BOARD OF DIRECTORS MEETING
MONDAY, MARCH 17, 2014
Closed Session: 12:00
General Session: Immediately Following
Closed Session to 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.

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9
      1. Existing Litigation: Gov. Code §54956.9(a)
         (i) Minnis v. Access Services: LASC #BS145949
         (ii) Debra Mitchell v. Access Services: claim #11-99356
      2. Anticipated Litigation: Gov. Code §54956.9 (b)
         (i) Significant exposure to litigation against the Agency
      3. Initiation of Litigation: Gov. Code §54956.9 (c)

4. SUPERIOR SERVICE AWARDS

DISPOSITION

ACTION

DISCUSSION/POSSIBLE ACTION

PRESENTATION
5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 27, 2014** (page 4)
   [Staff Recommendation: Approve minutes as written.]

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

7. **GENERAL PUBLIC COMMENT**

8. **CONSENT CALENDAR**
   a) Consideration to Extend the Contract with LPM Consulting Inc. (AS-2793) (page 16)
   b) Consideration to Extend the Contract with Corvel Enterprises Comp. Inc. (AS-2744) (page 18)
   c) Consideration to Extend the Mobility Device Marking Contract (AS-2853) (page 21)
   d) Consideration to Extend the Santa Clarita Service Area Contract (AS-2602) (page 23)
   e) Consideration to Amend Contract for TAP Card Production (AS-3030) (page 25)
      [Staff Recommendation: Approve Consent Calendar]

9. **CONSIDERATION TO EXTEND THE ELIGIBILITY DETERMINATION SERVICE CONTRACT (AS-2441)**
   (page 27)
   [Staff Recommendation: An extension in the period of performance for two months, from July 1, 2014 through August 31, 2014 (please see item for more details)]

10. **CONSIDERATION TO AWARD CONSULTING CONTRACT FOR SURVEY CONSULTING SERVICES**
    (page 30)
    [Staff Recommendation: Authorize staff to execute a contract with The Fairfax Research Group for a not-to-exceed amount of $19,800 for the period March 17, 2014 through December 31, 2014.]

11. **ACCESS SERVICES BUDGET UPDATE**

12. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES** (page 33)

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. 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."
The Access Services Board of Directors meeting convened at 12:05 p.m. on Monday, January 27, 2014 in the third floor Council Chamber Conference Room at Access Services Headquarters (Metro Division 9) Building located at 3449 Santa Anita Avenue in the City of El Monte, California. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Martin Gombert, Treasurer, Theresa DeVeera, Secretary, John Troost, Art Ida, Daniel Levy, Kim Turner, and Angela Nwokike. Ex-Officio, Michael Arrigo, CAC Chair, Kathryn Engel, TPAC Chair, and Jim Jones, Access Services Legal Counsel.


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 1:04 p.m. at which time Michael Arrigo, Chair of the CAC, and Kathryn Engel, Chair of TPAC, 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 consider and discuss the existing litigation of Minnis v. Access Services. No reportable action was taken by the Board with respect to this matter. The Board also considered initiation of litigation as previously discussed and 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.

Chairperson Barnes recommended that staff move on to the next item due to some technical difficulties with the superior service award presentations, the approval of the Board meeting minutes.

**REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM OCTOBER 28, 2013**

Chairperson Barnes asked if there were any changes or corrections to the December 2, 2013 Board meeting minutes.

Director Turner stated that on page 13 under the header Adjournment it stated that she seconded the motion to adjourn the meeting but she was not in attendance. She asked that the minutes be corrected.

Director Nason also stated that on page 13 under the Board Member Communication paragraph four covered California should have been capitalized, she requested that the minutes be corrected.

Motion: Director Nason moved approval of the December 2, 2013 Board meeting minutes as corrected.

Second: Director Levy seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Troost, Levy, Nason, DeVera, and Ida.

Opposed: None.

Abstention: Director Gombert, Nwokike, and Turner.

Pass/Fail: The motion carried.

**SUPERIOR SERVICE AWARDS**

Denise Lopez, Dispatcher from MV Transportation, was the recipient of the Superior Service Award for the month of December 2013.

Mary Ellen Randall, Driver from Diversified Transportation, was the recipient of the Superior Service Award for the month of January 2014.
Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, January 14, 2014 and the Manager of Customer Support Services, David Foster provided a brief update on the call center improvements. He also stated that Board member Dan Levy attended the CAC meeting to provide the Boards report and an overview of Metro’s review of Access Services, which he felt was a little confusing.

Mr. Arrigo concluded his report by stating that the committee also received a presentation on the “Bus Stop Usability Study” from Carl Torres, Metro’s Operations Planner IV. He stated that Mr. Torres was evaluating the bus stops to ensure that they were accessible. Also during the committee member comments portion of the meeting they eulogized Gary Jansen, former CAC member, activist, and advocate for paratransit.

Kathryn Engel, Chair of the Transportation Professional Advisory Committee (TPAC), began her report by stating that the committee met on January 7, 2014 and discussed a few topics such as the “Bus Stop Usability Study” that Mr. Arrigo mentioned in his report. She stated that during Metro’s study they were partnering with a lot of the member agencies to gather the bus stop data from fixed route services. Ms. Engel added that she was looking forward to continuing to work with Metro in identifying the quality of the bus stops in the county and hopefully advocate for some funding to go along with those improvements countywide.

Ms. Engel also stated that the other topic discussed was the Origin to Destination finding on the recent FTA transit agencies triennial reviews. She stated that this was a surprise to most of the agencies that participated in the triennial reviews, which appeared to be beyond what most agencies understood to be an ADA requirement. Ms. Engel concluded her report by stating that she was interested in working with Access Services staff and other agencies countywide to discuss how to address this issue efficiently. She also added that the TPAC committee had not reviewed Metro’s review of Access Services but when Access staff was ready to move forward with implementation of some of the recommendations, TPAC would assist with some of the methodologies or choices that may be available.

GENERAL PUBLIC COMMENT

Tonni Yee-Hemphill thanked Rogelio Gomez, the Project Administrator for the Eastern and Northern regions, for all the hard work he had done to ensure that the riders received excellent rideshares and that the drivers were punctual.

Ms. Hemphill also mentioned that she was a member of the Soka Gakkai International - USA that recently had a Santa Monica Symphony on January 18, 2014 honoring Martin Luther King Jr. She stated that she had invited a “born blind” rider and had a pick-up scheduled for 10:00 p.m. which was changed to 11:00 p.m. because the concert was still in progress. Ms. Hemphill stated that at 11:10 p.m. she suggested that the rider call to see if she was riding in a minivan or a sedan so she could keep an eye out for the vehicle but a few minutes later the rider received a call out that the
vehicle arrived at 600 Wilshire instead of 606 Santa Monica. Ms. Hemphill stated that it was very cold outside so she informed the rider to call for an emergency ride because it was a dangerous area.

Ms. Hemphill concluded her public comment by stating that she would like to help teach the riders how to book their trips more efficiently.

Ms. Verrinder informed Ms. Hemphill that Access Services Project Administrator for the Antelope Valley and West Central regions, Geoffrey Okamoto, would follow-up with her after the meeting.

**CONSENT CALENDAR**

**Motion:** Director Ida moved approval of all the Items on the Consent Calendar.

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

**Discussion:** None.

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

**In Favor:** Directors Levy, Nwokike, Nason, Turner, DeVera, Ida, Troost, and Gombert.

**Opposed:** None.

**Abstention:** None.

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

**CONSIDERATION TO APPROVE FISCAL YEAR 2014/2015 FUNDING REQUEST**

Access Services Chief Operating Officer, F Scott Jewell provided a brief presentation on the staff recommendation to approve fiscal year 2014/15 funding request.

**Board Questions & Comments:**

Director Levy asked if the 77 new vehicles were going to replace the contract provided vehicles or were they extra vehicles on top of the 77 new vehicles. Mr. Jewell replied that they were additional vehicles and were not replacing any contracted vehicles. He also stated that the contractors were still going to provide the same level of service in their provided capital. Mr. Jewell stated that additional vehicles were based upon the growth in ridership and the amount that was needed to provide the same level of service with the growth.

Director Levy asked what percentage of the fleet was being added. Ms. Verrinder replied that Access Services used to provide the base number of vehicles needed to provide service but in the last four or five years staff had fallen behind. Now Access provides the base number of accessible vehicles needed which was about 70%. Ms. Verrinder added that staff implemented a formula which would be submitted to the Board as an information item so the Board could understand how staff
came up with the capital projections. The formula was based on the ridership, growth projections, and the contractor would fill in the extra 30%. With the new ridership growth Access would provide 70% of the vehicles needed to handle that.

Director Levy asked how many vehicles did Access Services own. Ms. Verrinder replied 650 vehicles not including the taxi cabs so it would be replacement plus the 77 vehicles and the contractor would provide further expansion vehicles. Ms. Verrinder added that the total budget that Access Services was looking at for next year was not the $132 million, Access was assuming that the federal dollars that were allocated from Metro were going to remain as they have, which was almost $61 million, so the total budget for Access Services would be fares plus the $61 million, plus the $132 million. Mr. Jewell added that the $132 million was net of fares so the $132 million was a combination of the Prop C and 5310. Chairperson Barnes asked if it reflected the capital. Mr. Jewell replied “yes.”

**Motion:** Director Turner moved approval of staff’s recommendation.

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

**Discussion:** None.

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

**In Favor:** Directors Nason, Turner, De Vera, Ida, Gombert, Troost, Levy and Nwokike.

**Opposed:** None.

**Abstention:** None.

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

**REPORT ON METRO’S REVIEW OF ACCESS SERVICES**

Access Services Manager of Planning and Coordination, Matthew Avancena, provided a brief overview of the report on Metro’s review of Access Services.

**Board Questions & Comments:** Director Turner stated that Mr. Avancena indicated that during the contractor selection process there was only one proposal that was received by staff. Mr. Avancena replied that staff sent a request for proposal (RFP) to their bidders list and to the list of consultants that Access Services had worked with in the past and only one bidder submitted their RFP.

Director Turner also mentioned that the Access survey was done two years ago and was deemed valid and statistically sound which was centered on the survey conducted by Metro in 2007. Mr. Avancena replied “correct” the survey results were similar. Director Turner added
that it looked like they were looking at ways to come up with a new methodology of conducting the Customer Satisfaction survey was that correct.

Mr. Avancena replied that there were a couple of things that were recommended, they wanted the questions to be examined by the Community Advisory Committee (CAC), the Transportation Professional Advisory Committee (TPAC) and other stakeholders. They did not have a problem with the way the survey was conducted but there was a question regarding the sample or pool of individuals that staff chose to survey from. Mr. Avancena added that staff purposely focused on Access riders that took a ride within the last six month but the report recommended that everyone should have been included in the larger pool.

Director Turner also asked if they were looking to include Access riders and focus groups to create the questions for the survey so they can address the entire population. Ms. Verrinder replied that there was two parts to the item there was the actual Metro review that was conducted that did not mention conducting an additional survey and with the Metro review, there was no time to conduct an independent survey so Metro reviewed the last survey that was done by Access Services through The Fairfax Research Group and that survey was found to be valid and all of the applicable laws were followed.

Ms. Verrinder added within the Metro review there were a series of recommendations which they felt would better address some of the issues that came out of the community. One of the issues that was mentioned was that they felt that Access Services cleansed the data which was referring to staff removing the individuals that complained instead of including them in the survey. The recommendation in the report was that the draft survey questions work their way through the TPAC, CAC and the Metro office of civil rights to receive their input. There was also a section that the individuals would be anonymous and different things that could be done.

Ms. Verrinder also mentioned that as the review was moving through the two Metro committees, one of the Metro Board members requested that an additional independent survey be done by Metro and another Metro Board member added that not just a survey should be conducted but to add focus groups. Ms. Verrinder stated that was all staff knew about the process because it was not contained within the review itself and nor did Access Services have anything in writing.

Ms. Verrinder stated that the next item had to do with the survey and this item was just to give the Board an overview of the review that was conducted by Metro. Ms. Verrinder added that the recommendations related to the survey were nine areas that they reviewed and overall it was a very positive audit towards Access Services. She stated that there was one area that had findings’, the performance of the Operations
Monitoring Center and the Customer Service Center, which staff was already aware of and had been working towards improvements in those areas. Staff would include the updates to the recommendations in the Board agendas each month after they went through the process, which consisted of going to the CAC, TPAC and QSS.

Director Nason stated that she felt what Metro was suggesting in the evaluation was a good idea and we should look at this as being positive.

Chairperson Barnes stated that overall he felt that it was a good review with some good recommendations that would be very valuable as we move forward. He also felt that there was a lot of emphasis on the survey and we would have to work through that. The role that Access Services plays provides paratransit service for all of Los Angeles County so we need to make sure that we are all engaged in the work that Access Service was doing because it was very important to everyone.

Chairperson Barnes also stated that the other thing that he found to be interesting was that there was a fair amount of talk related to the cost containment elements. While we need to look at those very carefully there was definitely a relationship between cost containment strategies and customer satisfaction. He concluded his comment by stating that the Board looked forward to the ongoing reports from staff and the monitoring of the recommendations.

Chairperson Barnes thanked Mr. Avancena for his detailed presentation on the report from Metro’s review of Access Services and reminded the Board that this was an information item only and no action was needed.

**CONSIDERATION TO EXTEND AND ADD FUNDS TO THE FAIRFAX RESEARCH GROUP CONTRACT NO. (AS-3360)**

Access Services Deputy Executive Director of Planning and Government affairs, Andre Colaiace, provided a brief presentation on the staff recommendation to extend and add funds to the Fairfax Research Group contract.

**Board Questions & Comments:** Director Levy asked how much funds were left in the Fairfax Research Group’s budget. Mr. Colaiace replied that there was less than $5,000 left in the budget. Director Levy also asked if the item was for staff to add another year to the contract. Mr. Colaiace replied that staff’s recommendation was to add funds to the current contract and the funds would be coming from the Volunteer Driver program.

Other projects arise that staff would like the Fairfax Group to be involved in that surpass what was in the scope of work then staff would come back to the Board requesting that the option year be renewed.
Director Gombert stated that he did not see anything in the Board item regarding when the contract with the Fairfax Research Group was initiated. Mr. Colaiace replied that it would have been some time in 2011 because they were brought on board to conduct the Customer Satisfaction survey and staff received the results of the survey in March 2012.

Chairperson Barnes asked when staff would usually conduct a Comprehensive Customer Survey like the one that was evaluated and part of the Metro review. Mr. Colaiace replied that the survey that was conducted before 2012 was conducted by Metro in 2007. The Planning Department had discussed this before and recognized that Access Services had to survey their customers on a regular basis so it was decided that it should be done every two years. Ms. Verrinder added that the results were in the Inspector General’s Report in 2007 and some of the surveys have been delayed due to budget constraints but the recommendation was for every two years. Chairperson Barnes also asked if staff could recall what the cost of the last survey was. Ms. Verrinder replied that it was a little less than $50,000. She also added that there was some discussion regarding the cost with Mr. Todd Remington for just the consulting work and some discussion on the scope of the focus groups so staff was unsure of the cost. That was why staff used a large dollar value, due to the uncertainty.

Chairperson Barnes asked if staff received a written notification or request from Metro regarding the survey work that they are going to be conducting. Mr. Colaiace replied “no.” Chairperson Barnes added that the work was being conducted by a third party, there were some privacy issues that needed to be maintained for our customers. He asked if staff had evaluated what the concerns were.

Access Service Legal Counsel, Jim Jones replied that staff was not sure what the details would be; each of Access Services riders signed an agreement when they went through the eligibility process and that agreement included a consent for the use of that data and the consent was limited because it was related to civil rights so you can’t attach a lot of conditions to it. There are limited conditions and staff would examine those conditions whenever there was a request for information or data otherwise it could violate the privacy rules.

Director Turner stated that it appeared that there may be a need for more discussion with Metro on this issue and maybe the Board should put this item on hold until further discussion takes place.

**Motion:** Director Turner moved to table this item indefinitely until staff received a written request from Metro to conduct a Customer Satisfaction survey and form a focus group.

**Second:** Director Nason seconded the motion.
Discussion: Director Levy stated that he would also support the motion because he felt that this item was premature. He also asked if Ms. Verrinder had any previous discussion with Ms. Ruth Holden, Metro’s Chief Auditor on this matter. Ms. Verrinder replied “yes” she spoke to Ms. Holden and the auditors prior to the second committee meeting, which was the Executive Management Committee. She added that they asked her if she would be agreeable to participating in another independent survey but they did not mention any focus groups at that time. The focus group issue came from another committee meeting that Access Services was not in attendance at. Ms. Verrinder stated that she informed Ms. Holden and the auditors that she was agreeable to their request if Access Services had the oversight to ensure that everything was conducted with “Best Practices” in mind and that the recommendations contained within the audit were followed.

Director Levy stated that he was not familiar with the survey that was conducted in 2007 by Metro. He asked if Access Services had that kind of role when the survey was done in 2007. Ms. Verrinder replied that it was a very different situation and in 2007 it was not a performance review or a collaborative process. She added that at the time the focus was not on cost containment or anything financial.

Mr. Colaiace added that Access Services did not have a collaborative role in the process but he felt that did not mean that Access Services should not have had a collaborative role. He also stated that staff could wait until they were contacted by Ms. Holden to see what the elements of this would entail.

Director Levy stated that he attended two Metro Board meetings and a third meeting that was not on the agenda and the message was clear that the Metro Board of Directors wanted to see an independent survey. Director Levy stated that he would support the motion.

Director Ida added that after reviewing Metro’s review of Access Services and reviewing staff’s recommendation he felt that the level of continuity was very important. He also stated that he would support staff recommendation to add funds to the contract and have the Fairfax Research Group conduct their survey to ensure that the statistical data was valid.

Roll Call: Chairperson Barnes asked for a roll call.
In Favor: Directors Gombert, Troost, Levy, Nwokike, Nason, Turner, and DeVera.
Opposed: Director Ida.
Abstention: None.
Pass/Fail: The motion carried.
ACCESS SERVICES 2014 ANNUAL ROADEO

Access Services Operation Administrator, Jack Garate provided a brief presentation on the 2014 Annual Roadeo.

Chairperson Barnes thanked Mr. Garate for his detailed presentation on the Access Roadeo and reminded the Board that this was an information item only and no action was needed.

EXECUTIVE DIRECTOR’S REPORT

Access Services Executive Director, Shelly Verrinder, began her report by stating that the ridership for December decreased by 10% compared to the October numbers, staff felt that it was due to the ridership being below projections for November and December. On time performance increased to above the standard in December at 91.88% and everyone in the operations department was happy to see these numbers and have already projected out from now to the end of the fiscal year of what each provider needed to do to meet the 91% standard for the year. Average initial hold time on reservations continued to decrease to 67 seconds. Ms. Verrinder reminded the Board that this was just the numbers for reservations because staff separated Customer Service and the Operations Monitoring.

Ms. Verrinder continued to report that with calls on hold over five minutes you cannot just look at one metrics on calls in order to get an accurate picture so staff wanted to provide more information. Calls on hold over five minutes had decreased to 3.6%, which was a good number for reservations. Eligible riders increased from October by 2,262 riders or 2%. Ms. Verrinder stated that staff added to the draft projections how many eligible riders were going to go through eligibility. In the past staff came up with that projection but decided that it had become so large that we needed to apply a statistical model to the projections, so staff would have that number next year.

Ms. Verrinder continued to report that cost per trip remained very steady with a three cent difference from the previous month and year to date through December Access Services was over budget by $577,324 at the end of December. Ms. Verrinder stated that she added the new slides to her presentation regarding customer service to provide a perspective. Staff had been focused on customer services call hold times, abandon rate and other statistical information for some time now but the numbers that she was going to provide were not that great so she was going to provide the draft numbers through January.

Average initial hold time, she reminded the Board that you could not just look at the average initial hold time because when you look at an average initial hold time of 143 seconds it sounded good. If you take calls on hold over five minutes, 17.3% of the calls on hold for over five minutes were not an acceptable rate and for January calls on hold for over five minutes were at 5%. Abandoned calls for December were at 11.9% but for the month of January they were approximately 3%. Ms. Verrinder commended David Foster, Steve Chang and his staff for focusing on these statistics and working on some of the metrics that staff had in customer service.
Ms. Verrinder stated that about a month and a half ago Chairperson Barnes came to her and informed her that he found this wonderful opportunity at the University of La Verne. The University of La Verne would partner with Foothill Transit and Access Services to offer a Bachelor Degree in Public Administration or a Masters in Public Administration. Ms. Verrinder added that the program was once a week and geared toward the working professional and cost effective. She stated that she was happy to report that Access Services currently had seven employees enrolled in the bachelors program and Matthew Avancena was in the Masters Public Administration.

Ms. Verrinder also mentioned that there was another class that was going to start in March 2014 and the classes would either be hosted at Foothill Transit or Access Services. She thanked Chairperson Barnes for this wonderful opportunity. Ms. Verrinder concluded her report by announcing that it was Galen Hale’s birthday today and she thanked him for coming to work on his birthday.

**BOARD MEMBER COMMUNICATION**

Director Nwokike wished a happy new year to everyone and stated that on the 25th of December Dr. Lee Nattress the Executive Director for the Independent Living Center in Claremont passed away. Director Nwokike thanked Access Services for arranging the transportation of the ILC Board members and staff to attend his service in Redlands. She especially thanked Rogelio Gomez, Access Services Project Administrator for the Eastern and Northern regions for his professionalism and coordinating the transportation.

Director Nason stated that Dr. Lee Nattress was not only a colleague of hers but he was a good friend. In his honor and memory she would like to close the meeting in his name.

Chairperson Barnes thanked everyone for great discussion at today meeting and stated that there was much work to be done with the appointment of the new ad hoc budget committee along with the Metro review of Access Services.

**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 in memory of Dr. Lee Nattress.

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

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:41 p.m.
Approval

Theresa DeVera, Secretary  Date
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: ALVINA NARAYAN, GRANTS & COMPLIANCE ANALYST
MARK GLANZMAN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND CONTRACT WITH LPM CONSULTING INC. (AS-2793)

ISSUE:

Board approval is necessary to exercise the second option year to contract AS-2793 with LPM Consulting Inc. (LPM), Access' drug and alcohol monitoring and compliance consultant. There is one option year remaining.

RECOMMENDATION:

Authorize an extension in the period of performance for one year, from July 1, 2014 through June 30, 2015.

IMPACT ON BUDGET:

None. The funds necessary to accommodate this extension will be included in the Fiscal Year 2015 Access Services budget. There will be no changes to the current rates of compensation.

ALTERNATIVES CONSIDERED:

No alternatives were considered since staff deems the consultant vital in ensuring that Access' and its contracted service providers meet federal drug and alcohol compliance requirements.

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 an amendment to AS-2793 with LPM under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity's legal counsel.
BACKGROUND:

Under Title 49 CFR Part 655 ("Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations"), contractors that perform any safety-sensitive function on behalf of Access Services (grantee) are required to comply with the provisions of Part 655 and follow the procedures prescribed for drug and alcohol testing under Title 49 CFR Part 40 ("Procedures for Transportation Workplace Drug and Alcohol Testing Programs"). The rule specifically requires the grantee to provide monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access Services is consistent with the DOT and FTA rules. Access Services is required to annually certify compliance to the applicable FTA Office.

Access Services has been utilizing the services of a qualified consultant to meet the agency’s monitoring and oversight responsibility to its contractors and their service agents to ensure compliance with the drug and alcohol testing rules. LPM has been the Access Services Alcohol and Substance Abuse Prevention Program consultant since June 2003. The services provided under the previous contracts with LPM have been timely and critical to the success of Access’ compliance program.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DIRECTOR, SAFETY AND RISK MANAGEMENT

RE: CONSIDERATION TO EXTEND CONTRACT WITH CORVEL ENTERPRISES COMP. INC. (AS-2744)

ISSUE:

Board approval is necessary to exercise the fifth option year and add funds to contract AS-2744 with CorVel Enterprises Comp. Inc. (CorVel), Access’ Third Party Administrator (TPA). There is one option year remaining.

RECOMMENDATION:

Authorize $300,000 in funds and an extension in the period of performance for one year, from July 1, 2014 through June 30, 2015. This action will result in an increase in the total contract amount, from $1,520,000 to $1,820,000.

IMPACT ON BUDGET:

The funds necessary to accommodate these changes will be included in the fiscal year 2014-2015 Access Services budget. There will be no changes to the current rates of compensation.

ALTERNATIVES CONSIDERED:

No alternatives were considered since the use of a TPA is essential to the Agency’s self-insured retention (SIR) program that was approved in concept by the Board at its May, 2009 meeting.

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 an amendment to AS 2744 with CorVel under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

In order to administer its liability insurance policies for all Access-owned and provider-owned Access dedicated vehicles, Access contracted in AS-2744 with CorVel to quickly evaluate and settle insurance claims under our new insurance program.

To date, CorVel continues to do an excellent job investigating and resolving claims in an expeditious and fair manner and also protecting the agency against numerous false or exaggerated claims. In addition, as claims have entered litigation, CorVel has done a superb job of managing the litigation process and settling litigated claims for reasonable amounts. It should be noted that claims against the Agency have remained steady despite an increase in miles driven each year.

Total Claims

- In the first year of the SIR, CorVel investigated 361 claims against the Agency and has closed 351 of them.
- In the second year, CorVel investigated 293 claims against the Agency and has closed 280 of them.
- In the third year, CorVel investigated 274 claims against the Agency and has closed 241 of them.
- In the fourth year, CorVel investigated 302 claims against the Agency and has closed 207 of them.
- In the current year, CorVel has investigated 129 claims against the Agency through January 1st and 30 have been closed.

Claims Payments

In its fifth year, the SIR program has proven to be an effective program to manage insurance claims. This is evidenced by a reduction in claim payments over this time period. In fact, when comparing the initial SIR reserve to the actual claim payments, each year has shown a positive balance sheet, as well as continued reductions in payments. It should be noted that the claim payment amounts reflect current payments and that claim amounts will increase over time.

<table>
<thead>
<tr>
<th>POLICY YEAR</th>
<th>SIR RESERVE</th>
<th>CLAIM PAYMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/21/09 to 6/21/10</td>
<td>$1,386,000</td>
<td>$1,059,299</td>
</tr>
<tr>
<td>6/21/10 to 6/21/11</td>
<td>$1,228,000</td>
<td>$818,398</td>
</tr>
<tr>
<td>6/21/11 to 6/21/12</td>
<td>$1,400,000</td>
<td>$633,409</td>
</tr>
<tr>
<td>6/21/12 to 6/21/13</td>
<td>$1,471,000</td>
<td>$384,068</td>
</tr>
<tr>
<td>6/21/13 to present</td>
<td>$1,515,000</td>
<td>$53,895</td>
</tr>
</tbody>
</table>
Claim Adjustment Process

As mentioned previously, the Agency has implemented an internal process to respond to accidents and incidents that occur in the field:

- First, the contractors are required to call the Customer Support Center to report any accident or incident;
- Using Rider360, a Customer Service Representative sorts the incidents by severity and type (property damage, injury, theft etc);
- Staff then collects information about the incident and forwards it to CorVel for further investigation and resolution if it is determined that the incident likely falls under the Agency's self-insurance plan. (Taxicab incidents, for example, fall under insurance that is obtained by the contractor up to $1,000,000 per incident.)
- The aggregate accident/incident data is then collected and analyzed to improve safety on the system at large.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: CONSIDERATION TO EXTEND THE MOBILITY DEVICE MARKING CONTRACT (ASI-2853)

ISSUE:

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

RECOMMENDATION:

Authorize an extension in the period of performance for one year, from July 1, 2014 through June 30, 2015 and a corresponding increase in funding of $241,672 to cover the cost of the one year extension. Furthermore, authorize an increase in the rates of compensation, per the terms of the contract, as follows:

<table>
<thead>
<tr>
<th>HOURLY RATES (FULLY LOADED)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Lead Installer</td>
</tr>
<tr>
<td>Installer A</td>
</tr>
<tr>
<td>Installer B</td>
</tr>
<tr>
<td>Installer C</td>
</tr>
<tr>
<td>Annual Non-Labor NTE</td>
</tr>
</tbody>
</table>

IMPACT ON BUDGET:

This action will result in an increase in the contract amount from $892,795 to $1,134,467. The proposed increase in the contract amount will be accommodated in the Access budget for FY 2014-2015. On July 1, 2011, Access was awarded a New Freedom Grant providing 50% of the funding for this project annually.

ALTERNATIVES CONSIDERED:

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

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with CARE Evaluators, LLC for mobility device marking services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into formal written amendments to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

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

In addition, CARE has:

- Actively participated in Access’ Community Outreach meetings;
- Provided marking and tethering services at monthly Metro Bus Orientation sessions at Rancho Los Amigos National Rehabilitation Center;
- Provided marking and tethering services at the annual Abilities Expo;
- And visited a number of community agencies to provide services.

Audits and refresher training are conducted to ensure that this program operates at the highest level possible, realizing that this process is a very important part of Access’ overall safety initiative.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR
       MARK GLANZMAN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND THE SANTA CLARITA SERVICE AREA CONTRACT (AS-2602)

ISSUE:

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

RECOMMENDATION:

Authorize an additional $1,100,000 in funds and an extension in the period of performance for one year, from August 4, 2014 through August 3, 2015.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $5,703,589 to $6,803,589. The monthly fixed rate will increase from $31,511.01 to $31,857.63 and the fixed per trip rate will increase from $17.05 to $17.24. Per the terms of the contract, the proposed percentage change in the fixed and variable rates (1.1% in this case) is equivalent to the most recently available annual percentage change in the Consumer Price Index for the Los Angeles area (U.S. Department of Labor, Bureau of Labor Statistics). The additional funds will be programmed into the Access budgets for FY 2014-2015 and FY 2015-2016.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with the City of Santa Clarita for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are
incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

The Santa Clarita Service Contract, AS-2602 was awarded to Santa Clarita Transit (SCT) on August 4, 2008. During their tenure as the regional service provider, SCT has committed their operational focus to providing safe, reliable, cost-effective and customer-oriented transportation to our customers and constituents. SCT’s performance over the past year has been stellar, despite operational challenges presented by an unprecedented increase in ridership.

- SCT continues to provide Access customers with safe, consistent and reliable service. SCT’s on-time performance rate continues to exceed Access’ standard for this measurement. During the current fiscal year, the region’s on-time performance has been above 93 percent.

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

- During their tenure as the service provider for the Santa Clarita region, SCT has immersed itself within the community, expanding outreach to our customers at various forums such as the Accessibility Advisory Committee (AAC) and regional Access Services community meetings. The outreach has reaped beneficial partnerships with Access Services customers and constituents.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWEII, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO AMEND CONTRACT FOR TAP CARD PRODUCTION (AS-3030)

ISSUE:

Board approval is necessary to increase funds for TAP card production with Ready Credit Corporation.

RECOMMENDATION:

Authorize an additional $284,000 in funds for Contract AS-3030.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $1,842,000 to $2,126,000. Costs associated with this action will be included in the proposed budget for FY2014/2015.

ALTERNATIVES CONSIDERED:

ReadyCredit is the only firm authorized to provide the TAP/VISA card in the regional fare program. However staff is exploring options to streamline production and reduce costs associated with the program. Staff will working with both CAC and TPAC to elicit feedback before any program changes are brought to the Board.

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 an amendment to AS-3030 with Ready Credit Corporation under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

In October of 2010 the Board authorized staff to execute contracts in order to move forward with participation in the regional TAP program. In April 2013 the Board approved an extension of the contract for another year with an anticipated production of 5,500 cards per month. However actual production is now closer to 6,500 – 7,000 cards per month, with the increase attributed mainly to higher than expected replacement card requests. This amendment is intended to address the higher than expected demand within the current contract year. It is necessary to approve the bulk purchase of the cards at this time due to the extended lead time for manufacturing.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR PLANING & GOVERNMENTAL AFFAIRS
      KURT HAGEN, MANAGER OF ELIGIBILITY

RE: CONSIDERATION TO EXTEND THE ELIGIBILITY DETERMINATION SERVICE CONTRACT (AS-2441)

ISSUE:

Board approval is necessary to increase the rate of compensation effective April 1, 2014 and to extend the Eligibility Determination Services contract (AS-2441) with C.A.R.E. Evaluators, LLC (CARE) for a period of two months through August 31, 2014. This short term extension will allow Access and CARE staff to continue to negotiate on a longer term extension.

RECOMMENDATION:

Staff recommends Board authorization of the following:

1. An extension in the period of performance for two months, from July 1, 2014 through August 31, 2014;
2. An increase in the fixed monthly rate from $124,959 to $143,703, (representing a 15% increase of $18,744 per month), effective April 1, 2014;
3. An increase in the fixed rate for in-person evaluations from $25.08 to $28.84, (representing a 15% increase of $3.76 per evaluation), effective April 1, 2014;
4. An increase in the fixed rate for evaluations based on a document review from $11.75 to $13.51 (representing a 15% increase of $1.76 per evaluation), effective April 1, 2014;
5. Based on the new rates above, a $108,132 increase in funds for the current fiscal year and a $582,506 increase in funds for the extension through August 31, 2014 of next fiscal year;
6. A $25,000 contingency amount for additional eligibility expenses given the transition of eligibility scheduling from CARE to San Gabriel Transit on April 1st.
IMPACT ON BUDGET:

The following tables illustrate the projected volume of In Person Evaluations and Paper Recertification Evaluations and the corresponding cost structure for each of the two time periods.

<table>
<thead>
<tr>
<th>FISCAL YEAR 2013-2014 (4/1/14-6/30/14)</th>
<th>Current Contract</th>
<th>Proposed Revision</th>
<th>Net Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rate</td>
<td>Cost</td>
<td>Rate</td>
</tr>
<tr>
<td>Fixed Monthly</td>
<td>$124,959</td>
<td>$374,877</td>
<td>$143,703</td>
</tr>
<tr>
<td>In Person Evaluations</td>
<td>11,996</td>
<td>$25.08</td>
<td>11,996</td>
</tr>
<tr>
<td>Recertification Evaluations (Document Evaluation)</td>
<td>3,861</td>
<td>$11.75</td>
<td>3,861</td>
</tr>
<tr>
<td>Totals</td>
<td>$721,103</td>
<td></td>
<td>$829,236</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FISCAL YEAR 2014-2015 (7/1/14-8/31/14)</th>
<th>Contract Revision</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Monthly</td>
<td>2 Months</td>
<td>$143,703</td>
<td>$287,406</td>
</tr>
<tr>
<td>In Person Evaluations</td>
<td>8,797</td>
<td>$28.84</td>
<td>$253,705</td>
</tr>
<tr>
<td>Recertification Evaluations (Document Evaluation)</td>
<td>3,064</td>
<td>$13.51</td>
<td>$41,395</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td></td>
<td>$582,506</td>
</tr>
</tbody>
</table>

The financial impact on the change in rates and the two month extension will not exceed the current not-to-exceed contract amount of $15,112,049. The impact on the FY13/14 budget of $108,132 will be offset by a combination of projected lower certification transportation costs, fuel savings, volunteer driver program funds, and funds budgeted for survey work that will not be occurring this year. The new rates will be appropriately allocated for the FY14/15 budget.
ALTERNATIVES CONSIDERED:

Per the contract, CARE has notified Access in writing that the number of evaluations performed has increased by more than 20% and they are requesting a re-negotiation. Access and CARE staffs have been negotiating in good faith and have been unable to reach an agreement. Access staff is confident that an agreement can be reached. Staff hopes to present a long term cost structure that Access and CARE agree on for consideration at the April 2014 Access Board of Directors meeting.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

CARE’s contract allows for Access or CARE to request a renegotiation if the number of evaluations deviates more than 20 percent from the number set out in the current scope of work.

On December 12, 2013, CARE contacted Access to request a contract renegotiation with regard to compensation rates on its Eligibility Determination contract (AS-2441). Since receiving the request for contract renegotiation, staff has been negotiating with CARE staff. Both parties have agreed to this short-term extension at the higher rates to allow adequate time to finalize some details on transportation scheduling, real estate, and adding a second evaluation center (to be done through a request for proposal process).

Staff believes that, given the significantly higher than projected increases in demand for eligibility determination services, an increase in compensation is appropriate. The 15% increase in costs was based upon a review of contracts that have been amended due to demand deviations of greater than 20%. The average increase over the last few years has been 15%, thus the increase is considered consistent and reasonable.

Concurrently, Access will be moving the scheduling of eligibility transportation from CARE to San Gabriel Transit. This will go into effect on or about April 1, 2014 for the Los Angeles Basin. Given this transition, staff believes it is prudent to build in a small contingency for additional expenses to ensure the continued smooth operation of the eligibility process. Any use of contingency funds must be approved by the Executive Director and the Deputy Executive Director, Planning and Government Affairs.
TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO AWARD CONSULTING CONTRACT FOR SURVEY CONSULTING SERVICES

ISSUE:
Board approval is required to award a consulting contract with The Fairfax Research Group for survey consulting services beginning March 17, 2014.

RECOMMENDATION:
Authorize staff to execute a contract with The Fairfax Research Group for a not-to-exceed amount of $19,800 for the period March 17, 2014 through December 31, 2014.

IMPACT ON BUDGET:
The costs for these consulting services were not programmed in the FY 2014 budget and will be covered with the $150,000 budgeted for the volunteer driver program.

ALTERNATIVES CONSIDERED:
No alternatives were considered. Survey design and administration is a highly specialized field that requires experience in both quantitative and qualitative research designs. The Fairfax Research Group will work closely with the Metro auditors to ensure that the interests of Access are taken into account during the Metro survey and focus groups. The survey process must be based on sound statistical and scientific principles. Staff does not possess the expertise to perform this function in-house.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:
If this staff recommendation is approved by the board, staff will be authorized, but not required, to negotiate and enter into a contract with The Fairfax Research Group 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 March 2012, Fairfax Research completed a comprehensive telephone opinion survey of Access customers to assess: (1) overall customer satisfaction and identify areas where it could improve the service and; (2) customer familiarity with the Free Fare program. In May 2013, Fairfax Research completed a telephone survey of Access customers who have used the Access TAP ID Card. The data derived from the survey results has proved invaluable to Access in implementing customer service improvements.

In June 2013, Metro’s Office of Management and Audit retained the consulting firm Bazilio Cobb and Associates to conduct an independent review of Access Services. The final report was presented before Metro’s Finance, Budget and Audit and Executive Management Committees on January 15 and 16, 2014, respectively. The report was discussed and placed under Receive and File by the subcommittees with the understanding that an independent survey and series of focus groups of Access customers be conducted over the next few months.

To ensure that a survey conducted on behalf of Access is statistically valid and free of potential bias and error, staff will task Fairfax Research to work closely with the survey firm selected by Metro to conduct the survey. Additionally, Fairfax Research will ensure that the next survey conducted on behalf of Access adheres to the recommendations set forth in the final report. The Metro recommendations relating to customer survey design and administration are noted below:

Recommendation 1: Access Services should improve its future customer survey design, administration and follow-up by:

- Presenting the draft survey questions and questionnaire to its Community Advisory Committee, Transportation Professionals Advisory Committee, and Metro Civil Rights for review and input prior to the survey questionnaire being finalized and administered.
- Providing a complete listing of its clients along with information required by the survey research firm to appropriately select the sample of clients to participate in the survey and to administer the survey.
- Ensuring that the final survey questionnaire includes a statement that responses are completely anonymous, individual responses will not be communicated to Access Services, and cannot impact eligibility or service provided. The contract with the survey research firm selected should also include a provision prohibiting the firm from sharing individual responses with Access Services.
- Requesting Metro Civil Rights to collaborate in the entire customer survey process, including presentation of the results to both the Access Services and Metro boards.
- Developing a formal action plan, in collaboration with Metro Civil Rights, to address issues and concerns identified through the customer survey. This action...
plan should be presented to the Access Services and Metro boards with the survey results.

- Ensure the Request for Qualifications or Proposals (RFQ/RFP) is distributed directly to the numerous survey research firms in the region, including colleges and universities, which could potentially provide the survey research service.

Fairfax Research provides extensive background and over 20 years of expertise in the field of market and survey research, which includes questionnaire development, sample design, and data processing/collection. Staff feels the firm is well qualified to provide expert survey consulting services to Access Services.
MARCH 10, 2014

TO: BOARD OF DIRECTORS

FROM: MATHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in 12 recommendations including Access’ Management Response to the recommendations. 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 Agency progress on implementing the report’s 12 recommendations.

RECOMMENDATION:

Receive and File.
Recommendation #1:

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. |

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:

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

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

Recommendation #4:

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

| Jan - 14 | Access will be undertaking a review of this recommendation in the near future. |
Recommendation #5:

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. |

Recommendation #6:

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. |

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. |

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

**CLOSED**

**Recommendation #9:**
Access Services should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services.

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

**Work through CAC and TPAC**

**Recommendation #10:**
Access Services should evaluate whether centralizing the reservations and/or routing function would lead to greater system efficiency.

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

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

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

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

CLOSED BY METRO