Board of Directors
January 13, 2020
Presentations
Item 6
Board Standing Committee Orientation
## Access Services

### Board of Directors Committee Structure

### Board Operations

<table>
<thead>
<tr>
<th>Chair</th>
<th>Vice Chair</th>
<th>Treasurer</th>
<th>Secretary</th>
<th>Liaison</th>
<th>Meeting Time</th>
<th>Meeting Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nason</td>
<td>Gombert</td>
<td>Barnes</td>
<td>De Vera</td>
<td>Colaiace</td>
<td>10am-11am</td>
<td>Mar 23, May 26, Jul 27, Sep 28, Nov 23</td>
</tr>
</tbody>
</table>

### Planning and Development

<table>
<thead>
<tr>
<th>Chair</th>
<th>Director</th>
<th>Director</th>
<th>Liaison</th>
<th>Meeting Time</th>
<th>Meeting Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gombert</td>
<td>Wisdom</td>
<td>Nason</td>
<td>Rodriguez</td>
<td>9am - 10am</td>
<td>Mar 9, May 11, July 20, Sep 21, Nov 16</td>
</tr>
</tbody>
</table>

### Performance Monitoring

<table>
<thead>
<tr>
<th>Chair</th>
<th>Director</th>
<th>Director</th>
<th>Liaison</th>
<th>Meeting Time</th>
<th>Meeting Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnes</td>
<td>Del Castillo</td>
<td>Burner</td>
<td>Greenwood</td>
<td>11am - 12pm</td>
<td>Mar 9, May 11, July 20, Sep 21, Nov 16</td>
</tr>
</tbody>
</table>

### External/Stakeholder Relations

<table>
<thead>
<tr>
<th>Chair</th>
<th>Director</th>
<th>Director</th>
<th>Liaison</th>
<th>Meeting Time</th>
<th>Meeting Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>DeVera</td>
<td>Gibson</td>
<td>Troost</td>
<td>Johnson</td>
<td>130p - 230p</td>
<td>Mar 9, May 11, July 20, Sep 21, Nov 16</td>
</tr>
</tbody>
</table>

Note - The PD, PM and ESR committee meeting dates fall on the previously approved Board meeting dates for 2020 except Nov 16 which is a new date.

The Board Operations committee is slated to meet 1-2 weeks after the other committees so as to review and set the Board Meeting Agenda. These dates are proposed.

**Board Meeting Dates** - Jan 13, Feb 10, Apr 13, Jun 15, Aug 17, Oct 19, Dec 7

**Annual Meeting** - Nov 17
Standing Committees -
- Ensure complex issues receive adequate attention
- Make Board meetings more productive
- Provide Board members with a satisfying governing experience
- Be vehicles for mapping out Board engagement processes
Board Operations Overview

- Headed by the Board Chair and consisting of the other Board Officers and Executive Director
- Responsible for the management and coordination of the Board of Directors and the Board-Executive Director working relationship
- Members
  - Nason (Chair)
  - Gombert
  - Barnes
  - DeVeria
  - Colaiace (Liaison)
Board Operations Functions

- Coordinating the functioning of the Access Services Board of Directors and the Board’s standing committees.
- Keeping the Board Governing Mission updated, setting Board member performance targets and standards, and monitoring the performance of the Board as a whole and of individual Board members.
Board Operations Functions

- Advising the Board Chair on the appointment of standing committee members.
- Developing the regular Board meeting agenda.
- Recommending revisions in Access Services Bylaws to the full Board in the interest of stronger governance and management of the affairs of Access Services.
Board Operations Functions

- Developing and updating Board governing policies.
- Developing and keeping updated a profile of desirable Board member attributes and qualifications
- Fashioning and executing strategies to promote the appointment and election of qualified Board members.
Board Operations Functions

- Developing and overseeing execution of a formal Board member capacity building program
- Ensuring that the Executive Director employment contract and position description are updated as necessary to reflect the changing leadership needs, priorities, and circumstances of Access Services.
Board Operations Functions

- Annually negotiating Executive Director performance targets
- Annually or semi-annually evaluating Executive Director progress in achieving these targets
- Determining the Executive Director’s compensation.
Planning and Development Overview

- Chaired by the Board Vice Chair
- Responsible for designing (working with the Executive Director) Access Services’ strategic and operational planning/budget development processes, overseeing Board members’ involvement in planning, and recommending Board adoption of planning documents such as the annual budget.

- Members
  - Gombert (Chair)
  - Wisdom
  - Nason
  - Rodriguez (Liaison)
Planning and Development Functions

- Reaching agreement with the Executive Director on the detailed design of the planning and budget development cycle - with special attention to the Board's role in planning - and on the annual planning calendar
- Ensuring that the Board participates fully and proactively in the planning process
Planning and Development Functions

- Overseeing preparation for, and hosting, any Board of Directors-Executive Management Team strategic work sessions that are held as part of the annual planning cycle
- Recommending to the Board of Directors the strategic issues that Access Services strategic planning should focus on
Planning and Development Functions

- Reviewing and recommending to the Board such critical planning products as updated values, vision, and mission statements, operational planning priorities, the annual budget, and other strategic and policy-level products that merit Board attention.
- Ensuring – as part of the annual operational planning/budget preparation process – that all program plans include both financial and programmatic performance targets.
Performance Monitoring Overview

- Chaired by the Board Treasurer
- Responsible for working with the Executive Director in updating the content and format of performance reports to the Board, reviewing performance reports, and presenting the reports at the regular Board business meeting.

- Members
  - Barnes (Chair)
  - Del Castillo
  - Burner
  - Greenwood (Liaison)
Performance Monitoring Functions

- Reaching agreement with the Executive Director on the key elements of the Access Services operational and financial reporting process, including the content, format, and frequency of performance reports to the Board
- Overseeing implementation of the process.
Performance Monitoring Functions

- Reviewing performance reports in committee meetings and reporting operational and financial performance to the Board at its regular business meetings.
- Reviewing operational policies meriting the Board’s attention (such as policies to govern the accounting system and practices of Access Services), identifying the need for revision, and recommending policy revisions to the full Board.
Performance Monitoring Functions

- Presenting an overall assessment of the past fiscal year's financial and operational performance at annual strategic planning work sessions involving the full Board of Directors
- Providing counsel to the Executive Director on major internal administrative system upgrades involving significant costs
- Serving as Access Services’ Audit Committee.
External/Stakeholder Relations Overview

- Chaired by the Board Secretary
- Responsible for overseeing the development and implementation of strategies and plans for Access Services’ image building, stakeholder and legislative relations, marketing, and volunteer engagement.

- Members
  - DeVera (Chair)
  - Gibson
  - Troost
  - Johnson (Liaison)
External/Stakeholder Relations Functions

- Ensuring that the desired image of Access Services is regularly updated
- Overseeing the development and implementation of strategies for Access Services image building, marketing and public relations efforts and for maintaining close, positive relationships with key external stakeholders.
External/Stakeholder Relations Functions

- Overseeing the development and implementation of legislative/governmental relations policies and strategies
- Recommending to the Board positions on legislative issues
- Coordinating Board member speaking in appropriate forums on behalf of Access Services
External/Stakeholder Relations Functions

- Fashioning strategies and plans intended to enhance internal and external communication
- Fashioning strategies and plans to promote non-Board volunteer involvement in Access Services advisory bodies.
- Monitoring non-Board volunteer involvement, identifying opportunities for improvement, and ensuring that such opportunities are taken into consideration in the Access Services planning process.
Chief Staff Liaison Overview

- An Executive Team member appointed by the Executive Director
- Responsible to the Executive Director, the standing committee chair, and the Executive Team for ensuring that his/her standing committee receives the support necessary to function effectively.
Chief Staff Liaison Functions

- Developing future committee agendas
- Reviewing future committee agendas with the Executive Team sitting as the Governance Coordinating Committee and his or her standing committee chair
- Ensuring that his or her committee chair is well-prepared to lead committee deliberations
Chief Staff Liaison Functions

- Preparing for a regularly scheduled session of the Executive Team sitting as the Governance Coordinating Committee
- Leading discussion of upcoming committee agendas at these meetings
- Facilitating agreement on Executive Team responsibilities for preparing material for upcoming standing committee meetings.
Chief Staff Liaison Functions

- Overseeing the preparation of written material and oral briefings for committee meetings.
- Following up on standing committee meetings by preparing the standing committee report to the full Board, including for-information and action items.
Item 7
Quarterly Financial Update

access
## Investments

**Schedule of Sweep, Government Money Market and Treasury bills (Investments and Interest/Gain)**

<table>
<thead>
<tr>
<th>Sweep Account</th>
<th>Investments</th>
<th>Interest &amp; Gain</th>
<th>FY19 - 20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>as of 12/31/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Amount</td>
<td>For the month</td>
<td>Inception to Date</td>
</tr>
<tr>
<td>Dreyfus Fund</td>
<td>$4,571,810</td>
<td>$2,145</td>
<td>37,709</td>
</tr>
<tr>
<td><strong>Brokerage Account</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City National Rochdale Govt MMKT CLN</td>
<td>$859</td>
<td>-</td>
<td>3,297</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>$15,084,190</td>
<td>$18,405</td>
<td>55,630</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>$10,050,877</td>
<td>$12,468</td>
<td>33,985</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>$17,056,318</td>
<td>$16,773</td>
<td>16,773</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>$10,050,574</td>
<td>$1,660</td>
<td>1,660</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>$12,053,155</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Sub-total - Brokerage Account</strong></td>
<td>$64,295,973</td>
<td>$57,022</td>
<td>456,818</td>
</tr>
<tr>
<td><strong>Grand Total - Investments</strong></td>
<td>$68,867,783</td>
<td>$59,167</td>
<td>513,399</td>
</tr>
</tbody>
</table>
## Investments - Detail

### Schedule of Sweep, Government Money Market and Treasury bills (Investments and Interest/Gain)

<table>
<thead>
<tr>
<th>Access Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Schedule of Sweep, Government Money Market and Treasury bills (Investments and Interest/Gain)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>as of:</strong> 12/30/19</td>
<td><strong>Investments</strong></td>
</tr>
<tr>
<td><strong>Sweep Account</strong></td>
<td><strong>Security ID</strong></td>
</tr>
<tr>
<td>Dreyfus Fund</td>
<td></td>
</tr>
<tr>
<td><strong>Brokerage Account</strong></td>
<td></td>
</tr>
<tr>
<td>City National Rochdale Govt MMKT CLN</td>
<td>CNGXX</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>912796RT8</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>912796TA7</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>912796WL9</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>912796WS4</td>
</tr>
<tr>
<td>US Treasury Bills Zero coupon</td>
<td>912796SD2</td>
</tr>
<tr>
<td><strong>Sub-total - Brokerage Account</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total - Investments</strong></td>
<td></td>
</tr>
</tbody>
</table>
## Draft Financials - First Half FY20

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Actuals</th>
<th>Total</th>
<th>Budget</th>
<th>Total</th>
<th>YTD B/(W)</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPERATIONS-DIRECT Sub-Total</td>
<td>$85,647,026</td>
<td>$79,646,253</td>
<td>($6,000,773)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPERATIONS-INDIRECT Sub-Total</td>
<td>$1,842,939</td>
<td>$1,911,019</td>
<td>$68,080</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OPERATIONS TOTAL:</strong></td>
<td>$87,489,965</td>
<td>$81,557,272</td>
<td>($5,932,693)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELIGIBILITY Total:</td>
<td>$5,011,568</td>
<td>$5,371,705</td>
<td>$360,137</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CTSA / Ride-Info Total:</td>
<td>$226,440</td>
<td>$233,452</td>
<td>$7,012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADMINISTRATION Total:</td>
<td>$3,703,544</td>
<td>$3,703,370</td>
<td>($174)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Expenses for Quarter One FY20:</strong></td>
<td>$96,431,518</td>
<td>$90,865,799</td>
<td>($5,565,719)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## HDR Historical Data

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual Passengers</th>
<th>HDR Projected Passengers</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>3,740,313</td>
<td>3,794,923</td>
<td>-1.44%</td>
</tr>
<tr>
<td>FY15</td>
<td>4,040,485</td>
<td>4,092,766</td>
<td>-1.28%</td>
</tr>
<tr>
<td>FY16</td>
<td>4,287,943</td>
<td>4,334,872</td>
<td>-1.08%</td>
</tr>
<tr>
<td>FY17</td>
<td>4,343,048</td>
<td>4,389,944</td>
<td>-1.07%</td>
</tr>
<tr>
<td>FY18</td>
<td>4,383,105</td>
<td>4,428,762</td>
<td>-1.03%</td>
</tr>
<tr>
<td>FY19</td>
<td>4,457,931</td>
<td>4,574,728</td>
<td>-2.55%</td>
</tr>
<tr>
<td>FY20</td>
<td>1,636,917</td>
<td>1,544,353</td>
<td>5.99%</td>
</tr>
</tbody>
</table>
Passengers and Trips

FY14: -1.4%
FY15: -1.3%
FY16: -1.4%
FY17: -1.2%
FY18: -1.0%
FY19: -2.6%
FY20: 10.6%

Passengers and Trips

Passengers
Trips
FY20 Service Demand Drivers

• Key Performance Indicators (KPIs)
• Global Paratransit Inc. (GPI) Performance
• Technology
Calls On Hold (ETA)
## Southern Region Performance

<table>
<thead>
<tr>
<th>Category</th>
<th>Before 5M</th>
<th>After 5M</th>
<th>% diff</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On Time Performance - ≥ 91%</strong></td>
<td>Jul-Dec 2018</td>
<td>Jan-Jun 2019</td>
<td>1%</td>
</tr>
<tr>
<td>Excessively Late Trips - ≤ 0.10%</td>
<td>0.11%</td>
<td>0.05%</td>
<td>-55%</td>
</tr>
<tr>
<td>Excessively Long Trips - ≤ 5%</td>
<td>8.4%</td>
<td>3.8%</td>
<td>-55%</td>
</tr>
<tr>
<td>Missed Trips - ≤ 0.75%</td>
<td>1.2%</td>
<td>0.4%</td>
<td>-71%</td>
</tr>
<tr>
<td>Trip Denials ≤ 0</td>
<td>2</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Access to Work On Time Performance - ≥ 94%</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Hold Time (Reservations) - ≤ 120</td>
<td>91</td>
<td>92</td>
<td>1%</td>
</tr>
<tr>
<td>Calls On Hold &gt; 5 Min (Reservations) - ≤ 5%</td>
<td>4.1%</td>
<td>3.3%</td>
<td>-20%</td>
</tr>
<tr>
<td>Calls On Hold &gt; 5 Min (ETA) - ≤ 10%</td>
<td>10.0%</td>
<td>4.3%</td>
<td>-57%</td>
</tr>
<tr>
<td>Complaints Per 1,000 Trips - ≤ 4.0</td>
<td>6.8</td>
<td>2.5</td>
<td>-63%</td>
</tr>
<tr>
<td>Preventable Incidents - ≤ 0.25</td>
<td>0.35</td>
<td>0.24</td>
<td>-31%</td>
</tr>
<tr>
<td>Preventable Collisions (Weighted) - ≤ 0.50</td>
<td>0.66</td>
<td>0.47</td>
<td>-29%</td>
</tr>
<tr>
<td>Miles Between Road Calls - ≥ 25,000</td>
<td>23,322</td>
<td>85,477</td>
<td>267%</td>
</tr>
</tbody>
</table>
Web Booking

Percent of Total Trips Booked in Online Reservations

- May 2019: 0.6%
- June 2019: 4.4%
- July 2019: 5.1%
- August 2019: 4.3%
- September 2019: 7.4%
- October 2019: 8.1%
- November 2019: 8.9%
- December 2019: 9.3%

access
Cost Savings Measures

Access Model
- Significant use of Taxi Subcontractors
- Minivans vs Cutaways
- Lease of Metro Facility
- Integrated Mobility Management as part of Eligibility process

Current Initiatives
- VoIP
- TripDB

Future Initiatives
- Facilities
Revenue Generation

Medi-Cal Program
Investment Policy
  • Sweep Account -
  • Treasury Bill Investment program
Next Steps

FY20 Supplemental Request
- January - Submit supplemental funding request to Metro
- March/April - Amend FY20 Budget

FY21 Budget Development
- January - Budget meeting with Planning Committee
- February - Present proposed FY21 budget to Board
- March - Budget submittal due to Metro