MISSION STATEMENT
Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION

   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9

      1. Anticipated Litigation: Gov. Code §54956.9 (b)

         (i) Significant exposure to litigation against the Agency

      2. Initiation of Litigation: Gov. Code §54956.9 (c)

   B) CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES/POTENTIAL LITIGATION

      Employee & Contractor Staff Harassment
4. SUPERIOR SERVICE AWARD

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 29, 2015 (page 5)
   [Staff Recommendation: Approve minutes as written.]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Consideration to Approve Board of Directors’ Committee Appointments (page 11)
   b) Consideration to Authorize the Purchase of Vehicles for Paratransit Service Fiscal Year 2015/16 (page 18)
   c) Consideration to Extend Term - Real Estate Broker Service Agreement (AS-3820) (page 21)
   d) Consideration to Increase Funds to Add Two Additional User Licenses to Financial Software ERP System (AS-3753) (page 23)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE ACCESS FARE SYSTEM (page 25) - AMENDED ITEM
   [Staff Recommendation: Approve the dynamic fare proposal and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan to the Membership of Access at a membership meeting in October. If finally adopted, the dynamic fare system proposed will have the following rules with an effective date of January 1, 2016, see item for details]

10. CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2015-2020) (page 30)
    [Staff Recommendation: Adopt Access’ Five Year Strategic Plan.]

11. STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES (page 33)
    [Staff Recommendation: Receive and file]
Access Services does not discriminate on the basis of 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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those 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 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 closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. 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 yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) 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 the 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 in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general 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 will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."
STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE ACCESS
SERVICES BOARD OF DIRECTORS

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA  90012
Monday, May 18, 2015
12:03 p.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 12:08 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary Theresa DeVera, Directors Angela Nwokike, Art Ida, John Troost. Ex-Officio: CAC Chair Chaplain Dov Cohen, and Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present: Directors Nalini Ahuja, Kim Turner and TPAC Chair Linda Evans

2. **PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments.

3. **CLOSED SESSION REPORT**

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation.

4. **SUPERIOR SERVICE AWARD**

Superior Service Awards were given to:

MV Transportation Driver Juan Goboy, Superior Service Award recipient for the month of June 2015.

Diversified Transportation, Superior Service Award recipient for Outstanding Safety Record, July 2015.
5. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the regular Board of Directors meeting held on Monday, May 18, 2015.

Motion made by Chair Dolores Nason to approve the minutes, seconded by Secretary Theresa DeVera. Via Voice Vote all were in favor, motion passed.

6. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), stated that his personal experience and professional experience had been that Access had trained well and encouraged with enthusiasm and always recognized when people and the organization excelled. He stated that he was very pleased when people express to him that they have an Access ID card especially one of the new ones because Access was making progress. CAC Chair Cohen concluded his report by thanking the Board for their leadership, he also thanked the people in the audience for making the service work every day.

7. **GENERAL PUBLIC COMMENT**

Jember Carcamo provided a statement to the Board of Director. Mr. Carcamo thanked Access Services Executive Director for taking the time to listen to the issues he was experiencing with Access Services. He thanked Access staff, the provider staff and apologized for being difficult and stated that he only wanted to make the service better for other riders. He concluded his public comment by stating that the Eastern Region still needed more improvements in some areas.

Rene Madera made public comment by stating that she had a few issues she would like to bring up with the first being physically approaching a blind person. She stated that many riders had been complaining that the driver was not physically approaching them when the vehicle arrived but the drivers that did were approaching the wrong arm, the arm holding the white cane. Ms. Madera stated that she had asked many times that the driver approach her left arm which should be the same for all riders who are blind or visually impaired.

Ms. Madera stated that another issue was point of origin with address. She stated that she was always very clear when providing an address but on Saturday, June 28th the driver parked four houses and across the street from her house and the attitude of the driver was very bad. Ms. Madera concluded her public comment by stating that the last issue was the driver(s) being extremely late, over an hour.

Phyllis Coto made public comment by stating that she had an issue that Access staff was currently helping her with but she felt it was important to make public comment. She stated that her Access ID card states that she could use a vehicle, bus or train but the transfer point where she would normally get off which was very
convenient for her had moved a long block away and it was difficult for her to walk back.

8. **CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2015/2016**

Recommendation: Approval of the FY2015/2016 budget as presented.

*Motion made by Vice Chair Dolores Nason to approve the FY 2015/16 budget as presented by staff, seconded by Treasurer Martin Gombert. Via Roll Call Vote all were in favor, motion passed.*

9. **CONSENT CALENDAR**

Recommendation: Approval of all items on the consent calendar, (list of items provided below):

9-a Consideration to Authorize Funding for Back-Up Service Provider
9-b Consideration to Increase Funds - Third Party Insurance Administrator Services Contract (AS-2744)
9-c Consideration to Approve Amendment to Service Provider Contracts to Incorporate Reasonable Modification, Beyond the Curb and Out of Service Area Policies - *Amended Item*
9-d Consideration to Extend Term and Increase Funds for Website Services (AS-3221)
9-e Consideration to Approve Renewal of Commercial Business Package Insurance (AS-2749)
9-f Consideration to Approve Overall Triennial Disadvantaged Business Enterprise (DBE) Goal for Federal Fiscal Years 2016/2018
9-g Consideration to Approve Amendment to Eligibility Determination Services Contract No. ASI-2441 (C.A.R.E. Evaluators, LLC)
9-h Consideration to Extend Term and Increase Funds - Financial Software ERP Migration Support Services (AS-3753)

*Motion made by Director Art Ida to approve all the items on the consent calendar, Seconded by Secretary Theresa DeVer. Via Voice Vote all were in favor, motion passed*

10. **CONSIDERATION TO APPROVE REVISED TIMELINE ON REGIONAL FARES AND INITIATE PROGRAMMING RELATED TO IMPLEMENTING A NEW REGIONAL FARE SYSTEM**
Recommendation: Authorize the Executive Director to: 1) Implement a revised timeline for compliance by January 1st (see attached) which includes customer outreach with a specific fare proposal with the following fare levels: Free, 50 cents, $1, $2, $3, $4, 2) Initiate programming efforts related to integrating Metro’s Trip Planner and the service providers’ reservations systems, at a cost not to exceed $75,000 for each reservation software vendor (StrataGen, ADEPT, Trapeze, and 5M).

Public Comment

Phyllis Coto made public comment by stating that she had a discussion with one of the drivers that if the fares went up for the low income riders it could be possible that the drivers may lose their jobs. She also stated that the drivers that do use the service put money into the economy and so did the drivers and she felt that Washington should be aware of that. Ms. Coto concluded her public comment by stating that she felt it would be a good idea to partner up with the affordable care act so they could defer some of the extra money to the riders.

Motion made by Treasurer Martin Gombert to approve staff recommendation, seconded by Secretary Theresa DeVera. Via Roll Call Vote all were in favor, motion passed.

11. COMPREHENSIVE REVIEW – CUSTOMER SERVICE

Recommendation: Receive and file.

Chair Doran Barnes reminded the Board that this was an information item only and no action was needed.

12. STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES


Chair Doran Barnes reminded the Board that this was an information item only and no action was needed.

13. EXECUTIVE DIRECTOR’S REPORT

Shelly Verrinder, Executive Director began her report by reminding everyone that the American Public Transportation Association (APTA) Board Seminar was coming up on July 18th thru July 22, 2015 in Denver, Colorado so if any of the Board members want to participate they need to talk to Donna Cisco or Charlene Motta as soon as possible.

Ms. Verrinder also stated that the 2015 TransEd Conference would be occurring in Lisbon, Portugal and the main objective of the conference was to promote and encourage the development of accessible transportation systems that meet the needs of individuals with disabilities. It was primarily an academic conference.
Access Services submitted a paper on Mobility Management which she and Chairperson Barnes would be presenting at the conference in July 2015. Ms. Verrinder informed the Board that the July 27, 2015 Board meeting was canceled and the next Board meeting is scheduled for Monday, August 24, 2015 at Metro.

Ms. Verrinder concluded her report by announcing that Director Art Ida from Culver City Transit, representing the Municipal Fixed Route Operators term had expired and he was leaving the Access Services Board of Directors. She also stated that Director Ida chaired the General Managers group, which was a group of all the Executive Directors from all of the Municipal Operators in Los Angeles County. Ms. Verrinder presented Director Ida with a token of appreciation and thanked him for his term of service.

**BOARD MEMBER COMMUNICATION**

CAC Chair, Chaplain Dov Cohen thanked the Board for allowing him to represent the CAC because they work very hard with all of the sub-committees. He concluded his comment by stating the he keeps seeing the results of what Access accomplishes which makes him very proud to serve on the committee.

Director John Troost stated that it was a pleasure serving on the Board with Director Art Ida. He also thanked him for all of his help during his term.

Secretary Theresa DeVera informed the Board that the Triumph Foundation storage unit caught fire. She stated that the Triumph Foundation was a foundation that helped people that are new to spinal cord injuries transition into living with paralysis. Director DeVera stated that they are hosting a fundraiser on Saturday, July 18, 2015 but unfortunately they are located in Santa Clarita and many Access riders will not be able to attend because the location is outside of the service area.

Director DeVera concluded her comment by thanking Director Ida for being the voice of reason when faced with a difficult decision that involved the riders, fixed route and Access Services as a whole. She thanked him for being her mentor.

Vice Chair Dolores Nason stated that she felt being in the transit industry was being in a big family so it meant that we would see Director Ida later. She also stated that she loved Access and all of the providers. Vice Chair Nason added that last week the Disabled Resource Center had their Annual Awards Dinner where they recognized the 25th Anniversary of the ADA, she thanked everyone that attended the event and for their support.

Chair Doran Barnes stated as mentioned he would be participating in this year’s TransEd conference in Lisbon, Portugal along with Ms. Verrinder. He added that he had to opportunity to participate four years ago, which was very interesting, informative with a heavy academic feel which was of great value. He also mentioned that Foothill Transit was going to cover his airfare cost.
Chair Barnes also added that the American Public Transportation Association announced that the nominating process was open for the selection of officers for 2015/2016 and he would be submitting his paperwork to run for Vice Chair of the Association so if anyone was interested in submitting letters of support they could contact him. Chair Barnes concluded his comment by stating that it had been an honor to serve on the Access Board with Director Ida and his leadership in the region had been tremendous. He thanked him for serving and hoped to see him back on the Board in two years.

14. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

No new business was heard subsequent to the posting of the agenda.

15. **ADJOURNMENT**

Motion made by Vice Chair Dolores Nason to adjourn the meeting. Seconded by Secretary Theresa DeVera via Voice Vote. The meeting adjourned at 2:58 p.m.

Approval

_____________________________        ______________
Theresa DeVera, Secretary              Date
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON

RE: CONSIDERATION TO APPROVE BOARD OF DIRECTORS’ COMMITTEE APPOINTMENTS

ISSUE:

It is necessary to appoint Board members to the Audit Committee, Quality Services Subcommittee, and Compensation Committee.

RECOMMENDATION:

Appoint Board members or there designated appointee to serve on the following committees effective August 24, 2015:

Audit Committee: Michelle Caldwell, Foothill Transit (appointed by Chair, Doran Barnes), Art Ida, Torrance Transit (appointed by Director Kim Turner), Giovanna Gogreve, Metro (appointed by Director Nalini Ahuja).

Quality Services Subcommittee: Director Angela Nwokike

Compensation Committee: Chair, Doran Barnes, Vice Chair, Dolores Nason, Treasurer, Martin Gombert.

BACKGROUND:

In July of 2005, the Board adopted a resolution forming and appointing an Audit Committee and Compensation Committee. The above individuals are proposed for these committee. In addition, the Board appoints one of its members to the Quality Services Subcommittee (QSS) of the CAC.

The resolution forming the committees does not specify a term and the law does not specifically require it, but good agency governance principles suggest that standing committee members without specific terms be reappointed annually.
ACCESS SERVICES
APPOINTMENT OF AUDIT COMMITTEE

WHEREAS, California law (Gov. Code §12586(e) (2)) requires that the Board Directors establish an audit committee, and the Bylaws of the corporation do not limit the Board's authority to do so;

WHEREAS, regardless of state law, the Board of Directors notes that the adoption of an audit committee will, among other things, strengthen the independence of this Agency’s independent auditors and, if applicable, this Agency’s internal auditors thereby helping to assure the objectivity of agency financial statements and the maintenance of appropriate accounting practices and internal accounting controls; and

WHEREAS, this Board of Directors has determined that it is in the best interests of this corporation and of its members that an audit committee be appointed, with powers as set forth in these resolutions;

NOW, THEREFORE, BE IT RESOLVED, that an audit committee (the “Audit Committee”) consisting of ____ persons is hereby created, and the following persons are appointed thereto, none of whom are staff members or the chairman of the finance committee or have any material financial interest in any entity doing business with this Agency: ________, _______ and __________ with the Director of Finance and Administration being an ex-officio member of the committee.

FURTHER RESOLVED, that to the full extent permitted by applicable law, the Audit Committee shall exercise the following powers and duties:

(a) To meet with the independent auditors of this corporation at least annually to discuss and review the scope of the annual audit, any open questions as to the choice of acceptable accounting principles to be applied, any matters of difference of opinion or dispute between the independent auditors and the officers or employees of this corporation, and all other matters relating to the auditors' relationship with the corporation;

(b) If applicable, to meet with internal auditors of this corporation, at intervals selected by the Audit Committee as sufficient to carry out its duties under these resolutions, to raise with, and received from, such auditors questions relating to: internal controls and other matters respecting the corporation, the internal auditors' duties and their relationship to other officers and employees of the corporation, and other matters germane to effective performance by the internal auditors of their duties;

(c) To advise and assist the Board of Directors in evaluating the auditors; independent performance, including the scope and adequacy of the auditors' review;
(d) To nominate, for approval of the Board of Directors, the firm of independent auditors to be submitted to the members of the Agency for ratification at the annual meeting thereof if such submission is deemed desirable by the Board and to the extent permitted by law, negotiate the compensation of such auditors and to recommend to the Board of Directors the termination of the auditors;

(e) To review the audit and the Agency’s annual financial statements, including the footnotes, and discuss such statements with the independent auditors prior to release of the corporation's annual reports to members;

(f) To determine whether to accept the audit;

(g) To receive and consider the independent auditors' comments and suggestions as to internal audit and control procedures, adequacy of staff, and other matters, and based upon such comments and suggestions, to make such recommendations to the Board as the Audit Committee shall deem necessary and appropriate;

(h) To periodically consult with the independent auditors as to the result of any internal reviews of this Agency's financial statements performed by them and to review with such independent auditors and the corporation's management from time to time the extent to which changes or improvements in financial and accounting practices recommended by such independent auditors or management personnel, have been implemented; and

(i) To meet with and request and obtain reports and information from the Agency’s officers, employees and others as the Audit Committee, in consultation with the Executive Director and/or Director of Finance and Administration, shall determine to be necessary in carrying out their duties as set forth above.

(j) To approve the performance of any non-auditing services by the audit firm and to preserve the independence of the auditors.

FURTHER RESOLVED, that each member of the Audit Committee shall serve as such until such member's successor shall be appointed by the Board of Directors or until the existence of the Audit Committee is terminated by the Board. In the event that any member of the Audit Committee shall resign, the vacancy so caused shall be filled by the Board.

FURTHER RESOLVED, that two (2) members of the Audit Committee shall constitute a quorum for the transaction of business.

FURTHER RESOLVED, that meetings of the Audit Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this Agency.
The Audit Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Audit Committee to the contrary. Meetings shall be held when called by any member of the Audit Committee, the Board of Directors, or otherwise as permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Audit Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours), or residence (if not sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.

FURTHER RESOLVED, that each member of the Audit Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the committee.

BACKGROUND

California Government Code § 12586(e) (2) requires that:

a. Certain non-profit entities create an audit committee.
b. That no staff member can be a member of that committee.
c. The audit committee may include persons who are not members of the Board of Directors.
d. Members of the Audit Committee shall not receive any compensation from the corporation in excess of the compensation, if any, received by members of the Board of Directors for service on the Board and shall not have a material financial interest in any entity doing business with the entity.
e. Subject to the supervision of the Board of Directors, the Audit Committee shall be responsible for recommending to the Board of Directors the retention and termination of the independent auditor and may negotiate the independent auditor's compensation, on behalf of the Board of Directors.
f. The Audit Committee shall confer with the auditor to satisfy its members that the financial affairs of the corporation are in order.
g. The audit committee shall review and determine whether to accept the audit;
h. The audit committee shall assure that any non-audit services performed by the auditing firm conform with standards for auditor independence; and
i. The Audit Committee shall approve performance of non-audit services by the auditing firm.
ACCESS SERVICES INCORPORATED
APPOINTMENT OF COMPENSATION COMMITTEE

WHEREAS, California law (Gov. Code § 12596(g)) requires that the compensation, including benefits, of the Executive Director and the Director of Finance and Administration upon hiring, renewal or extension of the term of employment or upon modification of compensation be reviewed and a determination made as to whether such compensation is just and reasonable;

WHEREAS, this Board of Directors notes that the appointment of a Compensation Committee composed of ___________ to review and approve the compensation of executives promotes a forum providing independent oversight over the fairness of the compensation arrangements for such executives and greater management accountability; and

WHEREAS, this Board has determined that it is in the best interests of this Agency and of its members that such a committee be appointed, with powers as set forth in these resolutions, and that the committee be called the "Compensation Committee" of this Board;

NOW, THEREFORE, BE IT RESOLVED, that a Committee (the "Compensation Committee") consisting of ____ persons is hereby created, and the following persons are hereby appointed as its members: ______________________

FURTHER RESOLVED, that each member of the Compensation Committee shall serve until such member's successor shall be appointed by the Board or until the existence of the Compensation Committee is terminated by the Board of Directors. In the event that any member of the Compensation Committee shall resign or cease to be a Director of this corporation, the vacancy thus caused shall be filled by the Board.

FURTHER RESOLVED, that two (2) members of the Compensation Committee shall constitute a quorum for the transaction of business.

FURTHER RESOLVED, that meetings of the Compensation Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this corporation. The Compensation Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Compensation Committee to the contrary. Meetings shall be held when called by any member of the Compensation Committee or the Board of Directors or otherwise permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Compensation Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.
FURTHER RESOLVED, that to the extent permitted by applicable law, the Compensation Committee shall exercise the following powers and duties:

(a) Review and approve or recommend to the full Board the annual salary, bonus and other benefits, direct and indirect, of this Agency’s Executive Director and Director of Finance and Administration and such other members of senior management as the Board may request;

(b) Upon hiring, renewal or extension of the term of employment or modification of compensation for the Executive Director or Director of Finance and Administration, determine whether the compensation (including benefits) for such executives is just and reasonable and report such determination and the basis thereof to the Board.

(c) Administer executive compensation or incentive compensation arrangements for this Agency, to the extent that the Board of Directors would otherwise be involved in the administration thereof and to review and submit to the Board of Directors' recommendations concerning new executive compensation;

(d) Establish and periodically review this Agency’s polices regarding management prerequisites;

(e) Establish, when applicable, guidelines for incidental use by Agency personnel and their families of Agency resources that are not otherwise being utilized;

(f) Periodically review and submit to the full Board of Directors recommendations regarding non-officer employee compensation and benefit policies;

(g) Function, on an ad hoc basis, as the committee having delegated authority to determine whether or not indemnification should be provided to officers and directors who are also employees;

(h) Review and submit to the full Board of Directors recommendations concerning long-range planning for executive development and succession; and

(i) Consult with appropriate management personnel and/or outside consultants periodically concerning levels of executive compensation, emerging trends in the compensation area and other matters which would be relevant in carrying out their duties as set forth above.

FURTHER RESOLVED, that the Compensation Committee shall be subject at all times to the control of the Board, which shall have the power to revise or alter any action
taken by the Compensation Committee, provided, however, that no rights of third parties that have attached or arisen shall be adversely affected thereby.

FURTHER RESOLVED, that each member of the Compensation Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the Compensation Committee.
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE
       HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO AUTHORIZE THE PURCHASE OF VEHICLES
     FOR PARATRANSIT SERVICE FISCAL YEAR 2015/2016

ISSUE:

Board approval is required to purchase vehicles for paratransit service during Fiscal Year 2015/16.

RECOMMENDATION:

Authorize staff to purchase up to 211 Paratransit vehicles consisting of: Low emission Flex Fuel ADA-accessible low floor Dodge Minivans, Purpose built ADA CNG MV1 units, and ADA equipped El Dorado Aerotech cutaways not to exceed $13,419,361 and increase the FY16 budget by $433,169 to a revised amount of $168,047,394.

IMPACT ON BUDGET:

Access Services was awarded additional Federal 5310 funds in the amount of $433,169 after budget approval, the balance of funds needed for the purchased vehicles was included in the FY 2015/16 capital budget. These funds must be used for vehicles in the Santa Clarita and/or Antelope Valleys. Using Toll Roads Grant, Federal 5310 funds, Access to Work funds, and local Prop C funds, the estimated total expenditure includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

The alternatives considered were: Purchase no new vehicles and purchasing a smaller quantity of vehicles. Purchasing no new vehicles is not advisable given that a large portion of the fleet is now eligible for retirement. Purchasing a smaller quantity of vehicles is not advisable as the number of vehicles beyond their useful lifetime will create an even greater need for replacement vehicles in this fiscal year and future fiscal years. The vehicles proposed for this project are needed to replace a similar number of vehicles which have reached or surpassed their established useful lifespan and to address the need for additional vehicles due to increased demand and Beyond the Curb service change. Based on past experience, purchasing from cooperative contract
schedules - a practice encouraged by the FTA - expedites the purchasing process, while ensuring that a competitive price is paid for goods and services. As was the case with our most recent vehicle procurement, staff is proposing purchasing minivans and cutaways through an approved vendor of the CalACT/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative. A competitive solicitation for MV-1 units will be issued by Access staff.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

Paratransit vehicles scheduled for replacement will each have accumulated over 250,000 miles by the time of replacement, or over six years old. The FTA assumes that vehicles the size of Access minivans and cutaways have a useful life of four (4) years or 100,000 miles. The revenue vehicle inventory is also increasing to handle the load of phase 2 Access to Work, and the beyond the curb service that starts in July.

The Access FY14/15 vehicle build has now been completed. The distribution of FY14/15 vehicles was completed as per plan.

For FY 15/16 Access staff met with the service provider managers to establish a fleet mix that stays with in the current fleet size and better serves our clients. The revenue vehicle schedule consists of 132 Low Floor Dodge Minivans, 79 Purpose Built ADA CNG MV1s, 9 Class A Aerolite, 9 Class B Aerotech 220, and 4 Class C Aerotech 240 Cutaways. Distribution to each of the providers will be based on the age of the fleet as well the demonstrated service demand at the time of vehicle assignment. Authorizing this purchase now will allow the proposed contractors sufficient time to order chassis and the FY15/16 build can begin as soon as the procurement process is completed and funding becomes available.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle Purchasing Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices.
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
       STEVE CHANG, DEPUTY EXECUTIVE DIRECTOR, CLIENT RELATIONS

RE: CONSIDERATION TO EXTEND TERM – REAL ESTATE BROKER SERVICES AGREEMENT (AS-3820)

____________________________

ISSUE:

Access Service requires the ongoing expertise of a professional firm to assist in the proper identification and negotiation of real estate with respect to the future location(s) of the facility for conducting eligibility determinations.

RECOMMENDATION:

Authorize a six-month extension to the period of performance of existing agreement number AS-3820 between Access Services (Access) and Jones Lang LaSalle Brokerage, Inc. (JLL) through February 28, 2016.

IMPACT ON BUDGET:

Compensation for tenant real estate broker services is generally obtained from a landlord, sub-landlord or developer. Accordingly, there is no anticipated impact on the budget.

ALTERNATIVE CONSIDERED:

Staff considered issuing a new Request for Proposals (RFP) for these services. However, due to the existence of a current agreement with JLL, and based upon their extensive knowledge and familiarity of Access’ operational and real estate needs, staff is recommending that JLL continues as Access’ real estate broker.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND

In August, 2014, the Board approved the award of Contract No. AS-3820 for JLL real estate brokerage services. The contract expires on August 31, 2015.

At this time, staff recommends extending the period of performance through February 28, 2015 to address real estate needs surrounding the Access eligibility program. The growth in demand and potential changes in services is requiring staff to explore a number of scenarios where it may be of strategic and cost-effective value to be the lease holder of contractor premises in the Los Angeles County area. In order to quantify and narrow these scenarios, staff is recommending extending the exclusive representation agreement with JLL.

JLL has performed satisfactory services under the current agreement and has been working with Access over the past several months to identify appropriate facilities for the Access Eligibility program. Considering that the search for appropriate locations is still in progress it makes sense for the sake of continuity to continue with the existing broker.
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO INCREASE FUNDS TO ADD TWO ADDITIONAL USER LICENSES TO FINANCIAL SOFTWARE ERP SYSTEM (AS-3753)

ISSUE:

Board approval is required to increase funds for contract AS-3753 with Oracle America, Inc. for the Financial Software ERP Migration Project.

RECOMMENDATION:

Authorize a $54,249.66 increase in the total not-to-exceed amount of contract AS-3753 for two additional user licenses from September 12, 2015 through February 11, 2022.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $317,152.29 to $371,401.95. This action is consistent with Access' approved budget for Fiscal Year 2015/16, and will be programmed in subsequent budget years.

The funding for this purchase comes from the Proposition C Discretionary Fund.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to negotiate and enter into a written amendment of the existing contract with Oracle America, Inc. under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless 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. Staff has been working with Oracle America, Inc. since the beginning of the year. Staff is confident that the contractor has met the terms of the contract and thus merits consideration to provide two additional licenses.
BACKGROUND:

The original contract with Oracle America, Inc. was approved by the Board in November, 2014 as part of the Financial Software ERP Migration project. Oracle was selected as the application software provider.

A recent reorganization created two new positions so two additional licenses are required. The current contract to provide software services began in February 12, 2015 and will expire in February 11, 2022. The original contract total amount is $317,152.29. This request represents a 17.52% increase in software licensing cost over seven years.
REVISED ITEM

AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS
ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: CONSIDERATION TO APPROVE ACCESS FARE SYSTEM

ISSUE:

Every year, the Federal Transit Administration (FTA) conducts Triennial Reviews of certain transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. During the 2014 Triennial Review cycle, Access and several member agencies received an FTA finding that Access charges more than twice the fixed-route fare for some paratransit trips. Access recently received an extension from the FTA and has until January 1, 2016 to come into compliance.

RECOMMENDATION:

Approve the dynamic fare proposal and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access at a membership meeting in October. If finally adopted, the dynamic fare system proposed will have the following rules with an effective date of January 1, 2016:

- To calculate the fare, the cost of a comparable fixed-route trip would be doubled and then rounded down to the nearest fare level. The proposed fare levels are $0, $0.50, $1, $2, $3, and $4. Fares in Santa Clarita, Antelope Valley and fares for transfer trips will not be changed.

- Requested paratransit trips that cannot be completed on the fixed-route system (but are within Access’ service area) are considered premium trips above the minimum requirements of the Americans with Disabilities Act. These trips will be $3 each way.

In the event that legislative or regulatory changes are enacted before January 1, 2016 that would allow for the continuance of the current Access coordinated fare system, the dynamic fare proposal would not be implemented. As discussed in more detail later in
this item, Access has filed a Petition for Rulemaking with the United States Department of Transportation requesting that the existing federal rule be changed to allow the current coordinated fare system to be retained.

**IMPACT ON BUDGET**

Under this dynamic fare proposal, the annual farebox recovery is estimated to be about 6.7%, a slight increase over the current budgeted farebox recovery of 6.3%.

*Estimate of Fares*

Under the proposed fare system with fare levels of $0, $0.50, $1, $2, $3, and $4, below is a chart of the trips estimated to fall into each fare level:

<table>
<thead>
<tr>
<th>Fare</th>
<th>% of Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>&lt;0.5%</td>
</tr>
<tr>
<td>$0.50</td>
<td>0.5%</td>
</tr>
<tr>
<td>$1.00</td>
<td>3%</td>
</tr>
<tr>
<td>$2.00</td>
<td>12%</td>
</tr>
<tr>
<td>$3.00</td>
<td>64%</td>
</tr>
<tr>
<td>$4.00</td>
<td>20%</td>
</tr>
</tbody>
</table>

Under the current Los Angeles basin fare structure, 88% of trips are $2.75 and 12% of trips are $3.50.

Staff budgeted $300,000 in the FY16 budget for IT capital needs related to the dynamic fare system implementation. At the June 2015 Board meeting, the Board authorized the Executive Director to initiate programming efforts related to integrating Metro’s trip planner and the service provider’s reservations systems, at a cost not to exceed $75,000 for each vendor.

**BACKGROUND:**

In January 2015, the Board authorized staff to do the following:

- Analyze and propose a new fare system that would comply with the ADA regulations that the fare for each trip not exceed twice that of the fixed route;
- Implement an outreach plan to educate stakeholders on the fare issue;
Concurrently, seek legislative or regulatory changes to allow Access to maintain its current coordinated fare system.

In March 2015, the Board authorized staff to conduct public outreach on the proposed fare concepts that included a rounding down system of half dollar or dollar increments, and a cap of either $4 or $5.

On June 26, 2015, FTA Acting Administrator Therese McMillan sent a letter to Access Executive Director Shelly Verrinder advising that the FTA was granting Access’ request for an extension to January 1, 2016 to implement the action plan for a fare system that is compliant with federal regulations.

In June 2015, the Board authorized staff to conduct additional public outreach on the proposed fare levels ($0, $0.50, $1, $2, $3, $4) and approved the revised implementation timeline. The planned implementation date, as stated above, is January 1, 2016.

Public Outreach

During the initial round of community outreach in April and May 2015, a total of ten community meetings were held in the cities of Encino, Santa Clarita, West Hollywood, Monterey Park, Lancaster, and Downey. A Public Hearing was held at the Metro Board Room on April 27th. Almost half (45%) of all customers who provided feedback stated they would prefer a fare system that rounded the fare down to the nearest dollar. About half (47%) of all customers stated their preference for a $4 cap. Most of the other comments received stated that customers have major concerns with the proposed changes and would prefer no change (42%) to the current fare system.

In July 2015, Access held another round of community meetings and a public hearing to present the revised fare system. A total of 8 community meetings (4 in English and 4 in Spanish) were held in the cities of Encino, West Hollywood, Lakewood, and El Monte. Between 30 to 60 customers attended the English-language meetings. A Public Hearing was held at the Metro Board Room on July 27th, with about 60 people in attendance. Twenty-five (25) individuals made comments regarding the fare proposal. Although the majority of the individuals understood that Access was required to change the fare system to be in compliance with federal regulations, all of the comments opposed any change to the fare system. At the public hearing, as well as the community meetings, the common issues raised were:

- The proposed fare system is too complicated/confusing;
- Customers live on fixed incomes and cannot afford the changes;
- Fare variability makes budgeting challenging;
- Consider using the disabled and/or senior rates for the calculation of fare;
- The $4 cap is still too high.
**Advisory Committee Feedback**

In July 2015, Access staff presented the revised fare proposal to the Community Advisory Committee (CAC) and the Transportation Professionals Advisory Committee (TPAC).

The CAC rejected staff’s recommendation to support and approve the proposed fare levels and the revised timeline. The CAC made a motion to advise the Board not to approve this proposed fare structure. Instead, Access should keep the current coordinated fare structure ($2.75 and $3.50), and charge no more than twice the comparable fare for a trip that cost less than the current fare levels. The CAC recommends that Access continue regulatory and legislative efforts. Comments from the committee included:

- The majority of customers live on fixed incomes and cannot afford a fare increase;
- The importance of maintaining a coupon system, although this requires a more complicated coupon system;
- The fare variability complicates a customer’s ability to budget;
- Consider capping the fares at $3.00;
- Concerns about using the Metro Trip Planner;
- Using disabled and/or senior rates as a basis for the fare calculation;
- The CAC would support rulemaking efforts to keep the current coordinated fare system.

TPAC approved the recommended proposed fare system. The committee advised staff to investigate opportunities to minimize fare variability as much as possible.

**Legislative and Regulatory Change Update**

**Regulatory Change Efforts**

On March 4, 2015, Access submitted a Petition for Rulemaking to the Department of Transportation asking the Department to make a small addition to federal regulations to clarify that the fare methodology previously utilized by Access for over 10 years was allowable in the context of a coordinated paratransit system. On April 22, 2015, a group of Congressmen and women submitted a letter to DOT Secretary Anthony Foxx supporting Access’ petition and asking the Department to take action to allow Access to keep its current fare system. The petition has also been supported by numerous disability organizations and individual customers with disabilities.

In June 2015, Executive Director Shelly Verrinder, and Deputy Executive Director of Planning and Governmental Affairs Andre Colaiace, met with officials from the Federal...
Transit Administration (FTA) and the Department of Transportation (DOT) in Washington DC to discuss the Petition. Access received clarification regarding the Department’s process for handling a petition for rulemaking. The DOT General Counsel explained that there is no statutory or regulatory deadline for responding to a petition, and the Department is considering whether to grant, deny, or seek comment on how the Department should proceed. Access has received no further communication from the Department on this issue since that meeting. Due to the uncertainty of whether the Access petition will be granted by the current deadline, Access must go forward with the process of preparing for the use of dynamic fares.

**Next Steps/Timeline**

Pending board approval, staff will continue with the implementation timeline:

**AUGUST 2015**
- The Board of Directors considers the proposed fare system.
- Staff works with Metro and reservation vendors to integrate Metro Trip Planner.

**SEPTEMBER / OCTOBER 2015**
- Testing of reservation system with Metro Trip Planner.
- Present amendment to the LA County Coordinated Paratransit Plan to the membership of Access.

**NOVEMBER / DECEMBER 2015**
- Customer outreach.

**JANUARY 2016**
- Start date of new fare system.
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2015-2020)

ISSUE:
Access staff has developed a Five Year Strategic Plan (2015-2020) to identify challenges and goals for Access Services over the next five years.

RECOMMENDATION:
Adopt Access’ Five Year Strategic Plan.

IMPACT ON BUDGET:
This action will not have an impact on Access’ budget. Approval of the Five Year Strategic Plan formalizes some of the goals set forth in the plan. Individual projects and programs listed in the plan would still require Board approval as staff undertakes these efforts.

ALTERNATIVES CONSIDERED:
No alternatives were considered.

BACKGROUND:
In July 2014, Access staff, assisted by the transit consulting firm Nelson\Nygaard, embarked on efforts to develop a five year Strategic Plan for the agency. The impetus for this was that ridership and new customer applications were projected to increase over the next couple of years which will lead to increases in overall agency costs. In light of these challenges, staff created a plan to address the issues facing the agency ahead.
Challenges

The principal challenges that could impact Access are as follows:

**Increased Demand** - Ridership estimates provided by HDR Engineering show that Access will face increases in persons seeking eligibility as well as persons requesting paratransit trips. Growth in these areas will lead to cost increases for providing paratransit services in Los Angeles County.

**An aging County population** - With a growing senior population and more seniors giving up driving, there will be a large increase in persons seeking Access eligibility and paratransit trips.

**Operating Costs** - Factors such as the need for increasing contractor and Access staff in order to respond to increasing demand as well as minimum wage laws and health care requirements/costs will impact overall system costs.

**Recent Federal mandates** - The adoption of Beyond the Curb service and Reasonable Modification and possible adoption of a new Dynamic Fare system in response to Federal rules will have costs associated with each change. Staff will do its best to mitigate cost increases, but there is still an expectation that there will be impacts to costs and service delivery.

Innovations

In light of these challenges, Access is already working on improvements that will provide the financial, staffing and capital resources necessary to deliver the services our customers rely upon.

**Exploring Funding Alternatives** - In addition to relying on existing funding resources from local Prop C sales tax and Federal 5310 monies, Access staff will continue to explore other possible sources of funding including Medi-Cal funding, future Sales Tax (Measure R-2) and additional Federal, state and local grant programs.

**Safety** - In 2014, Access continued its commitment to safety by introducing new Road Safety Inspector positions. The Safety division has hired additional Road Safety Inspectors in order to ensure compliance with safe practices and also to respond to matters that arise out in the field. Access is also continuing its preparation in anticipation of major emergencies to ensure that the agency is best prepared in the event of a large scale emergency.

**Transportation Options for Access Customers** - Building on the success of one-on-one Travel Training and the Free Fare Program, Access staff will be exploring ways to expand the Travel Training program to include Group Travel Training that can reach a larger audience of existing and potential Access customers.
Improved Customer Education and Outreach - Access sees value in increasing/improving Customer Education which can be performed as part of the eligibility process or at targeted outreach meetings at senior centers, for example. This outreach/education could inform customers about how Access works, in order to avoid confusion, and also to introduce customers to other transportation resources available to them in their communities (i.e. Free Fare partners).

Customer and Staff Technology Improvements - Providing customers with information such as real-time vehicle locator technology and trip reservation services on a smart phone application could serve to reduce customer confusion and complaints while enabling call-taker staff to focus on other customer matters.

Comprehensive Operational Reviews - Access has begun a process to review the agency’s practices in Eligibility, Customer Service and Operations against industry best practices. As these reviews are completed, Access staff will implement those recommendations that emerge which will improve agency efficiency.

Expanded Vehicle and Real Estate Needs - As Access’ trip demand increases, Access will need to explore expanding the number of vehicles in its fleet. This could lead to a need to find additional locations to house the existing and expanded fleet. Access’ main administrative office may also need to relocate based upon the need to hire additional staff.

These and other proposed improvements outline Access’ approach to overcoming the challenges that the future holds for paratransit service in Los Angeles County to ensure Access provides safe and reliable transportation now and in the coming years ahead.

NEXT STEPS:

Staff will make regular updates to the Strategic Plan in order to incorporate new programs and plans and will update this plan on an annual basis.
AUGUST 14, 2015

TO: BOARD OF DIRECTORS

FROM: MATHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in 12 recommendations including Access’ management response to the recommendations. To date, nine of the recommendations have been closed.

The findings and associated recommendations are detailed in the Metro Staff Report and Final Review located on www.accessla.org.

Access staff will be updating the Board on a monthly basis on progress on implementing the remaining recommendations that are still open.

RECOMMENDATION:

Receive and File.
STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

Recommendation #1 - CLOSED in August 2014

Access Services staff should present its future customer service survey to Access Services’ Advisory Committees and Metro’s Civil Rights for review and input, make additional improvements to the survey procurement and sampling plan, and establish a more formal follow-up process.

| Jan - 14 | The report was discussed and placed under Receive and File by the Metro Subcommittees with the understanding that an independent survey and a series of Town Hall meeting with Access customers will be conducted over the next few months. Access received a letter from the audit firm conducting the outreach on March 5, 2014. |
| April - 14 | The consulting firm retained by Metro MASD (Bazilio Cobb and Associates) started conducting phone customer surveys the week of April 14th. The town hall meetings are scheduled to take place on May 5th, 6th and 7th. Access will close this recommendation at the conclusion of the town hall meetings. |
| May - 14 | The phone customer surveys have been completed and results are being tabulated. The Town Hall meetings were completed as scheduled. A final report of the survey responses will be shared with the Board in June/July 2014. |
| June - 14 | The final report on the phone survey responses and town hall meetings is scheduled to be presented at the June 2014 Metro Board of Directors meeting. A presentation to the Access Board of Directors is scheduled for August 2014. |
| August-14 | Staff is scheduled to present the phone survey results at the August 2014 Board meeting along with an action plan to address issues identified in the survey. Staff would like to close this recommendation at the end of August. |
| Closed in August 2014 |

Recommendation #2 – CLOSED in February 2014:

Access Services should refine their ridership demand projections to provide more accurate estimates of demand by service area.

| Jan - 14 | Access has already implemented this recommendation. The consulting firm that conducts Access’ ADA paratransit demand forecasting (HDR... |
Engineering, Inc.) already incorporates a multi-regional forecasting model to provide more accurate ridership projections.

**Recommendation #3 – CLOSED in August 2014**

Access Services should consider screening potential travel training clients to recruit high-use Access Services riders and/or riders who may be best able to utilize fixed route services.

**Jan - 14** Access has already begun contacting customers who take frequent, short trips to see if they would be interested in Travel Training.

**April - 14** Access’ Travel Training contractor Mobility Management Partners (MMP) has already contacted high use riders to offer them travel training. To date over 202 customers were called and offered training. As this effort is on-going, Access will close this recommendation at the end of April.

**May - 14** CLOSED

**June -14** Director Levy asked to re-open this recommendation pending additional data on high use riders who have been contacted and offered Travel Training. Access Services provided MMP with a list of the highest volume of “short trip” users during the month of September 2013. A short trip was defined as less than two miles one-way. The list contained a total of 2,894 users. Out of the riders on this list, the number of short trips taken per month ranged as follows:

<table>
<thead>
<tr>
<th>Number of Short Trips</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or more trips</td>
<td>202</td>
<td>7%</td>
</tr>
<tr>
<td>7 - 11 trips</td>
<td>235</td>
<td>8%</td>
</tr>
<tr>
<td>6 trips or less</td>
<td>2,457</td>
<td>85%</td>
</tr>
</tbody>
</table>

Between November 2013 and February 2014 MMP attempted to contact the 202 highest users of short trips to present the travel training program. The results were as follows:

<table>
<thead>
<tr>
<th>Contact Results</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>107</td>
<td>53%</td>
</tr>
<tr>
<td>Not interested - medical concerns</td>
<td>53</td>
<td>26%</td>
</tr>
<tr>
<td>Not interested - no reason given</td>
<td>26</td>
<td>13%</td>
</tr>
<tr>
<td>Interested</td>
<td>8</td>
<td>4%</td>
</tr>
<tr>
<td>Maybe later</td>
<td>6</td>
<td>3%</td>
</tr>
<tr>
<td>Have already been trained</td>
<td>2</td>
<td>1%</td>
</tr>
</tbody>
</table>
Note: “No response” results include cases of a wrong number, or where two attempts were made by leaving messages and no return call was received. Applications were provided for the 8 riders showing interest in the program, and to date none have resulted in assessments and/or trainings. Access will ask MMP to further evaluate the list and continue to make calls to the 8% of riders who have taken between 7-11 trips.

August-14 As time allows, Access and MMP staff will call the remaining high use riders from the original list and offer them travel training. Since staff would like to make this a continuous component of the Travel Training program, staff would like to close this recommendation going forward.

CLOSED in August 2014

**Recommendation #4 – CLOSED in August 2014:**

Access Services should consider using the Transit Evaluation Center to offer more cost effective trainings to a larger group of participants.

Jan - 14 Access will be undertaking a review of this recommendation in the near future.

April - 14 Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.

May - 14 Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.

June-14 Staff has budgeted funds in the proposed FY 2015 budget for group travel training.

August-14 Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward.

CLOSED in August 2014

**Recommendation #5 – CLOSED in August 2014:**

Access Services should require a more accurate and reliable evaluation of the Travel Training Program.

Jan - 14 Access will be undertaking a review of this recommendation in the near future.
April - 14

Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.

May - 14

The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.

June-14

Since there is no universally accepted formula to determine cost savings, it is common for other agencies that offer travel training programs to adopt different approaches to determine cost savings. Access Services has approached Easter Seals Project Action for assistance on best practices on evaluating Travel Training Programs.

The methodology is based on a number of assumptions: MMP performs follow-up interviews with clients at one week, one month, two months and six months after the training program is completed. During these interviews, participants are asked how many one-way trips they have taken on public transit instead of using Access Services during the time since they completed their training.

Based on follow-up with participants who have recently completed the program, riders who have been trained are using fixed route transit for an average of 7 one-way trips per month. These are believed to be conservative numbers.

Had these same riders not been trained, they would have used Access Services to take the same seven (7) one-way trips.

The average cost savings per trip diverted to fixed route is $31.33 (the difference between the average cost per trip on fixed route and the average cost per trip on Access).

Based on these assumptions, the Access Travel Training Program provides training to 250 individuals per year, or 21 trainings per month on the average. The cost per training is approximately $2,000, resulting in a monthly cost of roughly $42,000 to maintain the program. It is important to note that savings are cumulative, in that as more individuals are trained, the number of trips diverted monthly continues to grow. For example, after one month of training, 21 individuals have been trained and 147 trips are being diverted to fixed route on a monthly basis. After 12 months of training, 250 individuals have been trained and 1,750 trips monthly are being diverted to fixed route, and so on.

After one full year, the ongoing monthly savings resulting from the program has increased to $54,828 ($31.33 x 1,750). Offset by the
monthly cost of $42,000, this now shows a net savings of $12,828 per month moving forward. These savings continue to grow as more individuals are trained, resulting in over $5.6 million in cumulative savings by the completion of the 5th year of the project, or an average savings of $1.1 million per year. These are net savings after accounting for the cost of the program.

August-14 Staff has approached Easter Seals Project Action (ESPA) for assistance on best practices on evaluating Travel Training Programs. ESPA staff indicated that MMP’s methodology to project cost-benefit is common among agencies that offer these programs. ESPA staff also suggests reviewing actual fixed route trip data to validate customer travel usage. Based on ESPA and Director Levy’s suggestion, Access has reviewed TAP data on customers who have been through the travel training program. Based on an analysis of customer TAP data from July 2013 through May 2014, customers’ fixed route usage confirms MMP’s methodology to demonstrate the cost savings of the travel training program. A summary of this effort is contained in the August 2014 Board Box.

Moving forward, Access will continue to compare MMP’s survey results with actual TAP data. Access will provide this information on an annual basis in the Board Box. Therefore, staff would like to close this recommendation.

CLOSED in August 2014

Recommendation #6 - CLOSED in September 2014:

Access Services should evaluate whether the current fleet mix for contract providers is optimal to balance the need for Access Services vehicles with the desire to maximize fuel efficiency.

Jan - 14 Access Services is continuously reviewing its fleet mix and will continue to do so. The Access fleet is comprised of Access owned vehicles, contractor owned vehicles and taxicabs. Staff presented a vehicle formula for Access owned vehicles to the CAC and TPAC in March. The formula is expected to be presented to the Board for consideration in April 2014.

April - 14 Staff is working with the transportation service providers on the base assumptions used to drive the vehicle allocation formula. A revised formula and vehicle service plan will be presented to TPAC and CAC in May 2014.

May - 14 The vehicle allocation formula has been presented to CAC and TPAC. Staff is still in the process of finalizing the formula. Depending upon modifications the formula may need to go back to the CAC and
TPAC. Currently, the formula is expected to be presented to the Board for consideration in June 2014.

June-14 Access staff has met with each transportation service contractor to review their fleet needs and inventory. The results of these meetings generated the vehicle acquisitions proposed for FY 14/15 and the distribution of vehicles from the fleet build for FY 13/14. Staff will now work with the transportation service providers to refine the vehicle allocation formula. The formula will then be presented to CAC and TPAC for additional input. After CAC and TPAC's review staff will present the formula to the Board for consideration.

August-14 The revised formula was presented at the August CAC and TPAC meeting. If there is Board approval at the August Board meeting staff will close this recommendation going forward.

September-14 The revised formula was scheduled to be presented at the August CAC meeting but the meeting ran over time. Staff will present the item at the September CAC meeting. If there is Board approval at the September Board meeting staff will close this recommendation going forward.

CLOSED in September 2014

Recommendation #7:

Access Services should review industry best practices for controlling and containing costs strategies identified from the literature, research and best practices survey responses and determine the feasibility of implementing them for Access Services.

Jan - 14 Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendations 10 and 11.

May - 14 Hold for FY 14/15 Budget Approval

August-14 Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. The RFP/RFQ will be released this month and anticipate work to begin in October 2014.

September-14 The RFP/RFQ is scheduled to be released in October 2014.

November -14 The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It
was determined that the RFP should be broken down into specialized areas. The RFPs for Customer Service and Eligibility will be issued in November 2014 and the consulting contract will be brought back for consideration at the January or February 2015 Board of Directors meeting.

| January - 15 | The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015. |
| February - 15 | The RFPs for Customer Service and Eligibility was issued in November 2014 and awarded in January 2015. The consultants are expected to start work in February 2015. |
| March - 15 | The consultant firm of McCloud Transportation & Associates, LLC conducted their on-site review of Customer Service as part of the Comprehensive Operational Review. Staff expects a draft report in May 2015. The consulting firm Delta Services Group was awarded the contract for the Comprehensive Operational Review of Eligibility. They have conducted 2 separate site visits and a draft report is expected in May 2015. |
| April - 15 | Eligibility comprehensive review is going well and staff is working with the consultant on the final stages of completion. Highlights from the report are scheduled to be presented to CAC and TPAC in May 2015. A status report on the Customer Service Review will be given to TPAC in April and to the CAC in May. |
| May - 15 | Highlights from the Eligibility Review will be presented to the Access Board of Directors in May 2015. Highlights from the Customer Service Review will be presented to the Access Board in June 2015. |
| June - 15 | An overview of The Final Report Comprehensive Review Customer Service was presented to the Board of Directors for review and comment. The full Comprehensive Review was made available on the Access website. |
| July - 15 | Request for Proposals (RFP) No. AS-3955 Customer Service Center was released. The RFP solicits qualified firms to submit proposals for operating and managing Access Customer Service functions. The contract award is anticipated in September 2015. |
| August - 15 | Staff is reviewing recommendations from the Comprehensive Eligibility Review to incorporate into the RFP for eligibility evaluation services. The RFP is scheduled to be released in November 2015. Meanwhile, short term recommendations are being implemented. |
Recommendation #8: CLOSED in February 2014:

Access Services should conduct a process review of its call center functions with a focus on ensuring that hold times are brought within the established standards. Additionally, Access Services should report quarterly to their Board on OMC and CSC call hold time improvements until it is able to meet its internal standard.

Jan - 14 The Access Board of Directors approved revised call standards on December 2, 2013. The call standards will ensure that calls to OMC and CSC are served promptly. Call center performance will be published monthly in our Board Box report.

CLOSED

Recommendation #9 - CLOSED in August 2014:

Access Services should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services.

Jan - 14 Staff will be presenting a list of ADA services provided beyond the minimums to QSS, CAC, and TPAC for review. Any recommendations will be forwarded to the Access Board for consideration.

April - 14 Staff is developing a list of services provided beyond the minimum ADA and plans to present to CAC and TPAC in May/June.

May - 14 Staff will present this item to the CAC and TPAC in June.

June-14 Staff presented a list of ADA services and the associated costs and benefits for discussion at the June 2014 CAC and TPAC meeting. Both Committees are supportive of the services that are currently provided and are not in favor of any changes or modifications.

August-14 Staff already presented a list of ADA services at the June 2014 CAC and TPAC meeting. Therefore, staff would like to close this recommendation.

CLOSED in August 2014

Recommendation #10:

Access Services should evaluate whether centralizing the reservations and/or routing function would lead to greater system efficiency.

Jan - 14 Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service
quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11.

April - 14  Hold for FY 14/15 Budget Approval.
May - 14   Hold for FY 14/15 Budget Approval.
June-14    Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue.
August-14  The RFP/RFQ will be released this month and anticipate work to begin in October 2014.
September-14    The RFP/RFQ is scheduled to be released in October 2014.
November -14 The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
January -15  The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
February -15 The RFP for the Comprehensive Operational Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.
March -15   Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015
April - 15 The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.
May - 15   No new information.
June - 15  No new information.
July - 15  No new information
August - 15 No new information

**Recommendation #1:**

Access Services should develop a long-term service strategy that considers alternatives to the current model including a County-wide model that utilizes a larger bench of contractors.

Jan - 14 Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating
model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will include funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11.

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Recommendation #12: CLOSED in February 2014:

Access Services should consider working with Metro Geographic Information Systems (GIS) services to acquire the necessary software and to revise the current service area maps to reflect actual walking distance from the fixed route service. Service changes should be implemented over time to minimize impact on current clients.

| Jan - 14 | Access Services disagrees with this recommendation as it has no legal basis. Access Service believes that the service area requirement makes it all but clear that the distance is measured as the crow flies by use of diagrams that literally draw a ¼ mile line on either side of the fixed route and a circle with a ¼ mile radius at the terminus of a fixed route. |

CLOSED BY METRO