

access

BOARD OF DIRECTORS MEETING

Monday, July 22, 2024

Closed Session: 12:00 p.m.

General Session: 1:00 p.m.

Access Services Headquarters
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731

Long Beach Transit 4801 Airport Plaza Dr. Long Beach CA 90815	3650 Fairland Boulevard Los Angeles CA 90043
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See *Note below for remote public link.

Access Values

To Lead

Develop and implement innovative ideas as part of a nationally recognized team.

To Succeed

Demonstrate a measured and expert approach to the business at hand.

To Respond

Be sensitive to the needs of our customers and respond to their requests in a timely manner.

To Protect

Deliver results that exceed our customers' expectations.

To Respect

Treat all customers the way we, ourselves, would want to be treated.

<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	INFORMATION

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| <p>3. CLOSED SESSION:</p> <p>A) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS -</p> <p>1. Property: APN:6139-014-008
 Access Negotiator: Andre Colaiace/Hector Rodriguez
 Negotiating Party: Colliers
 Under Negotiation: Price and terms</p> <p>B) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9</p> <p>1. Anticipated Litigation: Gov. Code §54956.9 (b)
 (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation".</p> <p>2. Pending Litigation: Gov. Code §54956.9 (d)(1)
 (i) Litigation, to which Access Services is a party, has been initiated formally.</p> <p>1. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752</p> <p>C) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b)</p> <p>1. Executive Director</p> | <p>DISCUSSION/
 POSSIBLE
 ACTION</p> |
| <p>4. BOARD OFFICER ELECTIONS (page 6)</p> <p>[Staff Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 22, 2024, and ending June 30, 2025 or the election of their successor, whichever last occurs.]</p> | <p>ACTION
 [Vote Required:
 Majority of quorum by
 voice vote for election
 of slate]</p> |
| <p>5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 24, 2024 (page 11)</p> <p>[Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
 [Vote Required:
 majority of quorum
 by roll call]</p> |
| <p>6. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>7. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |

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|-----|---|---|
| 8. | CONSENT CALENDAR | ACTION
[Vote Required:
majority of
quorum by roll
call] |
| | <ul style="list-style-type: none"> a) Consideration to Approve Language Interpreting Services Contract Award (AS-4171) (page 18)
[Staff Recommendation: Authorize staff to execute a contract with Language Arts, LLC (Language Arts) for the performance of the agency's telephone interpreting services, and other interpreting and translation services, effective October 1, 2024 through September 30, 2029 at an amount not to exceed \$959,860.] b) Consideration to Approve Board Meeting Calendar Change (page 24)
[Staff Recommendation: Review and approve the revised Board meeting calendar for 2024.] | |
| | [Staff Recommendation: Approve the Consent Calendar.] | |
| 9. | CONSIDERATION TO APPROVE OVERALL TRIENNIAL DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL FOR FFYS 2025-2027 AND DBE PROGRAM UPDATE (page 26) | ACTION
[Vote Required:
majority of
quorum by roll
call] |
| | [Staff Recommendation: Approve the Overall Triennial DBE Goal of 4.0% for FFYs 2025-2027, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).] | |
| 10. | 2024 CUSTOMER SATISFACTION SURVEY (page 29) | PRESENTATION |
| 11. | OPERATIONS UPDATE | PRESENTATION |
| 12. | UPCOMING BOARD ITEMS (page 33) | INFORMATION |
| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 16. | ADJOURNMENT | ACTION |

Access Services does not discriminate based on 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 for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs

to Access Services. To help ensure the availability of any 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: Access Services 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 supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the 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 a specific agenda item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. 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 goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to two (2) 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 an 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 at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under 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 may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

*NOTE

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or

Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/84746301711>

2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 847 4630 1711
4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
6. When called, please state your name, and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

JULY 15, 2024

TO: BOARD OF DIRECTORS

FROM: VINCENT C. EWING, ACCESS SERVICES GENERAL COUNSEL

RE: BOARD OFFICER ELECTIONS

ISSUE:

It is necessary to elect new officers of the Board for Fiscal Year 2025. Attached you will find Bylaw Article VII - Officers of the Agency which details each officer's responsibilities and duties on the Board. In 1999, the Access Board of Directors set a two-year consecutive term limit for each Board Officer seat. This limit will need to be waived via voice vote by a majority of Board members present for the Secretary seat.

RECOMMENDATION:

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 22, 2024, and ending June 30, 2025 or the election of their successor, whichever last occurs. The nominees are:

Slate of Officers:

Chairperson:	Theresa De Vera
Vice Chair:	Doran J. Barnes
Treasurer:	Lee Burner
Secretary:	Dolores Nason
Executive Director:	Andre Colaiace

ARTICLE VII. OFFICERS OF THE AGENCY

A. Officers of the Agency.

The officers of the agency shall be a Chairperson, Vice Chairperson, Executive Director, Secretary and Treasurer. The agency may also have, at the Board's discretion, such other officers as may be appointed in accordance with this article of these bylaws. Any number of offices may be held by the same person, except that neither the Secretary nor the Treasurer may serve concurrently as Chairperson.

B. Election of Officers.

The officers of the agency, except those appointed under Article VII, Section C of these bylaws, shall be chosen annually by the Board and shall serve at the pleasure of the Board, subject to the rights, if any, of any officer under any contract of employment.

C. Other Officers.

The Board may appoint and may authorize the Executive Director to appoint any other officers that the corporation may require, including, without limitation, a Chief Operating Officer. Each officer so appointed shall have the title, hold office for the period, have the authority, and perform the duties specified in the bylaws or determined by the Board.

D. Removal of Officers.

Without prejudice to any rights or an officer under any contract of employment, any officer may be removed with or without cause by the Board and also, if the officer was not chosen by the Board, by any officer on whom the Board may confer that power of removal.

E. Resignation of Officers.

Any officer may resign at any time by giving written notice to the agency. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective. Any resignation shall be without prejudice to the rights, if any, of the agency under any contract to which the officer is a party.

F. Vacancies in Office.

A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled in the manner prescribed in these bylaws for regular appointments to that office, provided, however, that vacancies need not be filled on an annual basis.

G. Responsibilities of the Officers.

1. Chairperson of the Board:

The chairperson shall preside at meetings of the Board and at meetings of the members and shall exercise such other powers and duties as the Board of Directors shall assign from time to time. In the absence of an Executive Director or Chief Operating Officer, the chairperson shall become the chief executive officer of the corporation and, subject to such supervisory powers as the Board may give to the chairperson of the Board, if any, and subject to the control of the Board, shall direct, supervise and control the agency's activities, affairs and officers until such time as an Executive Director is elected.

2. Vice Chairperson of the Board:

If the chairperson is absent or unable to perform the duties of the chair, the vice chairperson shall perform all of the duties of the chairperson. When so acting, the vice chairperson shall have the powers of and be subject to all the restrictions applied on the chairperson. The vice chairperson shall have such other powers and perform such other duties as the Board may prescribe.

3. Executive Director:

The Executive Director shall be the Chief Executive Officer of the agency and, subject to such limits as the Board may place on the supervisory powers of the Executive Director, if any, and subject to the control of the Board, shall direct, supervise and control the agency's day-to-day activities, affairs and non-board appointed officers.

4. Chief Operating Officer:

In the absence or disability of the Executive Director, the Chief Operating Officer, if any, shall perform all the duties of the Executive Director, and when so acting shall have all the powers of, and be subject to all the restrictions upon the Executive Director. The Chief Operating Officer shall have such other powers and perform such other duties as from time to time may be prescribed for them respectively by the Board of Directors, the Bylaws or the Executive Director.

5. Secretary:

a. Book of Minutes:

The secretary shall keep, or cause to be kept, at the corporation's principal office or other such place as the Board may direct, a book of minutes of all meetings, proceedings, and actions of the Board, of committees of the Board and of members' meetings. The minutes of meetings shall include the time and place that the meeting was held, whether the meeting was annual, regular, or special, and, if special, how authorized, the notice given, the names of those present at Board and committee meetings, and the number of members present or represented at members' meetings. The secretary shall keep or cause to be kept, at the principal office in California, a copy of the articles of incorporation and bylaws, as amended to date.

b. Membership Records:

The secretary shall keep or cause to be kept, at the agency's principal office or at a place determined by resolution of the Board, a record of the agency's members, showing each member's name, address, and class of membership.

c. Notices, Seal and Other Duties:

The secretary shall give, or cause to be given, notice of all meetings of members, of the Board and of committees of the Board required by these bylaws to be given. The secretary shall keep the corporate seal in safe custody and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

6. Treasurer:

a. Books of Account:

The treasurer shall keep and maintain, or cause to be kept and maintained, adequate and correct books and accounts of the agency's properties and transactions. The treasurer shall send or cause to be given to the members and directors such financial statements and reports as are required to be given by law, by these bylaws, or by the Board. The books of account shall be open to inspection by any director at all reasonable times.

b. Deposit and Disbursement of Money and Valuables:

The treasurer shall deposit, or cause to be deposited, all money and other valuables in the name and to the credit of the corporation with such depositories as the Board may designate, shall disburse the corporation's funds as the Board may order, shall render to the chairperson of the Board and the Board, when requested, an account of all transactions as treasurer and of the financial condition of the agency, and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

c. Disbursement of Funds:

The following signatures shall be required on corporate checks:

- (i) The Board of Directors may from time to time open an account or accounts with banks or other financial institutions and shall designate which officers or other designees shall have the authority to execute checks and other items for an on behalf of the agency.
- (ii) The Treasurer shall disburse or cause to disburse the funds of the agency with such banks or the financial institutions as designated by the Board of Directors. The Treasurer shall periodically review or cause to be reviewed the disbursements of funds to ensure that all disbursements are undertaken in a manner consistent with procedures established by or under the authority of the Board of Directors.



STATEMENT OF PROCEEDINGS FOR THE
MEETING OF THE ACCESS SERVICES
BOARD OF DIRECTORS

JUNE 24, 2024

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair de Vera at 12:10 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair de Vera, Vice Chair Doran Barnes, Treasurer Lee Burner, Secretary Dolores Nason, Directors Valerie Gibson, Giovanna Gogreve, Martin Gombert, Liam Matthews, and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 20, 2024

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes, seconded by Director Gogreve. Via Roll Call Vote - Treasurer Barnes and Directors Gibson and Matthews abstained, the rest were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that in June, they received a report on the budget proposal. Some of that discussion had to do with the situation on fixed-route and people being hesitant to use Metro. They had a discussion on the no-show process, and recommended improvements on how to reduce the number of no-shows in the system. They are also working on a video that is on the topic of reducing no-shows. The CAC discussed the rider's newsletter that was proposed and came up with ideas to improve it. A comment was to make the newsletter more than twice a year by sending it quarterly. They spoke about it being distributed in a variety of formats so people can access it in different ways. They also formed a subcommittee to nominate the next Chair and Vice Chair.

4. GENERAL PUBLIC COMMENT

Sabeerah Najee-Ullah made a public comment by asking what they are doing about the Southern region's roach infestation on their vans. It has been about a year and a half and she has had issues with roaches. She was on a two-hour ride recently and she saw some crawling inside the vehicle.

Mel Bailey made a public comment by commending the CAC. He attends these meetings, and they run a very efficient and engaging meeting and take the public comments into consideration.

5. SUPERIOR SERVICE AWARD

Manager of Eligibility Karen Gibert introduced the Superior Service Award winner, Miguel Wong.

6. CONSIDERATION TO APPROVE PROPOSED FY2025 BUDGET

Deputy Executive Director Hector Rodriguez provided the presentation for this item.

Public Comment:

Mel Bailey made a public comment by stating that he was concerned about the front seat in the vehicle in terms of if you have something on the ground, you won't be able to reach it as it sits too high off the ground. He also feels the shocks in the vans are extremely bouncy. He also suggested streamlining the systems used by the CSRs, dispatch and the Where's My Ride app.

Fernando Roldan made a public comment by stating that the ProMaster needs a lot of work. The seats and the seat belts have some issues, and he recommends not passing the budget until the issues are addressed. He also asked staff to contact The County of Los Angeles Board Supervisor, along with the mayors of Palmdale and Lancaster, to make sure that there's adequate transportation in the region, including transportation to the Antelope Valley on the weekends.

Board Member Questions:

Director Gombert asked if staff had finalized the FY25 insurance numbers. Mr. Rodriguez responded they signed the documents on the 21st but they are still negotiating the primary layer for FY26. They will not have that number until around December but initially it is a 50% increase from FY24 to FY25, almost an additional two million dollars.

Director Gogreve is concerned with the ridership levels increasing. She is hoping that they can continue to be informed about what is happening throughout the year and asked for a mid-year assessment. Executive Director Colaiace stated they are in the process of doing a survey of their peer agencies, which would be New York, Boston,

Chicago, Washington, etc. They will add this information to the survey and keep them updated on ridership trends.

Director Gogreve asked if they are going to continue to see a decrease in eligibility costs. Mr. Rodriguez responded they should see a decrease over the next three years as riders move to a five-year eligibility term. After that, there will be a flattening of eligibility renewal costs as they will only occur every five years instead of three.

Director Gogreve asked if they could look at long-term and short-term efficiencies. Mr. Colaiace stated that eligibility is one example of short-term efficiency that is also beneficial to customers. Going forward, promoting free fares, travel training, etc. are also viable programs. Additionally, he thinks having their own facilities in the future will lead to more competitive procurements. Staff is also continuing to look at grant opportunities.

Director Gogreve also added that they should identify ways to be more efficient on how they use their vehicles. Mr. Colaiace responded that is part of a study planned for the next fiscal year.

Vice Chair Barnes stated that he shares many of Director Gogreve's concerns. They are projecting almost a million more passengers in the next year, which is a big jump. His concern is that they are looking to servicing an additional 25% more trips with no corresponding administrative staff increase. Mr. Rodriguez stated that they wouldn't be increasing Access staff, but the contractors will increase their staff to meet the additional demand.

Board Discussion

Vice Chair Barnes stated they need to be aware that costs are increasing significantly in the region and that's something they must be conscious of. They also need to be sure to provide the appropriate level of oversight for the program to make sure that they are driving good value out of the funds that are being invested.

Director Gogreve stated that every year is different, and she knows that there's a certain administrative percentage that they should stay under.

Chair de Vera asked a question about the extension of the eligibility from three years to five years, asking if there was a way to verify if someone drops out or passes away. Mr. Rodriguez stated that unless the family notifies them there's no way to know. They do send them a renewal packet and they will get dropped if there is no answer back.

Motion made by Vice Chair Barnes to approve the item, seconded by Secretary Nason. Via Roll Call Vote - Treasurer Burner was not present, all were in favor, motion passed.

7. LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES

Randy Johnson, Director of Governmental Affairs and Outreach, introduced local lobbyist David Gershwin, state lobbyist Jason Gonsalves and federal lobbyist Jen Covino Smith.

Board Member Questions:

None.

Public Comment:

Yael Hagen made a public comment by stating that CAC members know transportation in a very different way than others since they are riders. They should be used to participate in some of these political officeholder meetings. Some of them could also be trained to be future advocates in a smart way that is productive and helpful to the whole process. Hearing about somebody's life and how paratransit affects that life, it's very impactful and she encouraged them to use them to help advocate for the Agency.

Sherrilyn Edwards made a public comment by stating that she loves Access. She stated that in the news, they mentioned the LA Convention Center is going to be part of the Olympics in 2028, and they started remodeling the LA Convention Center. She was there last week for a Women's Expo and the stands are no longer accessible because of the construction. She also stated that she understands it's a shared ride, but there are too many pickups on her trip, and she needs to take her diabetic medication. One ride ended up being three hours and it was way too long.

Fernando Roldan agreed they should use the riders to help with advocacy but also utilize other organizations like the Independent Living Centers. There is also a new disability caucus created by state legislators to address issues for people with disabilities. He also stated that Access may want to work with Metro because he knows they recently came out with a new thing called Metro Wallet.

8. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Yael Hagen made a public comment by stating she is impressed with the outreach to the community. It is very important to interact with the riders so that they can communicate any issues they experience since they have different view than Access. In the operations subcommittee led by Mike Greenwood, his team listens and strategizes with them. She had an issue for her nephew's graduation and MV Transit was proactive and addressed the situation.

Fernando Roldan made a public comment by stating that some customers mentioned the shared rides, and this is an issue they need to add to the survey of how the shared rides are affecting riders. Additionally, he wanted to reiterate his previous comment

about the new vehicles. Once the new Antelope Valley Center is approved, he encouraged the Board and staff to extend more transportation during the weekends.

Mel Bailey made a public comment by stating that he noticed a significant increase in the efficiency of the rides. He also suggested that Access staff have a protocol or a process where they must take rides as a rider. He also feels they still have a lot of customer service supervisors that are very rude. The management should experience what riders experience, so they know how it feels.

Board Member Questions:

None.

9. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Public Comment:

None.

Board Member Questions:

None.

10. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace thanked Director Gogreve, Metro and staff for working on the budget the past six months. The Metro Board members of the Finance Budget and Audit committee were very complimentary of Access and they asked great questions. He also announced that Access has scheduled the next community meeting, on Saturday, August 24th. It's a great opportunity for Access customers to hear about the latest developments and get one-on-one assistance if they're having service issues. They will be sending out a rider newsletter to publicize that meeting, but it will also contain information on free fare. Mr. Colaiace thanked Access staff and the contractors for providing excellent service this year, despite the surge in ridership.

Public Comment:

None.

Board Member Questions:

None.

11. BOARD MEMBER COMMUNICATION

Vice Chair Barnes stated that one of the items they talked about today was the Olympics and he encouraged them to make sure they are continuing to focus on that event. Another topic to be discussed further is the transition to zero emission fuel technology and what that's going to mean to the agency. He stated that he is continuing to Chair the California Transit Association Zero Emission Vehicle Task Force and the conversation at the state level again presents a lot of challenges.

Secretary Nason stated that the Disabled Resources Center will be recognizing Global Paratransit for all the wonderful work they do at its Annual Awards event in July.

Director Troost thanked Andre Colaiace for a wonderful job.

Director Matthews stated that in regards to the operations update and referencing the adoption of new vehicles, it's important to recognize potential issues for riders. They should have a type of metric to assess any issues in the new vehicle with relation to ridership.

Director Gombert thanked Access staff and the Metro team for development and approval of the FY '25 budget.

Director Gogreve thanked Mr. Wong for the Superior Service Award and for everything that he did for the eligibility process. She thanked the rest of the Board for acknowledging the work for the budget. As they move forward on the free fare program and try to enhance it, they should contact their member agencies and get them on board with it.

Director Gibson acknowledged Mr. Wong for his contribution. She thanked staff for always putting together good information and presentations. On the free fare side, on behalf of local operators, there's always a lot of interest in making sure that it is working well for the riders.

CAC Chair Yael Hagen highlighted the importance of riders coming to speak to the Board. This kind of input is very important, and she encouraged the Board to also reach out and invite people to come and speak. She thanked Mel Bailey for his comments. They are there to listen to riders and take what people are saying and act upon it. She hopes they continue to come to the Board and CAC meetings. Additionally, the CAC will be talking about the new vehicles in the July meeting.

Chair de Vera stated that as they are looking at purchasing vehicles, they need to consider how it will benefit the rider. She herself can transfer in a regular van but cannot transfer in the ProMaster. Two weeks ago, she was re-appointed to the Access Board of Directors by Mayor Karen Bass. It is her third administration since she was appointed back in 2005. She stated it was hard to serve on the Board and in finding a balance, but she gives credit to Access because she would not be where she is today without them.

12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

14. CLOSED SESSION REPORT

No action was taken.

15. ADJOURNMENT

Motion made by Director Gombert, seconded by Director Gibson to adjourn.

The meeting adjourned at 2:49 p.m.

Approved

Dolores Nason, Secretary

Date

JULY 15, 2024

TO: BOARD OF DIRECTORS

FROM: MAYRA PEREZ-CALDERON, PROJECT ADMINISTRATOR, CUSTOMER RELATIONS
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE LANGUAGE INTERPRETING SERVICES CONTRACT AWARD (RFP AS-4171)

ISSUE:

Board approval is required to exercise the award of Contract No. AS-4171 for language interpreting services.

RECOMMENDATION:

Authorize staff to execute a contract with Language Arts, LLC (Language Arts) for the performance of the agency's telephone interpreting services, and other interpreting and translation services, effective October 1, 2024 through September 30, 2029 at an amount not to exceed \$959,860.

IMPACT ON BUDGET:

This action is consistent with the FY2025 budget and will be appropriately allocated in future budget years. The contract to be let will be a firm fixed-fee agreement, with payment terms delineated in Table 3 below. This project will be funded with local Prop C funds. Access may extend, at its sole discretion, the period of performance for up to an additional three years at rates to be negotiated with the contractor.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed below. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the ability to communicate with Access customers in languages other than spoken and written English is a vital part of Access' daily operations and is required by federal regulations. Access does not have adequate staff to perform this work, given its complexity and volume.

BACKGROUND:

Telephone interpreting services are integral to Access Services' Customer Service. To take reasonable steps to ensure meaningful access to persons with limited English proficiency, Access Services instituted a telephone interpreting service more than two decades ago. The key function of the service involves the facilitation of Access or contractor staff to provide assistance in the preferred language to any person initiating a call to Access via a three-way conferencing call that will connect all parties to a trained telephone interpreter.

While Access expects most of the work performed to be in the area of telephone interpreting, we have asked those proposing for this project to also provide rates for other services which are currently needed and may be needed to a greater extent in the future. Those additional tasks include in-person language interpreting, video/virtual language interpreting, in-person American Sign Language (ASL) interpreting, video/virtual ASL interpreting, written document translation, and recorded language interpreting.

A Request for Proposals (RFP) was issued on March 18, 2024, via *Public Purchase* and the Access website, to solicit proposals from firms qualified to perform the above listed services. To further advertise this opportunity to disadvantaged business entities potentially interested in this solicitation, the RFP was also shared with our diverse business opportunity consultant, GCAP. Addenda to the RFP were issued on March 21st and April 11th. Proposals were submitted on April 29th by seven firms, with one withdrawing prior to the evaluation of proposals. All seven firms and their proposals were deemed, respectively, responsible and responsive.

Of the six firms ultimately considered for award, two are certified in at least one disadvantaged business category, with Accent being SBE, MBE, and WBE certified and Language Arts, who we are recommending for award, being MBE certified.

A request for proposal clarification and the opportunity to submit a Best and Final Offer (BAFO) was sent to the proposers on May 23rd. An evaluation team, consisting of three Access staff members reviewed the proposals and responses to the requests for clarification and, based on the evaluation criteria delineated in the RFP, completed the scoring of the proposals on June 25th. Language Arts received the highest score overall score, as well as the highest cost score.

Once scoring was finalized, staff then negotiated with Language Arts, who consolidated the rates for telephone interpreting from two rates (one for Spanish,

\$0.46 per minute and one for all other languages, \$0.74 per minute) to one rate for all languages (\$0.61 per minute). Given that the majority of telephone interpreting work involves languages other than Spanish, this change should result in a reduction in the amount Language Arts will invoice Access for telephone interpreting.

Proposals were evaluated based on the following criteria and associated weights:

- 1) Experience of Contractor/Staff Qualification - 40%
- 2) Proposed Work Process - 35%
- 3) Proposed Rates*, Consisting of the Following:
 - a. Proposed Avg. Rate for Telephone Language Interpreting - 13%
 - b. Proposed Avg. Rate for In Person Language Interpreting - 2%
 - c. Proposed Avg. Rate for Document Translation - 2%
 - d. Proposed Avg. Rate for Recorded Language Interpreting - 2%
 - e. Proposed Avg. Rate for Video/Virtual Language Interpreting - 2%
 - f. Proposed Avg. Rate for In-Person ASL Interpreting - 2%
 - g. Proposed Avg. Rate for Video/Virtual ASL Interpreting - 2%

**Several proposers provided different rates for different languages for a given task. Thus, scoring for each of the seven tasks (a-g) was based on the average of the highest and lowest proposed rate for each task. The firm with the lowest rate for a given task received the maximum number of points for that task (e.g. 2 points for In-Person ASL Interpreting) and the other firms received a score based on the relationship between their proposed rate and the rate of the firm who received the maximum number of points for that task. The "Cost Score", listed below in Table 1, consists of the sum of the scores for each of the seven rate criteria, with a maximum score of 25.*

A three (3) member evaluation panel, comprised of members of Access Services' staff, was convened. The panel members evaluated the proposals following the receipt of Best and Final Offers and responses to questions of clarification. The outcome of their evaluations is as follows:

**Table 1:
Evaluation Scores**

Proposer	Technical Score	Cost Score	Total Score
Language Arts, LLC	65.65	22.63	88.28
Language Line Solutions	67.57	19.09	86.66
International Language Center	67.82	17.38	85.20
Effectif	58.72	20.55	79.27
Accent	58.47	19.54	78.01
Lionbridge	61.73	10.92	72.65

The evaluation panel found all six companies to have the requisite qualified staff and proposed procedures and technology necessary to complete the tasks as specified in the RFP. Based strictly on the evaluation of the technical and cost proposals, per the terms of the RFP, staff recommend awarding a contract to Language Arts.

Language Arts, LLC has been in business since 2008. Their managing officers have a combined 80 years of experience in translation and interpreting. With headquarters in Chatsworth, the organization has provided telephone interpreting services in over 200 languages, including American Sign Language, and has extensive experience in virtual and in-person interpreting and written translation. They can call upon over 5,000 language professionals 24/7/365 to handle their clients' interpreting and translation needs. Their list of current and past clients includes the County of Los Angeles, the Social Security Administration, as well as multiple law enforcement agencies, and health care providers, including Kaiser Permanente and HealthNet. We are confident that they have the experience to offer the required on-demand services in a fast-paced and sometimes stressful environment.

As noted above, Language Arts is certified as a Minority-Owned Business Enterprise. The company has received MBE certification from both the Southern California Minority Supplier Development Council (an affiliate of the National Minority Development Council) and the New York City Small Business Services Department.

Cost Analysis

The estimated total cost to perform this service over the five-year base term is based on Language Arts final proposed rates and the estimated volume of work in each of the seven task categories described below (see Table 2). The actual cost of the service over the five-year term is contingent on the volume of service for each task category and the languages to be interpreted or translated.

The proposed rates for each individual task category (see Table 3) will not increase throughout the five-year base term. The proposed rate of \$0.61 per minute for telephone language interpreting, a task which is expected to account for a large percentage of the total contract cost, is lower than both the rate paid to Access' current contractor (\$0.63 per minute) and the rate in the independent cost estimate (\$0.77). The rates for the other six tasks are also considered reasonable based on a review of rates paid to other companies who provide these services. Thus, in light of the independent cost estimate, the schedule of rates paid to the current language services contractor, and a survey of rates paid throughout the industry, the proposed rates are deemed fair and reasonable.

**Table 2:
Total Five-Year Cost**

Proposer	Five Year Cost*
Independent Cost Estimate	\$1,220,850
Language Arts, LLC	\$959,860
Language Line Solutions	\$1,026,250
International Language Center	\$1,244,721
Effectif	\$1,012,753
Accent	\$1,014,375
Lionbridge	\$1,907,563

*Total five-year cost is based on proposed rates and estimated volume of work in each of the seven task categories listed in Table 3.

**Table 3:
Proposed Rate Schedule for Five-Year Base Term**

Task:	Language Arts: Negotiated Rates Years 1-5	Language Arts: Original Rates Years 1-5	ICE: Avg. 5-Year Base Term Rates
Telephone Language Interpreting: Lowest Rate (Per Minute)	\$0.61	\$0.46	\$0.77
Telephone Language Interpreting: Highest Rate (Per Minute)	\$0.61	\$0.74	\$0.77
 			
In-Person Language Interpreting: Lowest Rate (Per Hour)	\$100.00	\$100.00	\$110.00
In-Person Language Interpreting: Highest Rate (Per Hour)	\$125.00	\$125.00	\$110.00
 			
Video/Virtual Language Interpreting: Lowest Rate (Per Hour)	\$51.00	\$51.00	\$130.00
Video/Virtual Language Interpreting: Highest Rate (Per Hour)	\$59.40	\$59.40	\$130.00
 			
In-Person ASL Interpreting Rate (Per Hour)	\$125.00	\$125.00	\$110.00
 			
Video Virtual ASL Interpreting Rate (Per Hour)	\$59.40	\$59.40	\$104.00
 			
Document Translation: Lowest Rate (Per Hour)	\$0.18	\$0.18	\$0.33
Document Translation: Highest Rate (Per Hour)	\$0.28	\$0.28	\$0.33

Recorded Language Interpreting Rate (Per Hour)	\$125.00	\$125.00	\$260.00

JULY 15, 2024

TO: BOARD OF DIRECTORS
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
 RE: CONSIDERATION TO APPROVE BOARD MEETING CALENDAR CHANGE

ISSUE:

In consultation with the Board Chair, staff recommends cancelling the August 26, 2024 Board meeting.

RECOMMENDATION:

Review and approve the revised Board meeting calendar for 2024.

IMPACT ON BUDGET:

None.

DISCUSSION:

There are no critical action items for the Board to approve for the August Board meeting. Accordingly, it is the staff's recommendation to cancel the Board meeting for August.

The proposed revisions are marked below.

2024 Meeting Calendar (cancellations in red)**Annual**

Date	Meeting Type	Time
Wednesday November 6 th	Annual Meeting*	11:00 am

*At California Endowment Center

Board

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday August 26th	Board Meeting	12:00 pm
Monday September 23 rd	Board Meeting	12:00 pm
Monday October 28 th	Board Meeting	12:00 pm
Monday December 9 th	Board Meeting	12:00 pm

JULY 15, 2024

TO: BOARD OF DIRECTORS

FROM: ALVINA NARAYAN, SENIOR MANAGER OF TRAINING & COMPLIANCE
MATTHEW AVANCENA, DIRECTOR OF PLANNING & COORDINATION

RE: CONSIDERATION TO APPROVE OVERALL TRIENNIAL DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL FOR FFYS 2025-2027 AND DBE PROGRAM UPDATE

ISSUE:

Development of Access Services' Overall Triennial DBE Goal for Federal Fiscal Years (FFYs) 2025-2027 is required as a condition of federal financial assistance.

RECOMMENDATION:

Approve the Overall Triennial DBE Goal of 4.0% for FFYs 2025-2027, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).

IMPACT ON BUDGET:

No impact on budget.

BACKGROUND:

Access is required to develop and submit a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal for DBE participation as a condition of receiving federal assistance, pursuant to Section 1101 of the Transportation Equity Act for the 21st Century, 49 CFR Part 26, and the Federal Transportation Administration (FTA) Master Agreement, which includes DBE provisions and requirements. Access' previous goal was 2.1%.

DOT Policy Race Neutral Directives

As a direct recipient of federal funds, Access Services has developed its Overall Triennial Goal for DBE participation in its Federal Fiscal Years 2025-2027 DOT-assisted contracts. In previous years, Access has operated a wholly race-neutral program as FTA-funded projects have mostly included ADA Paratransit Complementary transportation services.

The recent enactment of the *Consolidated Appropriations Act of 2024* (H.R. 4366), Access received a \$3 million grant for the construction of its Antelope Valley Paratransit Operations and Maintenance Facility. The grant award makes this an FTA-funded

project. Access evaluated the use of a race-conscious DBE program and analyzed the 2023 Los Angeles County Metropolitan Transportation Authority (Metro) disparity study to consider whether a race-conscious DBE Program should be implemented.

The Metro Disparity Study focused on Los Angeles County which is aligned with Access' market area. Disparity analysis results indicated that most racial/ethnic and gender groups showed substantial disparities on construction and professional services contracts where race- and gender-conscious measures were not in place during the study period. As a result, the Disparity Study recommended the use of contract DBE goals. The Metro study includes contracts that are similar in scope and within a similar market area as Access, therefore, Access has elected to utilize this study as a basis for implementing the race-conscious component of their Overall DBE goal. Access will ensure that the use of race-conscious goals is narrowly tailored and consistent with other relevant legal standards.

Overall Triennial DBE Goal

As indicated above, the recommended Overall Triennial DBE Goal for Access's DOT-assisted contracting program for FFYs 2025-2027 is 4.0%.

RACE-CONSCIOUS & RACE-NEUTRAL PROJECTIONS	
Proposed DBE Goal	4.0%
Race-Conscious Component	2.0%
Race-Neutral Component	2.0%

The goal was established utilizing the federal two-step goal setting methodology to determine the relative availability of DBEs.

The relative availability of DBEs to all comparable firms (DBE and Non-DBE) available to bid or propose on Access FTA-assisted contracting opportunities projected to be solicited during the triennial goal period was calculated by assigning a North American Industry Classification System (NAICS) code for each item of work in each project and assessing the California Unified Certification Program (CUCP) DBE Database of Certified Firms and the 2021 U.S. Census Bureau County Business Patterns Database within the Access market area for each of the categories of work. Other known evidence potentially impacting the relative availability of DBEs within the market area was reviewed and assessed in accordance with prescribed narrow tailoring provisions set forth under 49 CFR Part 26.45: Step 2; DBE Goal Adjustment guidelines. The goal of 4.0% represents the level of DBE participation that could reasonably be expected on federal-aid contracts.

Access Services FFYs 2025-2027 DBE Goal Setting Methodology can be found at:

[Access Services FFYs 2025-2027 DBE Goal Setting Methodology](#)

Access will continue to utilize race-neutral measures to foster DBE attainment, which may include unbundling of contracts, when possible, technical assistance, hosting and participating in workshops for the DBE and small business contracting community, conducting “How to do Business with Access” and DBE workshops, and proactive, targeted outreach to all small businesses to increase its contracting base of capable and interested firms with potential for DBE certification.

Such outreach activities may include participation as an Exhibitor at large regional transportation-focused Outreach Events, Trade Fairs and Workshops, interfacing with Minority and Women Business Associations and Business Development Centers, and advertising in minority publications to provide DBEs and small businesses with current information of upcoming Access procurement and contracting possibilities. Access may also provide pre-bid/pre-proposal conferences to afford networking opportunities for primes and subcontractors. Access will promote and encourage teaming opportunities between prospective prime contractors and the DBE and small business contracting community.

Following FTA requirements, a Public Notice advertising the FFY 2025-2027 Overall Triennial DBE Goal for public comment was published on July 1, 2024. Outreach is in progress to minority, women, small, and local business associations, and community organizations within the Access market area to provide an opportunity for comment.

DBE Program Update

On April 9, 2024, the USDOT announced the DBE Program Final Rule changes became effect on May 9, 2024. The changes demonstrate the USDOT's commitment to the DBE Program and provide much needed modernization in a variety of areas. The rule updates expand recipient reporting requirements for the uniform report and bidders list, updates rules for counting participation by DBE material suppliers and distributors and strengthens monitoring and prompt payment requirements, among other changes. Access is updating its DBE Program Plan to incorporate the USDOT final rule changes and race-conscious measures.

JULY 15, 2024

TO: BOARD OF DIRECTORS
FROM: ERIC HAACK, MANAGER OF STRATEGIC PLANNING
RE: 2024 GENERAL CUSTOMER SATISFACTION SURVEY

ISSUE:

From February 7 to March 7, 2024, Access - through its contractor Great Blue - conducted a Customer Survey of active Access-eligible customers to determine their satisfaction with Access generally and their satisfaction with some specific elements of Access' service.

BACKGROUND:

Conducting customer surveys is a critical step in obtaining an enhanced understanding of passenger perceptions. General satisfaction surveys reveal what customer impressions are of Access' service, quality, and responsiveness to customer concerns.

Access had conducted a similar General Customer Satisfaction Survey in 2022 and used a similar script for this year's survey, to provide comparison of customer satisfaction over the years. In November 2023, the survey script was presented to the CAC committee. The CAC created an Ad Hoc Committee to provide recommendations and edits to the survey questions in early January 2024. The final survey script was presented to the TPAC committee and Board of Directors in January 2024.

The final survey questionnaire contained approximately 60 questions although due to skip patterns, respondents were only asked between 40 and 50 questions.

This General Customer Satisfaction Survey was conducted from February 7th to March 7th of this year. The survey was open to all "active" Access customers. An Access customer was considered an "active" customer if they had taken at least one (1) Access trip in the preceding calendar year (2023). The survey asked questions on multiple topics to determine overall satisfaction with Access and with elements of its service.

Focus areas for the survey included:

- 1) Satisfaction with Access drivers;
- 2) Experience with and satisfaction with the trip reservation process;
- 3) Satisfaction with Access vehicles;
- 4) Experience with and satisfaction with Access' Customer Service;
- 5) Experience with and satisfaction with requesting a back-up trip through Access' Operations Monitoring Center;

- 6) Experience with and satisfaction with Beyond the Curb service;
- 7) Experience with and satisfaction with traveling with a mobility device on Access;
- 8) Experience with and satisfaction with traveling with a service animal on Access;
- 9) Overall satisfaction with the quality of service provided by Access; and
- 10) Demographic questions of respondents.

On February 7th, survey data collection started with a digital-based survey - meaning that the survey was sent to Access customers via email and via text with a weblink that would connect customers with the survey in both English and Spanish.

At the same time, Access also announced the survey on its Access website; as well as in its newsletter Behind the Scenes (February 5th issue); released social media ads with QR codes; and released between 1,500 and 2,000 seat drop flyers in vehicles in all six Access regions. These flyers also contained QR Code links where customers could access the digital survey.

The digital portion of the survey remained open until the end of the data collection period on March 7th.

On February 28th, Great Blue Research expanded on the digital survey data collection by collecting survey responses by conducting telephone surveys to randomly selected Access customers who had not yet completed the digital survey.

SURVEY FINDINGS:

The 2024 General Customer Satisfaction Survey had the highest number of respondents participating in the survey than in any previous year. There were 1,821 digital surveys completed and 307 telephone surveys completed with a total of 2,128 completed surveys. This was almost double the 1,277 surveys completed in the 2023 Travel Mode Survey and over a third more than the 1,390 who completed the last (2022) General Customer Satisfaction Survey.

The larger completed survey numbers were the result of sharing information about the survey with Access' committees and over Access' social media platforms, hold messages, and a banner on Access' website homepage. Additionally, another factor contributing to a higher response rate is that this is the fourth (4th) customer survey that Access has conducted in partnership with Great Blue Research, utilizing digital data gathering methods. Also, Access and Great Blue Research have conducted their surveys at approximately the same time of year each of the last four years. This has the effect of providing familiarity with the surveys among Access' customers.

The results overall revealed high overall satisfaction with Access by the customers who use it. A total of 82.4% of the 2,128 respondents were either somewhat or very satisfied with Access Services. This was very similar to 84.6% of respondents in 2022.

Satisfaction with Access' drivers was very high with 88.9% of respondents indicating they were Very or Somewhat Satisfied with their drivers on Access. This was less than 1% difference from the same question in 2022 which was 89.7% satisfaction with Access drivers.

The helpfulness of the drivers was rated at 92.1% and the timeliness of drivers was a high rating of 75.4%.

Respondents had high satisfaction with the trip reservations experience with 90.1% of respondents saying reservations were recorded accurately "all" or "most of the time." A total of 87.2% of respondents rated they were satisfied with reservation agents "all" or "most of the time."

Satisfaction with Access' vehicles was very high and very similar to results gathered in 2022. Cleanliness (90.0%), Vehicle appearance (89.6%), and vehicle comfort (86%) all ranked high and the results were between 0.3% and 1.5% higher than they were in 2022.

In 2024, a new question was added to the survey asking if riders had difficulty entering or exiting Access vehicles. The vast majority (72.2%) indicated they never had difficulty entering or exiting the vehicles and only 9.7% indicated problems "all" or "most of the time." For those who did experience difficulties, the vehicle being too small was the largest category selected for what type of difficulty encountered with.

The majority of respondents felt that Access had improved a lot or a little in the past couple of years. This was very similar to results gathered in 2022 (52.2% in 2024, 51.9% in 2022).

A small number of respondents (17% of 2,128) had experience with needing to call Access' Operations Monitoring Center to request a back-up trip, when the trip that they reserved did not show up on time. Of those respondents who had requested this service, overall satisfaction was very high at 71.1%.

Beyond the Curb service satisfaction remains high with 81.4% of respondents being very satisfied or somewhat satisfied with this service. Similar to the above question, only about 16% of respondents have made use of Beyond the Curb services.

Some positive highlights from the survey are that customer satisfaction remains very high with Access' front-line team of drivers. Most respondents did not have critiques of Access' service, but long trips, routing issues and extra pick-ups were recorded as the largest critique of Access at 17.9% of respondents over 13.5% of respondents in 2022.

Lastly, driver friendliness, on-time service and improved ease of making reservations were the top three listed improvements that respondents recorded as improvements to Access' service in recent years.

A copy of the draft survey report prepared by Great Blue can be accessed at the following link: [Attachment 1 - Access Services 2024 Biennial Customer Satisfaction Study Report of Findings](#)

JULY 15, 2024

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board and its committees through September 2024.

August 26, 2024 - Board Meeting - **cancelled**

September 23, 2024 - Board Meeting

Agenda Items:	Disposition:
Budget and Capital Planning Software Award	Action
Northern Region Contract Extension	Action
Free Fare and Travel Training Update	Presentation