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 pursuant to subdivision (b) of Gov. Code §54956.9

         (ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9

      2. Pending Litigation:

         (b) a situation where, based on the advice of counsel taking into account “existing facts and circumstances” there exists a “significant exposure” to litigation;”
B) CALIFORNIA GOV. CODE §54956 - REAL PROPERTY

Conference with Real Property Negotiators
Property: Eligibility Center
Agency Negotiator: Shelly Verrinder
Negotiating Parties: Access Services - Prologis
Under Negotiation: price and terms

4. SPIRIT OF ACCESSIBILITY AWARD

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 28, 2015, OCTOBER 15, 2015, OCTOBER 27, 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 Extend Term and Increase Funds - Information Technology Consulting Services Contract (AS-3039) (page 17)
   b) Consideration to Extend Term and Increase Funds - Telecommunication Consulting Services (AS-3419) (page 19)
   c) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 21)
   d) Consideration to Approve 2016 Board of Directors Meeting Calendar (page 23)
   e) Consideration to Approve Reappointment of Community Advisory Committee Group A and Member Terms (page 25)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE THE AWARD OF A CUSTOMER SERVICE CENTER CONTRACT (AS-3955) TO ALTA RESOURCES (page 27)
   [Staff Recommendation:]

10. ACCESS SERVICES DYNAMIC FARE UPDATE
11. STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES (page 36)

[Staff Recommendation: Receive and file]

12. EXECUTIVE DIRECTOR’S REPORT

13. BOARD MEMBER COMMUNICATION

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

15. ADJOURNMENT

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."
1. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 1:39 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present:  Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Directors Angela Nwokike, Valerie Gibson, John Troost, Nalini Ahuja, and Kim Turner.  Ex-Officio: CAC Chair Chaplain Dov Cohen, and Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present:  Secretary Theresa DeVera and Ex-Officio TPAC Chair, Linda Evans.

2. **BOARD OFFICER ELECTIONS**

Recommendation: Elect Officers  [Chairperson, Vice Chairperson, Executive Director, Secretary, Treasurer] as provided in Bylaws Article VII B to serve for a term beginning September 28, 2015 and ending June 30, 2016 or the election of their successor, whichever last occurs.]

a) Motion to suspend the term limit policy for Chair, Vice Chair, Secretary, and Treasurer.

   **Motion made by Director John Troost, Seconded by Director Angela Nwokike. Via Voice Vote all were in favor, motion passed.**

b) Motion to approve the slate of Board Officers.

- Chair - Doran Barnes
- Vice Chair - Dolores Nason
- Treasurer - Martin Gombert
- Secretary - Theresa DeVera
3. **PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments.

4. **CLOSED SESSION REPORT**

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

The Board discussed personnel issues with respect to the evaluation of the Executive Director. Legal Counsel, Jim Jones stated that the evaluations were received and would remain part of the confidential record and during these proceeding the outcome will be discussed.

The Board also discussed negotiating authority with respect to a lease of property for use as an eligibility center. Negotiating authority was granted, the nature and scope and the extent of that authority is confidential until transactions are finalized and at that time it will be reported in open session.

5. **SUPERIOR SERVICE AWARD**

The Superior Service Award recipient for the month of September 2015 was not present to receive the award. Chair Doran Barnes stated that the award would be presented at a future meeting.

6. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the regular Board of Directors meeting held on Monday, August 24, 2015.

Motion made by Vice Chair Dolores Nason to approve the minutes, seconded by Director Angela Nwokike. Via Voice Vote all were in favor, motion passed.

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

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), stated that due to time constraints he just wanted to mention that the CAC had been very aggressive with gathering letters regarding the new fare system.
8. **GENERAL PUBLIC COMMENT**

Jember Carcamo made public comment by stating that he had been receiving late rides for the past 45 days and his rides had been arriving over an hour late on several occasions. Mr. Carcamo added that he felt that he was not being treated with respect by some drivers and staff. He stated that when he called the provider and requested to speak to a supervisor they would tell him to call customer service because he had to follow the procedures. Mr. Carcamo concluded his public comment by stating that some of the administrative staff have been ignoring his phone calls. He asked for a resolution to these matters.

9. **CONSENT CALENDAR**

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

9-a Consideration to Appoint Community Advisory Committee (CAC) Members and Amend By-Laws

9-b Consideration to Approve Reappointment of Transportation Professionals Advisory Committee (TPAC) Members

9-c Consideration to Extend Term and Increase Funds - Telephone Maintenance and Services Contract (AS-3032)

9-d Consideration to Renew Agency Insurance Policies for Fiscal Year 2015/16

9-e Consideration to Amend Scope of Work - Santa Clarita Service Provider Contract (AS-2602)

9-f Consideration to Extend Term - Mobility Device and Marking Contract (AS-2853)

9-g Consideration to Authorize the Purchase of up to 50 Vehicles for Paratransit Service (AS-3954)

Motion made by Director John Troost to approve all the items on the consent calendar, Seconded by Director Valerie Gibson. Via roll call vote all were in favor, motion passed

10. **CONSIDERATION OF EXECUTIVE DIRECTOR COMPENSATION**

Recommendation: Approve the recommendation to be presented by the Compensation Committee of the Board.

Access Service legal counsel Jim Jones stated that since the board in closed session had unanimously granted negotiating authority to the Compensation Committee with regard to certain specific salary and benefits adjustments and the Compensation committee had negotiated the compensation adjustments within the limits of the authority granted, a separate vote
during open session was not needed at this time. He announced that the ED’s salary would increase to $250,000 per annum and the 403(b) contribution would increase to $24,000 per year. All other terms and conditions would remain the same.

11. CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2015 – 2020)

Recommendation: Forward the draft Strategic Plan for review at the Board Retreat scheduled on November 3, 2015.

Motion made by Director Kim Turner to approve staff recommendation, Seconded by Director Valerie Gibson. Via Voice Vote all were in favor, motion passed.

12. CONSIDERATION TO EXTEND TERM, INCREASE FUNDS, AND REVISE SCOPE OF WORK – ELIGIBILITY DETERMINATION CONTRACT (AS-2441)

Recommendation: 1) Authorize a six (6) month extension to the contract from January 1, 2016 through June 30, 2016, 2) Authorize an additional $2,276,772 in funds thereby increasing the maximum contract value from $21,900,460 to $24,177,232, 3) Authorize an amendment to the scope of services of contract AS-2441 to remove the Mobile Evaluation Unit (MEU), and one Customer Service Representative (CSR).

Motion made by Vice Chair Dolores Nason to approve staff recommendation, Seconded by Treasurer Martin Gombert. Via Roll Call Vote all were in favor, motion passed.

13. CONSIDERATION TO APPROVE PARTICIPATION IN LOS ANGELES COUNTY’S MEDICAL ADMINISTRATIVE ACTIVITIES PROGRAM

Recommendation: Receive and File.

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

14. ROUTING PRESENTATION

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

15. 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.

16. EXECUTIVE DIRECTOR’S REPORT

Shelly Verrinder, Executive Director, began her report by stating that the on-time performance was running below standard due to a couple of issues; the start of school and the minimum wage increase in California was affecting Access driver recruitment. Ms. Verrinder added that staff was working hard to improve the on-time performance and service would improve soon due to a few modifications to the system over the last week.

Ms. Verrinder also reported on the latest information regarding the dynamic fare system. She stated that as of last week there were 193 total comments submitted to the Federal Registry Docket, with one set of comments that contained over 150 signatures. Ms. Verrinder added that out of the 193 comments, 153 were supportive, 26 were against (none of these individuals were from Los Angeles County), and 14 of the comments were not related to the dynamic fare change. Ms. Verrinder stated that staff expects the count to go up because it appeared that mailed comments took longer to post. When the Docket comments were all posted there would be an article in Access Services “Behind the Scenes” Newsletter.

Ms. Verrinder concluded her report by stating that staff was currently reviewing the eligibility process because the C.A.R.E. Evaluators contract was due to expire in June. She added that there was also an announcement circulating that Delta Services Group, which was a consultant hired by Access, was hosting a vendor forum on eligibility and best practices on Wednesday, October 21, 2015 from 9:00 to 3:00 p.m. there was a link to the Access website for those interested in attending.

17. BOARD MEMBER COMMUNICATION

Chaplain Dov Cohen stated that he was looking forward to the November Board Retreat as well as the October 13, 2015 CAC meeting.

Director John Troost thanked staff for providing the Routing presentation which was very informative and educational. He also thanked staff for participating in the Los Angeles County Commission on Disabilities 24th Annual Access Award Luncheon that was coming up on Monday, October 19, 2015.

Vice Chair Dolores Nason informed everyone that the month of October was Disability Awareness Month and there would be many events occurring during the month of October. She also stated that it also seemed like the Board was going to be very busy at the November 3, 2015 Board Retreat.

Chair Doran Barnes reminded everyone about the remaining Board meetings scheduled for 2015. He stated that the Membership/Board meeting was scheduled for Thursday, October 15, 2015, the Board Retreat on Tuesday,
November 3, 2015, and the final Board meeting for 2015 would be held on Monday, December 14, 2015. If there were any special items that needed the Board's attention there could be a special Board meeting held but he did not anticipate that happening at this time.

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

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

19. **ADJOURNMENT**

   Motion made by Director Nalini Ahuja, Seconded by Vice Chair Dolores Nason. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:51 p.m.

Approval

_________________________________  _____________
Theresa DeVera, Secretary               Date
STATEMENT OF PROCEEDINGS FOR THE REGULAR MEETING OF THE ACCESS SERVICES BOARD OF DIRECTORS

Bob Hope Patriotic Hall
Dining Hall
1816 South Figueroa Street
Los Angeles CA  90015
Thursday, October 15, 2015
12:35 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Doran Barnes at 12:35 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Directors Nalini Ahuja, and Kim Turner. Ex-Officio: CAC Chair Chaplain Dov Cohen, and Access Services Legal Counsel Jim Jones.

BOARD MEMBERS EXCUSED FROM THE MEETING

Not Present: Secretary Theresa DeVeera, Directors Angela Nwokike, Valerie Gibson, John Troost and Ex-Officio TPAC Chair, Linda Evans.

7. CONSIDERATION TO APPROVE THE AWARD OF A CUSTOMER SERVICE CENTER SERVICES CONTRACT (AS-3955)

Chair Doran Barnes stated that although the agenda had been posted he would ask that the Board suspend the order of the day and withdraw Item 7 and bring it back to the Board for consideration at a future meeting.

Motion made by Director Kim Turner to suspend the order of the day and withdraw Item 7 from the Agenda, seconded by Vice Chair Dolores Nason. Via Voice Vote all were in favor, motion passed.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.
3. **CLOSED SESSION REPORT**

Access Services legal counsel, Jim Jones reported that the Board issued additional instructions to its negotiating authorities with respect to the proposed eligibility center lease. He stated that the nature and scope and the extent of that authority was confidential until transactions are entered into and at that time it would be reported in open session.

4. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the regular Board of Directors meeting held on Monday, September 28, 2015.

Chair Barnes stated that Directors Nalini Ahuja and Kim Turner had to leave the meeting to attend prior meeting commitments thus leaving us without a quorum. He stated that the approval of the meeting minutes would be deferred to the next Board meeting in December 2015.

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

Chair Barnes stated that none of the Ex-Officio’s were present, so there would be no reports at today’s meeting.

6. **GENERAL PUBLIC COMMENT**

There were no general public comments at today’s meeting.

8. **EXECUTIVE DIRECTOR’S REPORT**

Shelly Verrinder, Access Services Executive Director deferred her report until the next Board of Directors meeting in December 2015.

9. **BOARD MEMBER COMMUNICATION**

None.

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

Chair Barnes announced that since there was no quorum of the Board, no new business could be taken up at this point.
11. **ADJOURNMENT**

Legal Counsel informed Chair Barnes that since there was no quorum of the Board the meeting could be adjourned without a motion. Meeting was adjourned at 1:20 p.m.

Approval

____________________________  ______________________
Theresa DeVera, Secretary       Date
STATEMENT OF PROCEEDINGS FOR THE SPECIAL MEETING OF THE ACCESS SERVICES BOARD OF DIRECTORS

Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA 91731
Tuesday, October 27, 2015
03:05 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Doran Barnes at 03:05 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

There were six directors in Los Angeles County present or present via telephonic communication representing a quorum of the Board.

Present: Treasurer Martin Gombert and Directors Valerie Gibson and John Troost.

Present Via Telephonic: Chair Doran Barnes, Vice Chair Dolores Nason, Directors Nalini Ahuja, Angela Nwokike and Access Services Legal Counsel Jim Jones.

BOARD MEMBERS EXCUSED FROM THE MEETING

Not Present: Secretary Theresa DeVera, Director Kim Turner, Ex-Officio TPAC Chair, Linda Evans and Ex-Officio CAC Chair Chaplain Dov Cohen.

2. GENERAL PUBLIC COMMENT

Myrna Cabanban submitted her public comment via email to be read at the meeting. She stated that on Monday, October 5, 2015 she had a trip scheduled with a 10:30 a.m. pick-up and after the 20 minute window had passed and when the vehicle did not show up, she called the Operation Monitoring Center (OMC) for an Estimated Time of Arrival (ETA) and was told that they did not see a trip booked for her but since she had a confirmation number it may have got lost in the system so another trip was booked. Ms. Cabanban added that the trips that she had booked were a combination of online reservations and calling in.

Ms. Cabanban stated that her next trip on October 19th with a 3:34 p.m. pick-up was late so she called the OMC to get an ETA and spoke to Cheryl and was again told that she did not have a reservation in the system. During her conversation
with Cheryl she realized that Cheryl was talking to someone else, so she asked who she was speaking to and was told by Cheryl that she was online with the provider. Ms. Cabanban stated that she felt angry and frustrated that her trip was lost again and with Cheryl who seemed more concerned about protecting the provider and for the manner in which Cheryl was speaking to her so she hung up the phone. She added that clearly Cheryl did not understand how it felt to be stranded for over two hours.

Ms. Cabanban stated that her trips were lost twice this month which seemed that it was a result of system failure and someone should be held accountable and penalized for leaving riders stranded for long periods of time. She added that she had submitted written complaints on many occasions regarding the unprofessionalism and disrespectful manner in which the OMC representatives speak to the riders. She recommend that proper training and retraining be done so that the words “How can I make a difference in your day” really mean something to the riders. Ms. Cabanban concluded her public comment by requesting that something please respond to her complaint.

3. CONSIDERATION TO INCREASE AUTHORITY TO RENEW AGENCY INSURANCE POLICIES FOR FISCAL YEAR 2015-16

Recommendation: Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers’ compensation insurance for a not to exceed amount of $500,000.

After the presentation Director Nalini Ahuja requested a report on the status of the agencies workers compensation claims and why they have increased by 128%.

Access Services Legal Counsel, Jim Jones stated that there should be discussion during closed session regarding the legal positon of the organization regarding this matter. Mr. Jones stated that this issue will be agendized under closed secession for the next Board of Directors meeting in December 2015.

Motion made by Director Nalini Ahuja to approve staff’s recommendation with an addition that an analysis be brought back to the Board at the next Board meeting during closed session, seconed by Vice Chair Dolores Nason. Via Roll Call Vote all were in favor, motion passed.
4. **ADJOURNMENT**

Motion made by Vice Chair Dolores Nason, Seconded by Treasurer Martin Gombert. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 3:19 p.m.

Approval

_________________________________________  ______________________________
Theresa DeVeria, Secretary                        Date
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: KEVIN LEE, MANAGER, ANALYTICS AND PROCESS OVERSIGHT
       BELEN ROSAS-PERDON, SENIOR MANAGER, PROCUREMENT AND
       CONTRACTS ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
    INFORMATION TECHNOLOGY CONSULTING & SERVICES CONTRACT
    (AS-3039)

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ISSUE:

Board approval is necessary to exercise the third option year of contract AS-3039
(Rider360) for information technology consulting and services contract with PDSA, Inc.

RECOMMENDATION:

Authorize $135,000 in funds and an extension in the period of performance for one
year, from May 1, 2016 through April 30, 2017.

IMPACT ON BUDGET:

These consulting services were budgeted for FY2015/2016 and will also be allocated
in FY2016/2017. This action will result in an increase in the total contract amount from
$635,370 to $770,370. The hourly rates will increase from $143.93 to $145.33 which is
consistent with the Consumer Price Index change over the three year period of the
contract.

ALTERNATIVES CONSIDERED:

Staff is confident that the contractor has met the terms of the Contract and thus merits
consideration for an extension of its term. This is part of the continuing development
of a key infrastructure project and this is the third of five option years available under
this contract.

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 PDSA, Inc. for
information technology and consulting services on terms and conditions no less
favorable to Access Services than those proposed above. Access Services 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 February 2011, PDSA, Inc. was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, a single application to manage data of an Access customer.

In the past four and a half years, PDSA staff was key to the successful transition to the Access TAP ID card in late 2011 and migration of data to the most up to date technology platform. Other implementations included Service Area Check, Address Validation, Geocoding to ensure data integrity, Risk Management changes for BTC, and Customer Service Module changes.

The requested funds will be for addressing additional and changing business needs that have been identified by staff and the service contractors. The requested amount is an estimate of the work that will be completed through the end of the third option year of the contract.
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: KEVIN LEE, MANAGER, ANALYTICS AND PROCESS OVERSIGHT
       BELEN ROSAS-PERDON, SENIOR MANAGER, PROCUREMENT AND
       CONTRACTS ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
       TELECOMMUNICATIONS CONSULTING SERVICES CONTRACT
       (AS-3419)

ISSUE:

Board approval is necessary to exercise the first option year of contract AS-3419 with
The RTP Group for telecommunications consulting and services.

RECOMMENDATION:

Authorize an additional $120,000.00 in funds and an extension in the period of
performance for one year, from May 1, 2016 through April 30, 2017.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of
$380,000.00 to $500,000.00, with no changes to the current rates of payment. The
contract rates will be accommodated by the budget for FY2016/2017.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff is confident that the contractor has met the
terms of the Contract and thus merits consideration for an extension of its term.

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 the RTP Group for
telecommunication consulting and services on terms and conditions set forth in the
existing contract and modified as in this item proposed. Access Services would not be
legally bound to the exercise of the extension period unless and until it is incorporated
into a formal written amendment to the contract executed by all parties thereto and
approved as to form by this entity's legal counsel.
BACKGROUND:

The telecommunications consulting and services contract covers a range of tasks that ensures the stability of Access Services’ telecommunications and data network. These tasks include capacity planning, network optimization, and prefix updating of the toll-free 800 phone network as well as crisis/troubleshooting and consulting services. The RTP Group also provides wide area network and firewall configuration labor and consulting services.

The contract was competitively bid and awarded to the RTP Group for a base three-year term in May 2013 and has option years available subject to Board approval.

The RTP Group has been providing telecommunications maintenance services for Access Services since 1994, and to date, its performance has been exemplary. RTP has consistently provided highly responsive and superior service to ensure that the Access telecommunication network functions reliably. It has been available 24 hours a day, 7 days a week to solve problems. The RTP Group was awarded the previous contract in March 2008.
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP CARD PRODUCTION MEMORANDUM OF UNDERSTANDING (MOU)

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ISSUE:

Additional funding is required to continue the production of Access Rider ID/TAP cards under the existing MOU with Metro.

RECOMMENDATION:

Authorize an additional $545,000 for the production and issuance of Access Rider ID/TAP cards for the period of 2/1/2016 - 1/31/2017.

IMPACT ON BUDGET:

The reimbursement agreement is based on a per card cost of $4.50 plus shipping that would be invoiced by Metro on a monthly basis. There is no change in the cost per card for this extension.

ALTERNATIVES CONSIDERED:

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the County in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly no other alternatives were considered.

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 extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the 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:

In September 2014 the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement and funding with Metro for the production of the Access Rider ID/TAP card. Production began in late February 2015 and staff is projecting that the funding previously authorized by the Board will be spent by the end of January 2016. Accordingly funding needs to be increased to continue production for another year.
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON

RE: CONSIDERATION TO APPROVE 2016 BOARD OF DIRECTORS MEETING CALENDAR

ISSUE:

Staff is presenting to the Board for its review and approval the attached list of scheduled Board of Directors Meetings for calendar year 2016.

RECOMMENDATION:

Review and approve the Board Meeting calendar for 2016.

IMPACT ON BUDGET:

None.

DISCUSSION:

Staff has prepared the proposed 2016 Board meeting calendar. The meeting dates will remain on the fourth Monday of the month, with the exception of the following:

- Thursday, March 23, 2016 Access Services Annual Membership Meeting, being held at the California Endowment Center.
- Monday, November 28, 2016 canceled due to the Thanksgiving Holiday.

All meetings are subject to change based upon the necessary business and operational transactions of Access Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board’s attention by the Executive Director.

All meetings with the exception of the Annual Membership meeting, January 25th, April 25th, June 27th, July 25th and September 26, 2016 are scheduled to take place at Access Services facility in El Monte, California unless Metro’ Board Room becomes available on those dates.
Board of Directors
2016 Board Meeting Calendar

All meeting dates and locations are subject to change and must be approved by the Board in advance.

The following Board of Directors Meetings will convene in Metro’s Board Room with the exception of the following dates (January 25th, April 25th, June 27th, July 25th, and September 26th) they will be held at Access Services location in El Monte.

March 23rd is our Annual Meeting and will be held at the California Endowment Center in Downtown Los Angeles and November’s Board meeting has been canceled due to the Thanksgiving Holiday.

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting Type</th>
<th>Location</th>
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<tbody>
<tr>
<td>Monday, January 25, 2016</td>
<td>Board Meeting</td>
<td>El Monte, Council Conf. Room</td>
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<tr>
<td>Monday, February, 22, 2016</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
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<tr>
<td>Wednesday, March 23, 2016</td>
<td>Annual Meeting</td>
<td>California Endowment Center</td>
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<tr>
<td>Monday, April 25, 2016</td>
<td>Board Meeting</td>
<td>El Monte, Council Conf. Room</td>
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<tr>
<td>Monday, May 23, 2016</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
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<td>Monday, June 27, 2016</td>
<td>Board Meeting</td>
<td>El Monte, Council Conf. Room</td>
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<tr>
<td>Monday, July 25, 2016</td>
<td>Board Meeting</td>
<td>El Monte, Council Conf. Room</td>
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<tr>
<td>Monday, August 22, 2016</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
</tr>
<tr>
<td>Monday, September 26, 2016</td>
<td>Board Meeting</td>
<td>El Monte, Council Conf. Room</td>
</tr>
<tr>
<td>Monday, October 24, 2016</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
</tr>
<tr>
<td>Monday, November 28, 2016</td>
<td>Board Meeting</td>
<td>Canceled</td>
</tr>
<tr>
<td>Monday, December 12, 2016</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
</tr>
</tbody>
</table>
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO APPROVE RE-APPOINTMENT OF COMMUNITY ADVISORY COMMITTEE GROUP A AND MEMBER TERMS

ISSUE:

At the December 2013 Access Services Board of Directors meeting, the Board approved the proposed slate of CAC members.

As prescribed by the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on January 25, 2016 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2017 and every two years thereafter on the date of the Board of Directors meeting.

The Group A members therefore need to be re-appointed during the December 2015 Board of Directors meeting in order to meet the upcoming term expiration date.

RECOMMENDATION:

Staff is requesting board approval to re-appoint the following members of Group A to a two-year term, which would be effective January 25, 2016 - January 22, 2018.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrigo</td>
<td>Michael</td>
<td>Metro Accessibility Advisory Committee/West Hollywood Advisory Board</td>
</tr>
<tr>
<td>Baldwin</td>
<td>Kurt</td>
<td>Independent Living Center of Southern California</td>
</tr>
<tr>
<td>Cabil</td>
<td>Wendy</td>
<td>Access Customer, National Alliance on Mental Illness (NAMI) Antelope Valley</td>
</tr>
<tr>
<td>Cardona</td>
<td>Gordon</td>
<td>Access Customer, CALIF</td>
</tr>
<tr>
<td>Foafoa</td>
<td>Fetineiai</td>
<td>Disabled Resources Center</td>
</tr>
<tr>
<td>Lantz</td>
<td>Terri</td>
<td>UCP Client Advocate/United Cerebral Palsy</td>
</tr>
<tr>
<td>Lyons</td>
<td>Liz</td>
<td>North Los Angeles Regional Center</td>
</tr>
<tr>
<td>Padilla</td>
<td>Jesse</td>
<td>East Los Angeles Regional Center</td>
</tr>
</tbody>
</table>
**ALTERNATIVES CONSIDERED:**

None; process conducted was in accordance with guidelines in revised CAC bylaws.

**IMPACT ON BUDGET:**

No impact.

**BACKGROUND:**

The Access Services (CAC) was formed to provide input and advice to Access Services concerning operational and policy issues for the Access Services transportation program and to make recommendations to the Access Services Board (and staff) concerning said transportation program. The CAC meets the second Tuesday of each month.
DECEMBER 4, 2015

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO APPROVE THE AWARD OF A CUSTOMER SERVICE CENTER SERVICES CONTRACT (AS-3955)

ISSUE:

Board approval is required to award a contract to provide Customer Service and Customer Care services beginning January 1, 2016, with a progressive transition beginning on February 29, 2016.

RECOMMENDATION:

Authorize staff to execute a contract with ALTA Resources (ALTA) that was found responsive, responsible and was the highest rated proposer, for Customer Service and Customer Care services. ALTA did provide an option to include the Operations Monitoring Center (OMC) at a later date. Based upon the performance after full implementation staff will evaluate the option of transitioning the OMC to ALTA and will report back to the Board of Directors. To exercise the OMC option is subject to further Board approval. This is a negotiated procurement with a proposed maximum contract value of $6,766,694, {which does not include costs for OMC} with the contract start-up phase beginning January 1, 2016, and a go-live date of February 29, 2016. The annual cost of the contract after full implementation will be approximately $2,074,144

The base term will be for a period of three years, four months through March 31, 2019 with two, two-year options subject to future Board approval available. The contract rates are based upon bands. These bands, and other rates, are included in Attachment A.

Estimated Transition Schedule costs:

<table>
<thead>
<tr>
<th>Task</th>
<th>Date</th>
<th>Costs ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract start; Planning &amp; Training</td>
<td>1/1/16 – 2/29/16</td>
<td>93,000/one-time payment</td>
</tr>
<tr>
<td>Phase I - Customer Service (STI)</td>
<td>February 29, 2016</td>
<td>161,796/month*</td>
</tr>
<tr>
<td>Phase II - Customer Service (Access)</td>
<td>Tentatively April 18, 2016</td>
<td>173,084/month*</td>
</tr>
</tbody>
</table>
Phase III - Customer Care (Access) | Tentatively May 31, 2016 | 173,084/month*

- Monthly cost was calculated using current call volume and the rates in Attachment A.

**IMPACT ON BUDGET:**

The recommended action is within the anticipated budget for Fiscal Year 2015/2016 and will be appropriately budgeted in subsequent fiscal years.

Funding for these services has been allocated from Proposition C 40% Discretionary Funds.

**Overall Cost Analysis**

Comparing current call levels, there is a cost savings to Access of approximately $206,000. Access expects to spend approximately $2.28 million per year to operate Customer Service and Customer Care only. ALTA has proposed an annual cost of $2.074 million (current call level comparison) inclusive of capital costs. Due to call growth it is not realistic to compare current levels. Outsourcing Customer Service and Customer Care to ALTA offers Access the ability to handle the rapidly increasing growth in call volume. When taking into account call volume growth, Access may see a cost savings of approximately $1 million over the base contract term. ALTA has the ability to flex or scale to meet operational needs. A contract award to ALTA would also improve the quality of the service by lowering the average initial hold time from 5 minutes to 3 minutes per call.

**ALTERNATIVES CONSIDERED:**

The proposed action is consistent with the recommendations presented in the Comprehensive Review of Customer Service. During the presentation of the Comprehensive Review on June 30, 2015 staff advised the Board that an RFP would be issued to explore multiple options to strategically identify how the agency would best be able to provide high-quality, responsive Customer Service and Customer Care. The three alternatives considered include bringing everything in house, contracting everything out, and a hybrid model in which some services were contracted out and some stay performed in house. The recommendation reflects the best option to provide high quality, responsive Customer Service and Customer Care.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this recommendation is approved, staff will be authorized, but not required, to negotiate and enter into a contract with ALTA under terms that are no less favorable to Access than the contract 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.
BACKGROUND:

During most of its history Access has outsourced all or a substantial part of its customer service function. Starting in 2001 the service was provided by Business and Professionals. In July 2004 customer service was outsourced to Transit Calls Inc. (formerly Operation Shuttle, Inc.; ASI-1560). This contractor abruptly ceased paying its employees in November 2005 and Access took the employees and the service in house in January 2006. In July, 2012 with board approval, part of the customer service function was again outsourced; this time to Southland Transit Inc. [AS 3261].

In January 2015 the Board authorized staff to engage McCloud Transportation & Associates to conduct a Comprehensive Operational Review (COR) of Customer Service. The McCloud report concluded that Access’ Customer Service is able to meet its current responsibility of providing Customer Service to riders. However, projected increases to eligible customers, call volume and policy changes, would require additional staff, office space and improved technology in order sustain current service levels. In light of this, the Review suggested that Access examine alternatives for providing these services in the future.

The present Customer Service Department has three (3) components, which involve a combination of Access Services staff and contractors as described below:

1. **Customer Service**
   - Access Services - Customer Service (8am to 5pm, M-F)
     *Functions*: Data entry for requests related to customer needs, general information and customer education relating to policies & procedures.
   - Southland Transit - Customer Service (8am to 5pm, M-F)
     *Functions*: Applications & eligibility requests, TAP card replacements, Reasonable Modification requests, and general information.

2. **Operations Monitoring Center (OMC)**
   - Access Services - OMC (8am to 6pm weekdays)
     *Functions*: Real-time customer issues; ETA’s, missed connections, dispatch of back up vehicles and risk management reporting.
   - San Gabriel Transit - OMC (6pm to 8am weekdays, weekends and holidays)
     *Functions*: Real-time customer issues; ETA’s, missed connections, dispatch of back up vehicles and risk management reporting.

3. **Customer Care**
   - Access Services (8am to 5pm)
     *Functions*: Complaints processing; reporting trends, preparation of written responses to customers, follow up to providers to ensure closure and quality assurance.
Based on the recommendations from the McCloud report a Request for Proposal (RFP) was issued on June 30, 2015, soliciting proposals from qualified firms to develop, operate and manage a Customer Service Center.

On August 19, 2015, four proposals were received and evaluated: ALTA Resources, Medical Transportation Management, Inc. (MTM), Southland Transit (STI) and Total Transit. This was a negotiated procurement. The review process involved interviews, site visits and two Best and Final Offer (BAFOs) submissions. The panel consisted of 3 voting members, two of which were from outside of Access, and 3 advisory members.

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Technical Score</th>
<th>Cost Score</th>
<th>Total Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALTA Resources</td>
<td>70.78</td>
<td>21.14</td>
<td>91.93</td>
</tr>
<tr>
<td>Medical Transportation Management, Inc.</td>
<td>64.50</td>
<td>20.85</td>
<td>85.35</td>
</tr>
<tr>
<td>Southland Transit</td>
<td>42.70</td>
<td>21.27</td>
<td>63.97</td>
</tr>
<tr>
<td>Total Transit</td>
<td>43.17</td>
<td>25.00</td>
<td>68.17</td>
</tr>
</tbody>
</table>

ALTA and Medical Transportation Management (MTM) were deemed capable of providing the service components for Access. Both have experience in outsourced customer management solutions with a large customer base in transportation and paratransit services. Additionally, they are both equipped with improved technology and facilities for Access’ customer center.

ALTA Resources submitted the highest scoring, most qualified written and cost effective proposal. ALTA has current technology in place to address the increased call volume associated with Access’ customer growth. The response time to initial calls will be three (3) minutes versus the current standard of five (5) minutes. In addition, ALTA will implement an Interactive Voice Response system that will allow riders to self-resolve issues, such as system disruptions, delays and emergency situations. ALTA will provide a web chat function for those riders who wish to communicate via a real-time on-line interface.
ALTA currently provides call center services for major organizations such as Walt Disney, Blue Cross/Blue Shield, Johnson & Johnson, Orange County Transportation Authority (OCTA)/Access and Metrolink. ALTA’s references indicated that they have consistently exceeded all of their expectations of achieving all performance standards and guidelines as outlined in their contracts.

ALTA offers a local dedicated facility in Brea, CA to accommodate the needs of Access’ Customer Service and Customer Care components, with the ability to expand based on call volume. While ALTA’s main facility is local, they have several satellite facilities outside of California that will allow for continuity of service should a major disruption occur in California. ALTA utilizes a predictive forecasting tool called Aspect as a Workforce Management tool to determine staffing levels in order to meet projected increase or decrease in call demands.

The dedicated ALTA team will be a transparent extension of Access. ALTA will staff this project with experienced Customer Service Representatives to assure their ability to perform the core business components of Access. Current Access employees will be encouraged to apply for positions with ALTA, as they offer full time employment with benefits for those who meet their hiring standards.

The Southern California Orange County Register ranked ALTA Resources Brea facility one of the “Top Workplaces” four consecutive years from 2009 to 2013. ALTA offers an After Call Survey where customers may provide a rating of their call. The call ratings range from 1 - 5 (5 being the highest). ALTA rates at 90% in 2015 for five of their current clients. Additionally, when measuring total calls versus complaints for a comparable transit client ALTA receives 1 valid complaint per 20,500 calls; the goal is 1 per 15,000. In comparison, Access’ call volume and complaints ratio is 6 valid complaints per 20,500 calls. Access does not have technology in place to measure customer quality in real time. Therefore, Access will immediately benefit from ALTA’s ability to monitor quality and provide successful customer outcomes.

Transition Plan
Access staff is recommending a phased approach for outsourcing its Customer Service and Customer Care components, and plans a 45 day transition period for each of the tasks listed below to ensure a successful implementation. The phased approach of outsourcing these components will ensure the success of each transition, as each phase builds upon the next. Phase I will include the TAP, application and eligibility processes at STI.

The next transitions in Phases II & III will introduce the general service components, followed by the more difficult tasks of educating customers regarding policies & procedures at Access. The intake of complaints and general response letters will be completed by ALTA; however, escalated complaints, responses and provider follow up to investigations will continue to be managed internally by Access staff. During and at the completion of each phase, we will utilize ALTA’s After Call Survey metrics to
measure its success prior to taking next steps, which will also be dependent upon meeting all Customer Service Key Performance Indicators (KPI's) in each phase:

- 10% Calls on Hold > 3 minutes
- Abandoned Calls < 10%
- Average Initial Hold Time < 3 Minutes
- Average Call Duration 5 Minutes

The contract with ALTA will include financial penalties for performance that is below contractual standards as well as incentives for superior performance.

During the November and December TPAC and CAC meetings, Executive Director, Shelly Verrinder and Sherry Kelley, Senior Manager of Customer Service, discussed the Customer Service RFP process and which parts may be outsourced of Access Customer Service and Operation Monitoring Center. Both staff members were surprised by how many individuals did not know that the majority of Customer Service and OMC was already contracted out. A few questions and concerns were raised during the discussion related to the recommended vendor. Contract awards are not part of the duties of the Advisory Committees. Access staff reached out to the recommended vendor about having an informal meet and greet.

ALTA has graciously offered to participate in a meet and greet on December 4, 2015. This was not a formal event nor related to the contract award but purely voluntary on the part of ALTA. It offered the community and staff an opportunity to meet socially with the recommended vendor to alleviate some of the uncertainty related to change.

**Staff Recommendation**

If the staff recommendation is adopted by the Board of Directors the Customer Service function will be performed by a combination of Access staff, ALTA, and San Gabriel Transit. Staff projects keeping 10 positions at Access to complete the functions of the Operations Monitoring Center Monday through Friday from 8:00 am to 6:00 pm. These positions will also be utilized to monitor the outsourced contracts, attend community meetings, ride monitoring, complaint response, etc. San Gabriel Transit will continue to provide OMC coverage Monday through Friday from 6:00 pm to 8:00 am and on weekends and holidays. ALTA will provide the Customer Service and Customer Care functions Monday through Friday 8:00 am to 5:00 pm.
### Access Services
RFP No AS-3955, BAFO II
Attachment H – Three (3) Minute Hold Standard

#### Model 3A

<table>
<thead>
<tr>
<th>Monthly Call Volume</th>
<th>Start-up Costs *if any</th>
<th>Monthly Fixed Rate</th>
<th>Monthly Fixed Rate</th>
<th>Monthly Fixed Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11/1/2015</td>
<td>Base Term</td>
<td>1st Option Term</td>
<td>2nd Option Term</td>
</tr>
<tr>
<td>25,000-35,000</td>
<td>$93,000</td>
<td>$161,796</td>
<td>$169,077</td>
<td>$174,149</td>
</tr>
<tr>
<td>35,001-40,000</td>
<td></td>
<td>$170,262</td>
<td>$177,924</td>
<td>$183,262</td>
</tr>
<tr>
<td>40,001-45,000</td>
<td></td>
<td>$173,084</td>
<td>$180,873</td>
<td>$186,299</td>
</tr>
<tr>
<td>45,001-50,000</td>
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<td>$182,491</td>
<td>$190,703</td>
<td>$196,424</td>
</tr>
<tr>
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<td>$190,016</td>
<td>$198,567</td>
<td>$204,524</td>
</tr>
<tr>
<td>55,001-60,000</td>
<td></td>
<td>$199,423</td>
<td>$208,397</td>
<td>$214,649</td>
</tr>
<tr>
<td>60,001-65,000</td>
<td></td>
<td>$208,830</td>
<td>$218,227</td>
<td>$224,774</td>
</tr>
<tr>
<td>65,001-70,000</td>
<td></td>
<td>$217,296</td>
<td>$227,074</td>
<td>$233,886</td>
</tr>
</tbody>
</table>
## Special Projects

Enter below the proposed price for special project requests made by the Agency on an as-needed basis. Rates should include consultant’s hourly rate, general and administration, overhead, and profit.

<table>
<thead>
<tr>
<th>Task</th>
<th>Hourly Billable Rate Base Term 1/1/2016-12/31/2018</th>
<th>Hourly Billable Rate 1st Option Term 1/1/2019-12/31/2020</th>
<th>Hourly Billable Rate 2nd Option Term 1/1/2021-12/31/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Phone System Recordings</td>
<td>$125</td>
<td>$131</td>
<td>$135</td>
</tr>
<tr>
<td>Change in Phone System Menu</td>
<td>$125</td>
<td>$131</td>
<td>$135</td>
</tr>
<tr>
<td>Change in IVR Recording</td>
<td>$125</td>
<td>$131</td>
<td>$135</td>
</tr>
<tr>
<td>Change in IVR System Menu</td>
<td>$125</td>
<td>$131</td>
<td>$135</td>
</tr>
</tbody>
</table>
DECEMBER 4, 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.

| January - 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.

| January - 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 |

37
model to provide more accurate ridership projections.

CLOSED

Recommendation #8 - 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.

| January - 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.

| January - 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.

| January - 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.

January - 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
<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>June-14</td>
<td>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.</td>
</tr>
<tr>
<td>August-14</td>
<td>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.</td>
</tr>
<tr>
<td>September-14</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td><strong>CLOSED in September 2014</strong></td>
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</table>

**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.

<table>
<thead>
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<tbody>
<tr>
<td>January-14</td>
<td>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.</td>
</tr>
<tr>
<td>May-14</td>
<td>Hold for FY 14/15 Budget Approval</td>
</tr>
<tr>
<td>August-14</td>
<td>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.</td>
</tr>
<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
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<tr>
<td>November-14</td>
<td>The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It</td>
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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.

<table>
<thead>
<tr>
<th>January - 15</th>
<th>The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.</th>
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<tbody>
<tr>
<td>February - 15</td>
<td>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.</td>
</tr>
<tr>
<td>March - 15</td>
<td>The consultant firm of McCloud Transportation &amp; 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.</td>
</tr>
<tr>
<td>April - 15</td>
<td>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.</td>
</tr>
<tr>
<td>May - 15</td>
<td>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.</td>
</tr>
<tr>
<td>June - 15</td>
<td>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.</td>
</tr>
<tr>
<td>July - 15</td>
<td>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.</td>
</tr>
<tr>
<td>August - 15</td>
<td>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.</td>
</tr>
<tr>
<td>September-15</td>
<td>The Board is scheduled to consider awarding the Customer Service Contract at the October 2015 Board of Directors Meeting.</td>
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</tbody>
</table>
October–15 | The Board tabled consideration of Customer Service Contract to December Board of Directors Meeting.

November-15 | The Board is scheduled to consider awarding the Customer Service Contract at the December 2015 Board of Directors Meeting.

**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.

January -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.

January -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.

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<tr>
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<td>April - 14</td>
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<td>May - 14</td>
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<td>June - 14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue.</td>
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<td>November - 14</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
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<td>March - 15</td>
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<td>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.</td>
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<td>May - 15</td>
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<tr>
<td>June - 15</td>
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<td>July - 15</td>
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<td>August - 15</td>
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The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).

The Board participated in a Strategic Planning Workshop at the Board Retreat to review challenges and solutions in front of Access. With regard to operations, the discussion focused on leveraging technology to potentially consolidate reservations. The following will be included in the Strategic Plan: Review the impact of creating a single reservations platform on current productivity and if warranted, select the best software platform to accomplish this. At the same time, explore various operating model changes such as increased use of a “bench” of TNCs (Uber, Lyft) and resource utilization during non-peak periods.

Recommendation #11:

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.

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.

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. The RFP is expected to be released in the near future.
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<td>The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).</td>
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<td>The Board participated in a Strategic Planning Workshop at the Board Retreat to review challenges and solutions in front of Access. With regard to operations, the discussion focused on leveraging technology to potentially consolidate reservations. The following will be included in the Strategic Plan: Review the impact of creating a single reservations platform on current productivity and if warranted, select the best software platform to accomplish this. At the same time, explore various operating model changes such as increased use of a “bench” of TNCs (Uber, Lyft) and resource utilization during non-peak periods.</td>
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</table>
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.

| January - 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 |