

# Access Services Update

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

February 2015



**Metro**

# Access Triennial Review

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



**Metro**

# No Show Policy

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

# Origin to Destination Service

- **At Jan meeting Access Board approved schedule to implement by July, 2015**
- **Metro working with Access to define service characteristics and operational policies**
- **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**
  - Both are acceptable
- **Awaiting approval by Access Board**

# Oversight Activities

- **Concerns highlighted with call center performance**
- **Seeking clarification on trip timing**



# 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 shuttle service**
- **Metro will explore other options to maintain service for persons in wheelchairs attending Rancho Los Amigos Hospital**

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