BOARD OF DIRECTOR’S MEETING  
MONDAY, MARCH 23, 2015  
Closed Session: 12:00  
General Session: Immediately Following  
The meeting is expected to end by or before 3:00 p.m.

ACCESS SERVICES HEADQUARTERS  
Council Conference Room, 3rd Floor  
3449 Santa Anita Avenue  
El Monte CA  91731

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

DISPOSITION

1. CALL TO ORDER  

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION

   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9

      1. Existing Litigation: Gov. Code §54956.9(a)  
         (i) Minnis v. Access Services: LASC #BS145949

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

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

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 23, 2015 (page 5)
   [Staff Recommendation: Approve minutes as written.]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Consideration to Extend Term and Increase Funds - Information Technology Consulting and Services Contract (AS-3039) (page 12)
   b) Consideration to Extend Term and Increase Funds - Internet Services With Cogent Communications (AS-2940) (page 14)
   c) Consideration to Renew Free Fare Program Agreement With Los Angeles Department of Transportation (page 16)
   d) Consideration to Approve Contract Modification for Data Center Co-Location Contract (AS-3650) (page 18)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE ORIGIN TO DESTINATION POLICY (page 20)
   [Staff Recommendation: Approve the attached Origin to Destination ("Beyond the Curb") Policy and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access at the Annual Meeting on April 17, 2015 with the goal of starting Origin to Destination service on July 1st.

   Report back to the Board and Advisory Committees one year from the start of Origin to Destination service on the status of the program.]
10. CONSIDERATION TO APPROVE FORWARDING PROPOSED DYNAMIC FARE SYSTEM FOR PUBLIC HEARING AND ADVISORY COMMITTEE INPUT (page 26)

[Staff Recommendation: Approve the concepts behind the dynamic fare system proposals and provide staff with guidance on which fare proposal(s) to be distributed to the Community Advisory Committee, Transportation Professionals Advisory Committees, Public Hearing, and various community and transportation committees for input and discussion.]

11. CONSIDERATION TO APPROVE EXTENSION OF WEST CENTRAL AREA SERVICE CONTRACT WITH CALIFORNIA TRANSIT, INC. (AS-2364) (page 31)

[Staff Recommendation: Authorize the addition of funds by $18,507,535.35 and an extension in the period of performance for one (1) year, from November 1, 2015 through October 31, 2016.]

12. PARENTS WITH DISABILITIES UPDATE

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

[Staff Recommendation: Receive and file]

14. EXECUTIVE DIRECTOR’S REPORT

15. BOARD MEMBER COMMUNICATION

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

17. 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."
STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE ACCESS
SERVICES BOARD OF DIRECTORS
G-Trans, Gardena Bus Lines
13999 South Western Avenue
Gardena, CA 90249

Monday, February 23, 2015
12:04 p.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 12:04 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

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

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

No public comments.

3. **CLOSED SESSION REPORT**

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

4. **SUPERIOR SERVICE AWARD**

The February 2015 recipient was unable to attend the meeting. The award presentation was postponed for a later date.
5. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the regular Board of Directors meeting held on Monday, January 12, 2015.

Motion made by Director John Troost, Seconded by Vice Chair Dolores Nason. Director Angela Nwokike abstained, Via Voice Vote all were in favor, motion passed.

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

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on Tuesday, February 10, 2015.

Linda Evans, Chair of the Transportation Professional Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, January 15, 2015.

7. **GENERAL PUBLIC COMMENT**

Renee Madrea made public comment by stating that the drivers still were not approaching her when they arrived at her location. The driver(s) were not offering her a seat belt extension, she was being physically assaulted by a driver and excess trip lengths.

Lisa Anderson made public comment by stating that the reservation line had some kind of interference where they could not hear her, so they would disconnect her calls. She also stated that shared rides are taking too long, taxi drivers are talking on the phone while driving, they don’t follow the road signs and the drivers do not approach the rider when they arrive at the destination. She concluded her public comment by stating that the final thing that made her very nervous was when the vehicle arrived to pick her up the vehicle was facing in the opposite direction of traffic which made it difficult for her to board the vehicle.

Rachele Goeman made public comment by stating that she was on hold for 45 minutes trying to cancel a ride and due to the long wait time she received a no-show. She also stated that this was not the first time she had been on hold for more than 30 minutes, she recommended that there be a line dedicated for cancelations and ETA’s.

Jan Johnson made public comment by stating that she was experiencing the same issues, also with shared rides in the Eastern region she had been on a vehicle for more than three hours at a time with a service animal.

Michael Conrad made public comment by stating that he called the Access information line often and the last time he called the information provided on that line was last updated on July 25, 2014. He recommend that the information...
on this line be updated every month with dates, times, and locations for upcoming Board, CAC, QSS and other meetings, which would not cost Access Services any money to add. He also recommend that a message be put in the queues regarding the information line.

William Zuke made public comment by stating that Access Services was a wonderful and lifesaving service and he did not want to see it go away. He also stated that many drivers are not showing their identification which he felt should be a policy. He also mentioned that he had an incident on December 6, 2014, which was extremely stressful for him, he briefly described the incident and stated that he was working with Operations Administrator, Jack Garate.

8. MEMBER AGENCY – G TRANS SPOTLIGHT

Deputy Director of Transportation for G-Trans, Paula Faust provided a brief overview on her organization and their recent name change to G Trans.

9. CONSENT CALENDAR

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

9-a Consideration to Approve Employee Handbook Revision and Policy Updates
9-b Consideration to Extend State Advocacy Contract - Joe A. Gonsalves and Son (AS-2796)
8-c Consideration to Extend Local Advocacy Contract - David Gershwin Consulting (AS-3867)

Director Dan Levy recommended that Item 9-b and 9-c be pulled for purposes of discussion.

Motion made by Director Kim Turner to approve Item 9-a on the consent calendar, Seconded by Director Art Ida. Via Roll Call Vote all were in favor, motion passed.

Item 9-b

Motion made by Director Dan Levy to renew the contract for one year and then put the contract out to bid, Seconded by Director John Troost. Via Roll Call Vote, one in favor seven opposed, motion failed.

Alternative Motion made by Director Kim Turner to approve staff’s recommendation, Seconded by Secretary Theresa DeVera. Via Roll Call Vote, seven in favor with one opposed, motion passed.
Item 9-c

Motion made by Director Dan Levy to approve a one year contract and then put the contract out to bid, there was no second, motion failed.

Alternative Motion made by Director Art Ida to approve staff’s recommendation, Seconded by Angela Nwokike. Via Roll Call Vote, seven in favor with one opposed, motion passed.

10. CONSIDERATION TO APPROVE FORWARDING PROPOSED BY-LAW CHANGES ON ACCESS ANNUAL REPORT TO ACCESS MEMBERSHIP

Recommendation: Forward the proposed by-law changes to the Access Membership for review and approval.

This item was pulled by staff due to Access Services year end audited financial statements being delayed due to CalPers delay in calculating actuarial risks for the agency.

11. DISCUSSION OF AMENDING AGENCY BY-LAWS TO ALLOW FOR BOARD ALTERNATES

Recommendation: No staff recommendation.

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

12. CONSIDERATION TO APPROVE FORWARDING PROPOSED BY-LAW CHANGES ON OFFICERS OF THE AGENCY TO THE ACCESS MEMBERSHIP

Recommendation: Forward the proposed changes to the Access Membership for review.

Motion made by Vice Chair Dolores Nason to approve staff’s recommendation, Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed.

13. CONSIDERATION OF AMENDING AGENCY BY-LAWS TO ALLOW FOR A BOARD EXECUTIVE COMMITTEE

Recommendation: No Staff recommendation.

Motion made by Director Dan Levy to amend by-laws to allow the Board of Directors to create an Executive Committee of the Board, Seconded by Director Martin Gombert. Via Roll Call Vote seven opposed and one in favor, motion failed.
Alternative Motion made by Director Kim Turner to deny the by-law amendment to allow for a Board Executive Committee to be created, Seconded by Secretary Theresa DeVera. Via Roll Call Vote, seven in favor with one opposed, motion passed.

14. **CONSIDERATION TO APPROVE FORWARDING PROPOSED BY-LAW CHANGES ON MEMBERSHIP MEETINGS TO THE ACCESS MEMBERSHIP**

Recommendation: Forward the proposed changes to the Access Membership for review.

Motion made by Secretary Theresa DeVera to approve staff’s recommendation. Seconded by Director Martin Gombert. Via Voice Vote all were in favor, motion passed.

15. **CONSIDERATION TO APPROVE FORWARDING PROPOSED BY-LAW CHANGES ON MEMBER NOTIFICATION TO THE ACCESS MEMBERSHIP**

Recommendation: Forward the proposed changes to the Access Membership for review.

Motion made by Vice Chair Dolores Nason to approve staff’s recommendation. Seconded by Director Angela Nwokike. Via Voice Vote all were in favor, motion passed.

16. **CONSIDERATION TO APPROVE NO SHOW POLICY REVISIONS**

1. Recommendation: Authorize staff to make the following changes to the no-show policy, effective April 1, 2015:
   - Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;
   - A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter;
   - Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours before the scheduled pick-up time;
   - Access will send a notification letter after each no-show starting with the second no-show in a month.

2. Authorize staff to undertake the following customer outreach plan:
   - Update the No-Show Policy on the accessla.org website.
   - Printed Rider’s Guides will have an insert of the revised no-show policy.
• Seat drops will be distributed and placed on all Access Services vehicles starting March 2, 2015.

• Customers who would be deemed eligible for suspension in the month of March will receive a notification of the revised no-show policy rather than be suspended.

Public Comment on Item 16

Rachele Goeman made public comment by stating that when a rider tries to cancel a reservation and is unable to for whatever reason they would accrue no-shows. Also with the new no-show policy if you get 5 or more within a month it would be a problem if you only take 5 trips a month.

Renee Madrea made public comment by stating that her situation was a little different because the drivers were not approaching her or were equipped with seatbelt extensions. She stated that there were many times when replacement vehicles had to be sent and she received no-shows. She asked if this would be considered as a different type of situation.

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

17. CONSIDERATION TO APPROVE DRAFT ORIGIN TO DESTINATION POLICY FOR PUBLIC HEARING AND ADVISORY COMMITTEE INPUT

Recommendation: Approve the draft policy to be distributed to the Community Advisory Committee, Transportation Professionals Advisory Committees, Public Hearing, and various community and transportation committees for input and discussion.

Motion made by Vice Chair Dolores Nason to approve the staff’s recommendation. Seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.

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


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

19. EXECUTIVE DIRECTOR’S REPORT

Shelly Verrinder, Executive Director, Access Services, stated that the next Board of Directors meeting would be held on Monday, March 23, 2015 in the City of Glendale. She also stated that there will be two Membership Meetings this fiscal
year and both will be held at the Southern California Association of Governments (SCAG) in Downtown Los Angeles. The first membership meeting will be on Friday, April 17, 2015. This will be a working lunch to discuss and approve the Origin to Destination item, by-law changes, and a presentation of the Jerry Walker Commitment to Quality Services Award for 2014. The second membership meeting will be held on Monday, June 15, 2015 and would also be a working lunch to discuss a plan of action on the Triennial Review Finding related to Fares and a presentation on the Spirit of Accessibility Award for 2014.

Ms. Verrinder concluded her report by stating that the comprehensive reviews on Eligibility and Customer Service would begin this week.

20. **BOARD MEMBER COMMUNICATION**

Director Dan Levy stated that he noticed that the February Board Box had the response to the questions he brought up at the last Board meeting. He pointed out that the calculation on the comparability to the travel time staff added 20 minutes to take fixed route into account. He added that it was usually half the headway so he thought 20 minutes was unfair. Ms. Verrinder stated that she agreed with Director Levy so this may have been in error. Staff would look into it.

Vice Chair Dolores Nason thanked G-Tran for allowing Access Services to hold their February Board of Directors meeting at their location. She also stated that she was concerned about holding the Board meetings at different locations throughout Access Services member agencies because most times the locations are not accessible and it could be very confusing and time consuming. Chairperson Doran Barnes replied that staff would monitor how moving Board meetings to different locations worked out.

Chairperson Doran Barnes congratulated Ms. Verrinder and presented her with a plaque of appreciation for completing 20 years with Access Services.

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

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

22. **ADJOURNMENT**

Motion made by Secretary Theresa DeVera to adjourn the meeting. Seconded by Vice Chair Dolores Nason via Voice Vote. The meeting adjourned at 3:35 p.m.

Approval

Theresa DeVera, Secretary          Date
ITEM 8-a

MARCH 13, 2015

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY
       STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS

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

ISSUE:

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

RECOMMENDATION:

Authorize $135,870 in funds and an extension in the period of performance for one year, from May 1, 2015 through April 30, 2016.

IMPACT ON BUDGET:

These consulting services were budgeted for FY2014/2015 and will also be allocated in FY2015/2016. This action will result in an increase in the total contract amount from $499,500 to $635,370. The hourly rates will increase from $143.00 to $143.93 which is consistent with the Consumer Price Index (CPI) as stipulated in the contract.

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. This is part of the continuing development of a key infrastructure project and this is the second of five option years available under this contract.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and amend the written contract with PDSA, Inc. 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 February 2011, PDSA, Inc. was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, a single application to manage data of an Access customer. In January 2014, the first of five one-year options was exercised.

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

New projects for the future may include merging of service provider driver and vehicle data into Rider360.

The requested funds will be utilized to address additional and changing business needs that have been identified by staff. The requested amount is an estimate of the work that will be completed through the end of the second option year of the contract.
MARCH 13, 2015

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY
       STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - INTERNET SERVICES WITH COGENT COMMUNICATIONS (AS-2940)

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

RECOMMENDATION:
Authorize $26,400 in funds and an extension in the period of performance for one (1) year, effective April 6, 2015 through April 5, 2016.

IMPACT ON BUDGET:
The costs associated with this contract were budgeted in the current fiscal year and will be allocated in the FY2015/16 budget. This action will result in an increase of the contract not-to-exceed amount from $137,800 to $164,200. There is no increase to the rates through the term of this extension.

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 does not feel it would be advantageous to potentially transition to a new internet services provider until after Access disaster recovery site becomes available later this year.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:
If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written extension of the existing services agreement with Cogent Communications for the provision of internet service upon
terms and conditions set forth and no less favorable to Access than those proposed above.

**BACKGROUND**

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

Cogent Communication has provided this service since Access relocated from downtown Los Angeles.
MARCH 13, 2015

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO RENEW FREE FARE PROGRAM AGREEMENT WITH LOS ANGELES DEPARTMENT OF TRANSPORTATION

ISSUE:

The Free Fare Agreement between Access Services and L.A. Department of Transportation (LADOT) has expired. LADOT and Access staff believes it is in the mutual interest of both agencies to continue LADOT’s participation in the Free Fare program.

RECOMMENDATION:

Renew the Free Fare Program Agreement with LADOT effective March 1, 2015.

IMPACT ON BUDGET:

The annual reimbursement cost for LADOT’s participation in the free fare program is approximately $380,039. The cost for reimbursement has been programmed in the current FY 2014/2015 budget.

The funding for the reimbursements comes from the Prop C Discretionary Fund.

BACKGROUND:

In 2000, Access established the Free Fare Program to encourage Access customers to use regular, accessible bus or rail service when appropriate. The Free Fare Program allows Access customers to ride the bus or rail free of charge. In turn, Access reimburses free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency.

LADOT and L.A. Metro were one of the first agencies to participate in the Free Fare program. At the time, LADOT and Access did not have accurate estimates on the number of Access riders who may use LADOT’s fixed route system. As the free fare program was relatively new, it was unclear if the program would be successful.
Therefore, LADOT felt it would be in its best interest to set an expiration date in the agreement.

Since then all free fare agreements Access has entered into do not have an expiration date and may be terminated with 90 days written notice from either party. The new agreement with LADOT will contain the same terms and termination provisions as other free fare agreements.

LADOT operates Commuter Express and DASH service within the Los Angeles City limits. During FY 2014, LADOT reported 1,366,906 Access boardings as recorded by the TAP program.

The Free Fare Program has been very successful and is potentially saving the Los Angeles County Region in excess of $100 million annually assuming that Free Fare trips replace a similar ADA paratransit trip. (Since the introduction of our new TAP ID card, we are starting to get data from Metro that indicates that our savings estimates may be too conservative.)

The Free Fare program affords greater mobility to Access riders by providing more travel options. The initial intent of the program was to encourage paratransit riders who were able to take the fixed route bus so that they could expand their mobility options.
ITEM 8-d

MARCH 13, 2015

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, SENIOR MANAGER OF INFORMATION TECHNOLOGY
       STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: CONSIDERATION TO APPROVE CONTRACT MODIFICATION FOR DATA CENTER CO-LOCATION CONTRACT (AS-3650)

ISSUE:

Board approval is required to execute a Service agreement for a data center colocation contract. This is a change to a previously approved item (CONSIDERATION TO AWARD DATA CENTER CO-LOCATION CONTRACT AS-3650) from the Board meeting of August, 2014. The change is with the form of the contract.

RECOMMENDATION:

Authorize staff to execute the Internap agreement, with agreed upon amendments, for data center co-location services with a five (5) year base term plus three one (1) year options in the amount not to exceed $1,379,840 to Internap for the lease of primary and disaster recovery data centers and implementation services and assist with migrating existing applications and databases to the new facilities.

IMPACT ON BUDGET:

Funding for this project has been budgeted for FY 2014/15 operating and capital expenses and will be budgeted appropriately in subsequent fiscal years. The funding for these services comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

Enhancement to the existing El Monte on premise data center has been considered. The difficulties to improve the on premise water based fire extinguishing system, enhance the building structure and provide a disaster recovery plan has led to the conclusion that seeking a specifically designed co-location data center makes more economical sense.
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 contract for co-location data centers and services on terms that are no less favorable to Access Services than those proposed above. Access Services 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:

This item was previously approved by the Board in August 2014. However, after the Board action, it became apparent that our standard contract was not an adequate instrument to address these services. Staff worked with Internap and legal counsel to modify the Access contract terms and conditions and incorporate the Internap Master Services Agreement (MSA). Because some of the terms changed, it is necessary to seek approval of the Board to approve this agreement. The specific areas that were modified relate to limitations of liability, indemnification and termination. Internap and Access Legal Counsel were able to negotiate mutually agreeable terms using the modified Access contract and the Internap MSA.

Access’ demand has grown in double digits for the past 5 years and the reliance on network services has become mission critical. The existing data center in Access’ administrative office is based on ten (10) + year design that has been a challenge to maintain due to both technical and physical limitations. To address this staff has begun to redesign the system landscape based on a modern architecture as well as to incorporate a more robust disaster recovery environment.

The technology system landscape modernization project consists of the following pieces from a high level point of view:

1. Hardware colocation: identify primary data center and disaster recovery site
2. Equipment installation: procure and install system hardware at the data centers identified from above
3. Data connectivity: establish data connection between locations

This award is to address the 1st technical piece listed above. As cloud based technology evolved over the past 15 years, it has become a more mature and commercially viable solution that has been adopted globally. Staff plans to take a phased approach to implement the entire co-location solution. Phase I will establish the primary data center and go-live before end of April 2015. Phase II will establish the disaster recovery data center and go-live before end of July 2015.
MARCH 13, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE ORIGIN TO DESTINATION POLICY

ISSUE:

In 2013 and 2014, Access Services and 10 Access Services member agencies (Gardena Bus Lines, Long Beach Transit, Beach Cities Transit, Torrance Transit, Santa Monica’s Big Blue Bus, Antelope Valley Transit Authority, Santa Clarita Transit, Culver City Bus, Foothill Transit, and Metro) received a Federal Transit Administration (FTA) finding that Access is not providing Origin to Destination service.

RECOMMENDATION:

- Approve the attached Origin to Destination (“Beyond the Curb”) Policy and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access at the Annual Meeting on April 17, 2015 with the goal of starting Origin to Destination service on July 1st.

- Report back to the Board and Advisory Committees one year from the start of Origin to Destination service on the status of the program.

IMPACT ON BUDGET:

Unknown at this time. Access recently conducted a statistically-valid survey of frequent riders. The survey showed that although 35% of customers feel they need the service, 73% of customers are likely to apply even if they had to go through a paper application process. In addition, given that other transit agencies have made the transition from a pure curb-to-curb system to an “origin to destination” system, there is now enough data to come to a reasonably accurate cost estimate. The survey results, the data collected from other agencies, and estimates provided by providers are being reviewed by HDR to develop cost estimates. However, given the Agency’s goal to implement this service by July 1, 2015, HDR may only be able to give an estimate for our initial funding request for FY 15-16. Access staff has included a
placeholder of $5 million in our preliminary budget request for Fiscal Year 2015/16 to Metro staff.

BACKGROUND:

Every year, the Federal Transit Administration (FTA) conducts Triennial Reviews of certain transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. During the 2013 and 2014 Triennial Review cycles and, in the case of Access, the 2013 State Management Review cycle, the FTA found that Access did not provide “Origin to Destination” service to its customers. While Access has always operated a curb-to-curb, paratransit system and its FTA approved paratransit plan provides for that form of service, the FTA now maintains, based on a September, 2006 DOT guidance that service must be provided beyond the curb for passengers whose disabilities may require such assistance in order to reach their destination or leave their point of origin. Access and other transit agencies challenged the validity of the Origin to Destination 2006 guidance and proposed to the FTA to await changes until the February 27, 2006 NPRM regarding reasonable modification, which subsumes “origin to destination” was determined.

Recently, Access Services and 10 Access Services member agencies (Gardena Bus Lines, Long Beach Transit, Beach Cities Transit, Torrance Transit, Santa Monica’s Big Blue Bus, Antelope Valley Transit Authority, Santa Clarita Transit, Culver City Bus, Foothill Transit, and Metro) have received a FTA finding that Access is not providing Origin to Destination service. Given this, it has been necessary for the region to once again have a dialogue regarding curb-to-curb versus origin-to-destination and then follow a public participation process.

In January and February, staff worked with the Origin to Destination Ad Hoc Working Group on developing a policy on Origin to Destination. The Ad Hoc Working Group was comprised of customers, advocates, contractors and member agency representatives. The group met on three separate occasions and had excellent discussions about how this new service should be implemented. A draft policy on Origin to Destination was developed from these meetings and was presented to the Board of Directors on February 23, 2015. The Board asked that a draft policy be forwarded to a Public Hearing, the Community Advisory Committee (CAC), the Transportation Professionals Advisory Committee (TPAC), and various community and transportation committees for input and discussion. The Board advised staff to present a revised policy at the March 2015 Board of Director’s Meeting.

A Public Hearing on the draft Origin to Destination Policy was conducted on March 9, 2015. The public had several comments. Those in favor of the service cited greater assistance at pick-up locations, eliminating the need to wait at curbside, minimizing no-shows, and it being a safer service for older and severely disabled customers as reasons for supporting the policy. Those against the proposed service cited additional delays in service, air and heating issues for customers and service animals because the
vehicle has to be turned off, and safety concerns when left alone in the vehicle, as reasons against the service.

The CAC reviewed the policy on March 10, 2015. Overall, the group was in favor of the policy because they felt that more customers’ transportation needs would be met. The CAC approved the draft policy with an amendment to review some of the concerns they had with the draft policy at a future date. Some of those topics to be reviewed included:

- How will eligibility evaluations determine whether or not customers are “prevented” from using the curb-to-curb system;
- How will Access notify customers of the service;
- Policies on customers that cannot be left alone;
- Policies on drivers not being allowed to enter gates, courtyards, building vestibules etc.
- Look at a better definition of “under appropriate circumstance” in the draft policy;
- Issues regarding air and heating for customers and service animals on the vehicle;
- Concerns about being left alone on the vehicles, especially for women at night.

TPAC reviewed the policy on March 12, 2015. TPAC approved the draft policy and recommended Access staff to review the policy after a year of implementation to ensure it is meeting the needs of the community and consistent with the DOT Guidance on Origin to Destination.

Some of the comments and feedback at the meeting included:

- Ensuring adequate materials and time for driver training;
- Tracking “special” requests that are out of scope with the policy;
- Making sure eligibility evaluations are consistent.

In addition to receiving feedback at the Public Hearing and at the Advisory Committee meetings, the Fairfax Research Group conducted a survey of frequent Access users. A total of 300 customers were surveyed on questions related to their interest in the proposed Beyond the Curb service. Some of the highlights of the survey include:

- 63% do not feel they need beyond the curb service;
- 35% feel they need beyond the curb service;
- 10% feel they need the service even if they had a PCA;
- The top reasons customers feel they need the service are disability (72%), assistance with bags (30%), home is inaccessible (20%); convenience (20%);
- 52% currently receive ad hoc assistance from driver;
- 56% of customers are very likely (39%) or somewhat likely (17%) to apply;
• 70% are very likely (55%) or somewhat likely (15%) to apply if they had to return to the eligibility center;
• 73% are very likely (55%) or somewhat likely (18%) to apply if they had to fill out a paper application;
• If the driver were to leave the vehicle to assist a customer, 86% would feel comfortable being left alone while 82% would feel comfortable being left with others;
• 49% of customers would be bothered a little or a lot if their travel times were longer due to the service;
• The top concerns for turning off the vehicles are no concerns (37%), no air conditioner (34%), and personal safety (19%).

REASONABLE MODIFICATION

After almost 9 years, on March 13, 2015 the DOT announced the adoption of its 2006 Reasonable Modification rule making. This was made possible through a DOT finding that the rulemaking was not significant and thus did not need OMB approval. Reasonable Modification requires that as to both fixed route and complementary ADA paratransit, “reasonable modifications” of their policies, practices and procedures be made upon request in order to ensure that the services are actually useable by a qualified person with disabilities unless it can be demonstrated that doing so (i) would fundamentally alter the nature of the service, program or activity, (ii) would result in a direct threat to the health or safety of others, or (iii) without the requested modification, the individual with a disability is able to fully use the entities services, programs or activities, or (iv) to grant the request would create an undue financial or administrative burden.

“Origin to destination” is thus only one aspect of reasonable modification and its new definition is now contained in 49 CFR §37.3.

Under this new schema, one or more employees must be designated to coordinate compliance efforts. In addition the entity must adopt procedures that incorporate appropriate due process standards and provide for prompt and equitable resolution of complaints meeting specified criteria. 49 CFR §§37.17, 37.169
ACCESS SERVICES ORIGIN-TO-DESTINATION POLICY

The primary mode of transportation for Access ADA paratransit is curb-to-curb service. Access will provide assistance beyond the curb to eligible customers or at eligible locations. This Origin to Destination service will be known as “Beyond the Curb” service to differentiate it from the baseline ADA paratransit service.

Although we will provide additional assistance beyond the curb, it is important to remember that Access is not a medical transportation service. If a customer’s medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Assistant accompany the customer. Personal Care Assistants do not have to pay a fare on Access Services.

**Eligibility**

Customers, who require Beyond the Curb service regularly, or occasionally, must be found eligible for the service during the eligibility process. 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 an 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.

**Operations**

Eligible customers should request Beyond the Curb service during reservations. Contractors will make their best effort to accommodate requests not made during reservations (e.g. on the vehicle) by any customer, whether eligible or not eligible. This includes situations with changing environments caused by weather and construction. Access cannot fulfill requests that fundamentally alter the nature of the service (e.g. door through door service).

The safety of our customers and our drivers is of primary importance and Access will not provide Beyond the Curb service if the driver determines that it is unsafe to do so. While providing assistance beyond the curb, drivers are required to maintain visual contact of the vehicle at all times and must be able to legally park and secure the vehicle safely (e.g. no parking on red curbs, no double parking). This service does not change Access’ current policy related to alleys, driveways, and gated communities.
The driver is NOT allowed to:

- Leave the vehicle beyond 60 feet;
- Enter any doors or gates;
- Assist with packages that exceed the current package policy;
- Assist beyond the ground level of any building or apartment;
- Enter any private residence or buildings.

To continue to provide efficient service to all of our customers, Access requests that customers meet the driver outside of their residence or building. Per current policy, the driver will dwell for no more than five (5) minutes once arriving at a pick-up or drop-off location.
MARCH 13, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE FORWARDING PROPOSED DYNAMIC FARE SYSTEM FOR PUBLIC HEARING AND ADVISORY COMMITTEE INPUT

ISSUE:

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

Staff would like preliminary feedback from the Board at this time on the dynamic fare system concepts and proposals (attached).

Pending Board approval, the proposal will be presented at community meetings scheduled for April, the Community Advisory Committee (CAC), the Transportation Professionals Advisory Committee (TPAC), and a Public Hearing. In addition, staff will also present the proposal at the upcoming meetings of the Bus Operations Subcommittee (BOS), the Local Transit Systems Subcommittee (LTSS), the Los Angeles County General Manager’s Group and upcoming meetings of the City and County Commissions on Disabilities.

A final proposal will be brought to the Board in May and then to the Access Membership at a meeting in June.

RECOMMENDATION:

Approve the concepts behind the dynamic fare system proposals and provide staff with guidance on which fare proposal(s) to be distributed to the Community Advisory Committee, Transportation Professionals Advisory Committees, Public Hearing, and various community and transportation committees for input and discussion.
IMPACT ON BUDGET:

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

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

BACKGROUND:

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

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

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

A meeting between Access Services and Acting FTA Administrator Therese McMillan and her Executive Staff was held in Washington, DC on December 2nd, 2014 to discuss this issue. After Access made a presentation, the FTA said that, while they appreciated the complexity of the Los Angeles system, they felt that it was now possible for Access
to implement a dynamic fare system. However, the FTA did understand that such a system could not be implemented by the original deadline of March 2015 and asked that Access give the FTA an implementation timeline by the March deadline. In that meeting, the FTA also noted that Access or the region could petition the Department of Transportation for a rulemaking to address this issue.

In January 2015, the Board approved the following public participation timeline:

PROPOSED DYNAMIC FARE
PUBLIC PARTICIPATION IMPLEMENTATION MILESTONES

JANUARY-FEBRUARY 2015

- Staff to develop a proposed dynamic fare system

MARCH-APRIL 2015

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

MAY 2015

- Board consideration of proposed dynamic fare system with implementation timeline

JUNE 2015

- Present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access.
Proposed Dynamic Fares System Concepts

Dynamic Fare System Rounding Down to Nearest Dollar or Half Dollar

The Dynamic Fare System will take the following steps to identify the paratransit fare:

1. Customer calls reservation line to book a trip;

2. The system will identify a comparable fixed route trip and calculate the fare;

3. The fare of the comparable fixed route trip will be doubled;

4. The fare will then be rounded down to the nearest dollar or half dollar, including $0.

5. If the rounded down fare exceeds the Board approved fare cap, the paratransit fare will be the set fare cap.

A fare system rounded to the nearest dollar or half dollar allows for a simpler fare system that is especially compatible with an alternative fare payment system (i.e. coupons).

Comparable Fixed Route Trip

The comparable fixed route trip is defined using the Metro Trip Planner as:

- a trip using the local bus or rail system,
- with the fewest number of transfers (or shortest travel time),
- If multiple trip options exist, the trip with the lowest fare.
- Comparable fixed route trips performed on Metro system assume free transfers to other Metro lines for up to two hours to complete a one-way trip.
Dynamic Fare System Proposals – Estimate of Changes

(* Elasticity = -0.26  ** Free Metro Transfer for 2 hours)

**Dollar System**

**$4 Cap**

Increase in fare revenue 3.7%
Net Fare Revenue
Entire FY: $357,915
Half FY: $178,958
Trip Demand Change: -1.9%
16% pay $2.00 or less
64.2% will pay $3.00
20% will pay $4.00
Average Fare: $3.00

**Dollar System**

**$5 Cap**

Increase in fare revenue 5.8%
Net Fare Revenue
Entire FY: $561,678
Half FY: $280,839
Trip Demand Change: -2.8%
16% pay $2.00 or less
64.3% will pay $3.00
8.9% will pay $4.00
10% will pay $5.00
Average Fare: $3.09

**Half Dollar System**

**Cap at $4**

Increase in fare revenue 12.3%
Net Fare Revenue
Entire FY: $1,185,048
Half FY: $592,524
Trip Demand Change: -5.2%
16.6% will pay $3.00 or less
62.7% will pay $3.50
20.7% will pay $4.00
Average Fare: $3.36
TO:        BOARD OF DIRECTORS
FROM:      RANDY JOHNSON, PROJECT ADMINISTRATOR
          STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
RE:        CONSIDERATION TO APPROVE EXTENSION OF WEST CENTRAL
          AREA SERVICE CONTRACT WITH CALIFORNIA TRANSIT, INC.
          (AS-2364)

ISSUE:

The current contract term of the West Central Region service provider, California
Transit, Inc. will expire October 31, 2015. Board approval is necessary to exercise the
option year of contract AS-2364 with California Transit, Inc. (CTI) for continued service
in the West Central Region for an additional one year period.

RECOMMENDATION:

Authorize the addition of funds by $18,507,535.35 and an extension in the period of
performance for one (1) year, from November 1, 2015 through October 31, 2016.

IMPACT ON BUDGET:

The proposed increase in the contract amount will be accommodated by the
proposed budgets for FY 2015-2016 and FY 2016-2017. Staff negotiated a 1.25% increase in the fixed per trip rate from $27.57 to $27.91; and an increase in the fixed
monthly rate from $313,965.32 to $317,889.89. This compares favorably with the
average year-over-year increase in the Consumer Price Index for the Los Angeles
Metropolitan Region - the standard by which rate changes are measured - which was
1.93%.

<table>
<thead>
<tr>
<th></th>
<th>Current Year</th>
<th>Proposed Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Fee</td>
<td>$313,965.32</td>
<td>$317,889.89</td>
</tr>
<tr>
<td>Rate Per Trip</td>
<td>$27.57</td>
<td>$27.91</td>
</tr>
<tr>
<td>Estimated Annual Trips*</td>
<td>526,437</td>
<td>526,437</td>
</tr>
<tr>
<td>Total Annual Cost</td>
<td>$18,281,451.93</td>
<td>$18,507,535.35</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only

This action will result in an increase in the previously approved contract amount of
$115,161,689 to $133,669,225.
The above action will also extend the Braille Coordinator services provided by CTI with a 1.25% increase ($16.58/hr to $16.79/hr) to the existing rate for those services. This cost is split between Access and the Braille Institute.

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

**ALTERNATIVES CONSIDERED:**

Staff could opt not to negotiate the option year, however doing so would require the contract to be put out to bid. Based on the negotiated rates and the successful performance of the contract itself, staff does not recommend that option. Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with the CTI for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period 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**

**SAFETY AND PERFORMANCE**

California Transit, Inc. has been serving Access customers in the West Central Region since October 2007. After a successful transition from the previous service provider, CTI has consistently provided a safe, reliable and cost-effective transportation service.

During the current fiscal year up to March 1, 2015, California Transit has maintained a preventable collision rate of 0.5 collisions per 100,000 miles. CTI has reached a performance level of 91.8%, with 0.07% of trips falling into the Late 4 (Hour Late) category. The average initial hold time of the reservation lines reached 73 seconds and calls over five minutes held at 5.8%.

Overall, CTI has maintained a standard level of service and in some areas surpassed standards set by Access, while keeping safety at the forefront of its mission and service model. Thus, we request Board approval to exercise the sixth (6th) option year of CTI’s contract under the terms described above.
MARCH 13, 2015

TO: BOARD OF DIRECTORS

FROM: MATHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

ISSUE:

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

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

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

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

RECOMMENDATION:

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

Recommendation #1 - CLOSED in August 2014
Access Services staff should present its future customer service survey to Access Services’ Advisory Committees and Metro’s Civil Rights for review and input, make additional improvements to the survey procurement and sampling plan, and establish a more formal follow-up process.

| 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.

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

April - 14 Access’ Travel Training contractor Mobility Management Partners (MMP) has already contacted high use riders to offer them travel training. To date over 202 customers were called and offered training. As this effort is on-going, Access will close this recommendation at the end of April.

May - 14  CLOSED

June -14 Director Levy asked to re-open this recommendation pending additional data on high use riders who have been contacted and offered Travel Training. Access Services provided MMP with a list of the highest volume of “short trip” users during the month of September 2013. A short trip was defined as less than two miles one-way. The list contained a total of 2,894 users. Out of the riders on this list, the number of short trips taken per month ranged as follows:

<table>
<thead>
<tr>
<th>Number of Short Trips</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or more trips</td>
<td>202</td>
<td>7%</td>
</tr>
<tr>
<td>7 - 11 trips</td>
<td>235</td>
<td>8%</td>
</tr>
<tr>
<td>6 trips or less</td>
<td>2,457</td>
<td>85%</td>
</tr>
</tbody>
</table>

Between November 2013 and February 2014 MMP attempted to contact the 202 highest users of short trips to present the travel training program. The results were as follows:

<table>
<thead>
<tr>
<th>Contact Results</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>107</td>
<td>53%</td>
</tr>
<tr>
<td>Not interested - medical concerns</td>
<td>53</td>
<td>26%</td>
</tr>
<tr>
<td>Not interested - no reason given</td>
<td>26</td>
<td>13%</td>
</tr>
<tr>
<td>Interested</td>
<td>8</td>
<td>4%</td>
</tr>
<tr>
<td>Maybe later</td>
<td>6</td>
<td>3%</td>
</tr>
</tbody>
</table>
Have already been trained | 2 | 1%

Note: “No response” results include cases of a wrong number, or where two attempts were made by leaving messages and no return call was received.

Applications were provided for the 8 riders showing interest in the program, and to date none have resulted in assessments and/or trainings. Access will ask MMP to further evaluate the list and continue to make calls to the 8% of riders who have taken between 7-11 trips.

August-14 | As time allows, Access and MMP staff will call the remaining high use riders from the original list and offer them travel training. Since staff would like to make this a continuous component of the Travel Training program, staff would like to close this recommendation going forward.

CLOSED in August 2014

Recommendation #4 - CLOSED in August 2014:

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

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

April - 14 | Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.

May - 14 | Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.

June-14 | Staff has budgeted funds in the proposed FY 2015 budget for group travel training.

August-14 | Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward.

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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 14</td>
<td>Access will be undertaking a review of this recommendation in the near future.</td>
</tr>
<tr>
<td>April 14</td>
<td>Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.</td>
</tr>
<tr>
<td>May 14</td>
<td>The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.</td>
</tr>
</tbody>
</table>
| June 14 | Since there is no universally accepted formula to determine cost savings, it is common for other agencies that offer travel training programs to adopt different approaches to determine cost savings. Access Services has approached Easter Seals Project Action for assistance on best practices on evaluating Travel Training Programs. The methodology is based on a number of assumptions: MMP performs follow-up interviews with clients at one week, one month, two months and six months after the training program is completed. During these interviews, participants are asked how many one-way trips they have taken on public transit instead of using Access Services during the time since they completed their training. Based on follow-up with participants who have recently completed the program, riders who have been trained are using fixed route transit for an average of 7 one-way trips per month. These are believed to be conservative numbers. Had these same riders not been trained, they would have used Access Services to take the same seven (7) one-way trips. The average cost savings per trip diverted to fixed route is $31.33 (the difference between the average cost per trip on fixed route and the average cost per trip on Access). Based on these assumptions, the Access Travel Training Program provides training to 250 individuals per year, or 21 trainings per month on the average. The cost per training is approximately $2,000, resulting in a monthly cost of roughly $42,000 to maintain the program. It is important to note that savings
are cumulative, in that as more individuals are trained, the number of trips diverted monthly continues to grow. For example, after one month of training, 21 individuals have been trained and 147 trips are being diverted to fixed route on a monthly basis. After 12 months of training, 250 individuals have been trained and 1,750 trips monthly are being diverted to fixed route, and so on.

After one full year, the ongoing monthly savings resulting from the program has increased to $54,828 ($31.33 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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan - 14</td>
<td>Access Services is continuously reviewing its fleet mix and will continue to do so. The Access fleet is comprised of Access owned vehicles, contractor owned vehicles and taxicabs. Staff presented a vehicle formula for Access owned vehicles to the CAC and TPAC in March. The formula is expected to be presented to the Board for consideration in April 2014.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Staff is working with the transportation service providers on the base assumptions used to drive the vehicle allocation formula. A revised formula and vehicle service plan will be presented to TPAC and CAC in May 2014.</td>
</tr>
<tr>
<td>May - 14</td>
<td>The vehicle allocation formula has been presented to CAC and TPAC. Staff is still in the process of finalizing the formula. Depending upon modifications the formula may need to go back to the CAC and TPAC. Currently, the formula is expected to be presented to the Board for consideration in June 2014.</td>
</tr>
<tr>
<td>June-14</td>
<td>Access staff has met with each transportation service contractor to review their fleet needs and inventory. The results of these meetings generated the vehicle acquisitions proposed for FY 14/15 and the distribution of vehicles from the fleet build for FY 13/14. Staff will now work with the transportation service providers to refine the vehicle allocation formula. The formula will then be presented to CAC and TPAC for additional input. After CAC and TPAC's review staff will present the formula to the Board for consideration.</td>
</tr>
<tr>
<td>August-14</td>
<td>The revised formula was presented at the August CAC and TPAC meeting. If there is Board approval at the August Board meeting staff will close this recommendation going forward.</td>
</tr>
<tr>
<td>September-14</td>
<td>The revised formula was scheduled to be presented at the August CAC meeting but the meeting ran over time. Staff will present the item at the September CAC meeting. If there is Board approval at the September Board meeting staff will close this recommendation going forward.</td>
</tr>
</tbody>
</table>

CLOSED in September 2014
**Recommendation #7:**

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

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>January 14</td>
<td>Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendations 10 and 11.</td>
</tr>
<tr>
<td>May 14</td>
<td>Hold for FY 14/15 Budget Approval</td>
</tr>
<tr>
<td>August 14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
</tr>
<tr>
<td>September 14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
</tr>
<tr>
<td>November 14</td>
<td>The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It was determined that the RFP should be broken down into specialized areas. The RFPs for Customer Service and Eligibility will be issued in November 2014 and the consulting contract will be brought back for consideration at the January or February 2015 Board of Directors meeting.</td>
</tr>
<tr>
<td>January 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.</td>
</tr>
<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>
</tbody>
</table>
**Recommendation #8: CLOSED in February 2014:**

Access Services should conduct a process review of its call center functions with a focus on ensuring that hold times are brought within the established standards. Additionally, Access Services should report quarterly to their Board on OMC and CSC call hold time improvements until it is able to meet its internal standard.

<table>
<thead>
<tr>
<th>Jan – 14</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CLOSED</td>
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</table>

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

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

<table>
<thead>
<tr>
<th>Jan – 14</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<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>
<tr>
<td></td>
<td>CLOSED in August 2014</td>
</tr>
</tbody>
</table>
**Recommendation #10:**
Access Services should evaluate whether centralizing the reservations and/or routing function would lead to greater system efficiency.

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<tr>
<th>Jan - 14</th>
<th>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.</th>
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<td>April - 14</td>
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<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>
<tr>
<td>August-14</td>
<td>The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
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<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
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<tr>
<td>November -14</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>January - 15</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>February - 15</td>
<td>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.</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>
</tr>
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</table>

**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.

<p>| 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 |</p>
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<tr>
<td>April 14</td>
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<tr>
<td>May 14</td>
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<tr>
<td>June 14</td>
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<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>
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<tr>
<td>January 15</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>February 15</td>
<td>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.</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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**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>
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<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**