

Access Services Update

Board of Directors

February 2015



Metro

Access Triennial Review

- **FTA Review of Access completed in early February**
- **Access had same three findings as fixed route systems:**
 - **No Show policy**
 - **Origin to Destination**
 - **Fares**
- **No other findings**
- **Resolving Metro findings will resolve Access**

No Show Policy

- **Access showed proposed policy to FTA and tweaks were suggested**
- **Revised Policy meets FTA requirements and will be presented for approval of the Access Board on February 24.**

Origin to Destination Service

- **At January meeting Access Board approved schedule to implement by July, 2015**
- **Metro working with Access to define service characteristics and operational policies**
- **Public Hearing scheduled for March 9**
- **Budget impact not yet available – experience elsewhere suggests 3% to 5%**

Fares

- **Access Services Board approved proceeding with two options**
 - **Dynamic or Tiered fares**
 - Options not limited to revenue neutral
 - Impact will be less expensive short trips more costly longer trips, but all within Federal limits
 - **Regulatory reform at DOT**
- **Metro IT now working on linking to Access systems to Trip Planner provide fare info**

Proposed Schedule

- **Provide FTA with proposed fare system by March 2015**
- **Conduct community meetings and hold public hearing April 2015**
- **Access Board consideration of new fare tiers on June 2015**
- **Present amendment to Access Membership June 2015**

Metro Logo on Access

- Access gave 2 options to Metro
- Awaiting approval by Access Board



Oversight Activities

- **Concerns highlighted with call center performance**

Peer Review

- **APTA asked to provide independent Peer Review of Metro provision of paratransit service**
- **Similar to other Peer Reviews of Security, IT, Purchasing and Fares**
- **Issues for this review of paratransit include:**
 - **Governance**
 - **Value for Money**
 - **Operating Model**



2016 Budget & MOU

- **Proposed to separate mandated services/costs from services/costs incurred for above and beyond ADA**
- **Metro and Access working on refining budget request for FY 2016**
- **Access looking for new funding sources but none confirmed for FY 2016**

Rancho Los Amigos Shuttle

- **Access has given notice they wish to discontinue existing shuttle to Rosa Parks**
 - Access may reinstate previous shuttle
- **Metro will explore other options to maintain service for persons in wheelchairs attending Rancho Los Amigos Hospital**
 - Service will not be terminated until an alternative is put in place

Access Services Update

**System Safety, Security and Operations &
Executive Management Committees**

February 2015



Metro