Jersey Avenue SE., between 9 a.m. and 5 p.m. Eastern-time, Monday through Friday except Federal holidays.
- **Telefax:** Send your comments to 202-493-2251.

*Instructions:* All comments must include the docket number for this rulemaking: DOT-OST-2015-0075.
Submit two copies of your comments if you submit them by mail. For confirmation that DOT received your comments, include a self-addressed, stamped postcard. All comments received will be posted without change to [http://www.regulations.gov](http://www.regulations.gov), including any personal information provided.
Please see the Privacy Act heading under “Supplementary Information,” below, for Privacy Act information pertinent to any submitted comments or materials, and you may review DOT’s complete Privacy Act Statement published in the [Federal Register](http://www.regulations.gov) on April 11, 2000, at 65 FR 19477.
**Docket Access:** For access to background documents and comments received in the rulemaking docket, go to http://www.regulations.gov or to the U.S. Department of Transportation, 1200 New Jersey Avenue, SE., Room W12-140, Washington, DC 20590 between 9:00 a.m. and 5:00 p.m., Monday through Friday except Federal holidays.

**FOR FURTHER INFORMATION CONTACT:**
Jill Laptosky, Attorney-Advisor, Office of General Counsel, U.S. DOT, 1200 New Jersey Ave. SE., Washington, DC 20590, phone: (202) 493-0308, or email, Jill.Laptosky@dot.gov; or Bonnie Graves, Assistant Chief Counsel for Legislation and Regulations, Office of Chief Counsel, Federal Transit Administration, same address, phone: (202) 366-4011, or email, Bonnie.Graves@dot.gov.

**SUPPLEMENTARY INFORMATION:**
On March 4, 2015, the U.S. Department of Transportation (DOT) received a petition for rulemaking from Access Services, the Americans with Disabilities Act (ADA) complementary paratransit provider for 44 fixed route transit providers in Los Angeles County, California. Access Services uses a “coordinated” or two-tier fare structure where it generally charges $2.75 for one-way trips up to 19.9 miles, and $3.50 for one-way trips of 20 miles or more. In some cases, these fares exceed twice the fixed route fare. The DOT’s ADA regulation at 49 CFR 37.131(c) provides that the fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity’s fixed route system. In recent triennial reviews of some fixed route providers in Los Angeles County, the Federal Transit Administration (FTA) has made findings that the ADA paratransit fares exceed twice the fixed route fare. In other words, some paratransit riders are paying more for ADA paratransit fares than they should be under the Department’s existing regulations.

Access Services’ petition for rulemaking has been placed in the docket. Access Services asserts in its petition that its two-tier fare structure is simple for riders to understand and easy for Access Services and its providers to implement. In its petition, Access Services requests that the Department propose amending its ADA regulations to allow for a coordinated fare structure as follows:

**Proposed Amendment to DOT ADA Regulations**

The Access Services proposes the following addition to 49 CFR 37.131(c) on service criteria for complementary paratransit:

- Alternatively, the maximum fare that may be charged by an entity which administers a coordinated paratransit plan for 20 or more fixed route members pursuant to 49 CFR 37.141 and approved pursuant to 49 CFR 37.147 shall be no more than twice the regional average fixed-route fare determined as
The entity may calculate a regional average fixed-route fare by obtaining a statistically-valid, random sample of its recent paratransit trips, calculating the applicable fixed-route fare for those trips and averaging the results. The sample may be subdivided by distance to determine the regional average fixed-route fares for trips of a certain mileage.

The Department’s regulations at 49 CFR 5.11 permit any person to petition the Secretary to amend a rule. It is solely within the discretion of the Secretary to grant or deny such a petition, and the Secretary has not yet decided whether or not to grant or deny the Access Services’ petition. In order to supplement the information provided by Access Services in support of its petition for rulemaking, the Department is requesting public comments on the issue presented in the petition. The Department will use this collective information in the development of the technical review that will serve as the basis for determining whether to grant or deny the petition.

The Department is especially interested in hearing from individuals who use ADA complementary paratransit services in order to better understand how they would be impacted if the Department adopted the Access Services’ language or similar language. Would a more simplified tiered fare system, set by the local transit agencies, be beneficial to individuals with disabilities using public transportation in regions with multiple fixed route providers? Would any tiered system need to be capped at a certain amount (e.g., twice the fare on a comparable fixed route trip)? How many tiers would be unmanageable for individuals with disabilities?

The Department is also interested to hear from ADA complementary paratransit providers throughout the country. How do these paratransit providers, particularly in regions with many fixed-route operators, currently determine fares in order to comply with the Department’s current regulations? What procedures or best practices do they use? What challenges do ADA complementary paratransit providers face in setting fares under the current regulations? How many fixed-route providers do you coordinate with?

Issued in Washington, DC, this 29th day of July 2015, under authority delegated in 49 CFR 1.27(a).

Kathryn B. Thomson,
General Counsel.

[FR Doc. 2015-20467 Filed 8-19-15; 8:45 am]BILLING CODE 4910-9X-P
How to submit comments to the Federal Docket regarding Access’ Petition for Rulemaking on Paratransit Fares

Deadline: Sep 21 2015, at 8:59 PM PT

Online:
1. Go to www.regulations.gov
2. Type in DOT-OST-2015-0075 and click “Search”
3. Find “Petitions for Rulemaking…” and click on “Comment Now!”
4. Enter comments, upload files, enter name, contact information, and click “Continue”
5. Review your information. If correct, click checkbox and “Submit Comment”

By US Mail:
Send your comments to:
Docket Management Facility,
U.S. Department of Transportation,
1200 New Jersey Avenue SE., W12-140,
Washington, DC 20590-0001
Please include docket number in letter: DOT-OST-2015-0075
Send two copies by mail

By Fax:
Fax comments to 202-493-2251
Please include docket number in letter: DOT-OST-2015-0075

For any questions, please contact:
Alfredo Torales
Access Services
Phone: 213-270-6049
E-mail: torales@accessla.org
SEPTEMBER 10, 2015

TO: TPAC

FROM: SUSANNA CADENAS, CUSTOMER CARE SUPERVISOR

RE: COMPLAINTS PROCESS UPDATE

ISSUE:

As part of the Comprehensive Review of Customer Service, McCloud Transportation and Associates team reviewed the complaints process, which included the following key areas:

- Complaint policies and procedures
- Evaluation of Access’ complaints webpage
- Review of Access’ Rider’s Guide (complaints process)
- Analysis of complaint data and statistics
- Revision of complaint-handling policies and procedures
- Peer analysis and review

BACKGROUND:

Key Findings:

1. Many of the processes are manually-driven and have redundancies.
2. Approximately 95% of complaints are received via telephone, which impacts call volume and staff resources.
3. Interactive Voice Response (IVR) technology is not currently used to support the complaint-handling processes.

Peer Review:

1. Both peers use an outsourced contracted model.
2. Standardized letters are automatically generated by the complaints-intake system.
3. Access has significantly more complaint-handling staff compared to peers, who have an average of 1.5 employees compared to Access’.
Actions:

1. Revised Standard Operating Procedures to eliminate duplication and redundancies.

2. Increased automation of the complaints’ intake process.

3. Realigned Customer Care staff to Customer Service for call taking functions (reduction from 5 staff to 2)

4. Pending changes to the next revision of the Access Rider’s Guide.

5. Pending updates to Access Services' website.

6. Evaluating proposals that include the use of additional technology (e.g. IVR and web chat) to support the complaint process.