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.

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE § 54956.9
      1. Anticipated Litigation: Gov. Code § 54956.9 (b)
         (i) Significant exposure to litigation against the Agency
      2. Initiation of Litigation: Gov. Code § 54956.9 (c)

4. SUPERIOR SERVICE AWARD

DISPOSITION

ACTION

DISCUSSION/POSSIBLE ACTION

PRESENTATION
5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 18, 2015** (page 5)
   [Staff Recommendation: Approve minutes as written.]

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

7. **GENERAL PUBLIC COMMENT**

8. **CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2015/2016** (page 11)
   [Staff Recommendation: Approval of the FY2015/2016 budget as presented.]

9. **CONSENT CALENDAR**
   a) Consideration to Authorize Funding For Back-up Service Providers (page 14)
   b) Consideration to Increase Funds - Third Party Insurance Administrator Services Contract (AS-2744) (page 16)
   c) Consideration to Approve Amendment to Service Provider Contracts to Incorporate Reasonable Modification, Beyond the Curb and Out of Service Area Policies (page 18) - **AMENDED ITEM**
   d) Consideration to Extend Term and Increase Funds For Website Services (AS-3221) (page 22)
   e) Consideration to Approve Renewal of Commercial Business Package Insurance (AS-2749) (page 25)
   f) Consideration to Approve Overall Triennial Disadvantaged Business Enterprise (DBE) Goal For Federal Fiscal Years 2016/2018 (page 27)
   g) Consideration to Approve Amendment to Eligibility Determination Services Contract No. AS-2441 (C.A.R.E. Evaluators, LLC) (page 29)
   h) Consideration to Extend Term and Increase Funds - Financial Software ERP Migration Support Services (AS-3753) (page 31)
      [Staff Recommendation: Approve Consent Calendar]
10. **CONSIDERATION TO APPROVE REVISED TIMELINE ON REGIONAL FARES AND INITIATE PROGRAMMING RELATED TO IMPLEMENTING A NEW REGIONAL FARE SYSTEM** (page 33)

   [Staff Recommendation: Authorize the Executive Director to: 1) Implement a revised timeline for compliance by January 1st. 2) Initiate programming efforts related to integrating Metro’s Trip Planner and the service providers’ reservations systems, at a cost not to exceed $75,000 for each reservation software vendor. (StrataGen ADEPT, Trapeze, and 5M)]

11. **COMPREHENSIVE REVIEW – CUSTOMER SERVICE** (page 38)

   [Staff Recommendation: Receive and File]

12. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES** (page 39)

    [Staff Recommendation: Receive and file]

13. **EXECUTIVE DIRECTOR’S REPORT**

14. **BOARD MEMBER COMMUNICATION**

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

16. **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](http://accessla.org). Documents,
including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

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

Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA  91731

Monday, May 18, 2015
12:03 p.m.

1. CALL TO ORDER

Meeting called to order by Vice Chair Dolores Nason at 12:03 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary Theresa DeVera, Directors Angela Nwokike, Kim Turner Art Ida, John Troost. Ex-Officios: CAC Chair Chaplain Dov Cohen, TPAC Chair Linda Evans and Access Services Legal Counsel Jim Jones.

BOARD MEMBERS EXCUSED FROM THE MEETING

Not Present: Chair Doran Barnes and Director Nalini Ahuja.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

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

4. SUPERIOR SERVICE AWARD

Superior Service Awards were given to:

Global Paratransit Dispatcher Andres Merida, Superior Service Award recipient for the month of May 2015.
San Gabriel Transit Driver Jose Rodriguez, Superior Service Award recipient for the month of April 2015 was unable to attend the meeting to receive his award.

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

Approval of the minutes from the regular Board of Directors meeting held on Monday, April 27, 2015.

**Correction to the Minutes:** Vice Chair Dolores Nason stated that Director Nalini Ahuja was not listed as being present at the last Board of Directors meeting. She asked that the minutes reflect that she was present.

Motion made by Director Angela Nwokike to approve the minutes as corrected, seconded by Director Art Ida. Via Voice Vote, five in favor with one abstention, motion passed.

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

Linda Evans, Chair of the Transportation Professional Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, May 14, 2015. The committee discussed the Draft Reasonable Modification Policy and approved the recommended draft policy.

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on Tuesday, May 12, 2015. The committee also discussed the Draft Reasonable Modification Policy and did not approve the recommended draft policy because they felt that there was a lot for the drivers to do. They also discussed the recommended Fare Changes and could not come to any agreement; 85% of the committee was against the recommendation that was presented to the committee.

7. **GENERAL PUBLIC COMMENT**

Patty Hyland withdraw her public comment request because it had to do with the recommended fare change which was not on the agenda.

8. **CONSENT CALENDAR**

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

- 8-a Consideration to Approve the Purchase of up to 10 Vehicles for Paratransit Service
- 8-b Consideration to Approve Contract for On-Board Vehicle Camera/Recording System - SMARTDRIVE (AS-3906)
- 8-c Consideration to Approve Eligibility Appeals Contract (AS-3926)
8-d Consideration to Approve Contract for Drug & Alcohol Program Consultant Services (AS-3876)

8-e Consideration to Approve Modification of Payment Process

8-f Consideration to Approve Funding for Printing and Reprographics Vendor

Motion made by Director John Troost to approve all the items on the consent calendar, Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed.

9. CONSIDERATION TO APPROVE RENEWAL OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS

Recommendation: Approve renewal of the Dental (Guardian), Vision (VSP), Life and Long Term Disability (Guardian) insurance policies and eliminate United Health Care medical plans, migrating the 25 employees who were currently enrolled in United Health Care to Kaiser for the period of July 1, 2015 to June 30, 2016 at a cost not to exceed $1,048,340.

Motion made by Director Angela Nwokike to approve staff recommendation, seconded by Director John Troost. Via Roll Call Vote all were in favor, motion passed.

10. CONSIDERATION TO approVe COMMERCIAL BUSINESS PACKAGE INSURANCE (AS-2749)

Recommendation: Approve the referenced insurance policies at a premium cost not to exceed $5,721,834 for the policy period of 6/21/15 - 6/20/16. In addition, approve the following changes to Agency insurance policies: Move to a $100,000 SIR program where Access would cover the first $100,000 in costs for a claim; Delete Uninsured/Underinsured Motorist Coverage (UM/UIM) from Agency policies and Access non-dedicated vehicles; Extend insurance coverage to include Access’ Beyond the Curb service.

Motion made by Director Art Ida to approve staff recommendation, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.

11. CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM

Recommendation: Authorize staff to implement a $100,000 Self Insured Retention Program with estimated liability of $2,101,000 determined in accordance with GASB Statement No. 10 as required for public entities.

Motion made by Director Art Ida to approve staff recommendation, seconded by Treasurer Martin Gombert. Via Roll Call Vote all were in favor, motion passed.
12. **CONSIDERATION TO APPROVE CONTRACT FOR THIRD PARTY INSURANCE ADMINISTRATOR (AS-3877)**

Recommendation: Authorize staff to execute a contract with CorVel Corporation (CorVel), in an amount not to exceed $1,300,500 for the three year base period beginning July 1, 2015 and ending June 30, 2018, with options for two one-year extensions.

Motion made by Director Angela Nowkike to approve staff recommendation, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.

13. **CONSIDERATION TO APPROVE REASONABLE MODIFICATION POLICY**

Recommendation: 1) Approve the attached Reasonable Modification Policy and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan. 2) Report back to the Board and Advisory Committees one year from the start of the Reasonable Modification Policy on the status of the program.

Motion made by Director Art Ida to approve staff recommendation, seconded by Treasurer Martin Gombert. Via Roll Call Vote, five in favor with one opposed, motion passed.

14. **COMPREHENSIVE REVIEW - ELIGIBILITY**

Recommendation: Receive and File.

Vice Chair Dolores Nason reminded the Board that this was an information item only and no action was needed.

15. **DRAFT BUDGET FOR FISCAL YEAR 2015/2016**

Recommendation: Receive and File.

Vice Chair Dolores Nason reminded the Board that this was an information item only and no action was needed.

16. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES**


Vice Chair Dolores Nason reminded the Board that this was an information item only and no action was needed.

17. **EXECUTIVE DIRECTOR’S REPORT**
Shelly Verrinder, Executive Director began her report by summarizing the Metro approval process for the FY 2015/16 Proposition C allocation to Access Services.

Ms. Verrinder also reported on a motion regarding Metro Board support of Access’ efforts to petition for a federal rule making on the fare change. She also mentioned that staff would be traveling back to Washington DC in early June 2015 in order to brief a few more of the Los Angeles congressional offices. Ms. Verrinder stated that staff would post the Metro motion on the Access Services website and if anyone would like a copy they should contact Araceli Barajas, Charlene Motta or Donna Cisco.

Ms. Verrinder continued to report that she and Faye Moseley would be traveling to Chicago to attend the Advancing Women in Transportation (WTS) Annual Conference. She also mentioned that in July 2015 TRANSED was hosting an International Conference on Mobility and Transport for Elderly and Disabled Persons in Lisbon, Portugal.

Ms. Verrinder concluded her report by updating the Board on the Dynamic Fare System. She stated that the fare item was brought up a few times at today’s meeting but was not on the agenda this month. There would be an item in June and as of right now staff was 80% sure that the Membership meeting scheduled for Monday, June 15, 2015 regarding the Dynamic Fare System would be canceled.

BOARD MEMBER COMMUNICATION

Director Art Ida thanked staff and the contractors for all of their hard work and service they provide on behalf of Access Services.

Director John Troost invited everyone to attend the Los Angeles County Board of Supervisors meeting on Tuesday, June 30, 2015 at 9:30 a.m. at the Kenneth Hahn Hall of Administration. He stated that five scholarships would be awarded to individuals graduating from High School. Director Troost added that the scholarships were made possible by donations that the County accepted throughout the year from award luncheons, etc.

Director Angela Nwokike stated that Wednesday, May 20th was Disability Action Day at the Capital in Sacramento, so if you happen to be in Sacramento, please join the rally and visit with the legislators. She also added that she would not be able to attend the Metro Board Meeting on the 20th since she would be in Sacramento.

Director Kim Turner thanked CAC Chair Cohen for holding a wonderful meeting on Tuesday, May 12th which she had the pleasure of providing the Board report.

Ms. Linda Evans, TPAC Chair, stated that she was happy to be present at today’s meeting. She also wished Ms. Verrinder luck with the Dynamic Fare discussions in Washington, DC.

Chaplain Dov Cohen stated that on Saturday, May 23, 2015, 5,000 Boy Scouts and Girl Scouts will go to the Los Angeles National Cemetery and plant American flags
on 88,800 graves, which was quite a ceremony to witness. He also stated that same evening he would be hosting the Santa Monica Symphony and the Symphony would be hosting the Veterans of the Wes Los Angeles Home and other Veterans. An 88 year old WWII pilot will be on stage singing the “Star-Spangled Banner” accompanied by the 80 musicians from the symphony.

Mr. Cohen stated that on Monday, May 25, 2015 from 10:30 to 12:00 p.m. at the National Cemetery there will be antique vintage planes with red, white and blue strips, smoking cannons and a wonderful time for all.

Vice Chair Dolores Nason invited everyone to the Disabled Resources Center 29th Annual Award Dinner which will be held on June 18, 2015 at The Reef on The Water in Long Beach, California. She stated that this was not going to be a regular awards dinner. This event was going to be very special this year because the DRC was going to celebrate the 25th Anniversary of the ADA, the signing of the American with Disability Act. Vice Chair Nason provided a little history of the signing and concluded her comment by requesting the support of Access Services at the event.

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 Secretary Theresa DeVera to adjourn the meeting. Seconded by Director Kim Turner via Voice Vote. The meeting adjourned at 2:50 p.m.

Approval

_____________________________________________________________________________________
Theresa DeVera, Secretary                     Date
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2015/2016

ISSUE:

It is necessary for the Board to adopt an operating budget for Access’ fiscal year beginning July 1, 2015 through June 30, 2016.

RECOMMENDATION:

Approval of the FY2015/2016 budget as presented.

BACKGROUND:

The proposed FY2015/2016 budget is based on demand projections, available funding, existing programs and capital needs. The proposed budget has been presented to an ad hoc Board Committee consisting of Board Members Barnes, Gombert, and Ida. Overall the budget is based on a funding level of $167.4 million of which Paratransit Operations represents 80.72% of the total budget. The budget will provide for delivery of 4.48 million passengers and 31.9 million contract revenue miles, an 11% increase over the FY2014/15 budget.

The budget request is largely driven by projected demand as approximately 95% of the costs are driven by service demand.

There are three major factors influencing the increase in costs for FY2016:

- A projected increase in service demand of 11%
- Costs associated with the implementation of Origin to Destination and Reasonable Modification
- Costs associated with the implementation of Dynamic Fare

The following provides a high level narrative of funding and program expenses by cost center. Full budget detail is available for download at [www.accessla.org/about_us/publications.html](http://www.accessla.org/about_us/publications.html).
Funding

Funding sources include $62 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program, $9.6 million from passenger fare revenues, Section 5310 grant of $6.9 million, Access to Work grant of $3.8 million, $1.7 million from Call for Projects/JARC grants, and $320,000 from sale of depreciated vehicles and earned interest on cash in bank. The remaining $82.1 million comes from the Proposition “C” Local Sales Tax discretionary fund account allocated to Access pursuant to its business plan under an annual MOU with LACMTA. The subsidy proposed by LACMTA for FY2015/2016 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 $135.1 million for this program (80.7% of total funding) is a 10.5% increase ($17.6 million) from the FY2014/15 budget.

The primary cost impacts within this program are:

- Purchased Transportation - $112.2 million ($102.1 million FY2014/15)
- Insurance - $7.1 million ($5.1 million FY2014/15)
- Free Fare Program - $3.3 million ($2.99 million FY2014/15)

Eligibility Determination

The total cost of $10.7 million for this program (6.41% of total funding) is a 2.6% increase ($436,466) from the FY2014/15 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - $5.97 million ($4.7 million FY2014/15)
- Certification Trips - $2.4 million ($2.4 million FY2014/15)
- Publications/Printed Material - $625,000 ($625,000 FY2014/15)

Consolidated Transportation Services Agency

The total cost of $0.61 million for this program (0.37% of total funding) is a 24% increase ($120,814) from the FY2014/15 budget.

Administration

The total cost of $7.0 million for this program (4.2% of total funding) is a 13.4% increase ($828,874) from the FY2014/15 budget.
The primary cost impacts within this program are:

- **Salaries & Related Expenses - $4.7 million ($4.2 million FY2014/15)**
  - Staffing - The growth in service has required the addition of staff at various levels to ensure continuity of service and to allow for succession planning. This includes several positions that will directly oversee key functions. Overall the total FTEs will increase from 91 in FY2014/15 to 93 in FY2015/2016. 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.

<table>
<thead>
<tr>
<th>Year</th>
<th>FTEs</th>
<th>Sal. Incr.</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/07</td>
<td>85</td>
<td>5.0%</td>
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<tr>
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</tr>
<tr>
<td>15/16</td>
<td>93</td>
<td>3.0%</td>
</tr>
</tbody>
</table>

- **Professional Services - $0.54 million ($0.94 million FY2014/15)**

**Capital Projects**

The total cost of $13.9 million (8.30% of total funding) is a 53% increase ($4.8 million) from the FY2014/15 budget. The increase is due to additional grant money (5310, Toll Road) that will become available during FY16. Capital projects include -

- **Vehicle Acquisition (210 vehicles)** $12,986,495
- **Other** $900,000

Given that both Dynamic Fare and Origin to Destination will impact operations, staff will conduct a mid-year analysis to determine optimal fleet size given actual and expected demand. Vehicles associated with the Access to Work program will only be procured and phased in based upon program-related demand.

**Impact of Metro Prop C funding**

The Metro Board of Directors approved the request of Prop C funding for FY2015/2016 during its regular May 2015 Board meeting. We do expect several conditions to be part of the executed funding agreement and they are as follows:

- Perform a reconciliation audit of Deferred Revenue after Access Services completes its financial report (December/J anuary timeframe).
- Conduct an assessment of the impact of Origin to Destination, Reasonable Modification and Dynamic Fare implementation and associated costs - Adjust funding based on actual demand.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
      SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICES

RE: CONSIDERATION TO AUTHORIZE FUNDING FOR BACK-UP SERVICE PROVIDERS

_____________________________________

ISSUE:

Board authorization is required to fund multiple agreements for Back-up Service Providers.

RECOMMENDATION:

Staff recommends that the Board authorize funding for Back-up Response Agreements with transportation service providers at a total program cost not to exceed $361,896 for FY2015/16.

IMPACT ON BUDGET:

The recommended action is within the anticipated budget for Fiscal Year 2015/2016.

The funding for these services comes from the Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

These agreements result from an open request for qualifications. No alternatives were considered.

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 written agreements with transportation providers for Back-up Service upon terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to these agreements unless they are incorporated into formal written agreements executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

The Third Party Back-up Service Response was designed to assist riders with immediate service needs such as when a scheduled trip does not go as planned. Back up trips are considered outside the ADA paratransit service requirements and are considered premium service.

The Third Party Back-up Service Response functions are coordinated through the Customer Service Department via the Operations Monitoring Center (OMC). The Back-up Service is an option provided to the rider who contacts OMC regarding; a late trip, a Provider No Show or if they are stranded with or without an existing reservation to ensure that people with disabilities are not left stranded due to transportation. However, the customer makes the decision upon the preference of an Access certified or noncertified vehicle. If a Back-up Service Provider is agreed upon, a disclaimer is read to the customer informing them that the service will not be provided by an Access Service Provider, but by a taxi company or private sector transit provider.

Access utilizes Back-up service providers who are either licensed taxicab operators operating under the jurisdiction of a local municipality, or private providers. The drivers are not trained as extensively as Access paratransit certified drivers, but under this program the drivers are required to have had background checks and pre-employment drug screening.

Vendor performance is monitored on a day-to-day basis by the Access Customer Service and Operations Departments, and trip reports are monitored by the Audit Department. The Procurement Department has issued a new Request for Qualifications (RFQ) to identify qualified service providers and execute agreements to replace the current expiring agreements. This is a continuous, ongoing RFQ and interested parties may submit Statements of Qualifications at any time. New agreements will address improved reporting techniques, monitoring of rates, and compliance with trip information requests.

As required by Access procurement policy regarding aggregate procurements, which states, “At such time as the aggregate purchase from a single vendor exceed the total amount of $75,000 in the fiscal year, any additional purchases from that vendor (during the same fiscal year) must be approved by the Board of Directors, notwithstanding the amount of the purchase.”, staff will return to the Board to request approval of any agreements that may exceed the $75,000 single fiscal year threshold for individual vendors.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
       MIKE GREENWOOD, DIRECTOR OF SAFETY AND RISK MANAGEMENT

RE: CONSIDERATION TO INCREASE FUNDS - THIRD PARTY INSURANCE
    ADMINISTRATOR SERVICES CONTRACT (AS-2744)

ISSUE:

Board approval is necessary to add funds to cover anticipated costs through the
contract end date of June 30, 2015 for third party administrator (TPA) services for the
Access insurance program.

RECOMMENDATION:

Authorize a $40,000 increase in the total not-to-exceed amount of Contract No. AS-
2744 with CorVel Corporation.

IMPACT ON BUDGET:

The recommended action is within the budget for Fiscal Year 2014/2015.

The funding for these services comes from Proposition C funds.

ALTERNATIVE CONSIDERED:

No alternatives were considered since the services have been performed under
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 CorVel Corporation
upon terms and conditions no less favorable to Access than those proposed above.
Access would not be legally bound to the contract unless it is incorporated into a formal
written agreement executed by all parties thereto and approved as to form by this
entity’s legal counsel.
BACKGROUND

In May, 2009, CorVel Corporation was awarded Contract No. AS-2744 for the third party administrator (TPA) for the Access insurance program. The contract expires on June 30, 2015, and has exhausted the total not-to-exceed amount of $1,820,000 over the contract’s six year period of performance.

At this time, staff recommends increasing the total not-to-exceed amount by $40,000 to pay for services through the end date of the contract. This request is due to the increase in number of claims that have coincided with an increase in ridership.

TPA services will continue under new Contract No. AS-3877 which will start on July, 1, 2015, as approved by the Board in May 2015.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE AMENDMENT TO SERVICE PROVIDER
    CONTRACTS TO INCORPORATE REASONABLE MODIFICATION,
    BEYOND THE CURB AND OUT OF SERVICE AREA POLICIES

ISSUE:

Board approval is needed to amend the scope of work for transportation service providers, training, and software changes to incorporate Reasonable Modification, Beyond the Curb and Out Of Service Area Policies.

RECOMMENDATION:

Authorize staff to execute an amendment to incorporate the above listed policies and increase funds for training and software related costs as follows:

<table>
<thead>
<tr>
<th>Contract</th>
<th>Contractor</th>
<th>Training Costs</th>
<th>Contract Amount Not to Exceed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS-2364 (West/Central)</td>
<td>California Transit, Inc.</td>
<td>$3,000</td>
<td>$133,672,225</td>
</tr>
<tr>
<td>AS-2602 (Santa Clarita)</td>
<td>Santa Clarita Transit</td>
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<td>$8,008,689</td>
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<td>AS-2967 (Southern)</td>
<td>Global Paratransit, Inc.</td>
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<td>$150,522,789</td>
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<td>AS-3116 (Antelope V.)</td>
<td>Diversified Transit</td>
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<tr>
<td>AS-3341 (Northern)</td>
<td>MV Transportation</td>
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<td>$105,443,580</td>
</tr>
<tr>
<td>AS-3421 (Eastern)</td>
<td>San Gabriel Transit</td>
<td>$4,000</td>
<td>$155,738,372</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Software Vendor/Contract</th>
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<th>Software Costs</th>
<th>Contract Amount Not to Exceed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS–2366 (DDS)</td>
<td>Southern and Antelope V.</td>
<td>$22,800</td>
<td>$4,357,800</td>
</tr>
<tr>
<td>AS-1288 (TSS)</td>
<td>Eastern and West Central</td>
<td>$10,500</td>
<td>$610,500</td>
</tr>
<tr>
<td>AS-3341 (Northern)</td>
<td>Northern and Santa Clarita</td>
<td>$4,650</td>
<td>$105,448,230</td>
</tr>
<tr>
<td>PO#AS-3967 (Trapeze)</td>
<td>Northern and Santa Clarita</td>
<td>$10,600</td>
<td>$10,600</td>
</tr>
</tbody>
</table>
IMPACT ON BUDGET:

There will be no increase in the rates of compensation stemming from the implementation of the Reasonable Modification or Beyond the Curb programs until such time as service providers demonstrate, and Access staff audits data from an initial period after policy implementation. Staff will return to the Board of Directors with recommendations for individual contract amendments contingent upon staff audit results.

There will be a one-time reimbursement for training costs related to these policies at a cost not-to-exceed of $31,100 (total) as well as software development and related services at a cost not to exceed $48,550 (total).

There will be no increase in the rates of compensation stemming from the implementation of the Outside of Service Area policy. The costs for these trips will be paid for by an FTA New Freedom grant of $1,917,000 (plus 50% local match). The local match of $958,000 will come from Prop C local funds.

ALTERNATIVE CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, staff will be authorized, but not required, to negotiate and enter into a written amendment to the existing contract upon terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to the amendment proposed herein unless and until it is incorporated in a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

REASONABLE MODIFICATION

On May 18, 2015, the Board approved the Reasonable Modification Policy in response to the adoption of the United States Department of Transportation (DOT) Reasonable Modification rule making. Amendments to each of the Service Provider contracts are required in order to implement the policy. Operational concerns will be documented including, but not limited to, policies, procedures, safety, training, customer service, and reporting.

BEYOND THE CURB

On March 23, 2015, the Board approved Origin to Destination (“Beyond the Curb”) Policy in response to the Federal Transit Administration (FTA) finding that Access is not
providing Origin to Destination service and the adoption by DOT regulation of what had previously only been guidance. Amendments to the scope of work for each of the Service Provider contracts are required in order to implement the policy. Operational concerns will be documented including, but not limited to, policies, procedures, safety, training, customer service, and reporting.

**OUTSIDE OF SERVICE AREA**

Access provides ADA complementary paratransit service up-to three-quarters of a mile on each side of the fixed-route corridor. Changes to fixed route service impacts changes to Access’ service area.

With the evolution of technology in recent years, including Global Position System (GPS) and Satellite Imaging (Google Maps and Google Transit), the boundaries for Access Services are easier to define and can be determined accurately. In 2012, Los Angeles County Metropolitan Authority (Metro) implemented Go511.com, a free traveler information service that provides live traffic reports, transit planning and commuter service information for Los Angeles County residents.

With the establishment of the Go511 service, Metro has developed a standard Los Angeles County transit map that can accurately determine if an individual is in or out of Access’ service area. The Go511 map is now the only map used by Access Services and its transportation service providers. The map is updated in accordance with service changes in the spring and winter.

In the past, the maps used by Access were not as accurate and did not always reflect changes to the fixed-route system. As a result, Access has been providing service to customers who technically are not in the service area. Using the most recent map, Access has determined that approximately 206 customers out of a total of 160,000 Access customers whose addresses are not in the service area.

Recognizing the impact on the agency’s budget, Access developed a plan to strictly enforce the new service area map boundaries to be consistent with ADA paratransit regulations of providing services to within three-quarters of a mile of a fixed route corridor.

In January 2013, Access’ Board of Directors approved an action plan to inform all of the affected customers that transportation services (pick-ups and drop-offs) outside of Access’ service area would be discontinued. As part of this outreach, Access staff reached out to various community stakeholders (political offices, social service and non-profit agencies) to inform them that some of their constituents and/or customers will be impacted by this change. Because of this outreach, community groups and stakeholders strongly advised Access to postpone implementation of its plan.

Mindful of the budgetary pressures of having to provide non-ADA mandated services to customers living outside of the service area, community stakeholders strongly
encouraged Access to seek alternate funding to allow Access to continue to provide ADA paratransit services beyond the ADA minimums to customers now living outside of the service area.

The community stakeholder’s request was incorporated into a Metro Board of Directors motion on June 27, 2013 regarding Access Services funding request. As part of this motion, the Metro Board directed Metro’s CEO to work with Access to:

“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”

Thus, Access sought New Freedom funding to expand its paratransit service area in order to grandfather-in Access customers who now find themselves out of the service area.

Program Implementation

Staff has developed a list of 206 “grandfathered” customers whose out of service area addresses will continue to be served as a result of this grant. The grant will pay for up to 50% of Access’ cost of providing the trip and is expected to last approximately three years. The program is not available to new customers who may request service to an out of service area destination. A new customer is defined as one whose name and/or address are not included in the “grandfathered” list.

During July 2015 Access will notify grandfathered customers that their pick-up and/or drop-off addresses, while technically out of the service area, will continue to be served while grant funding is in place. However, the letter will also specify that trips may not continue after funding runs out. Approximately one year before funding is exhausted, Access will offer to consult with customers on other pick-up locations that are in the service area or attempt to provide other transit options.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
F SCOTT J EWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR
WEBSITE SERVICES (AS-3221)

____________________________________________________________________

ISSUE:

Board approval is necessary to exercise the first option year of contract AS-3221 with Trinet Internet Solutions, Inc. (Trinet), Access Services’ website service consultant.

RECOMMENDATION:

Authorize an additional $30,000 in funds and an extension in the period of performance for one year, from December 1, 2015 through November 30, 2016.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $150,000.00 to $180,000.00. This action is consistent with Access’ approved budget for FY2015/16 and will be programmed for FY2016/17. The amount is inclusive of a 3% increase in retainer and programming rates which is consistent with the Consumer Price Index (CPI).

The funding for these services comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

The Board, at its option, could request that these services be put out to bid. However 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 Trinet upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract unless it is incorporated into a formal written
agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

In October 2012 Trinet was selected, through a competitive procurement process, to continue providing website services which includes hosting Access’ website. Over the last three years the website has been continuously updated with relevant information such as meeting agendas, Access stand locations, policy updates and community events. The website has also been updated to allow for individuals to purchase coupons on-line and begin initial eligibility enrollment.

Public usage of the website has steadily grown. The top ten areas of the website visited are listed in the table below. Staff expects visits to the website to further increase with the introduction of Reasonable Modification and Dynamic Fare later this year.

<table>
<thead>
<tr>
<th>Content Page</th>
<th>Sessions</th>
<th>Avg. Time on Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Home</td>
<td>23,546</td>
<td>00:01:33</td>
</tr>
<tr>
<td>2 About Us / Contact</td>
<td>13,826</td>
<td>00:03:00</td>
</tr>
<tr>
<td>3 Riding Access / Gaining Eligibility</td>
<td>9,082</td>
<td>00:03:17</td>
</tr>
<tr>
<td>4 About Us / Employment</td>
<td>8,129</td>
<td>00:02:53</td>
</tr>
<tr>
<td>5 Riding Access / Rider ID</td>
<td>3,714</td>
<td>00:01:47</td>
</tr>
<tr>
<td>6 Free Fare</td>
<td>3,586</td>
<td>00:02:03</td>
</tr>
<tr>
<td>7 Rider Guide</td>
<td>2,762</td>
<td>00:00:58</td>
</tr>
<tr>
<td>8 Riding Access / Overview</td>
<td>2,331</td>
<td>00:01:46</td>
</tr>
<tr>
<td>9 About Us / Overview</td>
<td>1,595</td>
<td>00:01:43</td>
</tr>
<tr>
<td>10 FAQ</td>
<td>1,323</td>
<td>00:01:51</td>
</tr>
</tbody>
</table>

One of the more telling trends is the increased use of the website by users with mobile devices. The graphs below show that the percentage of mobile access has grown to 40% this year.
This is important to note because Access' website was originally developed in 2008 to be best viewed with a standard PC/Mac web browser. It does not function/render well with a browser that is used on mobile devices. Accordingly staff is planning to work with Trinet over the summer to roll-out a mobile friendly version of Access' website. Development cost for this is estimated to be $25,000 however any future additions to the website after deployment in terms of pages and/or content will also be mobile-friendly.
JUNE 19, 2015

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND GOVERNMENTAL AFFAIRS

RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (AS-2749)

ISSUE:

In May, in order to continue the Access Self-Insured Retention (SIR) program, the Board authorized the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

Since then, Access has been approached by James River Insurance Company and Catlin Specialty Insurance Company, who will, respectively, be providing the first and second layers of the SIR insurance next fiscal year, about entering into a two-year policy agreement with guaranteed rates. Given the rising insurance costs experienced by agencies in the “people moving” business, staff believes it is prudent to lock in the Agency’s main insurance costs for the next two years.

RECOMMENDATION:

Authorize the Executive Director to:

- Enter into a two-year policy agreement with James River Insurance Company from June 21, 2015 until June 21, 2017 for an amount not to exceed $5,562,658 for the provision of Primary Automobile Liability coverage.

- Enter into a two-year policy agreement with Catlin Specialty Insurance Company from June 21, 2015 until June 21, 2017 for an amount not to exceed $1,135,976.70 for the provision of First Excess Liability coverage.

- Enter into one-year policy agreements with James River Insurance Company, National Union Fire Insurance Company and Scottsdale Insurance Company from June 21, 2015 until June 21, 2016 for an amount not to exceed $775,506.80 for the provision of Second, Third, and Fourth Excess Liability coverage respectively.
• Approve the financing of $6,455,278.50 of the cost of the Agency’s premiums at an annual percentage rate of 1.65%. The Agency will incur a finance charge of $53,378.16.

IMPACT ON BUDGET:

These costs will be included in Access’ budget for FY2015/2016 and FY 2016/17.

BACKGROUND:

The insurance placement process has been completed for the next fiscal year. The total cost of the policies is $4,124,824.15, which is significantly below the $5,721,834 not to exceed number approved by the Board but still a nearly 35 percent increase over the cost of the policies from the previous year.

The costs of the policies for next fiscal year are as follows:

• Primary Automobile Liability ($1 million limit excess of SIR)
  James River Insurance Company $2,781,329

• First Excess Liability ($1 million excess of $1 million Primary Policy)
  Catlin Specialty Insurance Company $567,988.35

• Second Excess Liability ($3 million excess over First and Primary policies)
  James River Insurance Company $365,710.80

• Third Excess Liability/Umbrella ($21 million excess)
  National Union Fire Insurance Company $351,920

• Fourth Excess Liability ($25 million excess)
  Scottsdale Insurance Company $57,876

As discussed last month, there were significant changes made to the insurance programs backing the Agency’s SIR program. The new program will have a $100,000 SIR, instead of the current $50,000 SIR which means Access is responsible for the first $100,000 in costs for any accident or incident. The new policies do not include provisions for Uninsured/Underinsured Motorist Coverage (UM/UIM); and the policies will specifically cover activities related to Beyond the Curb service, which begins on July 1st.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION
ALVINA NARAYAN, GRANTS AND COMPLIANCE ANALYST

RE: CONSIDERATION TO APPROVE OVERALL TRIENNIAL DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL FOR FEDERAL FISCAL YEARS 2016-2018

______________________________

ISSUE:

Development of Access Services’ Overall Triennial DBE Goal for Federal Fiscal Years (FFYs) 2016-2018 is required as a condition of federal financial assistance.

RECOMMENDATION:

Approve the Overall Annual DBE Goal of **2.5%** for FFYs 2016-2018, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).

IMPACT ON BUDGET:

No impact on budget.

BACKGROUND:

Access is required to develop and submit a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal for DBE participation as a condition of receiving federal assistance, pursuant to Section 1101 of the Transportation Equity Act for the 21st Century; 49 CFR Part 26; the Federal Transportation Administration (FTA) Master Agreement, and the American Recovery and Reinvestment Act of 2009 (i.e. Economic Stimulus Package), which includes DBE provisions and requirements. Furthermore, Access received a Notice/Guidance from the Federal Transit Administration in 2006 which directed all DOT recipients in the Ninth Circuit to implement a wholly race-neutral DBE program.
*DOT Policy Race Neutral Directives*

As a direct recipient of federal funds, Access Services has developed its Overall Triennial Goal for DBE participation in its Federal Fiscal Years 2016-2018 DOT-assisted contracts. In response to the policy on race neutral directives issued by the Department of Transportation in 2006, Access will continue to implement its DBE Overall Triennial Goal race neutrally. In a wholly race-neutral program, the recipient does not set contract goals on any of its DOT-assisted contracts for which DBE subcontracting possibilities exist.

*Overall Annual DBE Goal*

As indicated above, the recommended Overall Triennial DBE Goal for Access’s DOT-assisted contracting program for FFYs 2016-2018 is 2.5%. The goal was established utilizing the federal two-step goal setting methodology in addition to the utilization of Los Angeles Metro’s Disparity Study and the Access bidder’s list (which examined Access’ market area), and represents the level of DBE participation that could reasonably be expected on federal-aid contracts.

Access will continue to utilize strictly race-neutral measures to foster DBE attainment, which may include unbundling of contracts, technical assistance and capital and bonding assistance via referral, targeted outreach to current and past contractors to encourage potential DBE firms to become certified.

Such outreach activities may include participation as an Exhibitor at large regional transportation-focused Outreach Events, Trade Fairs and Workshops, interfacing with Minority and Women Business Associations and Business Development Centers, and advertising in minority publications to provide DBEs and small businesses with current information of upcoming Access procurement and contracting possibilities.

As per FTA requirements a Public Notice advertising the FFY 2016-2018 Overall Triennial DBE Goal for public comment will be published in July 2015.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY
STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: CONSIDERATION TO APPROVE AMENDMENT TO ELIGIBILITY
DETERMINATION SERVICES CONTRACT NO. AS-2441 (C.A.R.E.
evaluators, LLC)

ISSUE:

Board approval is needed to amend the scope of work for the eligibility determination services contractor to incorporate Reasonable Modification and Beyond the Curb Policies.

RECOMMENDATION:

Authorize staff to execute an amendment to Contract No. AS-2441 with C.A.R.E. Evaluators, LLC related to the above listed policies and increase the contract amount by $190,683 so the not-exceed total will be $21,900,460.

IMPACT ON BUDGET:

The costs associated with these policies have been allocated in the FY2015/16 budget. The primary impact of costs related to these policies will be CARE’s determination of Beyond the Curb (BtC) eligibility for existing Access riders. Staff is projecting a total of 12,250 BtC applications through current contract end date of December 31, 2015 which will be reimbursed at the paper review variable rate of $13.77. Determination of BtC eligibility for new and recertifying riders will be incorporated into the existing process and will not require any change to the existing in-person evaluation rate. Additionally there are costs related to training, software development, hardware, and processing that will not exceed $22,000.

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

ALTERNATIVE CONSIDERED:

No alternatives were considered.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, staff will be authorized, but not required, to negotiate and enter into a written amendment to the existing contract upon terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to the amendment proposed herein unless and until it is incorporated in a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

REASONABLE MODIFICATION

On May 18, 2015, the Board approved the Reasonable Modification Policy in response to the adoption of the United States Department of Transportation (DOT) Reasonable Modification rule making. Since an individual may request a reasonable modification in relation to the eligibility process, it is necessary to incorporate the policy into the contract of the eligibility provider.

BEYOND THE CURB

On March 23, 2015, the Board approved Origin to Destination (“Beyond the Curb”) Policy in response to the Federal Transit Administration (FTA) finding that Access is not providing Origin to Destination service. Customers, who require Beyond the Curb service regularly, or occasionally, must be found eligible for the service during the eligibility process. Subsequently the DOT incorporated origin to destination into the Title II B regulations. Eligibility will be based upon whether or not the rider is, because of their disability, prevented from using the curb-to-curb paratransit system for a ride they wish to take.

For new Access applicants, customers will be evaluated for Beyond the Curb service during the initial eligibility process.

Current customers can apply for Beyond the Curb service by calling Customer Service and requesting an application. The customer’s application will be reviewed by the Access eligibility contractor. On occasion, after submitting the paper application, the customer may be asked to go to the eligibility center to be evaluated in person for Beyond the Curb service. Current customers will receive a grace period to use Beyond the Curb service while their application is being reviewed and can, during this period, merely request it during the trip reservation process.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, CONTROLLER

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FINANCIAL SOFTWARE ERP MIGRATION SUPPORT SERVICES (AS-3753)

ISSUE:

Board approval is required to increase funds for contract AS-3753 with Intelenex, Inc. for the Financial Software ERP Migration Support Services.

RECOMMENDATION:

Authorize an additional $25,000 in funds and an extension in the period of performance for one year, from July 16, 2015 through January 15, 2016.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $149,320 to $174,320. This action is consistent with Access’ approved budget for FY2015/2016. There is no increase in the rate of compensation.

The funding for these services comes from the Prop C Discretionary Fund.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to negotiate and enter into a written amendment of the existing contract with Intelenex, Inc. under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff has been working with Intelenex, Inc. since the beginning of the year. Staff is confident that the contractor has met the terms of the
contract and thus merits consideration to provide post production support after the July 1, 2015 go-live date of the system.

BACKGROUND:

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

The current contract began on January 15, 2015 and will expire on July 15, 2015. The requested amount represents approximately 180 hours of work over a period of six months after the July 2015 go-live date.

The post-production support is optional and was not included in the original proposals submitted by the six proposers who responded to the RFP. However, the Project Steering Committee has determined that vendor support during the first six months of operation is needed to ensure a smooth migration to the new financial and procurement systems.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE REVISED TIMELINE ON REGIONAL FARES AND INITIATE PROGRAMMING RELATED TO IMPLEMENTING A NEW REGIONAL FARE SYSTEM

ISSUE:

Every year, the Federal Transit Administration (FTA) conducts Triennial Reviews of certain transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. During the 2014 Triennial Review cycle, Access and several member agencies received an FTA finding that Access charges more than twice the fixed route fare for comparable trips on their system.

RECOMMENDATION:

Authorize the Executive Director to:

- Implement a revised timeline for compliance by January 1st (see attached) which includes customer outreach with a specific fare proposal with the following fare levels: Free, 50 cents, $1, $2, $3, $4.

- Initiate programming efforts related to integrating Metro’s Trip Planner and the service providers’ reservations systems, at a cost not to exceed $75,000 for each reservation software vendor (StrataGen ADEPT, Trapeze, and 5M).

IMPACT ON BUDGET:

Staff budgeted $300,000 in the FY16 budget for IT capital needs related to the dynamic fare system implementation. The primary costs are for enhancements to the reservation system of each provider to integrate with the Metro Trip Planner at www.metro.net. Within the six service providers, there are three different reservation systems that need to be enhanced (StrataGen ADEPT, Trapeze, and 5M).

Costs associated with additional outreach, including mailing additional information to all active riders, are included in the FY 16 budget.
BACKGROUND:

In January 2015, the Board authorized staff to analyze and propose a new fare system that would meet FTA requirements, implement an outreach plan, and concurrently seek legislative and regulatory change to allow Access to maintain its current coordinated fare system. In March 2015, the Board authorized staff to conduct public outreach on the proposed fare concepts that included a rounding down system of half dollar or dollar increments, and a cap of either $4 or $5. After the initial public outreach was conducted, a revised timeline has been developed (see attached) for additional outreach that includes a specific fare proposal that will be considered by the Board at its meeting in August, 2015. The planned implementation date, as stated above, is January 1, 2016.

Initial Public Outreach

During April and May 2015, a total of ten community meetings were held in the cities of Encino, Santa Clarita, West Hollywood, Monterey Park, Lancaster, and Downey. Two meetings, one in English and one in Spanish, were conducted in the four larger service regions. The Public Hearing was held at the Metro Board Room on April 27th. Rider bulletins were sent by mail to all active customers and information was posted to the website regarding the proposed fare system.

Access received numerous comments regarding the fare concepts by phone, letter, e-mail, and in person at a public hearing and various community meetings. Almost half (45%) of all customers who provided feedback stated they would prefer a fare system that rounded the fare to the nearest dollar. About half (47%) of all customers stated their preference for a $4 cap. Most of the other comments received stated that customers have major concerns with the proposed changes and would prefer no change (42%) to the current fare system. Very few customers, about 7%, stated their preference for a half dollar system and only 1% preferred a $5 cap.

Breakdown of responses:
- Dollar interval - 45%
- Half Dollar interval - 7%
- $4 Cap - 47%
- $5 Cap - 1%
- No Change / Concern - 42%

Comments by Source:
- Community Meetings / Public Hearing - 283
- Telephone - 59
- E-mail / Letter - 7
- Total Comments - 349
The main concern of customers regarding the fare concepts is that it is more complicated than the current fare system. In addition, the proposed fare change would increase fares for most trips. Many customers were reluctant to state their preferred fare system, but did so anyways because they understood that Access is required to change the fare system. Many customers voiced concerns about the challenge of living on fixed incomes.

The Community Advisory Committee (CAC) did not recommend any of the concepts behind the proposed fare system. The CAC provided feedback that the dynamic nature of the proposed fare system, although complying with the regulations, would be too confusing and would be more challenging for people with disabilities. In addition, the fare for most trips would increase under the proposed fare system. The CAC preferred to maintain the current fare system because it is fair and easy to understand.

The Transportation Professionals Advisory Committee (TPAC) recommended a fare system that would round down fares to the nearest dollar and be capped at $4.

**Programming**

Within the six service providers, there are 3 different reservation systems that need to be enhanced. They are StrataGen ADEPT for the Antelope Valley and Southern service providers; Trapeze for the Northern and Santa Clarita service providers, and 5M for the West Central and Eastern service providers:

<table>
<thead>
<tr>
<th>Reservation System</th>
<th>Service Region</th>
<th>Service Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>5M (TSS)</td>
<td>Eastern</td>
<td>San Gabriel Transit</td>
</tr>
<tr>
<td></td>
<td>West Central</td>
<td>California Transit</td>
</tr>
<tr>
<td>Trapeze</td>
<td>Northern</td>
<td>MV Transportation</td>
</tr>
<tr>
<td></td>
<td>Santa Clarita</td>
<td>Santa Clarita Transit</td>
</tr>
<tr>
<td>StrataGen ADEPT</td>
<td>Antelope Valley</td>
<td>Keolis Transit</td>
</tr>
<tr>
<td></td>
<td>Southern</td>
<td>Global Paratransit</td>
</tr>
</tbody>
</table>

The primary costs are for enhancements to the reservations systems of each provider to integrate with the Metro Trip Planner. The new fare system requires each reservation system to query the Metro Trip Planner in real time to be able to offer a fare quote to the customer when booking their reservation. Relevant trip information, such as date, time, pick-up and drop-off addresses, will be sent to the trip planner to find a comparable fixed-route trip, then using the adopted rules and fare bands, return the paratransit fare to the reservation system.

The rules for the Metro Trip Planner to identify a comparable trip will be based using the default trip planner criteria (fewest transfers, shortest travel times, lowest fare, etc.),
the exclusion of commuter and non-local service, and searching routes within 3/4 mile from the addresses requested.

Once the comparable trip is identified, the Metro Trip Planner will multiply the comparable trip fare by two to get the maximum allowable paratransit fare. From there, the fare will be rounded down to the Board adopted fare bands, and return it to the reservation system so that the reservationist can quote the Access fare to the customer.
Revised Fare System Implementation Timeline

June 2015

- Board of Directors authorizes start of programing.
- Rider Newsletter with information on the specific fare proposal:
  - The fare for every Access trip will be calculated to the ADA allowable fare (twice the fixed route fare of a comparable local bus or rail trip), and rounded down to the following fare bands: $0.00, $0.50, $1.00, $2.00, $3.00, $4.00 (cap).
  - The Metro Trip Planner will be used to identify the comparable local bus or rail trip.
  - Fares in Santa Clarita and Antelope Valley Regions, and Transfer Trips will remain the same.

July 2015

- Conduct community meetings and hold a public hearing to receive feedback on the specific proposal.
- Staff works with Metro and reservations vendors to integrate fare system.

August 2015

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

September / October 2015

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

November / December 2015

- Customer outreach.

January 2016

- Start Date of new fare system.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER CUSTOMER SERVICE
      FAYE MOSELEY, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: COMPREHENSIVE REVIEW – CUSTOMER SERVICE

ISSUE:

The consultant firm of McCloud Transportation & Associates, LLC was retained to provide a Comprehensive Review of Customer Service, Operations Monitoring, and Complaints. The goals of the project were identified by Access as follows:

- Assess existing systems, including their delivery, efficiency, and the attainment of performance indicators.
- Identify improved efficiencies.
- Quantify costs to provide current functions considered above and beyond ADA guidelines, and evaluate strengths and weaknesses of the current services provided by Access.

An overview of The Final Report Comprehensive Review Customer Service will be presented to the Board of Directors for review and comment.

The full Comprehensive Review will be available on our website no later than Thursday, June 25, 2015 for download at www.accessla.org/aboutus/publications.html.
JUNE 22, 2015

TO: BOARD OF DIRECTORS

FROM: MATHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

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

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

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

RECOMMENDATION:

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

Recommendation #1 - CLOSED in August 2014

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

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

CLOSED in August 2014

Recommendation #2 – CLOSED in February 2014:

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

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

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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>Access has already begun contacting customers who take frequent, short trips to see if they would be interested in Travel Training.</td>
</tr>
<tr>
<td>April - 14</td>
<td>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.</td>
</tr>
<tr>
<td>May - 14</td>
<td>CLOSED</td>
</tr>
<tr>
<td>June - 14</td>
<td>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:</td>
</tr>
</tbody>
</table>

<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>

**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>

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

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

| Jan - 14 | Access will be undertaking a review of this recommendation in the near future. |
April - 14 Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.

May - 14 The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.

June-14 Since there is no universally accepted formula to determine cost savings, it is common for other agencies that offer travel training programs to adopt different approaches to determine cost savings. Access Services has approached Easter Seals Project Action for assistance on best practices on evaluating Travel Training Programs.

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

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

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

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

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

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

August-14

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

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

CLOSED in August 2014

Recommendation #6 - CLOSED in September 2014:

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

Jan - 14

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

April - 14

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

May - 14

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

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

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

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

CLOSED in September 2014

Recommendation #7:

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

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

May - 14 Hold for FY 14/15 Budget Approval

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

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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<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>
<tr>
<td>February - 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and awarded in January 2015. The consultants are expected to start work in February 2015.</td>
</tr>
<tr>
<td>March - 15</td>
<td>The consultant firm of McCloud Transportation &amp; Associates, LLC conducted their on-site review of Customer Service as part of the Comprehensive Operational Review. Staff expects a draft report in May 2015. The consulting firm Delta Services Group was awarded the contract for the Comprehensive Operational Review of Eligibility. They have conducted 2 separate site visits and a draft report is expected in May 2015.</td>
</tr>
<tr>
<td>April - 15</td>
<td>Eligibility comprehensive review is going well and staff is working with the consultant on the final stages of completion. Highlights from the report are scheduled to be presented to CAC and TPAC in May 2015. A status report on the Customer Service Review will be given to TPAC in April and to the CAC in May.</td>
</tr>
<tr>
<td>May - 15</td>
<td>Highlights from the Eligibility Review will be presented to the Access Board of Directors in May 2015. Highlights from the Customer Service Review will be presented to the Access Board in June 2015.</td>
</tr>
<tr>
<td>June - 15</td>
<td>No new information.</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>
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<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>
</tbody>
</table>

**CLOSED**
Recommendation #9 - CLOSED in August 2014:

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>Jan - 14</td>
<td>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.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Staff is developing a list of services provided beyond the minimum ADA and plans to present to CAC and TPAC in May/June.</td>
</tr>
<tr>
<td>May - 14</td>
<td>Staff will present this item to the CAC and TPAC in June.</td>
</tr>
<tr>
<td>June - 14</td>
<td>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.</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff already presented a list of ADA services at the June 2014 CAC and TPAC meeting. Therefore, staff would like to close this recommendation.</td>
</tr>
</tbody>
</table>

CLOSED in August 2014

Recommendation #10:

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

<table>
<thead>
<tr>
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<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 Recommendation 7, 10 and 11.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
</tr>
<tr>
<td>May - 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
</tr>
<tr>
<td>June - 14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue.</td>
</tr>
</tbody>
</table>
August-14 | The RFP/RFQ will be released this month and anticipate work to begin in October 2014.
---|---
September-14 | The RFP/RFQ is scheduled to be released in October 2014.
November -14 | The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
January -15 | The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
February -15 | The RFP for the Comprehensive Operational Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.
March - 15 | Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015
April - 15 | The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.
May - 15 | No new information.
June - 15 | No new information.

**Recommendation #11:**

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

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.
<table>
<thead>
<tr>
<th>Month</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<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 related to Operations is still in development. The RFP is expected to be released in the near future.</td>
</tr>
<tr>
<td>December - 15</td>
<td>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.</td>
</tr>
<tr>
<td>January - 15</td>
<td>The RFP for the Comprehensive Operation Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>February - 15</td>
<td>The RFP for the Comprehensive Operation Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.</td>
</tr>
<tr>
<td>March - 15</td>
<td>Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015.</td>
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<tr>
<td>April - 15</td>
<td>The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.</td>
</tr>
<tr>
<td>May - 15</td>
<td>No new information.</td>
</tr>
<tr>
<td>June - 15</td>
<td>No new information.</td>
</tr>
</tbody>
</table>

**Recommendation #12: CLOSED in February 2014:**

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>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.</td>
</tr>
</tbody>
</table>

**CLOSED BY METRO**