BOARD OF DIRECTORS MEETING
MONDAY, JANUARY 12, 2015
Closed Session: 12:00
General Session: Immediately Following
The meeting is expected to end by or before 3:00 p.m.

Los Angeles County MTA
One Gateway Plaza, 3rd Floor
729 Vignes Street, Los Angeles CA 90012

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.

DISPOSAL

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. Existing Litigation: Gov. Code §54956.9(a)
         (i) Minnis v. Access Services: LASC #BS145949
         (ii) Pollard v. Amando Perez, et al/LASC#BC 2559221

      2. Anticipated Litigation: Gov. Code §54956.9 (b)
         (i) Significant exposure to litigation against the Agency

      3. Initiation of Litigation: Gov. Code §54956.9 (c)
4. SUPERIOR SERVICE AWARD

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 17, 2014 (page 6)
   [Staff Recommendation: Approve minutes as written.]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Consideration to Establish an Ad Hoc Budget Committee for Fiscal Year 2015/16 (page 14)
   b) Consideration to Approve DBE Consulting Contract (AS-3801) (page 16)
   c) Consideration to Extend Term and Increase Funds - Facility Security System Maintenance Contract (AS-2879) (page 18)
   d) Consideration to Extend Term and Increase Funds - Telephone Maintenance and Services Contract (AS-3032) (page 20)
   e) Consideration to Extend Term and Increase Funds - Voice and Data Telecommunications Contract (AS-3205) (page 22)
   f) Consideration to Approve Contract Modification for Financial Reporting ERP Software Services (AS-3753) (page 24)
   g) Consideration to Approve Amendment to Eastern Service Provider Contract (AS-3421) (page 27)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ELIGIBILITY DETERMINATION CONTRACT (AS-2441) (page 28)
   [Staff Recommendation: 1) Authorize a six (6) month extension to the contract from July 1, 2015 through December 31, 2015; 2) Authorize an additional $2,276,772 in funds thereby increasing the maximum contract value from $19,433,005 to $21,709,777, 3) Authorize an amendment for the reimbursement of pre-authorized software development, implementation and related services for AS-2441.]
10. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MOBILITY DEVICE MARKING CONTRACT (AS-2853) (page 31)

[Staff Recommendation: 1) Authorize a six (6) month extension to the contract from July 1, 2015 through December 31, 2015; 2) Authorize an additional $418,635 in funds thereby increasing the maximum contract value from $1,134,467 to $1,553,102.]

11. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-2602) (page 33)

[Staff Recommendation: Authorize an additional $1,200,000 in funds and an extension in the period of performance for one year, from August 4, 2015 through August 3, 2016.]

12. CONSIDERATION TO APPROVE RESEARCH SERVICES CONTRACT (AS-3641) (page 35)

[Staff Recommendation: Approve a contract with Celtis Ventures, LLC for an amount not to exceed $100,000 for consulting services related to the inclusion of Access Services in any new regional sales tax measure. This amount is separate and above any funds expended under the authority of the Executive Director.]

13. CONSIDERATION TO APPROVE METRO LOGO/BRANDING (page 38) *This Item was pulled by Chair and will be rescheduled for a future meeting.*

[Staff Recommendation: Approve the Metro Logo integration proposal as developed by the Board working group, to include the following language on promotional materials and the lower panel immediately behind the rearmost tire on each side of the Access owned vehicles—“Regionally supported by Metro.”]

14. CONSIDERATION TO APPROVE TRIENNIAL FINDING ACTION PLAN: ORIGIN TO DESTINATION (page 40)

[Staff Recommendation: Authorize staff to move forward with the attached Origin to Destination implementation timeline including major milestones and to forward the milestones to the Federal Transit Administration.]
15. **CONSIDERATION TO APPROVE TRIENNIAL FINDING ACTION PLAN: FARE POLICY** (page 44)

   [Staff Recommendation: Authorize staff to: 1) Analyze and propose a dynamic fare system that will meet FTA requirements and be **fare revenue neutral**. A final recommendation for the proposed dynamic fare system, including cost estimates and a timeline for implementation, should be brought back to the Board at its May 2015 meeting, 2) Implement a comprehensive outreach plan (milestones attached) to inform stakeholders and solicit feedback about a proposed dynamic fare system, 3) Concurrently, implement a plan to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan. At a minimum, authorize staff to petition the United States Department of Transportation for a rulemaking that would amend applicable regulations to allow coordinated paratransit systems like Access to have a coordinated fare.]

16. **FINANCIAL REVIEW**

17. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES** (page 51)

   [Staff Recommendation: Receive and file]

18. **EXECUTIVE DIRECTOR’S REPORT**

19. **BOARD MEMBER COMMUNICATION**

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

21. **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**

The meeting was called to order by Chair Doran Barnes at 12:03 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary Theresa DeVeria, Directors Art Ida, John Troost, Angela Nwokike, Dan Levy. Ex-Officios: CAC Chair Chaplin Dov Cohen, TPAC Chair Linda Evans. Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present: Director Kim Turner.

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

   No public comments were heard regarding the closed session items.

3. **CLOSED SESSION REPORT**

   No reportable action was taken with respect to the Minnis versus Access Services case. No reportable action was taken with respect to the Watkins versus Access Services case. No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation.

4. **SUPERIOR SERVICE AWARDS**

   Access Services Operations Administrator, Jack Garate introduced and recognized the following California Transit Inc., Driver.
Timothy Brady, Superior Service Award recipient for the month of October 2014.

Access Services Project Administrator for the Southern and Santa Clarita Regions, Rogelio Gomez introduced and recognized the following Global Paratransit Inc., Operations Administrative Assistant.

Amanda Zepeda, Superior Service Award recipient for the month of November 2014.

5. REVIEW & APPROVAL OF THE BOARD MEETING MINUTES

Approval of the minutes from the regular Board of Directors meeting held on Monday, September 22, 2014.

Motion made by Vice Chair Dolores Nason, Seconded by Director Angela Nwokike. Secretary Theresa DeVera and Treasurer Martin Gombert abstained, Via Voice Vote all were in favor, motion passed.

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

Chaplin Dov Cohen, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on Tuesday, October 14, 2014.

Linda Evans, Chair of the Transportation Professional Advisory Committee (TPAC) provided a brief report on the TPAC meeting held on Thursday, October 16, 2014.

7. GENERAL PUBLIC COMMENT

Dale Riley made public comment regarding his late trip and how upsetting it was for him. Access Services staff member Rogelio Gomez was asked to speak to Mr. Riley after the meeting regarding his issue.

8. CONSENT CALENDAR

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

8-a Consideration to Extend Term and Add Funds to Information Technology Consulting Service Contract (AS-3202)
8-b Consideration to Extend Local Vehicle Inspection Contract (AS-2985)
8-c Consideration to Approve 2015 Board Meeting Calendar
8-d Consideration to Amend Contract Scope and Add Funds For Eastern Region Service Contract (AS-3421) San Gabriel Transit, Inc.
8-e Consideration to Add Funds to Contract with LPM Consulting Inc. (AS-2793)
8-f Consideration to Approve Revised Procurement Policies
8-g Consideration to Reappoint Community Advisory Committee (CAC) Members

Director Dan Levy recommended that Items 8-c and 8-f be pulled for purposes of discussion.

Motion made by Director Dan Levy to approve all remaining items on the consent calendar, Seconded by Secretary Theresa DeVera. Via Roll Call Vote all were in favor, motion passed.

Item 8-c
Motion made by Director Dan Levy to approve Item 8-c on the consent calendar, Seconded by Vice Chair Dolores Nason. Via Voice Vote all were in favor, motion passed.

Item 8-f
Motion made by Director Dan Levy to approve Item 8-f on the consent calendar, Seconded by Vice Chair Dolores Nason. Via Voice Vote all were in favor, motion passed.

9. CONSIDERATION TO APPROVE FINANCIAL SOFTWARE ERP MIGRATION (AS-3753)

Recommendation: 1) Authorize staff to execute a contract for Financial Reporting ERP software services beginning January 1, 2015 through December 31, 2021 with Oracle America, Inc. in an amount not to exceed $318,780. 2) Authorize staff to execute a contract for Financial Reporting ERP software implementation costs beginning January 1, 2015 through December 31, 2021 with Intelenex, Inc. in an amount not to exceed $149,320.

Hector Rodriguez, Controller, Access Services, presented an overview of staff’s recommendation on the financial software ERP migration.

Motion made by recommendation, Seconded by Dan Levy. Via Roll Call Vote all were in favor, motion passed.

10. CONSIDERATION OF METRO LOGO INTEGRATION

Recommendation: Review and provide guidance to staff on the Metro Logo integration proposal.

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

PUBLIC COMMENT
David Feinberg made public comment by stating that it would not be fair to the member agencies to not include their logos since they were a part of Access Services. He also stated that regional dollars were meant for regional programs and on the side of the riders it would be very confusing to see an Access logo and a Metro logo on the vehicles.

Terri Lantz made public comment by stating that it took the riders a long time to get used to the many changes of Access Services. She also stated that she felt that it would be very confusing to the riders if the logos were the same size and next to each other.

Myrna Cabanban made public comment by stating that she felt that the multiple logos would be very confusing to the riders. She also stated that it would be more appropriate to place a smaller Metro disclosure below or beside the Access services logo in a smaller font.

Tonni Yee Hemphill made public comment by stating that she agreed with the previous comments made regarding rider confusion.

Motion made by Director Dan Levy to adopt staff’s recommendation to review and provide guidance to staff on the Metro logo integration proposal, Seconded, None. Motion failed.

Alternate Motion made by Director Art Ida to recommend that the Chair appoint a three member Board Subcommittee comprised of a Metro staff member, a Municipal or Local Operator member, and a Board member that utilized Access Services or worked with the riders. The goal of the subcommittee would be to develop a logo that fits all of the criteria and to ensure that this did not create confusion for the riders and to bring it back to the Board for approval. Second Secretary Theresa DeVer, Via Voice Vote, all were in favor, motion passed.

11. TRIENNIAL REVIEW DISCUSSION: NO SHOW/CANCELLATION POLICY REVISIONS

Recommendation: Receive and file.

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

PUBLIC COMMENT

Rachele Goeman made public comment by stating that changing the cancelation policy was a good idea but she felt that more thought would need to be taken into consideration because the 10% or more or 5 no-shows was not very realistic.
Terri Lantz made public comment by stating that she was happy to hear that the no-show policy was being changed because she spent a lot of her time dealing with no-shows.

Chair Doran Barnes stated that this was a “receive and file” item and no action by the Board was needed.

12. **TRIENNIAL REVIEW DISCUSSION: ACCESS FARES**

Recommendation: Provide staff direction on resolving the fare finding with one of the following options:

- Move to a dynamic fare system in which fares for each trip will be calculated using the trip planner on [www.metro.net](http://www.metro.net) or [www.go511.com](http://www.go511.com). The Access fare may be double the lowest fare quoted. Trips that cannot be provided by fixed route services may be denied.

- Given that the Americans with Disabilities Act (ADA) regulations encourage a coordinated paratransit plan but do not address a coordinated paratransit fare, direct staff to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan.

- Require all member agencies to have a minimum base fare or adopt a unified fare structure in order to set a compliant regional fare for ADA paratransit service.

In addition, direct staff to bring these options to the Access Membership at a Special Meeting in order to receive additional feedback on how to proceed.

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

**PUBLIC COMMENT**

Karen Taylor made public comment by stating that she used coupons for every ride but if she had to start using coins she would have a difficult time. She also mentioned that for the visual impaired or blind riders they would have a difficult time figuring out the cost for different rides.

Rachele Goeman made public comment by stating that for riders with cognitive issues, it was going to be impossible for them to figure out the different fare types and amounts.

Mary Jo Fernando made public comment by stating that she was representing CALIF. She asked how much the fare increase would be because she was living on SSI and did not have enough money to afford the increase. She also stated that other riders that receive SSI would not be able to afford the increase as well.
Terri Lantz made public comment by stating that the fare increase would be very upsetting to the riders. She added that most of the riders cannot handle coins, she asked that the Board take this into consideration.

Myrna Cabanaban made public comment by stating that in her opinion changing to a dynamic fare system would be asking for trouble because this was one of those times when simpler is better.

Motion made by Vice Chair Dolores Nason to table the item until staff met with the FTA in Washington, DC in early December 2014.

Withdrawal of Original Motion made by Vice Chair Dolores Nason.

Alternative Motion made by Vice Chair Dolores Nason to take this item to the membership for their comments and input and to bring it back to the Board for further consideration and for staff to meet with the FTA in Washington, DC in early December 2014, Seconded by Director John Troost. Via Roll Call Vote, all were in favor, motion passed.

13. TRIENNIAL REVIEW: ORIGIN TO DESTINATION

Recommendation: Authorize staff to forward the following plan of action to the Access Services Member Agencies for discussion and concurrence:

- Create an Ad Hoc Regional Paratransit Working Group comprised of riders, transportation service providers, member agencies, interested stakeholders, and Access staff. The Access Chairperson will make the final determination on the appointment of members to the ad hoc group.

- Direct the ad hoc group to develop policies and procedures on how origin to destination will be implemented throughout Los Angeles County. The results shall be presented to the Access Services Board of Directors for concurrence.

- Once the policies and procedures have been approved, Access will retain HDR Engineering, Inc. to develop cost projections. The cost estimates will be developed by using the proposed policy and by studying the experiences of other agencies who have implemented origin to destination service. The cost projections will be presented to the Access Board of Directors for approval.

- Submit a request for funding to the Los Angeles County Metropolitan Transportation Authority (Metro) in their role as the regional planning and funding authority for full funding of the implementation of origin to destination service.

- Conduct a thorough public participation process as required by the ADA regulations on the proposed change of adding origin-to-destination service to the existing service model.
• Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access Services. If approved, submit to the Federal Transit Administration and begin the process of implementing origin to destination service.

Shelly Verrinder, Executive Director, and Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

Motion made by Director Art Ida to approve the staff’s recommendation, Seconded by Treasurer, Martin Gombert. Via Roll Call Vote all were in favor, motion passed.

14. PROPOSED METRO LONG RANGE STRATEGIC PLAN FOR ADA PARATRANSLIT IN LOS ANGELES COUNTY

Recommendation: Direct staff to agendize this item at a proposed meeting of the membership in December for review and comment.

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

Motion made by Director Art Ida to approve the staff’s recommendation, to agendize this item for the proposed meeting of the membership on December 16, 2014 for review and comment, Seconded by Director John Troost. Via Roll Call Vote all were in favor, motion passed.

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


Matthew Avancena, Manager of Planning and Coordination, Access Services was available to provide a status update on Metro’s Review of Access Services and to answer any questions from the Board members.

Chair Doran Barnes thanked Mr. Avancena for his presentation and reminded the Board that this was an information item only and no action was needed.

16. EXECUTIVE DIRECTOR’S REPORT

Shelly Verrinder, Executive Director, Access Services, stated that a Membership meeting will be held on Tuesday, December 16, 2014 at the Culver City Senior Center at 10:30 a.m. She also provided some year to date ridership projections for the month of October. She stated that at the end of October Access Services was 3% over projections and last year at this time Access was 6.8% over.
Ms. Verrinder recognized Evie Palicz and Mike Greenwood together with the contractors and everyone else and stated that Access Services was recognized by the Business and Industry Council for the Emergency Planning and Preparedness 2014 Award of Excellence. She thanked everyone for all of their efforts.

17. **BOARD MEMBER COMMUNICATION**

Chaplain Dov Cohen commended his Vice Chair, Terri Lantz for being on top of everything and every subject. He complimented Mike Fricke, General Manager from California Transit Inc., for delivering time and time again. He concluded his comment by stating that on Sunday, December 7, 2014 on the VA grounds at Wilshire and Sepulveda they would be having their 22nd Annual Veteran Holiday celebration, he invited everyone present to attend.

Art Ida thanked everyone who made public comment at today’s meeting and stated that everyone’s feedback and input was very important. He also thanked the CAC and TPAC members for their input on the issues at hand.

John Troost thanked everyone who made public comment at today’s meeting.

Vice Chair Nason stated that there was a lot of communication between the Board and the public and she thought it was a good thing.

Chairperson Doran Barnes stated that he appreciated all the thoughtful comments made at today’s meeting and stated that the Board would continue to discuss the items regarding the triennial review for months to come.

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 Vice Chair Dolores Nason to adjourn the meeting, Seconded by Nwokike. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 3:15 p.m.

Approval

______________________________  __________________________
Theresa DeVera, Secretary       Date
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO ESTABLISH AN AD HOC BUDGET COMMITTEE FOR FISCAL YEAR 2015/2016

ISSUE:

In past years, the Board has established an Ad Hoc Budget Committee to provide input and advise staff on the draft budget to be presented in June. Staff requests that the Board again authorize the appointment of up to four of its members to meet with staff to review and provide input on the draft budget that will be presented to the full Board in June.

RECOMMENDATION:

Appoint Chairperson Doran Barnes, Treasurer Martin Gombert, and Directors Art Ida and Dan Levy to serve on the Ad-Hoc Budget Committee to review the draft FY2015/2016 Access Services operating budget.

BUDGET IMPACT:

There is no impact on the budget.

BACKGROUND

In order to facilitate board participation and understanding of the operating budget, an ad hoc committee of the Board should be established to review and advise staff regarding the proposed budget in preparation for the draft budget approval. This process has been helpful in the past and staff requests that the Board once again establish this ad hoc committee. Metro has requested a preliminary line item budget for Fiscal Year 2015/16 by February 1, 2015. It is anticipated that the Ad-Hoc Budget Committee will be part of the process of developing this “place holder” budget for Metro.

Beginning in March 2015, there will be 2 to 3 working sessions of the ad-hoc committee to discuss major cost centers of the budget. It is then anticipated that the ad hoc committee would have a full budget review in May. Staff will subsequently present a final budget for approval during the June 2015 Board meeting, by which
time it is anticipated that the annual Metro Memorandum of Understanding (MOU) regarding funding for FY2015/2016 will have been completed.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION
       STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: CONSIDERATION TO APPROVE DBE CONSULTING CONTRACT
       (AS-3801)

ISSUE:

Board approval is needed for the selection of a consultant to monitor, oversee and develop triennial goals for Access Services Disadvantaged Business Enterprise (DBE) program beginning February 1, 2015.

RECOMMENDATION:

Authorize staff to execute a two year base contract with options for up to three one-year extensions with GCAP Services Inc., in an amount not to exceed $232,898, beginning February 1, 2015 and ending January 30, 2020.

IMPACT ON BUDGET:

The recommended action is within the anticipated budget for Fiscal Year 2014/2015 and will be appropriately allocated in the subsequent out years. Following the successful completion of the two year base period, Access may request that the Board grant a one-year extension of this agreement (up to a total of three one-year extensions) based on rates set forth in GCAP’s proposal.

The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVE CONSIDERED:

Current staffing levels are not adequate to meet the needs of the DBE compliance program. The staff position responsible for DBE compliance is also responsible for grants and overall compliance with all the FTA grants management requirements. Due to the volume and scope of these duties, it is not feasible to handle the above functions in-house without additional resources.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a contract with GCAP Services 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.

BACKGROUND

USDOT regulations related to funding require three year DBE goal setting, and Access Services needs consultant assistance to complete this complex analysis. DBE services are also needed in order to monitor contractor compliance, develop recommendations for corrective measures, and provide proactive outreach to ensure greater utilization of DBEs.

A request for proposals was issued on October 10, 2014. On November 21, 2014 proposals were submitted by GCAP Services, Inc., Gail Charles Consulting Services and PM Chestang. Two vendors were found to be responsive and responsible. The cost proposals were as follows:

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Evaluation was conducted in accordance with the Access Services Procurement Policy. Technical proposals were reviewed and scored by the evaluation team consisting of two members from the Planning and Government Affairs Department. GCAP Services, Inc. was determined to be the highest scoring, responsive, responsible proposer because they demonstrated the strongest technical qualifications and the most extensive expertise in performing similar services. GCAP Services, Inc.’s proposal offered the best value and is most advantageous to Access and is recommended for award. GCAP Services has been providing DBE compliance and supportive services since 1997. The company is based locally and has extensive experience in working with southern California transportation agencies including L.A. Metro and Caltrans.
TO: BOARD OF DIRECTORS
FROM: BILL TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY
F SCOTT J EWELL, CHIEF OPERATING OFFICER
RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FACILITY SECURITY SYSTEM MAINTENANCE CONTRACT (AS-2879)

ISSUE:
Board action is required for the extension and increased funding of the security system maintenance contract (AS-2879) with MCM Integrated Systems that covers the system in use at Access Services’ administrative facility.

RECOMMENDATION:
Authorize $15,000 in funds and an extension in the period of performance for one year, from April 1, 2015 through March 31, 2016.

IMPACT ON BUDGET:
These maintenance services were budgeted for FY2014/15 and will also be allocated in FY2015/16. This action will result in an increase in the total contract amount from $69,537.71 to $84,537.71.

The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:
No alternatives were considered as only this vendor is authorized by Metro to perform maintenance on the facility security system.

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 extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

The security system at Access’ administrative office is part of Metro’s extended security system that manages access to a number of different Metro facilities throughout the county. When Access relocated to El Monte there were a number of programming changes made that now allow Access staff to manage the secured doors and elevators of the facility. These changes are assessed an annual maintenance fee that Access pays directly to Metro’s authorized vendor. The vendor also supplies key cards and photo identification of Access staff. Since the cumulative total of the contract value will exceed $75,000 with this extension it is necessary to obtain Board approval.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TELEPHONE MAINTENANCE AND SERVICE CONTRACT (AS-3032)

ISSUE:

Board action is required for the extension and increased funding of the telephone maintenance contract (AS-3032) with Accurate Telecom that covers the system in use at Access’ administrative facility.

RECOMMENDATION:

Authorize $40,000 in funds and an extension in the period of performance for one year, from March 25, 2015 through March 24, 2016.

IMPACT ON BUDGET:

These maintenance services were budgeted for FY2014/15 and will also be allocated in FY2015/16. This action will result in an increase in the total contract amount from $150,000 to $190,000.

The funding for these services comes from Prop C Discretionary Funds.

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 enter into a written extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

The telephone system at Access' administrative office is used to support not only day-to-day office usage but also the complex menu routing and recording for Access' Customer Service Center. This system has historically been maintained through a maintenance service agreement with an outside vendor that covers existing hardware (phone systems, handsets, servers, etc.) as well as software maintenance, including version updates.

In accordance with procurement practices, staff released a Request for Quotations (RFQ) in December 2010. The contract was awarded to Accurate Telecom for a three year period that began in March 2011. This contract also provided the option of renewing the agreement for up to five one-year option years subsequent to Board approval. This is the second option year available with the contract.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY
       F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - VOICE
    AND DATA TELECOMMUNICATIONS CONTRACT (AS-3205)

ISSUE:

Board action is required for the extension and increased funding of the voice and data
communications contract (AS-3205) with Telecom Management Services Inc. (TMSI).

RECOMMENDATION:

1. Authorize a one (1) year extension to the contract from August 1, 2015 to July 31, 2016.
2. Authorize an additional $3,000,000 in funds thereby increasing the maximum
   contract value from $4,320,000 to $7,320,000.
3. Authorize amending the end date of the data services side of the contract to January 31, 2015.

IMPACT ON BUDGET:

These services will be allocated in the FY2015/16 and FY2016/17 budgets. There is
no increase in rates for the extension year. The current monthly cost of the service is
budgeted on historical usage.

The funding for these services comes from a combination of Federal Section 5310
Grant and Prop C Discretionary Funds.

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 enter into a written extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

Telecommunication services provide the backbone that allows Access Services to communicate with its contractors as well as providing local and 800 phone service for reservations and customer service. Access Services contracts these services as a combined package through a federally funded procurement process.

In accordance with procurement practices, staff released a Request for Proposals (RFP) in January 2012. The contract was awarded to TMSI for a three year period that began in August 2012. This contract also provided the option of renewing the agreement for up to two one-year option years subsequent to Board approval. This is the first option year available with the contract.

At the time of the procurement it was estimated that the monthly call and minute usage would average 447,747 and 1,839,789 respectively. However over the initial 2½ year span of the contract the monthly averages have climbed to 471,633 and 2,230,733 - a 5.3 and 21.2% increase. This will lead to an overage in the previously approved maximum contract value for the initial three year period. The requested additional funds of $3,000,000 will address both this overage as well as the extension year of the contract.

In May 2014 the Board authorized a separation of the data side of this contract into a stand-alone contract in order to migrate to a more robust fiber-based network in lieu of the copper-based data network that Access had in place for over ten years. The anticipated cut over was to occur by June 30, 2014 however due to a number of planning and logistical challenges the cut-over will not occur until January 2015. This requires amending the end of the data side of the AS-3205 contract to January 31, 2015.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO APPROVE CONTRACT MODIFICATION FOR FINANCIAL REPORTING ERP SOFTWARE SERVICES (AS-3753)

 ISSUE:

Board approval is required to execute a Service agreement for subscription to a cloud based Financial Reporting Enterprise Resource Planning (ERP) software. This is a change to a previously approved item (CONSIDERATION TO APPROVE FINANCIAL SOFTWARE ERP MIGRATION (AS-3753)) from the Board meeting of November 17, 2014. The change is with the form of contract.

RECOMMENDATION:

Authorize staff to execute the Oracle Cloud Services agreement, with agreed upon amendments, for cloud based Financial Reporting ERP software services beginning January 26, 2015 through December 31, 2021 with Oracle America, Inc. in an amount not to exceed $317,153.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s impact for FY2014/15 and will be programmed out in future fiscal years.

The funding for the software and implementation services comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

The existing financial management software is not considered to be a viable option to address Access’ current and future financial and procurement needs. Accordingly staff opted to competitively procure a system in a hosted network environment that would provide enterprise class resources.
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 service agreement with Oracle America, Inc., under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to these contracts 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:

This item was previously approved by the Board in November 2014. However, after the board action, it became apparent that our standard contract was not an adequate instrument to address this type of service (Software as a Service (SaaS)). Staff worked with Oracle staff and legal counsel to modify the Oracle Cloud Services Agreement to also address Access contract requirements. Because some of the terms changed, it is necessary to seek approval of the Board to approve this agreement. The specific areas that were modified relate to indemnification and termination for convenience. Oracle and Access Legal Counsel were able to negotiate mutually agreeable terms using the Oracle Agreement versus the Access Agreement.

From November 2014 Board Agenda:

Financial Reporting ERP is a suite of integrated business applications that an agency can use to collect, store, manage, and interpret data from many business activities including cost, planning, purchasing, and service delivery. The core of an ERP system is the financial and procurement modules. Access Services is seeking the Board’s approval to acquire the subscription of these two modules as well as the implementation, customization, and training services. Other modules such as Enterprise Business Intelligence Dashboard, Human Capital Management, and Customer Relationship Management etc. are optional and will be considered in the future.

Access Services is currently using Sage 50 Complete Accounting to meet its financial record keeping requirements. Access Services acquired the software twenty years ago when it started operations with less than one tenth of its current operating budget. The accounting software, when it was called Peachtree at the time, was aimed to serve small businesses. Twenty years later, Access Services’ team of accountants is using the software and almost five-hundred spreadsheets to maintain their books because Sage 50 lacks features that are critical to Access Services’ financial operation. This creates inefficiency and room for error. Additionally Access’ procurement department uses manual processes such as forms, spreadsheets and databases to record, track, and manage procurement records. This process is also inefficient and can be problematic to manage.
Oracle is the second largest software maker by revenue and has an ERP market share of 13%. Fusion ERP will be delivered to Access Services staff via a secure Internet connection similar to online banking systems. There will be no initial hardware investment or upgrade needs now or in future years. The Fusion applications and Access Services’ financial data are stored and backed up in Oracle’s North American data centers. The required infrastructure will be managed by Oracle’s United States based employees.

**TIMELINE:**

- **Board Approval**
  - January 12th, 2015
- **Contract Awarded**
  - January 26th, 2015
- **Contract Start-Up Begins**
  - February 2nd, 2015
- **New Oracle Fusion System Starts**
  - June 1st, 2015
- **Existing Sage 50 System phase out**
  - June 30th, 2015
- **Oracle Fusion Goes Live**
  - July 1st, 2015
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO APPROVE AMENDMENT TO EASTERN SERVICE PROVIDER CONTRACT (AS-3421)

ISSUE:

Access staff is involved with a number of information technology projects that will affect technical systems licensed by Access as well as systems licensed by the service providers. While Access can request and pay for modifications to its own licensed systems, change to the providers’ systems needs to be reimbursed through the cost structure authorized in the service providers’ contracts. This type of reimbursement is not currently in the Eastern Service Provider contract.

RECOMMENDATION:

Authorize an amendment for the reimbursement of pre-authorized software development, implementation and related services for AS-3421.

IMPACT ON BUDGET:

Costs related to these types of services are allocated to both operating expenses and capital budget lines and certain costs are eligible for reimbursement from existing grant agreements. Any costs that will exceed $75,000 will be brought back to the Board for approval.

The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

None as requested modifications to a service provider’s system need to adhere to the legal and financing requirements of the licensing the service provider has agreed to.

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 amendment of the existing
contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Integration of technical systems often involves modifications to existing software. Access staff has been working on a project with Metro (go511) to develop a one stop website where a potentially qualified user of Access can be assigned an initial RiderID number and set up transportation to the certification interview. In order for this to occur, certain software modifications (along with implementation, training and maintenance costs) must be made to the software licensed by the Eastern Service Provider and, due to licensing requirements, will pass through the cost of the changes to Access. These costs will be funded by Veterans Transportation and Community Living Initiative Grant managed by Metro. All modifications will be reviewed and approved prior to development.

Additionally staff is projecting other software changes that may be brought on by developments in implementing Origin to Destination and Dynamic Fare policies.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY
       HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
    ELIGIBILITY DETERMINATION CONTRACT (AS-2441)

ISSUE:

Board approval is necessary to increase funds and to exercise a portion of the fifth of
seven possible option years for the eligibility determination services contract (AS-
2441) with C.A.R.E. Evaluators, LLC (CARE).

RECOMMENDATION:

1. Authorize a six (6) month extension to the contract from July 1, 2015 through
   December 31, 2015;

2. Authorize an additional $2,276,772 in funds thereby increasing the maximum
   contract value from $19,433,005 to $21,709,777.

3. Authorize an amendment for the reimbursement of pre-authorized software
   development, implementation and related services for AS-2441.

IMPACT ON BUDGET:

The proposed rates are consistent with those specified in the CARE contract. Specifically the fixed monthly rate will increase from $223,271 to $231,532, the fixed in-person evaluation rate will increase from $28.84 to $30.05, and the document review rate will increase from $13.51 to $13.77. The proposed increase in the contract amounts will be accommodated by the Access budget for FY2015/16.

The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

Staff is in the process of procuring consulting services to conduct a comprehensive review of eligibility that should be completed in May 2015. Recommendations from this review may have an impact on the structure and delivery of eligibility
determination services and therefore staff feels it prudent to only proceed on a six (6) month extension of this contract. Outside of the comprehensive review there is also a potential facility issue. Part of the review will look at the need for having multiple eligibility sites throughout the County versus one site. Transportation costs are the highest cost element of eligibility and by having multiple sites these costs can be reduced. Another alternative to be explored is the possibility of Access owning or leasing the eligibility site versus having the site provided by a contractor. The timing of the review and the presentation of any recommendations for the Board requires a six month extension of the existing contract with CARE.

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 C.A.R.E. Evaluators, LLC for eligibility determination services on terms and conditions set forth in the existing contract and modified as proposed in this item. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into formal written amendments to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Demand for eligibility services continues to increase. Over the last three fiscal years, the number of in-person evaluations has increased more than 27%. In the current year, CARE is on track to see an additional 4 percent increase over the previous year and it is expected that this same rate of growth will continue into next fiscal year.

CARE continues to take steps to meet the increased demand for eligibility determination services. Analysis of the eligibility process is done on a daily basis and changes are made regularly. For example, CARE has worked closely with San Gabriel Transit to streamline policies and practices in pickups and drop offs of individuals for evaluations. San Gabriel Transit has increased the number of hours in their drivers’ work day and CARE is open on some Saturdays to cover additional demand.

Additionally, CARE is planning to increase the number of evaluations it can conduct by opening up additional appointments to individuals who can provide their own transportation. This provides a transportation cost savings to Access while allowing more flexibility for the customer.

Of note, staff is working with CARE and San Gabriel Transit to modify existing software to avoid duplicate entry of information. This may require modifications to software owned/licensed by CARE which then requires an amendment to CARE’s cost structure so that Access requested changes can be passed through for payment (please refer to Item 8-g for further information).
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY
       HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MOBILITY DEVICE MARKING CONTRACT (AS-2853)

ISSUE:

Board approval is necessary to increase funds and to exercise a portion of the fifth of five possible option years for the mobility device marking services (ASI-2853) contract with CARE Evaluators, LLC (CARE).

RECOMMENDATION:

1. Authorize a six (6) month extension to the contract from July 1, 2015 through December 31, 2015;

2. Authorize an additional $418,635 in funds thereby increasing the maximum contract value from $1,134,467 to $1,553,102.

IMPACT ON BUDGET:

The proposed rates are consistent with those specified in the AS-2853 contract. The proposed increase in the contract amount will be accommodated in the Access budget for FY 2015-2016.

The rate changes are as follows -

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The funding for these services comes from a combination of Federal Grant and Prop C Discretionary Funds.
ALTERNATIVES CONSIDERED:

Staff is in the process of procuring consulting services to conduct a comprehensive review of eligibility that should be completed in May 2015. Recommendations from this review may have an impact on the structure and delivery of eligibility determination services which is also conducted by the contractor for the Mobility Device Marking contract. Therefore staff feels it prudent to only proceed on a six (6) month extension of 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 CARE Evaluators, LLC for mobility device marking 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 revised terms of the contract unless and until they are incorporated into formal written amendments to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Since it began administering the Wheelchair Marking and Tethering Program, CARE has fully integrated this program into the Access eligibility center. Individuals going through eligibility are briefed on Access safety practices and offered marking and tethering services.

Audits and refresher training are conducted to ensure that this program operates at the highest level possible, realizing that this process is a very important part of Access’ overall safety initiative.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
      ROGELIO GOMEZ, PROJECT ADMINISTRATOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-2602)

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ISSUE:

Board approval is necessary to exercise the third option year of contract AS-2602 with the City of Santa Clarita’s Santa Clarita Transit (SCT) for service in the Santa Clarita Area.

RECOMMENDATION:

Authorize an additional $1,200,000 in funds and an extension in the period of performance for one year, from August 4, 2015 through August 3, 2016.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $6,803,589 to $8,003,589. The monthly fixed rate will increase from $31,857.63 to $32,268.59 and the fixed per trip rate will increase from $17.24 to $17.46. Per the terms of the contract, the proposed percentage change in the fixed and variable rates (1.29% in this case) is equivalent to the most recently available annual percentage change in the Consumer Price Index for the Los Angeles area (U.S. Department of Labor, Bureau of Labor Statistics, November 2014). The additional funds will be programmed into the Access budgets for FY 2015-2016.

The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.

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 City of Santa Clarita for specialized transportation 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 revised terms of the contract unless and until they are 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 Santa Clarita region’s service contract, AS-2602, was awarded to Santa Clarita Transit (SCT) on August 4, 2008. During their tenure as the regional service provider, SCT has committed their operational focus in providing safe, reliable, cost-effective and customer-oriented transportation to our customers and constituents. SCT’s performance over the previous two (2) years has exceeded all key performance standards, despite operational challenges presented by an increase in ridership.

- During the current fiscal year (FY15), the region’s on-time performance is above 94 percent.

- The consistent service within the Santa Clarita service region has nurtured confidence and stability within the region’s transportation environment. The heightened reliability, compounded with limitations on other transportation options outside of Access, has positioned Access as one of the primary paratransit options for residents of the Santa Clarita region.

- During SCT’s tenure as the service provider for the Santa Clarita region, SCT has immersed itself within the community, expanding outreach to our customers at various forums such as the Accessibility Advisory Committee (AAC) and regional Access Services community meetings. The outreach has reaped beneficial partnerships with Access Services customers and constituents.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE RESEARCH SERVICES CONTRACT (AS-3641)

ISSUE:

The Los Angeles County Metropolitan Transportation Authority (Metro) is looking at placing a sales tax initiative on the ballot in 2016. There is a regional need for additional funding for ADA paratransit and other accessibility initiatives in Los Angeles County. Preliminary polling data validates that the concept of accessibility is popular with voters. A consultant is necessary to assist in the process of having Access and accessibility added to any potential new sales tax measure.

RECOMMENDATION:

Approve a contract with Celtis Ventures, LLC for an amount not to exceed $100,000 for consulting services related to the inclusion of Access Services in any new regional sales tax measure. This amount is separate and above any funds expended under the authority of the Executive Director.

IMPACT ON BUDGET:

There are sufficient funds in the current year budget for this type of consulting services.

The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Matt Raymond, the principal consultant with Celtis Ventures LLC, has extensive experience planning and marketing successful regional sales tax initiatives such as Measure R. In December 2013 he drafted and conducted a county wide survey to determine the preliminary thoughts of the residents of Los Angeles County related to Access Services and expanded funding for transportation services to seniors, veterans, and disabled individuals. This preliminary data was then presented to Metro Board staff and Metro Executive staff for inclusion of Access on any new sales tax measure. Metro is ready to take the next steps in developing a
potential ordinance and the experience of Celtis Ventures is instrumental in moving the concept of inclusion of Access forward. Professional Services are eligible for sole source agreements.

**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 upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

Los Angeles County currently has three half-cent sales taxes that collectively provide funding for transportation and transit-related activities. Proposition A (passed in 1980), Proposition C (passed in 1990) and Measure R (passed in 2008) each provide approximately $734 million annually for various Los Angeles county projects. However, while Access receives Proposition C funds for its operations, none of these sales tax measures explicitly guarantees funding for ADA paratransit and other activities that would promote accessible transportation in Los Angeles County.

In 2014, Access entered into a contract with Celtis Ventures to assist it in doing research about the possibility of including Access in an upcoming regional sales tax. Celtis is headed by Matt Raymond who spent over a decade as chief communications officer for Metro. Among his many accomplishments, Matt initiated and led the effort to pass Measure R – a 2008 transportation sales tax for Los Angeles County.

Celtis was able to include questions about Access in a countywide poll that demonstrated that inclusion of funding for services like Access in a countywide sales tax initiative could increase the chances of such a measure passing. This information has been forwarded to Metro and Access staff is currently part of a Working Group tasked with putting together guidelines and projects for the next countywide funding initiative.

Going forward, staff would like to add money to Celtis’ contract to continue these activities. Specifically, the consultant will:

- Consult and offer direction regarding research efforts surrounding Access, public opinion and future funding;
- Offer direction about the evolution of Access’ brand as it relates to future funding initiatives;
- Other marketing and communications projects as required.
The next step in the process of including accessibility in any new sales tax measure is to conduct a series of focus groups and additional polling. Metro, as the Regional Planning Authority, will be taking the lead. Metro staff has requested preliminary polling questions and topics to be included with focus groups. Access staff is working with Celtis Ventures on the development of these items.
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENT AFFAIRS

RE: CONSIDERATION TO APPROVE METRO LOGO/BRANDING

ISSUE:

The FY 14/15 Memorandum of Understanding (MOU) between Access Services and Metro called on Access to “place a notice in its vehicle design and marketing materials for the purpose of communicating that the Grantee receives financial support through Los Angeles County sales taxes approved by voters.” This proposal is subject to approval by the Access Services Board of Directors.

At its November meeting, the Board approved the formation of an Ad Hoc Working Group comprised of three Board members to develop a plan to place the Metro logo on Access vehicles and in Access materials. Board members DeVeria, Levy and Turner served on this group.

RECOMMENDATION:

Approve the Metro Logo integration proposal as developed by the Board working group, to include the following language on promotional materials and the lower panel immediately behind the rearmost tire on each side of the Access-owned vehicles—“Regionally supported by Metro”.

IMPACT ON BUDGET:

Metro has agreed to provide and install the vehicle decals at no cost to Access.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND:
For the reference of the Board, the full text of the relevant section in the MOU is excerpted here:

In conjunction with LACMTA’s Communications - Marketing Department, Grantee shall place a notice in its vehicle design and marketing materials for the purposes of communicating that the Grantee receives financial support through Los Angeles County sales taxes approved by voters. The vehicle design shall display LACMTA’s “Metro” logo on all Grantee-owned vehicles and service vehicles owned/operated by the Grantee’s contractors. LACMTA shall approve final logo size and location. The final vehicle design is subject to approval by the Access Services Board of Directors.

The Ad Hoc Working Group met on December 5, 2014 and discussed a number of factors (such as size, location and visibility) and their impact in the placement of a new logo on an Access vehicle as well as other marketing materials. Their consensus recommendation was to place the language below on the lower panel immediately behind the rearmost tire on each side of the vehicle.

“Regionally Supported by Metro”

Metro Design is in the process of working with Celtis Ventures on the design of the vehicle decal and promotional materials. The final designs will be included in future Board Box items.
TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR
      ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING
      AND GOVERNMENT AFFAIRS

RE: CONSIDERATION TO APPROVE TRIENNIAL FINDING ACTION PLAN:
    ORIGIN TO DESTINATION

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 2013 and 2014 Triennial Review
cycles and, in the case of Access, the 2013 State Management Review cycle, the FTA
found that Access did not provide “Origin to Destination” service to its customers.
While Access has always operated a curb-to-curb, paratransit system, the FTA
maintains that service must be provided beyond the curb for passengers whose
disabilities may require such assistance in order to reach their destination or leave
their point of origin.

Currently, Access Services and 10 Access Services member agencies (Gardena Bus
Lines, Long Beach Transit, Beach Cities Transit, Torrance Transit, Santa Monica’s Big
Blue Bus, Antelope Valley Transit Authority, Santa Clarita Transit, Culver City Bus,
Foothill Transit, and Metro) have received a FTA finding that Access is not providing
Origin to Destination service.

RECOMMENDATION:

- Authorize staff to move forward with the attached Origin to Destination
  implementation timeline including major milestones and to forward the
  milestones to the Federal Transit Administration.

IMPACT ON BUDGET:

Unknown at this time. After consulting with other transit agencies around the country,
staff believes that previous cost projections as developed by HDR are too speculative
and the region would benefit from a more in-depth study of the costs of this service.
Given that other transit agencies have made the transition from a pure curb-to-curb
system to an “origin to destination” system, there is now enough data to come to a reasonably accurate cost estimate. However, given the Agency’s goal to implement this service by July 1, 2015 HDR may only be able to give an estimate for our initial funding request for FY 15-16.

**BACKGROUND:**

Since 2005, Metro staff has been in general agreement with Access staff that Origin to Destination Service and other so-called “reasonable modifications” are not required under the ADA and its regulations. This agreement continued up until last year when Access was informed that Metro’s thinking on this issue had changed and that staff was recommending that Access provide Origin to Destination service.

Given this, it is necessary for the region to once again have a dialogue regarding curb-to-curb versus origin-to-destination (or door-to-door) and then follow a public participation process. The last time the region discussed significant changes to Access’ service model was in 2002 and 2003 when it was decided to move from a same day service model to a next day service model. At that time, an ad hoc group, similar to the one proposed, was created and staff believes it was a constructive way for all the stakeholders to come to an agreement on how to make major changes to the Los Angeles County paratransit system.
PROPOSED ORIGIN TO DESTINATION IMPLEMENTATION MILESTONES

JANUARY 2015

- Access Board Chair appoints members of the Ad Hoc Working Group
- Ad Hoc Working Group meets to draft policy recommendation on Origin to Destination Policy
- Community Meetings in every region for community outreach
- Receive feedback at QSS, CAC, TPAC Meetings

FEBRUARY 2015

- Final policy recommendation developed by Ad Hoc Working Group
- Present Policy Recommendation to FTA
- Retain HDR Engineering, Inc. to develop short and long-term cost projections

MARCH 2015

- Public Hearing on Policy Recommendation
- Present Policy Recommendation at CAC and TPAC Meetings
- Present Policy Recommendation at Board of Directors Meeting for Approval

APRIL 2015

- Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
- Submit a request for funding to the Los Angeles County Metropolitan Transportation Authority (Metro)
- Review and Modify Insurance Requirements for Providing Origin to Destination Service for next fiscal year

MAY 2015

- Training of Eligibility and Service Providers Begins
- Initiate revision of Access publications and website
• Amend Eligibility and Service Provider Contracts to include Origin to Destination Service
• Finalize FY16 Budget

**JUNE 2015**

• Finalize Training of Eligibility and Service Providers

**JULY 2015**

• Implement Origin to Destination Service
JANUARY 2, 2015

TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR
      ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING
      AND GOVERNMENT AFFAIRS

RE: CONSIDERATION TO APPROVE TRIENNIAL FINDING ACTION PLAN:
    ACCESS FARES

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, some
Access member agencies received an FTA finding that Access Services charges more
than twice the fixed route fare for comparable trips on their system.

RECOMMENDATION:

Authorize staff to:

- Analyze and propose a dynamic fare system that will meet FTA requirements
  and be fare revenue neutral. A final recommendation for the proposed dynamic
  fare system, including cost estimates and a timeline for implementation, should
  be brought back to the Board at its May 2015 meeting.
- Implement a comprehensive outreach plan (milestones attached) to inform
  stakeholders and solicit feedback about a proposed dynamic fare system.
- Concurrently, implement a plan to seek legislative or regulatory changes to
  allow for a coordinated fare when operating under a coordinated plan. At a
  minimum, authorize staff to petition the United States Department of
  Transportation for a rulemaking that would amend applicable regulations to
  allow coordinated paratransit systems like Access to have a coordinated fare.

IMPACT ON BUDGET:

Staff is proposing that any fare plan be fare revenue neutral. Costs related to software
programming are still unknown at this time but an estimate will be included in our FY
15/16 budget request. The primary costs associated with the program would be to
integrate the dynamic fare system (metro.net) into each contractor’s reservation software.

There is a direct correlation between transit fares and ridership (and the Access budget) which is often called “fare elasticity.” According to Access Services consulting firm, HDR Engineering, the fare elasticity for the overall Access system is -.26 which means a 1 percent increase in real fare (i.e. fare excluding inflation) is expected to result in a 0.26% decrease in ridership. Conversely, it could be expected that a decrease in the real fare would lead to an increase in ridership. HDR has also found that other variables, such as unemployment and gasoline prices, also affect ridership.

BACKGROUND:

Access Services’ coordinated fare, which has been in place for nearly 20 years, is widely supported by both our customers and those who operate our system because it is simple to understand and easy to implement. On August 1, 2006, Access staff sent a letter to the FTA in response to a similar 2005 Triennial Review finding. Since that time, Access’ fare methodology, which uses a statistical analysis of comparable fixed-route fares, has been reviewed numerous times and no deficiencies have been found.

It should be noted that even after Access’ most recent fare adjustment (which was implemented on July 1, 2014) that Access has some of the lowest paratransit fares in the country, particularly for trips less than 20 miles. The fares result in a cost recovery of approximately 6.2%.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>MIN. FARE</th>
<th>MAX. FARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York City</td>
<td>$2.50</td>
<td>$2.50</td>
</tr>
<tr>
<td>ACCESS (Los Angeles)</td>
<td>$2.75</td>
<td>$3.50</td>
</tr>
<tr>
<td>Dallas</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Chicago CTA</td>
<td>$3.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>Boston</td>
<td>$3.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>Washington, DC</td>
<td>$3.50</td>
<td>$6.50</td>
</tr>
<tr>
<td>OCTA (Orange County)</td>
<td>$3.60</td>
<td>$3.60</td>
</tr>
<tr>
<td>Philadelphia</td>
<td>$4.00</td>
<td>$4.00</td>
</tr>
<tr>
<td>Denver</td>
<td>$4.50</td>
<td>$4.50</td>
</tr>
</tbody>
</table>

Despite these facts, in a follow-up to the respective Triennial Review Final Reports in 2014, FTA’s Region IX office informed five Access Services member agencies (Torrance Transit, Santa Monica’s Big Blue Bus, Culver City Bus, Foothill Transit, and Metro) that the Federal Transit Administration’s (FTA) Office of Civil Rights determined that the fare structure for Access Services did not meet regulatory requirements. The
Access base fare of $2.75 was found to be more than twice the member agency’s fixed route base fare and therefore resulted in a deficiency finding for the ADA review area. The finding for Metro related to fares charged by sub-recipients and was due to their role as the transportation-funding agency for Los Angeles County. As the funding agency, Metro has responsibilities to ensure that programs funded by Metro are compliant with ADA requirements.

**Current Fare Methodology**

Since 2005, in order to determine what the regional base fare is for Los Angeles County, Access staff has conducted a periodic statistical analysis of fares paid on fixed route service for comparable ADA complementary trips.

For example, in August, 2005, Access conducted a statistically-valid study of 675 randomly selected trips representing the four basin service regions from Access’s trip database. The sample data represents trips originating from the Eastern, Northern, Southern, and West-Central portions of the county. The sampled trips contained date, pick-up time, pick-up and drop-off address. Each sample Access trip was compared to the fixed route using Metro’s Trip Planner to determine the following:

- The number of transfers required on a fixed route trip
- Total fare amount paid on fixed route
- Total travel time
- Total distance (miles)

The results were as follows:

<table>
<thead>
<tr>
<th>Sample Size (Total Trips)</th>
<th>% of Sample Size</th>
<th>Reg. Total Fare (Fixed Route)</th>
<th>2x Reg. Trip Cost</th>
<th>Avg. Travel Time (min)</th>
<th>Avg. Total Distance (miles)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 19.9 miles</td>
<td>557</td>
<td>82.5%</td>
<td>$1.80</td>
<td>$3.60</td>
<td>42.62</td>
</tr>
<tr>
<td>Over 20 miles</td>
<td>118</td>
<td>17.5%</td>
<td>$2.84</td>
<td>$5.68</td>
<td>116.93</td>
</tr>
</tbody>
</table>

Using this methodology, with an average fixed route fare of $1.80, the maximum Access fare could be $3.60 for trips up to 19.9 miles. For trips over 20 miles the average fixed route fare was $2.84 making the Access fare no greater than $5.68.
Since then, before staff considered any fare adjustment, a similar study was conducted to see what the regional fare was. In 2012, the study found that the regional fare should be no more than $4.94 for a trip under 19.9 miles and $8.31 for a trip over 20 miles. In November 2012, the following fare structure was approved and implemented:

<table>
<thead>
<tr>
<th>LA Basin</th>
<th>Current</th>
<th>January 1, 2013</th>
<th>July 1, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 19.9 miles</td>
<td>$2.25</td>
<td>$2.50</td>
<td>$2.75</td>
</tr>
<tr>
<td>Over 20 miles</td>
<td>$3.00</td>
<td>$3.25</td>
<td>$3.50</td>
</tr>
</tbody>
</table>

Staff is currently conducting another study in light of Metro’s recent fare change.

**Discussion of proposed options**

**Dynamic Fare System**

- *Move to a dynamic fare system in which fares for each trip will be calculated using the trip planner on [www.metro.net](http://www.metro.net) or [www.go511.com](http://www.go511.com). The Access fare may be double the lowest fare quoted. Trips that cannot be provided by fixed route services may be denied.*

During the demonstration phase of Access in the mid-1990s, the Agency attempted to charge the exact fare for a comparable trip. This procedure was discarded because our customers disliked being charged different fares for different trips. In addition, it proved almost impossible to maintain in practice. A simple one-way trip required an additional three to five minutes to schedule, and over half the time the trip planning computer could not find the address, which required manually making a determination that required ten to fifteen additional minutes.

Staff believes that, even with advances in technology, implementing a “dynamic fare process” would slow down the reservations process. Nevertheless, staff has been talking to various software vendors to see what their current capabilities are and what the costs would be to make changes to their software.

Other issues include:

- If Access decided to charge twice the fixed-route fare for each route booked based on the Metro trip planner, most customers, particularly those that booked longer, regional trips, could pay substantially more than the current fares.

- Access customers would be charged different fares even for an identical trip that occurs at a different time.

- Some regional trips cannot even be done on the fixed-route system. Would Access continue to perform these trips? How would the fare be determined?
If there are no set fares, would Access customers still be able to use coupons or any other alternative means of payment?

**Legislative/Regulatory Change**

- Given that the Americans with Disabilities Act (ADA) regulations encourage a coordinated paratransit plan but do not address a coordinated paratransit fare, direct staff to seek legislative or regulatory changes to allow for a coordinated fare when operating under a coordinated plan.

The current regulations regarding a coordinated paratransit plan read as follows:

**49 CFR 37.139 [Plan Contents] (for all plans the applicant must show:)**

“(g) Efforts to coordinate service with other entities subject to the complementary paratransit requirements of this part which have overlapping or contiguous service areas or jurisdictions.” (see also 49 CFR 139(h)(4)(iii))

**49 CFR 37.141 Requirements for Joint paratransit plan**

“(a) Two or more entities with overlapping or contiguous service areas or jurisdictions may develop a joint plan providing for coordinated paratransit service. Joint plans shall identify participating entities and indicate their commitment to participate in the plan.”

**49 CFR 37.147 Considerations during FTA review**

“In reviewing each plan, at a minimum FTA will consider the following:

(f) the extent to which efforts were made to coordinate with other public entities with overlapping or contiguous services areas or jurisdictions.”

**49 CFR Part 37, Appendix D Section 37.141**

“The Department believes that, particularly in large, multi-provider regions, a coordinated regional paratransit plan and system are extremely important. Such coordination can do much to ensure that the most comprehensive transportation can be provided with the most efficient use of available resources. We recognize that the effort of putting together such a coordinated system can be a lengthy one. This section is intended to facilitate the process of forming such a coordinated system.”

It is apparent, particularly in Appendix D, that the Department wanted to encourage a coordinated system like Access. However, while the regulations are very specific about the maximum fare that can be charged in an ADA paratransit system, they are silent on how such a fare should be determined in a coordinated system.
A meeting between Access Services and Acting FTA Administrator Therese McMillan and her Executive Staff was held in Washington, DC on December 2nd, 2014 to discuss this issue. After Access made a presentation, the FTA said that, while they appreciated the complexity of the Los Angeles system, they felt that it was now possible for Access to implement a dynamic fare system. However, the FTA did understand that such a system could not be implemented by the original deadline of March 2015 and asked that Access give the FTA an implementation timeline by the March deadline. In that meeting, the FTA also noted that Access or the region could petition the Department of Transportation for a rulemaking to address this issue.
PROPOSED DYNAMIC FARE
PUBLIC PARTICIPATION IMPLEMENTATION MILESTONES

JANUARY-FEBRUARY 2015
• Staff to develop a proposed dynamic fare system

MARCH-APRIL 2015
• Forward proposal to FTA
• Conduct community meetings and hold a public hearing to receive feedback on proposal
• Work with software vendors on cost estimates and timeline

MAY 2015
• Board consideration of proposed dynamic fare system with implementation timeline

JUNE 2015
• Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
JANUARY 2, 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.

Recommendations # 7, 10 and 11 which address recommendations related to 1) industry best practices, 2) the feasibility of centralized reservation and; 3) alternatives to the current service delivery model will be studied in a series of upcoming comprehensive operational reviews (COR) of Access Services. These reviews will be performed by outside consulting firms. The RFPs for Customer Service and Eligibility was issued in November 2014 and the consulting contract(s) will be brought back for approval at the February 2015 Board of Directors meeting. The review of the Operational Policies and Procedures is still being developed and expected to be completed in the near future.

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>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.</td>
</tr>
<tr>
<td>April - 14</td>
<td>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.</td>
</tr>
<tr>
<td>May-14</td>
<td>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.</td>
</tr>
<tr>
<td>June-14</td>
<td>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.</td>
</tr>
<tr>
<td>August-14</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>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.</td>
</tr>
</tbody>
</table>

CLOSED
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.

<table>
<thead>
<tr>
<th>August-14</th>
<th>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.</th>
</tr>
</thead>
</table>

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.

<table>
<thead>
<tr>
<th>Jan - 14</th>
<th>Access will be undertaking a review of this recommendation in the near future.</th>
</tr>
</thead>
<tbody>
<tr>
<td>April - 14</td>
<td>Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>May - 14</td>
<td>Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>June-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for group travel training.</td>
</tr>
<tr>
<td>August-14</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>Access will be undertaking a review of this recommendation in the near future.</td>
</tr>
<tr>
<td>April - 14</td>
<td>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.</td>
</tr>
<tr>
<td>May - 14</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 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 \times 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.

<table>
<thead>
<tr>
<th></th>
<th>ACCESS SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jan - 14</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>April - 14</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>May - 14</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>June-14</strong></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><strong>August-14</strong></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><strong>September-14</strong></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>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 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>
</tr>
<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 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.</td>
</tr>
<tr>
<td>January-15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>CLOSED</td>
</tr>
</tbody>
</table>
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.

**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. |
| 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. |
| December - 15 | 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. |
**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.

<table>
<thead>
<tr>
<th>Jan – 14</th>
<th>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.</th>
</tr>
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CLOSED BY METRO