BOARD OF DIRECTORS MEETING
MONDAY, JULY 1, 2013
Closed Session: 12:00 – 1:00 P.M.
General Session: 1:00 – 3:00 P.M.
ACCESS SERVICES HEADQUARTERS
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte, CA  91731

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

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE § 54956.9
      I. Anticipated Litigation: Gov. Code § 54956.9 (b)
         (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code § 54956.9
         (ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code § 54956.9
   B) CALIFORNIA GOV. CODE § 54957 - PERSONNEL ISSUES
      Public Employee Performance Evaluation: Executive Director
4. SUPERIOR SERVICE AWARDS AND THE 2013 NATIONAL COMMUNITY TRANSIT ROADEO WINNER

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 20, 2013 (page 5)
   [Staff Recommendation: Approve]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Approval of Extension And Increased Funding of Software Licensing Agreement With Transportation Software Solutions System (AS-1250) (page 17)
   b) Approval of Extension And Increased Funding For Software Services With Transportation Software Solutions (AS-1288) (page 19)
   c) Approval to Award Contract For Telephone Interpreting Services (AS-3394) (page 21)
   d) Approval of Extension And Increased Funds For Internet Services With Cogent Communications (AS-2940) (page 23)
   e) Approval to Add Funds to Radio Frequency Lease Contract With Mobile Relay Associates (AS-2881) (page 25)
   f) Renewal of Employee Health and Benefit Insurance Contracts (page 27)
   g) Approval of Extension And Increased Funds For Vehicle Inspection Services With Vehicle Technical Consultants (AS-2983) (page 29)
   h) Request to Terminate Free Fare Agreement With Southern California Regional Rail Authority (Metrolink) (page 31)
   i) Approval to Purchase 8 Vehicles for Paratransit Service (page 33)
      [Staff Recommendation: Approve Consent Calendar]
9. **APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2013/2014** (page 35)  
   [Staff Recommendation: Approval of the FY 2013/14 budget as presented.]  
   **ACTION**  
   [Vote Required: majority of quorum by roll call]

10. **EXECUTIVE DIRECTOR COMPENSATION - ADDEDUM** (page 39)  
    [Staff Recommendation: Approve recommendation from Board Compensation committee.]  
    **ACTION**  
    [Vote Required: majority of quorum by roll call]

11. **ACCESS ID CARD USER SURVEY - ADDEDUM**  
    **PRESENTATION**

12. **CUSTOMER SERVICE DEPARTMENT UPDATE**  
    **PRESENTATION**

13. **EXECUTIVE DIRECTOR’S REPORT**  
    **INFORMATION**

14. **BOARD MEMBER COMMUNICATION**  
    **INFORMATION**

15. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**  
    **DISCUSSION/POSSIBLE ACTION**

16. **ADJOURNMENT**  
    **ACTION**

Access Services does not discriminate 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](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."
MINUTES
ACCESS SERVICES
BOARD MEETING
MAY 20, 2013

The Access Services Board of Directors meeting convened at 12:00 p.m. on Monday, May 20, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Joseph Stitcher, Treasurer, Theresa DeVeria, Secretary, Jano Baghdanian, Martin Gombert, Angela Nwokike, and Hector Guerrero. Ex-Officio’s, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Wayne Wassell, Chair TPAC was excused from the meeting.


PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments were heard regarding the closed session items.

CLOSED SESSION REPORT

The Board met in Closed Session and reconvened the general portion of the meeting at 1:00 p.m. at which time Michael Arrigo, Chair of the CAC joined the general session.

Chairperson Barnes asked Mr. Jones, Access Services Legal Counsel, to brief the audience on the outcome of the closed session.

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending or threatened litigation and personnel matters, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement but due to the amount of public comments submitted for today’s meeting the Chairperson would only allow three minutes for public comments.
Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they are unable to speak for themselves the Board should receive written communications to make them part of the record.

SUPERIOR SERVICE AWARDS

Heriberto Diaz, a Driver from Global Paratransit Inc., was the recipient of the Superior Service Award for the month of January 2013. William Aceves, a Driver from San Gabriel Transit Inc., was the recipient of the Superior Service Award for the month of April 2013.

Staff also introduced the two winners of the Access Employees of the Quarter, Mr. Ruben Prieto and Mrs. Cynthia Stevenson.

REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM APRIL 22, 2013

Motion: Director Nason moved approval of the April 22, 2013 Board meeting minutes.
Second: Director Stitcher seconded the motion.
Discussion: None.
Vote: Via Voice Vote.
In Favor: Directors Nason, Baghdadian, Stitcher, and Guerrero.
Opposed: None.
Abstention: Directors DeVeora, Gombert, and Nowokike.
Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, May 14, 2013 and Director Stitcher provided an informative Board report. Access Services Strategic Planner, Eric Haack provided an update on the Free Fare Program and the Parents with Disabilities Program which he felt was a great program and could not wait to review the results of that program. He added that Access Services Project Administrator for the Southern and Santa Clarita regions, Alfredo Torales provided an update on the Rancho Los Amigos location which he felt was the most utilized address with Access riders.

Mr. Arrigo concluded his report by stating that it was a very informative meeting and well attended by the general public and he was looking forward to next month’s meeting.
GENERAL PUBLIC COMMENT

Michael Conrad stated that he attended four of the Access Services Community Meetings the last time they were held which had very poor turnouts. He stated that he offered a suggestion that he felt would help that particular situation. Mr. Conrad stated that during the recorded message on the phone while waiting to make a reservation, he suggested that for each area there be an announcement added to the recording regarding the dates and times of the next community meetings. Mr. Conrad concluded his public comment by stating that he would like an Access Services staff member to meet with him after the meeting to discuss this issue.

Ms. Verrinder informed Mr. Conrad that Access Services Deputy Executive Director Operations, Steve Chang would follow-up with him after the meeting.

Rachele Goeman stated that she had been an Access Services rider for fourteen years and most of that time was with a service animal. She also mentioned that placing four people in a Toyota Prius with a 50 pound service animal did not work. She added that she or her service animal could be hurt if this continued. Ms. Goeman also stated that when she books her rides she makes it a point to mention that she has an oversized service animal but when they assign a vehicle they don’t see the notation.

Ms. Goeman concluded her public comment by stating that she felt that the drivers did not take the service animals into consideration because they would let passengers push the front seat into her service animal, which has happened on more than one occasion, she stated that she would like to discuss this issue with an Access Services staff member after the meeting.

Ms. Verrinder informed Ms. Goeman that Access Services Manager of Customer Support Services, David Foster would follow-up with her after the meeting.

Tonni Yee Hemphill stated that she was picked-up yesterday to go to Rose Hills Cemetery and she was not picked up by the reckless driver that she had complained about in the past. She stated that she was picked up in a mini-van and the driver was amazing, the driver actually got her there before her estimated arrival time. Ms. Hemphill added that her return trip was in a cab and the driver was fantastic. She concluded her public comment by stating that the service was getting better and she would like to complement Access Services on working with her and hoped it would continue.

Chairperson Barnes thanked everyone for their good and not so good feedback and stated that it was great to hear that some of the rider’s experiences have been more positive, he asked for continued feedback at future meetings.

CONSENT CALENDAR

Motion: Director Baghdanian moved approval of all the items on the Consent Calendar.

Second: Director Stitcher seconded the motion.
Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Stitcher, Gombert, Guerrero, Nwokike, Nason, Baghdanian, and DeVera.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

**APPROVAL TO PURCHASE ADDITIONAL ON-BOARD VIDEO CAMERAS FOR ACCESS SERVICES-OWNED AND DEDICATED PROVIDER-OWNED REVENUE SERVICE VEHICLES (AS-2826)**

Access Services Manager of Fleet Design and Maintenance, Rick Streiff and Evie Palicz, Manager Safety, Training and Emergency Preparedness provided a brief presentation on the staff recommendation to purchase additional on-board video cameras for Access owned and dedicated provider owned vehicles.

**Board Questions & Comments:**

Director Nason asked since the driver are able to record an event, does the driver also have the ability to erase an event. Mr. Streiff replied “no.”

Director DeVera stated that during the presentation, one of the slides mentioned that points are taken off the driver's record if a driver was drinking a beverage. She asked if SmartDrive is on 24/7. Ms. Palicz replied “yes,” SmartDrive was always recording and when a significant event occurred such as hard braking it would trigger a sensor in the camera to start saving the recording. If a driver had a need to record then he/she could manually press the record button. Director DeVera also asked, what about the drivers that use their hands free Bluetooth devise because she had noticed many drivers still using them.

Ms. Palicz replied that it would still be recorded but if the driver was not making any sudden moves the recording may not be saved. Ms. Palicz added that staff was aware that drivers were still using their cell phones so staff just completed a very aggressive campaign regarding cell phone usage while driving, staff was also utilizing an external campaign to supplement SmartDrive and to get the point across to the drivers.

Director DeVera asked if staff would penalize a driver that worked an 8 hour shift and was caught drinking a beverage. Ms. Palicz replied “no” if that was all a driver was doing then “no,” the driver would be coached to be careful and more aware of their surroundings. Ms. Verrinder added that there are also issues with drivers using their cell phones while driving and there is a lot of technology available to block the use...
of cell phones but the problem with that technology was that it would also block Access Services radios. As for what Ms. Palicz mentioned regarding drinking beverages while driving or cell phone usage, those incidents cannot be recorded unless they are triggered by slowing down and then speeding up. Ms. Verrinder stated that Access Services had a zero tolerance for cell phone usage while driving, so if a driver was caught on his/her cell phone while driving, in most cases with the contractor they would terminate the driver immediately. As for drinking a beverage while driving each incident is assigned a point level to determine the severity and it would also depend upon the contractor’s policy as to what they would do.

Motion: Director DeVerag moved approval of staff’s recommendation.
Second: Director Nason seconded the motion.
Discussion: None.
Roll Call: Chairperson Barnes asked for a roll call.
In Favor: Directors Gombert, Guerrero, Nwokike, Nason, Baghdanian, DeVera, and Stitcher.
Opposed: None.
Abstention: None.
Pass/Fail: The motion carried.

APPROVAL TO AWARD CONTRACT FOR PARENTS WITH DISABILITIES PILOT PROJECT (AS-3403)

Access Services Manager of Planning and Coordination, Matthew Avancena provided a brief overview of staff recommendation to award a contract for Parents with Disabilities Pilot Project.

Board Questions & Comments: Director Stitcher stated that according to the ADA regulations Access Services was not allowed to prioritize trips by trip purpose, so how would it work for this group of riders, would they be able to make same day reservations without it being considered a form of prioritizing.

Mr. Jones replied that it would be a premium service not an ADA mandated service, the grant that Access Services received requires that they not use the funds for ADA paratransit service.

Director Stitcher asked at the end of the three-year grant cycle, what would the funding source be for this program. Mr. Avancena replied that staff hoped that after the three-year grant cycle there would be additional funds available either through the next reauthorization and hopefully the New Freedom program would still be around. Staff was
also hoping that the provider would continue providing the service and staff would be able to identify other funding sources in addition to other grants that staff could tap into.

Director DeVerena stated as the aunt of one-year old twins she was aware that children had to be in car seats until they were eight years old or 100 pounds, would the provider be providing the car seats or do the families have to provide them? Mr. Avancena replied that the responsibility of the car seats would fall on the parent and the provider would not be responsible for the car seats but would be able to assist the parent if asked.

Director Nason asked if the parent would be able to store the car seat in the vehicle temporarily while they take the child out. Mr. Avancena replied that it was a policy issue that would need to be discussed in detail with the provider and committees. Ms. Verrinder added that car seats are difficult to store in a minivan because there is not enough storage space, so at this point there is currently no plan for Access Services to provide or store car seats but that could change later.

Director Stitcher asked if staff had any idea how many parents with minor children are in the pilot program in the San Fernando Valley. Mr. Avancena replied that staff brought a consultant on board to help identify some potential applicants and to help staff develop some preliminary policies. He added that during the first phase of outreach, staff was able to identify about two dozen potential applicants and there could be more because currently Access Services database did not track which riders traveled with a child.

Director Guerrero asked if the consultant would help staff develop the baseline data and performance measures. Mr. Avancena replied “yes”. He also mentioned that the consultant had already begun helping staff develop some policies and procedures moving forward. Director Guerrero asked what would be the overall measured success for the program. Mr. Avancena replied that once the service starts staff plans on conducting a follow-up survey of those riders.

Ms. Verrinder added that the customer service component would be on-time performance, responsiveness, and how well it was meeting the needs of the parents with minor children but the practical response to the question from an Access Services or budget standpoint was that the cost at the end of the three years could not exceed the current cost per trip. Currently the cost per trip was a little over $36.00 and if the trip costs come in after the three years at $50.00 per trip then it would not be in the best interest of Access Services to fund the program.

Director Stitcher stated that $870,000 over three years which comes to roughly $300,000 per year for approximately 24 people seemed like a lot. He also asked, how would the program work, if someone with a
child that uses Access Services to get to work and received a call from school that their child was sick and they had to pick the child up, he asked if Access Services provided that kind of service now.

Ms. Verrinder replied that the grant covered 50% of the cost and Access Services share was 20% on capital. As of now there are no same day trips so if a rider was going to take their child to school, they would book a trip from their home, drop the child off then they would wait for whatever time they rebooked the trip in order to go back, so they would book two trips. Individuals with disabilities that have children are struggling to find ways to meet those needs and some of them are paying out of pocket or trying to rely on friends and family. Ms. Verrinder added that in the long term she felt that this would create efficiencies for Access Services because we are currently providing trips for disabled riders with children, instead of having vehicles wait Access can have the vehicle wait for five minutes while they drop their child off then the driver can take them back home.

Director Stitcher stated that his concern was that Access Services would provide a premium service that could be very popular and three years down the road the grant was discontinued. Mr. Maloney added that the grant that would be used was from the New Freedom. “Job Access & Reverse Commute” (JARC) has the responsibility to continue funding the program after the initial period.

Motion: Director Gombert moved approval of staff’s recommendation.
Second: Director DeVera seconded the motion.
Discussion: Director Nason stated that it would be interesting to witness the outcome of the program. She also stated that it was great that MV Transportation was willing to provide this service and she felt that they would do a wonderful job. She also stated that she felt if the riders liked the program it would be very hard to just take it away from them and that was her biggest concern.

Director Baghdanian asked what the stipulations of the grant were, did the program have to be for three years or could it be for one year. Mr. Avancena replied that it would basically be for whenever the funds ran out. He also mentioned that it was possible that the grant funds could go beyond the three years or if there were more than the estimated 24 riders that were interested in the program the funds could be exhausted before the three years. Director Baghdanian asked if there were only the 24 riders interested in the program, would it be possible to stop the program after a year to reevaluate the program if ridership was not high enough or was it part of the stipulations that staff had to spend all the money on program.

Mr. Colaiace replied that the funds were in an approved FTA grant so they are there until they are spent. Ms. Verrinder added that staff had
only used consulting funds up to this point to work on draft policies and procedures which were re-negotiated once the service was bid to make the contractor comfortable and to attempt to identify riders within the service area that would utilize the service.

Director Baghdanian stated that there can be two problems with this service, ridership can be very low and we end up spending a lot of money and at the end of the third year the funds have been exhausted and we have to terminate the program. Secondly, the program becomes very successful and it would cost Access Services a lot of money to keep it going. Director Baghdanian stated that those were a couple of his concerns with this program.

Director Guerrero stated that rather than wait the three years to see how successful or unsuccessful the program was, was there a way to review the program on a year to year basis. Mr. Colaiace replied, that was a great idea and it was also imperative to staff that once the program was in place for a year staff would have a good idea how the program was working and how it was being excepted by the public. He agreed that staff should continue to reevaluate the program on a year to year basis.

Director Guerrero asked if staff would come back to the Board after a staff would come back to the Board after a year to provide information on how the program was working.

Director Nwokike asked if staff knew what the trip would cost the rider. Mr. Avancena replied that the cost had not been determined but he would suspect that the fares would be the same as a regular trip. Ms. Verrinder added that staff had not discussed having a premium service fare. She also suggested that the Board amend the previous motion to include in staff’s recommendation that the program would be reviewed on a year to year basis.

Director Baghdanian asked how does staff intend to inform the riders about this new program. Mr. Avancena replied that staff would be developing some marketing and outreach materials and reengaging with the consultant to conduct a second round of outreach meeting to get potential applicants for the program.

Director Stitcher asked if this program could have an impact on Access Services liability insurance with moving a child in a car seat and if there was an accident which could be quite costly. Director Stitcher also asked if the Board would be able to review a draft SOP before the program started.
Ms. Verrinder replied “yes” the Board can review it and staff plans on following their current insurance standard operating procedures that could be included in the Board Box or Board agenda.

**Alternative Amendment:** Director Gombert offered an alternative motion to the original motion by stating that staff’s recommendation would be subject to a provision that would allow staff to terminate the program on an annual basis. Staff would also report back to the Board on an annual basis to provide updates on ridership for this program.

**Second:** Director DeVera seconded the alternative motion to the original

**Discussion:** Chairperson Barnes stated he concurred with all of the Directors concerns on what would happen at the end of the program. He felt that it was a wonderful opportunity to be able to provide the service but he had witnessed to many times in his career great programs that have ran out funding and were unable to continue the program.

**Roll Call:** Chairperson Barnes asked for a roll call

**In Favor:** Directors Nwokike, Nason, Baghdanian, DeVera, Stitcher, Gombert, and Guerrero.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**AUTHORIZE EXTENSION AND INCREASE FUNDS – DIGITAL DISPATCH WIRELESS INTERNATIONAL, INC. CONTRACT (AS-2366)**

Access Services Deputy Executive Director, Finance, F Scott Jewell provided a brief overview on staff’s recommendation to extend and increase funds to Digital Dispatch Wireless International, Inc.

**Board Questions & Comments:** Director Baghdanian stated that the maintenance fees were for $850,000 for three years, so every three years would Access Services be looking at the same amount. Mr. Jewell replied that the amount covered a three year period of maintenance fees if the system was implemented throughout the region. The West Central, Eastern and Santa Clarita regions currently did not operate on the system and the current funding that was available for the project includes implementing those regions, if the contractor decides to do so and if they decide to do so, they would become subjected to maintenance fees which would be the a full $300,000 per year. Mr. Jewell also mentioned that if they chose not to implement the system then the $850,000 would be reduced to somewhere in the $500,000 range for a three year period. Director Baghdanian also stated that staff’s
recommendation also stated that additional contract changes may be required related to regional integration of paratransit resources project but some cost may be offset by grant funding, he asked what other costs was staff anticipating.

Mr. Jewell replied that the regional integration of paratransit resources was a grant that staff had been working with the consultant to identify other paratransit or dial-a-ride providers in the region that my benefit from being on this platform. He added that the grant called for a study that was recently conducted and it allowed for programing or implementation changes that would allow those potential providers to implement the system and the cost would depend on the type of provider and what system they were currently utilizing.

Motion: Director Stitcher moved approval of staff’s recommendation.
Second: Director Nason seconded the motion.
Discussion: None.
Roll Call: Chairperson Barnes asked for a roll call
In Favor: Directors Nason, Baghdanian, DeVer, Stitcher, Gombert, Guerrero and Nwokike.
Opposed: None.
Abstention: None.

EXECUTIVE DIRECTOR’S REPORT

Access Services Executive Director, Shelly Verrinder, began her report by apologizing for missing the April 22, 2013 Board of Directors meeting. She continued to report that Access Services hit a record trip day on May 8, 2013 when Access Services transported 10,219 passengers. On-time performance increased slightly to 90.4% which was still below the standard, average initial hold time was remaining steady at 76 seconds, cost per trip was holding at $36.00, and eligible riders increased about 2% for a total of 136,074. Ms. Verrinder also mentioned that March was one of the highest ridership months at Access Services and within the system, the operations team and the contractors did a lot of work preparing for March. Ms. Verrinder stated that she would like to recognize two of the providers and two of the teams that had not only met but exceeded on-time performance and late 4’s standards for March, Global Paratransit and Santa Clarita Transit.

Ms. Verrinder also reported that the funding levels for fiscal year 2013/14 were unanimously approved last week by Metro Planning and Programing Committee and the funding marks for next year represent about a 9.9% increase over last year and 4.8% of that increase was for operational expense for increased ridership and the remainder was for replacement and expansion of the minivans. The funding marks
include the replacement and expansion of approximately 183 vehicles and this year staff will be replacing 53 vehicles.

Ms. Verrinder concluded her report by stating that the Access Services Ad-Hoc Budget Committee began work on fine tuning Access Services Budget which will be presented to the Board for approval at the June 24, 2013 Board of Directors meeting with all of the details. She reminded everyone that the Access Roadeo was coming up on Saturday, July 13, 2013 and encouraged everyone to attend.

**BOARD MEMBER COMMUNICATION**

Mr. Arrigo stated that he would like to congratulate Access Services for being the pioneers that they are with the Parents with Disabilities Program.

Director Nwokike stated that on May 8, 2013 she had scheduled a ride with Access Services at 8:20 a.m. traveling to a 211 Mobility Management Open House but the driver called her five minutes before the scheduled pick-up time and she was still on the escalator traveling up to the pick-up location. By the time she got to the pick-up area she could not find the driver and was told that the driver took his break and left. Director Nwokike added that she called Access Services and was informed that she was marked as a no-show and the driver told dispatch that the location was a red zone but she informed them that the driver was able to pick-up at the end of the red zone.

Director Nwokike also mentioned that when she was at the 211 Mobility Management Open House there were about 20 people making comments about Access Services abandoning them at their pick-up points but her biggest disappointment was that most of them did not know where Access Services Board meetings were and when they were held. She concluded her comment by stating that she had to educate those riders and that was why there needed to be more outreach to the riders.

Director Baghdanian stated that this would be his last meeting as a Board member because his term would be up next month so he would not be at the June 2013 meeting. Director Baghdanian thanked all the Board members and stated that it was a pleasure and privilege working with them. He thanked all the staff members for their support and patience and stated that he would try to show up to future Board meetings when time allowed and the upcoming Access Roadeo.

Director Nason stated that she enjoyed working with Director Baghdanian and he was such a great Director and will be missed. She also stated that she realized how far staff had come with the Superior Service Award presentations because she could remember as Vice Chair she was responsible for presenting the awards. Director Nason also mentioned that the Disabled Resources Center would be holding their 37th Annual Awards Dinner on Thursday, June 20, 2013 and the invitations were mailed out today but if anyone would like to attend and did not receive an invitation they could call the center for an invite or if they would like to contribute they are accepting contributions.

Director Nason concluded her comment by stating that she was looking forward to the American Public Transportation Association (APTA) Board Member Seminar in July.
2013 in Austin Texas. She added that she had learned so much from these seminars and it was a wonderful opportunity for all the Board members to attend.

Director Stitcher stated that he attended the CAC meeting on Tuesday, May 14, 2013 and found it to be extremely informative and was amazed how much information was going to be presented to the Board in the next couple of months. Director Stitcher concluded his comment by stating that he felt that the current structure of the two committees, CAC and TPAC was really paying off, he congratulated Mr. Arrigo, Chairperson of the CAC for doing such a wonderful job.

Chairperson Barnes thanked staff for their hard work on preparing the budget for the next fiscal year, he stated that it takes a tremendous effort to ensure that the policy makers at Metro were aware what Access Services did and what their funding needs are. Chairperson Barnes extended his appreciation and thanks to Shelly and the entire team for their hard work in making it happen.

Director Nason also mentioned that on Wednesday, May 22, 2013 was Capital Action Day which was a very important day to meet with our legislators to inform them of the issue that individuals with disabilities are facing. She added that the Disabled Resources Center would be sending four individuals to Sacramento along with other ILC’s.

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

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

**ADJOURNMENT**

**Motion:** Director Nason moved to adjourn the meeting.

**Second:** Director DeVera seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:42 p.m.

Approval

______________________________
Theresa DeVera, Secretary

______________________________
Date
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL OF EXTENSION AND INCREASED FUNDING OF SOFTWARE LICENSING AGREEMENT WITH TRANSPORTATION SOFTWARE SOLUTIONS SYSTEM (AS-1250)

______________________________

ISSUE:

Board action is required for the extension and increased funding of the software licensing agreement (AS-1250) for the Transportation Software Solutions (TSS) software (ATBOS) that is used for data reconciliation and reporting.

RECOMMENDATION:

Authorize $1,240,000 in funds and an extension in the period of performance for three (3) years, from October 1, 2013 through September 30, 2016.

IMPACT ON BUDGET:

The costs associated with this licensing has been programmed in the FY2013/14 budget and will be allocated appropriately in subsequent fiscal years. This action will result in an increase of the contract not-to-exceed amount from $5,013,720 to $6,253,720. There is no increase in the per site license cost through the term of this extension.

ALTERNATIVES CONSIDERED:

Access’ contracting model allows service providers to utilize a variety of software for reservations, scheduling and dispatching. If the contractors’ standardized to a single platform then need for this software would be significantly reduced but staff does not foresee that occurring at least for another three years. As this is a continuation of existing licensing of a sole source contract, staff is not considering any alternatives.

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:**

TSS ATBOS software provides a computerized program management, trip archiving and billing solution to an Access Services contractor via the data generated by the dispatching system. The licensing is based upon a “per site” basis, and a total of six licenses are currently in use.

An additional license is for the TSS ATBOS Paratransit Agency software, which provides data consolidation in a data repository (warehouse) with the following additional functionality:

- Centralized repository for comprehensive client data
- Centralized repository for consolidating trip data across service providers
- Centralized repository for consolidating trip sheet data across service providers
- EDI specification for data exchange with service providers
- NTD Reporting
- Enhanced data audit features (geo-validation, detailed tracking of changes)
- GUI user interface with mapping (geo) enabled trip audit features
- Open ODBC access to data for creation of custom reports and applications

The funds and extension requested will cover the existing licenses currently in use.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL OF EXTENSION AND INCREASED FUNDING FOR SOFTWARE SERVICES WITH TRANSPORTATION SOFTWARE SOLUTIONS (AS-1288)

ISSUE:

Board action is required for the extension and increased funding for software services provided by Transportation Software Solutions (TSS).

RECOMMENDATION:

Authorize $50,000 in funds and an extension in the period of performance for three (3) years, from October 1, 2013 through September 30, 2016.

IMPACT ON BUDGET:

The costs associated with this licensing has been programmed in the FY2013/14 budget and will be allocated appropriately in subsequent fiscal years. This action will result in an increase of the contract not-to-exceed amount from $550,000 to $600,000. There is no increase to the labor rates through the term of this extension.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this sole-source contract specifically addresses services related to the TSS ATBOS software.

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:

This software service contract covers programming modifications and implementation services (i.e. new provider start-ups) for the ATBOS system. Its contract duration must mirror AS-1250 since only TSS Wireless can make modifications to the ATBOS system under the lease agreement. The requested increase ($50,000) associated with the amendment is an estimate of potential programming changes and implementation services through September 30, 2016.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: APPROVAL TO AWARD CONTRACT FOR TELEPHONE INTERPRETING SERVICES (AS-3394)

ISSUE:

Board approval is required to award a telephone interpreting services contract beginning August 1, 2013.

RECOMMENDATION:

Authorize staff to execute a contract for telephone interpreting services beginning July 1, 2013 (with full service beginning August 1, 2013) and ending July 31, 2018, with Language Line Solutions in an amount not to exceed $383,816 over a five year term.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s five year base term. Payment terms of the contract will be a fixed fee of $0.65 per minute for the initial five years. Subject to Board approval, the contract may be extended for up to an additional five years in one year increments.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this was competitively procured.

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 contract with Language Line Solutions 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:

In addition to being integral to our call centers to serve the diverse population of Los Angeles County, providing telephone interpreter services assures compliance with Title 6.

In order to identify the most qualified firm available to undertake this work, Access issued a Request for Proposals (RFP) on March 25, 2013. Five firms submitted proposals in response to the RFP.

Following an initial review of the five proposals, a competitive range was established. Three proposals were deemed outside this range due to proposed cost and were removed from consideration. BAFOs were requested of the two under consideration and the evaluation panel then carefully reviewed and rated the two remaining proposals based on the evaluation criteria described in the RFP. However, during the evaluation process one of the proposals was withdrawn by the bidder when it was discovered they would not be able to comply with the RFP’s insurance requirements.

Language Line Solutions recently acquired Pacific Interpreters, who is the current provider of Access’ telephone interpreting services.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION

RE: APPROVAL OF EXTENSION AND INCREASED FUNDS FOR INTERNET SERVICES WITH COGENT COMMUNICATIONS (AS-2940)

ISSUE:

Board action is required for the extension and increased funding of the internet services contract (AS-2940) with Cogent Communications.

RECOMMENDATION:

Authorize $26,400 in funds and an extension in the period of performance for one (1) year, retroactive from May 1, 2013 through April 30, 2014.

IMPACT ON BUDGET:

The costs associated with this contract were budgeted in the current fiscal year and also have been programmed in the FY2013/14 budget. This action will result in an increase of the contract not-to-exceed amount from $85,000 to $111,400. There is no increase to the rates through the term of this extension.

ALTERNATIVES CONSIDERED:

None, as the services provided are critical to the business operations of Access.

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 services agreement with Cogent Communications for the provision of internet service upon terms and conditions set forth and no less favorable to Access than those proposed above.

BACKGROUND:

Access maintains a high speed, high capacity internet services line that has been scaled to meet its extensive technology needs. This line not only encompasses normal day-to-day business internet needs but also carries traffic associated with public
access to Rider360 and the support to a number of enterprise level applications used by the agency.

Cogent Communication has provided this service since Access relocated from downtown Los Angeles. This service will be evaluated as part of Access’ disaster recovery project for potential replacement/revision during FY2013/14.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION

RE: APPROVAL TO ADD FUNDS TO RADIO FREQUENCY LEASE CONTRACT WITH MOBILE RELAY ASSOCIATES (AS-2881)

______________________________________________________________

ISSUE:

Board approval is required to add funds to contract AS-2881 in order to cover costs over the previously approved contract total.

RECOMMENDATION:

Authorize staff to increase funding by $5,000 for a total not-to-exceed amount of $263,960.

IMPACT ON BUDGET:

Costs associated with this contract have been budgeted for FY2013/14.

ALTERNATIVE CONSIDERED:

None as this is an administrative action necessary for contract close-out.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required to negotiate and amend the written contracts with Mobile Relay Associates upon terms and conditions set forth in the contracts and no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract changes unless they are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The award of the San Fernando Valley service region contract included the provision that MV Transportation become directly responsible for radio frequency lease and usage effective in August 2013. Accordingly Access’ existing radio frequency contract will end with that transition. However, based upon projected usage, the not-to-exceed
contract amount will be slightly above the previously Board-approved total. This item will allow sufficient funds to close out the contract.
TO:        BOARD OF DIRECTORS

FROM:      LINDA ROSS, MANAGER OF HUMAN RESOURCES

RE:        RENEWAL OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS

ISSUE:

The current Access Services staff medical insurance policies for Suite Spot (a combination plan with carriers United Health Care and Kaiser Permanente); chiropractic care policy for American Specialty Health; dental, life and long term disability insurance policies for Guardian; and vision insurance policy for VSP will expire on June 30, 2013.

At the Board Meeting in May, the Board approved renewal of the various plans for an amount not to exceed $995,000. As we finalize the FY 2013/14 budget, the aggregate projected cost of the benefits renewals will be over the authorized $995,000, even after increasing the cost share amount paid by employees.

Previously, employees with PPO medical coverage paid 10% of the premium; the board authorized in May an increase to 20% of premium cost to be borne by employees. Similarly, employees with HMO medical coverage paid 5% of the premium, and the board authorized in May to increase the employee cost share to 10%. In addition, for the first time employees are also sharing the cost of their dental and vision plans, 10% for HMO plans and 20% for all PPO plans.

RECOMMENDATIONS:

Add funds to and approve renewal of the Medical/Chiropractic (Suite Spot), Dental (Guardian), Vision (VSP), Life and Long Term Disability (Guardian) insurance policies for the period of July 1, 2013 to June 30, 2014 at a revised cost not to exceed $1,078,156.

IMPACT ON BUDGET:

The cost of the employee benefit renewals have been incorporated into the proposed budget for Fiscal Year 2013/2014. We were able to effectively negotiate the increase in cost for medical premiums to 8% for the year - this increase includes fees and taxes required by the Affordable Care Act amounting to 2.5%, achieving a net medical premium increase of 5.5%. We also negotiated a 2% increase for dental coverage and
were successful in maintaining the rates for vision, life and long term disability. Overall, the proposed costs represent increases that are well below market expectations.

BACKGROUND:

Access has continued to closely monitor trends in the health care industry and proactively address areas in which we can have a positive impact on health care premiums. We have continued to stress wellness and healthy lifestyles in internal communications such as newsletters; we have instituted incentives for weight loss, including an on-site Weight Watchers Program, and will continue to look into low or no-cost health-related programs both within and outside our health plan carriers, such as smoking cessation. Mindful of our obligation to keep administrative costs as low as possible, our goal has been to make a significant impact on cutting the cost of health care coverage using a variety of methods such as aggressive price negotiations, “bundling” coverage, increasing employee participation in cost sharing plans, and plan design changes such as higher co-pays and hospital admission deductibles to drive the premium rates down. To this end, we have kept the cost increase well below market expectations.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION

RE: APPROVAL OF EXTENSION AND INCREASED FUNDS FOR VEHICLE INSPECTION SERVICES WITH VEHICLE TECHNICAL CONSULTANTS (AS-2983)

ISSUE:

Board action is required for the extension and increased funding of the vehicle inspection services contract (AS-2983) with Vehicle Technical Consultants.

RECOMMENDATION:

Authorize $50,000 in funds and an extension in the period of performance for one (1) year, from November 1, 2013 through October 31, 2014.

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the FY2013/14 budget and will be allocated in the following fiscal year. This action will result in an increase of the contract not-to-exceed amount from $74,000 to $124,000. The inspection rate is $30.00/hour.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Based on past experience, purchasing from cooperative contract schedules expedites the purchasing process, while ensuring that a competitive price is paid for goods and services. Staff is proposing continuing these services through an approved vendor of the CalACT/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative.

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 services agreement with Vehicle Technical Consultants for the provision of vehicle inspection services upon terms and conditions set forth and no less favorable to Access than those proposed above.
BACKGROUND:

Access is required per State and Federal Transit Administration’s (FTA) Pre- and Post-Delivery Audit requirements to conduct on-site compliance reviews of vehicle manufacturers. In 2010 Access entered into an agreement with Vehicle Technical Consultants to conduct in plant line inspections of vehicles converted for paratransit service. This included being present at the manufacturer’s final assembly facility and visually inspecting and road testing the vehicles. Each vehicle inspection also reviews the manufacturer’s compliance with the FTA’s Buy America Certification requirements.

Staff is anticipating a significant number of vehicles to be inspected in FY2013/14 and this services contract will assist staff in meeting state and federal requirements for the procurement of vehicles.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: REQUEST TO TERMINATE FREE FARE AGREEMENT WITH SOUTHERN CALIFORNIA REGIONAL RAIL AUTHORITY (METROLINK)

ISSUE:

Board approval is necessary to authorize staff to terminate its Interagency Service Transfer Agreement (Free Fare) with Metrolink effective July 31, 2013.

RECOMMENDATION:

Authorize staff to perform the following actions:

- Issue a 30 day notice to Metrolink of Access Services’ intent to terminate the existing Free Fare agreement effective July 31, 2013. The existing agreement requires Access to reimburse Metrolink for free fare trips.

- Enter into a successor agreement with Metrolink to continue fare-free transfers of Access certified customers effective August 1, 2013. The new free fare agreement will provide that Metro will directly reimburse Metrolink a fixed yearly amount for free fare trips taken by Access customers.

IMPACT ON BUDGET:

There is no impact on Access’ FY 2014 budget. As the funding partner for both Access and Metrolink, Metro will directly program funds to Metrolink for the Free Fare program for FY 2014 through FY 2018.

ALTERNATIVES CONSIDERED:

None.

BACKGROUND:

In 2000, Access established the Free Fare Program to encourage Access customers who are able, to use regular bus or rail service when appropriate. The Free Fare
Program allows Access customers to ride most Los Angeles County local buses and trains for free using the Access Rider ID card. In turn, Access reimburses most free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency. In 2004 Access entered into a similar agreement with Metrolink to allow Access eligible customers to ride Metrolink for free.

Metro, Metrolink and Access staff have been in discussions on how to control the costs of Access’ Free Fare program. Access reimbursed Metrolink $2,548,051 in FY 11/12 and budgeted $2.8 million for FY 12/13. In order to control costs and better manage Metrolink’s participation in the Free Fare program, the Metro Board has recommended that the existing agreement between Access and Metrolink be terminated and replaced with a successor agreement between Metro and Metrolink effective August 1, 2013. The successor agreement will require Metro to directly program funds to Metrolink for the Free Fare program for FY 2014 and the next four years.

For FY 2014 Metrolink will be funded $2 million by Metro for free fare trips taken by Access customers. The $2 million in additional funding will be included in Metrolink’s annual budget request to Metro and no longer be included in Access’ Free Fare budget. Funding for FY 2015 through FY 2018 will be adjusted annually by the consumer price index. Metro staff will return to Metro’s Board in spring 2018 with a recommendation based upon further evaluation of Metrolink’s participation in the Free Fare program.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER FLEET DESIGN AND MAINTENANCE

RE: APPROVAL TO PURCHASE 8 VEHICLES FOR PARATRANSPORT SERVICE

ISSUE:

Board approval is required to purchase 8 vehicles for paratransit service during Fiscal Year 2012-13.

RECOMMENDATION:

Authorize staff to purchase up to 8 ADA-accessible paratransit vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of $360,000.

IMPACT ON BUDGET:

Prop C funds have been obligated to acquire vehicles whose acquisition had previously been authorized but deferred because of a then shortage of available funds (6 vehicles) and to replace vehicles that have been salvaged (2 vehicles). Because of current unresolved issues between the FTA and the CalACT/MBTA Purchasing Cooperative which were raised in the most recent triennial audit; it is prudent to procure the vehicles with available Prop C funds.

The estimated total expenditure for this procurement includes applicable sales tax, license and fees.

ALTERNATIVE CONSIDERED:

Purchasing vehicles through state or, as is the case with this procurement, state-approved contracts, has proven to be cost effective and fully compliant with Access Services' grant programs for Proposition C funds. Based on past experience, purchasing from cooperative contract schedules expedites the purchasing process while ensuring that a competitive price is paid for goods and services.

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(s) for the purchase of
vehicles upon terms and conditions set forth in the aforementioned cooperative contract and no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract(s) unless such contract(s) is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

Staff has obligated the funds necessary to purchase these vehicles with funds from Fiscal Year 2012/13. The Board of Directors had previously approved the purchase of six of the vehicles but due to a lack of funds the vehicles were not purchased. The additional 2 vehicles are needed to replace salvaged vehicles. Approval of this recommendation will allow staff to move forward immediately with the purchase of the vehicles.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle purchase Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California, which includes ADA accessible vehicles.
JUNE 27, 2013

TO:    BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE:    APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2013/2014

ISSUE:

It is necessary for the Board to adopt an operating budget for Access’ fiscal year beginning July 1, 2013 through June 30, 2014.

RECOMMENDATION:

Approval of the FY2013/14 budget as presented.

BACKGROUND:

The proposed FY2013/14 budget is based on demand projections, available funding, existing programs and capital needs. The proposed budget was reviewed by an ad hoc Board Committee consisting of Board Members Baghdanian, Gombert and Stitcher. Overall the budget is based on a funding level of $136.7 million of which purchased transportation represents 71.1% of the total budget. The budget will provide for delivery of 3.6 million passengers and 25.5 million contract revenue miles, a 3.5% increase over the FY2012/13 budget.

The following provides a high level narrative of funding and program expenses by cost center. Additionally the final section of this item discusses developments related to the delay of funding approval by Metro. Full budget detail is available for download at www.accessla.org/about_us/publications.html.

Funding

Funding sources include $59.4 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program, $7.0 million from passenger fare revenues, $4.2 million from Call for Projects/JARC grants, $531,000 from other grants, and $300,000 from sale of depreciated vehicles and earned interest on cash in bank. The remaining $65.3 million comes from the Proposition “C” Local Sales Tax discretionary fund account allocated to Access pursuant to its approved business plan under an annual MOU with LACMTA. The subsidy proposed by LACMTA for FY2013/14 meets the mean expected results for the level of
transportation service projected by HDR’s demand analysis as well as the other Access Services’ programs and administrative costs.

**Paratransit Operations**

The total cost of $111.1 million for this program (81.2% of total funding) is a 3.6% increase ($3.9 million) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Purchased Transportation - $94.4 million ($90.7 million FY2012/13)
- Insurance - $4.8 million ($4.7 million FY2012/13)
- Free Fare Program - $2.8 million ($4.0 million FY2012/13)

**Eligibility Determination**

The total cost of $7.1 million for this program (5.2% of total funding) is a 10.0% increase ($648,000) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - $3.1 million ($2.9 million FY2012/13)
- Certification Trips - $1.9 million ($2.0 million FY2012/13)
- Publications/Printed Material - $551,000 ($151,000 FY2012/13)

RiderID/TAP card production is now treated as an expense category

**Consolidated Transportation Services Agency**

The total cost of $0.48 million for this program (0.35% of total funding) is a 31.4% increase ($114,248) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Salaries and Related Benefits - $363,551 ($252,303 FY 2012/13).
  The primary cost increase is related to staff FTEs added to outreach and training.

**Administration**

The total cost of $5.5 million for this program (4.0% of total funding) is a 3.9% decrease ($225,601) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - $3.3 million ($3.5 million FY2012/13)
  - Staffing - With the additional allocation of customer service calls to an outside contract the number of Access FTEs required for that function was reduced and, in the subsequent work load analysis for the upcoming year, reallocated to other departments.  This includes a planning position, an
outreach position, and a data analyst position. Overall the total FTEs will reduce from 81 in FY2012/13 to 79 in FY2013/14. The budget also calls for a 3% salary increase. The table below documents the number of FTEs and budgeted salary merit increases for the last five years.

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- Professional Services - $1.3 million ($1.3 million FY2012/13)

**Capital Projects**

The total cost of $12.5 million (9.2% of total funding) is a 331.5% increase ($9.6 million) from the FY2012/13 budget. Capital projects include -

- Vehicle Replacement (170 vehicles) $8,234,550
- Vehicle Expansion (Access to Work) (65 vehicles) $3,832,500
- Other $438,650

The expansion vehicles associated with the Access to Work program will only be procured based upon program-related demand.

**Impact of Metro Prop C funding**

While the Metro Board of Directors approved Prop C funding for FY2013/14 a number of conditions were set that will address issues related to the delay of funding. These conditions, as assigned to Metro staff, include -

- Ensure that any future discussions regarding changes to any fixed-route service include a thorough cost benefit analysis of the impact to ADA paratransit services.
- Closely coordinate with local transit providers, including municipal dial-a-rides and other paratransit service to assist patrons
- Identify supplemental federal and state funds, including grants, to augment the Access budget that can be used in the near-term to Grandfather-In current Access clients that now find themselves out of the service area.
- Return at the December Metro Board Meeting with an independent review using an outside contractor that includes the following:
  - Customer satisfaction survey of Access patrons;
  - Review and analysis of projected demand for Access for the next five years;
  - Listing of all federal and state funds eligible for Access and their projected uses;
o Funding plan, including cost and demand mitigation strategies;
  o Performance and financial review of Access, including review of their eligibility certification criteria, Access service provided compared to the ADA requirements; and
  o Longer term strategy and options to apply future service changes to current Access clients.

- Work with Access to incorporate findings and recommendations of the above review.
JUNE 27, 2013

TO: BOARD OF DIRECTORS

FROM: JAMES G. JONES, ACCESS SERVICES LEGAL COUNSEL

RE: EXECUTIVE DIRECTORS COMPENSATION

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ISSUE:

Approval of a change in the Executive Director’s Compensation Package, as negotiated by the Compensation Committee of the Board, requires board approval in open session.

RECOMMENDATION:

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

BACKGROUND:

One of the responsibilities of the Compensation Committee of the Board is to:

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

Under the terms of the Executive Director’s contract, her compensation is to be reviewed every twelve months by the Committee. The Committee has reviewed the compensation of the Executive Director, and the prevailing salary for comparable positions with other public transit agencies. Pursuant to the authority of the Board granted in closed session, the Committee has negotiated with the Executive Director changes, to take place July 1, 2013, which will be presented at the meeting for the Board’s approval.