

Access Services Update

Board Staff Briefing

October 2014



Metro

January 2015 Board Report Status

- **Strategic Plan Board Report - Working collaboratively on the strategic plan board report with Access**
- **January Board Meeting**

FY2014 FTA Triennial Review

- **3 Findings regarding Paratransit**
 - **No Show Policy**
 - **Fares**
 - **Origin to Destination**
- **1 Finding regarding Oversight**

Access No Show Policy Finding

- **No Show Policy**
 - Will seek clarification from FTA
 - Access staff will revise policy
 - Revised policy to QSS/CAC in November and TPAC in December; Access Board in January 2015
 - Revised policy to Metro & local operators for submission to FTA
 - Implementation within 30-60 days of FTA acceptance



Access Fares Finding

- **Fare: Access charging more than twice fixed route fare**
 - Will discuss with FTA need for regulatory reform given that Los Angeles County is unique
 - Issue will be addressed in Access' Comprehensive Operational Review

Origin to Destination Finding

- **Origin to Destination: Awaiting updated HDR report on estimated cost**
 - Access may include as part of **Comprehensive Operational Review**
 - **Expect implementation this FY**

Subrecipient Oversight Finding

- **Must provide ADA Compliance oversight of subrecipients**
 - *An additional ADA Compliance Administrator needed to address ongoing requirements*
 - *Consultant assistance needed to quickly bring region into compliance*

Subrecipient Oversight Finding (cont.)

- **ADA Compliance oversight of subrecipients**
 - **Fixed Route/Dial-A-Ride Services: will add a number of Mystery Rides per month per service; including vehicle compliance reviews**
 - **Operations/Training: will review training programs, policies and procedures**
 - **Marketing/Website Content: will review all public information and website content**
 - **Transit Facilities: will ensure ADA compliance of stops and stations/terminals**



FTA Meeting Update

- **Local FTA meeting with Metro CEO, Civil Rights Director, Access Executive Director**
- **Impact on FTA Triennial Review findings**
- **Plans to meet with DOT/FTA in Washington DC**

APTA Peer Review

- Requested a Peer Review of ADA Paratransit services drafted
- Plans to meet with APTA in Washington DC

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