

# access

## REVISED

BOARD OF DIRECTORS MEETING  
MONDAY, SEPTEMBER 23, 2013  
Closed Session: 12:00 – 1:00 P.M.  
General Session: 1:00 – 3:00 P.M.  
Los Angeles County MTA  
One Gateway Plaza, 3rd Floor  
729 Vignes Street, Los Angeles CA 90012

### *MISSION STATEMENT*

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

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. BOARD OFFICER ELECTIONS (page 4)  [Staff Recommendation: Elect Officers [Chairperson, Vice Chairperson, Executive Director, Secretary, Treasurer] as provided in Bylaws Article VII B to serve for a term beginning September 23, 2013 and ending June 30, 2014 or the election of their successor, whichever last occurs.]	ACTION [Vote Required: majority of quorum by voice vote]
3. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
4. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>  I. <i>Anticipated Litigation: Gov. Code §54956.9 (b)</i>  (i) <i>Significant exposure to litigation against the agency - one case</i>	

(ii) *Initiation of Litigation - one case Gov. Code §54956.9 (c)*

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| 5.  | <b>SUPERIOR SERVICE AWARDS</b>   | PRESENTATION  |
| 6.  | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 26, 2013</b> (page 9)<br>[Staff Recommendation: Approve minutes as written.]  | ACTION<br>[Vote Required: majority of quorum by voice vote] |
| 7.  | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>  | INFORMATION   |
| 8.  | <b>GENERAL PUBLIC COMMENT</b>  | INFORMATION   |
| 9.  | <b>CONSENT CALENDAR</b> <ul style="list-style-type: none"><li>a) Approval of Board of Director's Committee Appointments (page 17)</li><li>b) Approval of Board of Director's Audit Committee Appointments (page 21)</li><li>c) Reappointment of Transportation Professionals Advisory Committee (TPAC) Members (page 25)</li><li>d) Access Services Title VI (Non-Discrimination) Plans (page 27)</li><li>e) Access Services' Equal Employment Opportunity (EEO) Plan (page 32)</li><li>f) Renewal of Agency Insurance Policies For Fiscal Year 2013/14 (page 34) - <b>AMENDED ITEM</b></li><li>g) Revise Rancho Los Amigos Shuttle (page 35)<br/>[Staff Recommendation: Approve Consent Calendar]</li></ul> | ACTION<br>[Vote Required: majority of quorum by roll call]  |
| 10. | <b>ORGANIZATIONAL GOALS FOR FISCAL YEAR 2013/14</b> (page 37)<br>[Staff Recommendation: Approve the organizational goals for Fiscal Year 2013/14 (see item for details)]   | ACTION<br>[Vote Required: majority of quorum by roll call]  |
| 11. | <b>YEAR END REVIEW - OPERATIONS</b>  | PRESENTATION  |
| 12. | <b>EXECUTIVE DIRECTOR'S REPORT</b>   | INFORMATION   |
| 13. | <b>BOARD MEMBER COMMUNICATION</b>  | INFORMATION   |

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| 14. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b> | DISCUSSION/<br>POSSIBLE ACTION |
| 15. | <b>ADJOURNMENT</b>  | ACTION                         |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. 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 agenda 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."](#)

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: JAMES G. JONES, ACCESS SERVICES LEGAL COUNSEL  
RE: BOARD OFFICER ELECTIONS

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**ISSUE:**

It is necessary to elect new officers of the Board for Fiscal Year 2013-2014. Attached you will find Bylaw Article VII - Officers of the Agency which details each officer's responsibilities and duties on the Board.

**RECOMMENDATION:**

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximately one-year term beginning September 23, 2013 and ending June 30, 2014 or the election of their successor, whichever last occurs. The nominees are:

**Slate of Officers:**

Chairperson:	Doran Barnes
Vice Chair:	Dolores Nason [Requires term limit waiver]
Treasurer:	Martin Gombert
Secretary:	Theresa May DeVera [Requires term limit waiver]
Executive Director:	Shelly Verrinder

## ARTICLE VII. OFFICERS OF THE AGENCY

### A. Officers of the Agency.

The officers of the agency shall be a Chairperson, Vice Chairperson, Executive Director, Secretary and Treasurer. The agency may also have, at the Board's discretion, such other officers as may be appointed in accordance with this article of these bylaws. Any number of offices may be held by the same person, except that neither the Secretary nor the Treasurer may serve concurrently as Chairperson.

### B. Election of Officers.

The officers of the agency, except those appointed under Article VII, Section C of these bylaws, shall be chosen annually by the Board and shall serve at the pleasure of the Board, subject to the rights, if any, of any officer under any contract of employment.

### C. Other Officers.

The Board may appoint and may authorize the Executive Director to appoint any other officers that the corporation may require, including, without limitation, a Deputy Executive Director. Each officer so appointed shall have the title, hold office for the period, have the authority, and perform the duties specified in the bylaws or determined by the Board.

### D. Removal of Officers.

Without prejudice to any rights or an officer under any contract of employment, any officer may be removed with or without cause by the Board and also, if the officer was not chosen by the Board, by any officer on whom the Board may confer that power of removal.

### E. Resignation of Officers.

Any officer may resign at any time by giving written notice to the agency. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective. Any resignation shall be without prejudice to the rights, if any, of the agency under any contract to which the officer is a party.

### F. Vacancies in Office.

A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled in the manner prescribed in these bylaws for regular appointments to that office, provided, however, that vacancies need not be filled on an annual basis.

G. Responsibilities of the Officers.

1. Chairperson of the Board:

The chairperson shall preside at meetings of the Board and at meetings of the members and shall exercise such other powers and duties as the Board of Directors shall assign from time to time. In the absence of an Executive Director or Deputy Executive Director, the chairperson shall become the chief executive officer of the corporation and, subject to such supervisory powers as the Board may give to the chairperson of the Board, if any, and subject to the control of the Board, shall direct, supervise and control the agency's activities, affairs and officers until such time as an Executive Director is elected.

2. Vice Chairperson of the Board:

If the chairperson is absent or unable to perform the duties of the chair, the vice chairperson shall perform all of the duties of the chairperson. When so acting, the vice chairperson shall have the powers of and be subject to all the restrictions applied on the chairperson. The vice chairperson shall have such other powers and perform such other duties as the Board may prescribe.

3. Executive Director:

The Executive Director shall be the Chief Executive Officer of the agency and, subject to such limits as the Board may place on the supervisory powers of the Executive Director, if any, and subject to the control of the Board, shall direct, supervise and control the agency's day-to-day activities, affairs and non-board appointed officers.

4. Deputy Executive Director:

In the absence or disability of the Executive Director, the Deputy Executive Director, if any, shall perform all the duties of the Executive Director, and when so acting shall have all the powers of, and be subject to all the restrictions upon the Executive Director. The Deputy Executive Director shall have such other powers and perform such other duties as from time to time may be prescribed for them respectively by the Board of Directors, the Bylaws or the Executive Director.

5. Secretary:

a. Book of Minutes:

The secretary shall keep, or cause to be kept, at the corporation's principal office or other such place as the Board may direct, a book of minutes of all meetings, proceedings, and actions of the Board, of committees of the Board and of members' meetings. The minutes of meetings shall include the time and place that the meeting was held, whether the meeting was annual, regular, or

special, and, if special, how authorized, the notice given, the names of those present at Board and committee meetings, and the number of members present or represented at members I meetings. The secretary shall keep or cause to be kept, at the principal office in California, a copy of the articles of incorporation and bylaws, as amended to date.

b. Membership Records:

The secretary shall keep or cause to be kept, at the agency's principal office or at a place determined by resolution of the Board, a record of the agency's members, showing each member's name, address, and class of membership.

c. Notices, Seal and Other Duties:

The secretary shall give, or cause to be given, notice of all meetings of members, of the Board and of committees of the Board required by these bylaws to be given. The secretary shall keep the corporate seal in safe custody and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

6. Treasurer:

a. Books of Account:

The treasurer shall keep and maintain, or cause to be kept and maintained, adequate and correct books and accounts of the agency's properties and transactions. The treasurer shall send or cause to be given to the members and directors such financial statements and reports as are required to be given by law, by these bylaws, or by the Board. The books of account shall be open to inspection by any director at all reasonable times.

b. Deposit and Disbursement of Money and Valuables:

The treasurer shall deposit, or cause to be deposited, all money and other valuables in the name and to the credit of the corporation with such depositories as the Board may designate, shall disburse the corporation's funds as the Board may order, shall render to the chairperson of the Board and the Board, when requested, an account of all transactions as treasurer and of the financial condition of the agency, and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

c. Disbursement of Funds:

The following signatures shall be required on corporate checks:

- (i) The Board of Directors may from time to time open an account or accounts with banks or other financial institutions and shall designate which officers or other designees shall have the authority to execute checks and other items for an on behalf of the agency.
- (ii) The Treasurer shall disburse or cause to disburse the funds of the agency with such banks or the financial institutions as designated by the Board of Directors. The Treasurer shall periodically review or cause to be reviewed the disbursements of funds to ensure that all disbursements are undertaken in a manner consistent with procedures established by or under the authority of the Board of Directors.

MINUTES  
ACCESS SERVICES  
BOARD MEETING  
AUGUST 26, 2013

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The Access Services Board of Directors meeting convened at 12:02 p.m. on Monday, August 26, 2013 in the Yosemite B Room of the California Endowment Center located at 1000 North Alameda Street in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Theresa DeVera, Secretary, Kim Turner, Martin Gombert, Angela Nwokike, John Troost, Art Ida, and Hector Guerrero. Ex-Officio's, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Ex-Officio Board Member Wayne Wassell, Chair TPAC was excused from the meeting.

Access Services' staff members present included: Shelly Verrinder, Mark Maloney, F Scott Jewell, Araceli Camuy, Andre Colaiace, Jack Garate, Rogelio Gomez, Geoffrey Okamoto, Susanna Cadenas, David Foster, Richard Rodriguez, Kurt Hagen, Alfredo Torales, Matthew Avancena, Galen Hale, Lora Verarde (intern), and Ramon Garcia (intern).

**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 1:25 p.m. at which time Michael Arrigo, Chair of the CAC joined the general session.

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

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending or threatened litigation 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 informed everyone that this was Access Services first Board meeting for the new Fiscal Year 2013/14 and we also had some new Board members that he would like to welcome with the first being Director Kim Turner, the Transportation Director for Torrance Transit, representing the Municipal Fixed Route Operators, Art Ida, Director of Transportation for Culver City Bus, also representing the Municipal Fixed Route Operators and John Troost, the 2<sup>nd</sup> Vice Chair of the Los Angeles County Commission on Disability.

### **SUPERIOR SERVICE AWARDS**

Jennifer Williams, a driver from Diversified Transportation, was the recipient of the Superior Service Award for the month of July 2013. Claudia Aceves, a Driver from San Gabriel Transit Inc., was the recipient of the Superior Service Award for the month of August 2013.

### **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM JUNE 12, 2013 AND JULY 1, 2013**

**Motion:** Director Nason moved approval of the June 12<sup>th</sup> and July 1, 2013 Board meeting minutes.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

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

**Opposed:** None.

**Abstention:** Directors Turner, Ida, Troost, and DeVera.

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

### **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, August 13, 2013 at which time the committee received two presentations from Mr. Foster, Access Services Manager of Customer Support Services, on Same Day Trip Requests and the TAP Card Survey. Mr. Arrigo also reported that Stacey Murphy from San Gabriel Transit provided a presentation on Express Booking. He added that if anyone was like him and waited until the last hour to make their reservations for the next day they would have noticed that there are a lot of callers on the line waiting to do the same thing. He stated that

one night there were 26 people ahead of him and with Express Booking it would help bypass the callers ahead of you.

Mr. Arrigo concluded his report by stating that the committee conducted their election process for Chair and Vice Chair and he was happy to report that he was reelected to serve as Chair for another year and Terri Lantz a representative from United Cerebral Palsy, was elected as Vice Chair.

Chairperson Barnes congratulated Mr. Arrigo on his reelection as Chair of the CAC and stated that the Board looked forward to his continued service.

### GENERAL PUBLIC COMMENT

Tonni Yee Hemphill stated that when she called to book her trip the phone tree gave her an option to push number one for English and number two for Spanish and when she selected the English version it also had a Spanish version of "File a Smile," she stated that this was confusing to the callers. She recommended that there only be English on the English line and Spanish on the Spanish line. Ms. Hemphill also stated that one of the regions only had computerized booking which she did not care for because she liked to talk to a real person on the other end of a call, which would also allow her to recommend someone for the Superior Service award if they provided excellent service. She added that one day she opted to speak to a real person instead of the recording and the call taker was very rude.

Ms. Verrinder informed Ms. Hemphill that Access Services Customer Care Supervisor, Susanna Cadenas would follow-up with her after the meeting.

Michael Conrad stated that sometimes when a rider called the Southern or Northern Regions the reservationist would give the caller a time outside of the hour, for example if the caller wanted a 9:00 pick-up the reservationist would give the caller a 7:50 pick-up time. Mr. Conrad stated that it was his understanding that the rules were that they could not give you more than an hour on both sides of the time the rider requested. He added that it might be an issue with the software and if that was the case, staff needed to look into it.

Mr. Conrad also stated that for the Eastern and Western Regions he really liked the next day cancelation line which saved him a lot of time on hold. Mr. Conrad concluded his public comment by asking why the Board meetings aren't held in El Monte at Access Services headquarters.

Chairperson Barnes thanked Mr. Conrad and Ms. Hemphill for their comments and positive feedback. He also stated that the Access Services Board of Directors meetings have been set for the Downtown area because it was central to all parts of the County and depending on where the person was coming from Downtown was the center of transportation activity.

## CONSENT CALENDAR

- Motion:** Director Gombert moved approval of Items 8-a thru 8-e on the Consent Calendar.
- Second:** Director DeVera seconded the motion.
- Discussion:** None.
- Roll Call:** Chairperson Barnes asked for a roll call.
- In Favor:** Directors Gombert, Troost, Guerrero, Nwokike, Nason, Turner, DeVera, and Ida.
- Opposed:** None.
- Abstention:** None.
- Pass/Fail:** The motion carried.

## SUCCESSION/EMPLOYEE TRAINING AND DEVELOPMENT PLANNING

Access Services Executive Director, Shelly Verrinder provided a brief presentation and introduced Cynthia Alt, a Senior Consultant from Insight Strategies who provided a broad overview of the Succession Planning process utilized at Access Services.

### **Board Questions & Comments:** None.

Chairperson Barnes thanked Ms. Verrinder and Ms. Alt for their detailed presentation and reminded the Board that this was an information item only and no action was needed.

## 2013 GRANTEE MANAGEMENT REVIEW

Access Services Deputy Executive Director of Planning and Governmental Affairs, Andre Colaiace provided a brief presentation on the 2013 Grantee Management Review outcome.

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

## EASTERN REGION PILOT PROJECT "EXPRESS BOOKING"

Access Services Project Administrator for the Eastern and Northern Regions, Rogelio Gomez and Stacey Murphy, General Manager from San Gabriel Transit Inc., provided a brief presentation on the Eastern Region Pilot Project, Express Booking.

### **Board Questions &**

**Comments:** Director DeVera stated that the roll out of the Pilot Project for Express Booking was really bad, she added that when it was on the next day

reservation line as option four and when you selected option four you would hear a recording of every single place you had booked a trip to, which she felt did not make it Express Booking. She also provided an example of a trip she recently booked to El Monte for a 2:30 meeting which did not work out for her so she spoke to a reservationist which did not help her situation, so she was not a big fan of the Express Booking program. Director DeVera also added that the program may work out for people that did not like to speak to a representative but she did especially if she wanted to recommend someone to receive the Superior Service award for excellent service.

Director DeVera concluded her comment by stating that the negotiation times were too far before or after the time requested.

Ms. Murphy replied that this was the first complaint she received on this issue. She also stated that they keep a log on all the complaints they received regarding the Express Booking program.

Mr. Arrigo stated that when he called the Express Booking line he would bypass the 15 people on hold. He also stated that he had not experienced any problems with receiving the time he requested. The only thing that seemed strange was that they would ask him for his phone number if he wanted a call out, which was odd since they had his number on file. He concluded his comment by stating that he supported the program.

Director DeVera asked Ms. Murphy what San Gabriel Transit's original averages were and why do they have a high cancellation rate of 30%. Ms. Murphy replied that the cancellations were only for the riders that booked trips and wanted to use the automated cancellation process. All riders that cancel their trips, which were about 150 a day, 30% of those individuals used the automated cancel line. Ms. Murphy also mentioned that outreach was done to the highly active riders going to and from the same address; they were contacted and asked if they wanted to participate in the program via a letter and Customer Service representative contact.

Ms. Verrinder added that when staff went through the process of acquiring the StrataGen software staff discussed Interactive Voice Response (IVR), which Ms. Murphy mentioned in her response. Ms. Verrinder stated that each one of Access Services contractors utilized different software and each one of the software platforms had the ability to do what San Gabriel Transit called "Express Booking," but staff has referred to it as Interactive Voice Response. Ms. Verrinder also stated that she felt what was important to do with this program was take the knowledge learned to decide or figure out how to set it up from a system wide perspective. Ms. Verrinder added that each region was going to be a little different and staff was going to try to standardize the

program. She also added that this was a learning process as we moved forward.

Chairperson Barnes thanked Mr. Gomez and Ms. Murphy for their detailed presentation 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 informing the Board members that Donna Cisco was on Jury Duty and this would be the first Board meeting she had missed. Ms. Verrinder also mentioned that for the July operations statistics she wanted to present it a little different to provide a comparison to the budget. She added that for the month of July, Access Services performed 8% more trips than were budgeted, Access exceeded the standard on-time performance by .2% coming in at 91.2%, average initial hold time remained low at 70 seconds, total eligible riders as of July were 139,187, and the budgeted cost per trip for July was \$36.21 and Access came in at \$36.07. Ms. Verrinder cautioned everyone that the budget numbers fluctuate month to month.

Ms. Verrinder informed the Board that at the September Board meeting officer elections would be held and legal counsel, Jim Jones would be sending out an email to the Board members. For the new Board members the Officers of the Board were Chairperson, Doran Barnes, Vice Chairperson, was currently Director Dolores Nason, Executive Director, was herself and was voted on every year, which could be very stressful. Treasurer, who was currently Ex-Director Joe Stitcher, who's term had expired but he will continue to sign checks until a new Treasurer is appointed and Secretary, who was currently Director Theresa DeVera.

Ms. Verrinder also stated that another item that will be on the September Board Agenda and would be handled by Donna Cisco or herself depending upon how long the Jury Duty case lasted and was the Board Committee's. She stated that there were three Board committees; the Quality Service Sub-committee, which was currently handled by Director Gombert, the Compensation Committee, handled by Directors Barnes, Nason and Ex-Director Baghdanian, and the Audit Committee. She mentioned that it was very important that staff seat the Audit Committee as soon as possible because the Financial Audit had already started. The Committee would consist of three members that would be working with F Scott Jewell and Kandy Kuo. Other items for the September Board Agenda are the follow-up on the Succession Planning, the Performance Review Process, and the updated Executive Director/Agency Goals for the coming fiscal year, which she would be forwarding to the current committee.

Ms. Verrinder concluded her report by stating that in July Access Services had their 4<sup>th</sup> Annual Access Roadeo which was a success with record attendance. She added that it was the last year it would be in Pomona and in July because it was very hot. Staff was already in the process of acquiring a venue in the central area and the Roadeo was tentatively scheduled between April and June 2014.

## **BOARD MEMBER COMMUNICATION**

Director Ida stated that he was honored and happy to serve on the Access Board of Directors, he was also looking forward to working with his fellow Board members.

Director Turner stated that she concurred with Director Ida and that she too was honored and looked forward to serving on the Access Board of Directors. She also stated that she felt that this was a great first meeting for her and she congratulated the Superior Service Award recipients.

Director Nwokike stated that she would like to share the project that she was working on with the Disability Organizing Network which was called the DO Network. She stated that she was very grateful to Gilbert Garza, Access Services Grants Management/Compliance Administrator/DBELO, because he was instrumental in helping her put together a "How to Do a Volunteer Driver Service." The Disability Organizing Network in January came up with a goal to have a larger volunteer driver service in Southern California. Director Nwokike stated that she contacted Andre Colaiace, Access Services Deputy Executive Director of Planning and Governmental Affairs, and he recommended that she speak to Gilbert Garza. She stated that she invited Mr. Garza to participate in a couple of telephone conferences and he has been doing a great job on training the committee. Director Nwokike concluded her comment by stating if anyone had any questions about this program, they should contact Mr. Garza at Access Services.

Director Troost concurred with Directors Ida and Turner's comments and stated that he was very happy to be serving on the Access Board of Directors.

Director Nason stated that last month she attended the APTA Transit Board Member Seminar in Austin Texas along with Chairperson Barnes. She stated that when she attends these conferences every year, she comes back all fired up because after listening to all the Directors from different states she can see that the Access Board of the Director are the Best. Director Nason also informed the Board that the big attraction in Austin was the millions of bats that came out at dusk from under the bridge over the lake.

Chairperson Barnes added that the APTA Transit Board Member seminar was a very valuable seminar and he also comes back with lots of new ideas and appreciates the networking that takes place during the seminars. He also stated that at these seminars we've learned how very fortunate we are to have a Board that works well together and moves things forward because not every transit agency could say the same thing.

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

Director DeVera stated that she had been reading a number of public comments from the CAC and with her own experiences, when she tries to book a trip, it ends up being one hour to early or too late; it was never like that. She stated that her trip to this meeting was scheduled for 11:40 a.m., so someone had to call the provider to make sure she made it on time for closed session. Director DeVera mentioned that the routing of the trip was terrible. She stated that she knew that she was not the only one

experiencing these problems because she would hear about the same issues at the CAC meetings. Director DeVera described a trip with terrible routing issues which made her very late for a very important meeting she asked that staff look into these routing issues.

Chairperson Barnes stated that it sounded like an operational issue he asked that staff investigate these issues and report back to the Board. Ms. Verrinder replied that she had spoken to Director DeVera about conducting a study to look into the routing issues not just in the Eastern Region but across the board. Ms. Verrinder stated that staff would look into the shard ride issue related to the ADA regulations and travel time, the trip negotiation process and will include an item in a future Board Box first and if needed it would come back to the Board as a Board item.

### **ADJOURNMENT**

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

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

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:36 p.m.

Approval

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Theresa DeVera, Secretary

Date

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON  
RE: APPROVAL OF BOARD OF DIRECTOR'S COMMITTEE  
APPOINTMENTS

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**ISSUE:**

It is necessary to appoint Board members to the Quality Services Subcommittee, and Compensation Committee.

**RECOMMENDATION:**

Appoint Board members to serve on the following committees effective September 23, 2013:

Quality Services Subcommittee: Director Angela Nwokike.

Compensation Committee: Directors Gombert, Barnes, and Nason.

**BACKGROUND:**

In July of 2005, the Board adopted a resolution forming and appointing members to a Compensation Committee. The above individuals are proposed for this committee. In addition, the Board appoints one of its members to the Quality Services Subcommittee (QSS) of the CAC.

The resolution forming the committees does not specify a term and the law does not specifically require it, but good agency governance principles suggest that standing committee members without specific terms be reappointed annually.

**ACCESS SERVICES INCORPORATED  
APPOINTMENT OF COMPENSATION COMMITTEE**

**WHEREAS**, California law (Gov. Code § 12596(g)) requires that the compensation, including benefits, of the Executive Director and the Director of Finance and Administration upon hiring, renewal or extension of the term of employment or upon modification of compensation be reviewed and a determination made as to whether such compensation is just and reasonable;

**WHEREAS**, this Board of Directors notes that the appointment of a Compensation Committee composed of \_\_\_\_\_ to review and approve the compensation of executives promotes a forum providing independent oversight over the fairness of the compensation arrangements for such executives and greater management accountability; and

**WHEREAS**, this Board has determined that it is in the best interests of this Agency and of its members that such a committee be appointed, with powers as set forth in these resolutions, and that the committee be called the "Compensation Committee" of this Board;

**NOW, THEREFORE, BE IT RESOLVED**, that a Committee (the "Compensation Committee") consisting of \_\_\_\_ persons is hereby created, and the following persons are hereby appointed as its members: \_\_\_\_\_

**FURTHER RESOLVED**, that each member of the Compensation Committee shall serve until such member's successor shall be appointed by the Board or until the existence of the Compensation Committee is terminated by the Board of Directors. In the event that any member of the Compensation Committee shall resign or cease to be a Director of this corporation, the vacancy thus caused shall be filled by the Board.

**FURTHER RESOLVED**, that two (2) members of the Compensation Committee shall constitute a quorum for the transaction of business.

**FURTHER RESOLVED**, that meetings of the Compensation Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this corporation. The Compensation Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Compensation Committee to the contrary. Meetings shall be held when called by any member of the Compensation Committee or the Board of Directors or otherwise permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Compensation Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.

**FURTHER RESOLVED**, that to the extent permitted by applicable law, the Compensation Committee shall exercise the following powers and duties:

- (a) Review and approve or recommend to the full Board the annual salary, bonus and other benefits, direct and indirect, of this Agency's Executive Director and Director of Finance and Administration and such other members of senior management as the Board may request;
- (b) Upon hiring, renewal or extension of the term of employment or modification of compensation for the Executive Director or Director of Finance and Administration, determine whether the compensation (including benefits) for such executives is just and reasonable and report such determination and the basis thereof to the Board.
- (c) Administer executive compensation or incentive compensation arrangements for this Agency, to the extent that the Board of Directors would otherwise be involved in the administration thereof and to review and submit to the Board of Directors' recommendations concerning new executive compensation;
- (d) Establish and periodically review this Agency's policies regarding management prerequisites;
- (e) Establish, when applicable, guidelines for incidental use by Agency personnel and their families of Agency resources that are not otherwise being utilized;
- (f) Periodically review and submit to the full Board of Directors recommendations regarding non-officer employee compensation and benefit policies;
- (g) Function, on an ad hoc basis, as the committee having delegated authority to determine whether or not indemnification should be provided to officers and directors who are also employees;
- (h) Review and submit to the full Board of Directors recommendations concerning long-range planning for executive development and succession; and
- (i) Consult with appropriate management personnel and/or outside consultants periodically concerning levels of executive compensation, emerging trends in the compensation area and other matters which would be relevant in carrying out their duties as set forth above.

**FURTHER RESOLVED**, that the Compensation Committee shall be subject at all times to the control of the Board, which shall have the power to revise or alter any

action taken by the Compensation Committee, provided, however, that no rights of third parties that have attached or arisen shall be adversely affected thereby.

**FURTHER RESOLVED**, that each member of the Compensation Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the Compensation Committee.

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION  
RE: APPROVAL OF BOARD OF DIRECTOR'S AUDIT COMMITTEE APPOINTMENTS

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**ISSUE:**

It is necessary to appoint Board members to Access Services Audit Committee.

**RECOMMENDATION:**

Appoint Board members or there designated appointee to serve on the following committee effective September 23, 2013:

Audit Committee: Directors Art Ida, Daniel Levy, and Jim Mills from Torrance Transit, nominated by Director Kim Turner.

**BACKGROUND:**

In July of 2005, the Board adopted a resolution forming and appointing members to an Audit Committee. The above individuals are proposed for the Audit committee.

The resolution forming the committee does not specify a term and the law does not specifically require it, but good agency governance principles suggest that standing committee members without specific terms be reappointed annually.

**ACCESS SERVICES  
APPOINTMENT OF AUDIT COMMITTEE**

**WHEREAS**, California law (Gov. Code §12586(e) (2)) requires that the Board Directors establish an audit committee, and the Bylaws of the corporation do not limit the Board's authority to do so;

**WHEREAS**, regardless of state law, the Board of Directors notes that the adoption of an audit committee will, among other things, strengthen the independence of this Agency's independent auditors and, if applicable, this Agency's internal auditors thereby helping to assure the objectivity of agency financial statements and the maintenance of appropriate accounting practices and internal accounting controls; and

**WHEREAS**, this Board of Directors has determined that it is in the best interests of this corporation and of its members that an audit committee be appointed, with powers as set forth in these resolutions;

**NOW, THEREFORE, BE IT RESOLVED**, that an audit committee (the "Audit Committee") consisting of \_\_\_ persons is hereby created, and the following persons are appointed thereto, none of whom are staff members or the chairman of the finance committee or have any material financial interest in any entity doing business with this Agency: \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ with the Director of Finance and Administration being an ex-officio member of the committee.

**FURTHER RESOLVED**, that to the full extent permitted by applicable law, the Audit Committee shall exercise the following powers and duties:

- (a) To meet with the independent auditors of this corporation at least annually to discuss and review the scope of the annual audit, any open questions as to the choice of acceptable accounting principles to be applied, any matters of difference of opinion or dispute between the independent auditors and the officers or employees of this corporation, and all other matters relating to the auditors' relationship with the corporation;
- (b) If applicable, to meet with internal auditors of this corporation, at intervals selected by the Audit Committee as sufficient to carry out its duties under these resolutions, to raise with, and received from, such auditors questions relating to: internal controls and other matters respecting the corporation, the internal auditors' duties and their relationship to other officers and employees of the corporation, and other matters germane to effective performance by the internal auditors of their duties;
- (c) To advise and assist the Board of Directors in evaluating the auditors; independent performance, including the scope and adequacy of the auditors' review;

- (d) To nominate, for approval of the Board of Directors, the firm of independent auditors to be submitted to the members of the Agency for ratification at the annual meeting thereof if such submission is deemed desirable by the Board and to the extent permitted by law, negotiate the compensation of such auditors and to recommend to the Board of Directors the termination of the auditors;
- (e) To review the audit and the Agency's annual financial statements, including the footnotes, and discuss such statements with the independent auditors prior to release of the corporation's annual reports to members;
- (f) To determine whether to accept the audit;
- (g) To receive and consider the independent auditors' comments and suggestions as to internal audit and control procedures, adequacy of staff, and other matters, and based upon such comments and suggestions, to make such recommendations to the Board as the Audit Committee shall deem necessary and appropriate;'
- (h) To periodically consult with the independent auditors as to the result of any internal reviews of this Agency's financial statements performed by them and to review with such independent auditors and the corporation's management from time to time the extent to which changes or improvements in financial and accounting practices recommended by such independent auditors or management personnel, have been implemented; and
- (i) To meet with and request and obtain reports and information from the Agency's officers, employees and others as the Audit Committee, in consultation with the Executive Director and/or Director of Finance and Administration, shall determine to be necessary in carrying out their duties as set forth above.
- (j) To approve the performance of any non-auditing services by the audit firm and to preserve the independence of the auditors.

**FURTHER RESOLVED**, that each member of the Audit Committee shall serve as such until such member's successor shall be appointed by the Board of Directors or until the existence of the Audit Committee is terminated by the Board. In the event that any member of the Audit Committee shall resign, the vacancy so caused shall be filled by the Board.

**FURTHER RESOLVED**, that two (2) members of the Audit Committee shall constitute a quorum for the transaction of business.

**FURTHER RESOLVED**, that meetings of the Audit Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this

Agency. The Audit Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Audit Committee to the contrary. Meetings shall be held when called by any member of the Audit Committee, the Board of Directors, or otherwise as permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Audit Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours), or residence (if not sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.

**FURTHER RESOLVED**, that each member of the Audit Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the committee.

### **BACKGROUND**

California Government Code § 12586(e) (2) requires that:

- a. Certain non-profit entities create an audit committee.
- b. That no staff member can be a member of that committee.
- c. The audit committee may include persons who are not members of the Board of Directors.
- d. Members of the Audit Committee shall not receive any compensation from the corporation in excess of the compensation, if any, received by members of the Board of Directors for service on the Board and shall not have a material financial interest in any entity doing business with the entity.
- e. Subject to the supervision of the Board of Directors, the Audit Committee shall be responsible for recommending to the Board of Directors the retention and termination of the independent auditor and may negotiate the independent auditor's compensation, on behalf of the Board of Directors.
- f. The Audit Committee shall confer with the auditor to satisfy its members that the financial affairs of the corporation are in order.
- g. The audit committee shall review and determine whether to accept the audit;
- h. The audit committee shall assure that any non-audit services performed by the auditing firm conform with standards for auditor independence; and
- i. The Audit Committee shall approve performance of non-audit services by the auditing firm.

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: REAPPOINTMENT OF TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBERS

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**ISSUE:**

Eight Transportation Professionals Advisory Committee (TPAC) members have completed their terms, which will expire on October 28, 2013. The reappointments recommended below are for two-year terms beginning October, 2013. These terms will expire on October, 2015.

**RECOMMENDATION**

The TPAC bylaws require Board reappointment for TPAC members. Staff requests the Board to reappoint the following eight (Group A) members.

**Group A Reappointments**

- Kathryn Engel, Glendale Beeline
- Jesse Valdez, East L.A. Regional Center
- Gracie Davis, Orange County Transportation Authority
- Wayne Wasell, Metro
- Kevin McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- Ashley Koger, Torrance Transit
- Linda Evans, L.A. Department of Transportation

**IMPACT ON BUDGET**

None

**BACKGROUND**

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on odd numbered years. Group B members

have term expiration dates which occur on even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers. The following TPAC (Group B) members have terms continuing through October, 2014:

- Shirley Hsiao, Long Beach Transit
- Valerie Gibson, City of Pasadena
- Jose Medrano, Montebello Bus Lines
- Evelyn Galindo, South L.A. Regional Center
- Darren Uhl, City of Culver city

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: ERIC J. HAACK, STRATEGIC PLANNER  
RE: ACCESS SERVICES TITLE VI (NON-DISCRIMINATION) PLANS

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**ISSUE:**

Federal regulations require that Access Services update its Title VI Plan every three years and must receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan.

**RECOMMENDATION**

Staff requests the Board approve Access Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan

**IMPACT ON BUDGET**

None

**BACKGROUND**

Title VI is a Federal law that was enacted to ensure that government-funded services provide such services to communities in a non-discriminatory manner. Specifically, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (FTA C 4702.1B, II-1-2).

Following the guidance of FTA Circular 4702.1B (October, 2012) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Access Services is required to update its current Title VI reports before October 1, 2013. Also, per requirements set forth in FTA Circular 4702.1B, Access must have Board approval for its Title VI documentation prior to the reports being submitted to FTA's Office of Civil Rights.

Access Services' Title VI documentation is separated into three distinctive categories, which together make up Access' Title VI required documents. Each of these separate reports is described below.

Note: These reports are not being updated in response to any recent findings by FTA during the recent Grantee Management (triennial) Review. Rather, Access' Title VI documents were due to naturally expire in 2013 and so updates were necessary to maintain continued Title VI compliance with FTA.

### Access' Services' Title VI Report

Access Services' Title VI Report demonstrates that Access complies with the separate elements contained in FTA Circular 4702.1B.

- a) Approval of Agency Title VI Policies by Access Board of Directors;
- b) Notification of Customers of Protection Under Title VI;
- c) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- e) Requirement to Record Minority Representation on Planning and Advisory Boards;
- f) Requirement to Monitor Subrecipients.

Access Services' Title VI Report contains language to demonstrate that Access is in compliance with Federal Title VI requirements.

Two Title VI requirements that are presented in FTA Circular 4702.1B are not contained in the Title VI Report because those requirements called for separate analysis and discussion and seemed appropriate to exist as stand-alone reports: Access Services' Public Participation Plan and Access Services' Limited English Proficiency Plan.

Title VI Report Summary of Changes: Access' previous Title VI Report was drafted following guidance of FTA's previous Title VI Circular (4702.1A, May, 2007). In October 2012, FTA adopted Circular 4702.1B which changed certain requirements and added new requirements.

- 1) The new Title VI Report (and all other Title VI reports) must be approved by an agency's governing board. Following approval by Access' Board of Directors, a copy of the minutes of the Board approving Title VI reports (and any associated discussion) will be included in what is reported to the FTA.

- 2) Access must provide notice to customers of their Title VI (non-discrimination protection) and provide avenues to allege Title VI violations. Access must also have methods to track such complaints brought against Access and its service providers. Those steps are set forth clearly in Access' new Title VI report.
- 3) Finally, a new requirement of FTA Circular 4702.1B is to show that Access' Board of Directors and CAC/TPAC advisory committees do not restrict minority representation on these decision-making bodies.

Future Title VI Activities of Access Staff: Going forward, Access staff will perform the following tasks:

- 1) track any and all Title VI complaints received against Access and its service providers;
- 2) ensure that information about Title VI rights are posted in public spaces;
- 3) periodically perform surveys of Access' governing bodies to ensure ongoing minority representation.

#### Access Services' Public Participation Plan

The purpose of Access Services' Public Participation Plan is to (a) illustrate how Access reaches out to its customers and to the larger disability community through Community Meetings and Outreach meetings; (b) how Access' public outreach methods serve to educate minority as well as non-minority communities about the services Access offers to the public and (c) to develop recommendations going forward as to how Access could improve its outreach activities in order to continue to ensure that information of Access' agency services are available to all persons irrespective of race or gender throughout the agency's service area.

Public Participation Plan (PPP) Summary of Changes: The required revision of Access' PPP highlights many of the new and on-going public outreach efforts conducted since the last PPP update.

- 1) Ongoing community outreach conducted by Access' Operations and Mobility Management Departments;
- 2) Community Meetings conducted ahead of proposed Fare Changes (2012).
- 3) Customer notification of upcoming meetings through Access Services' website & directed mailings;
- 4) Access' 2011/2012 Customer Satisfaction telephone survey;
- 5) Access' Helping Hands Program designed to support Access' customers;
- 6) Access' policies with respect to media communications/information.

Future PPP Activities of Access Staff: Going forward, the PPP identifies areas where Access can improve its outreach efforts and Access staff will work to develop the following improvements:

- 1) Customer feedback with respect to future community meeting times and places, to determine if there are locations/times where Access can better reach their customers;
- 2) Develop focus groups with customers to deal with specific service issues;
- 3) Conduct additional outreach in the Southern region;
- 4) Expand the number of meeting locations available for future Access outreach meetings/community meetings.

### Access Services' Limited English Proficiency Plan

Access Services' Limited English Proficiency Plan recognizes that there are many existing and potential Access customers who may not be proficient in English, but still need information about the services that Access provides to persons with disabilities. As per Federal guidance, Access must conduct a "four-factor analysis" and perform analyses of the population Access serves as well as the overall community in Access service area.

The Limited English Proficiency Plan then presents features that Access offers in order to effectively communicate with its customers and members of the public about the services that Access provides. Finally, similar to the Public Participation Plan, the Limited English Proficiency Plan must contain language associated with future recommendations Access will implement in order to continue to improve its efforts to reach out to those members of the public who have limited proficiency in English (spoken or written).

Summary of Limited English Proficiency (LEP) Plan: Access' LEP Plan provides information about the variety of services that Access provides to remove barriers to persons who may have limited proficiency in speaking or reading English. Among some of the services that Access provides for LEP persons discussed in the report are as follows:

- 1) Telephone interpreter service available accessed by Access Services call center staff; provider staff; Eligibility and Eligibility appeals staff, which allows persons to communicate effectively even if a language barrier would exist without the interpreter service;
- 2) Google Translate embedded feature on Access website. Information posted on the Access website can be viewed in English or - through a Google Translate link on the Access website - can be translated into any of dozens of languages, including the text of Access' Rider's Guide;

- 3) Telephone headsets available at Access' Eligibility Center. If a customer arrives at CARE and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through telephone headsets, the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course;
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, Community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English);

Future LEP Activities of Access Staff: As written in the Access' LEP Plan, Access staff has developed a number of improvements to reduce/remove barriers to LEP persons seeking information about Access. At this time, there are no identified deficiencies that Access needs to make modifications to its current practices, but will work to make corrections if barriers are identified by Access' customers, partners and/or the FTA.

A PDF copy of Access Services' Title VI, Public Participation Plan and Limited English Proficiency Plan can be downloaded at the following web link: [http://accessla.org/about\\_us/publications.html](http://accessla.org/about_us/publications.html).

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: ERIC J. HAACK, STRATEGIC PLANNER  
RE: ACCESS SERVICES' EQUAL EMPLOYMENT OPPORTUNITY (EEO)  
PLAN

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ISSUE:

Access Services must update its Equal Employment Opportunity (EEO) Plan once every three years. This EEO Plan examines Access' current employee population to determine if women and/or minority employees are underrepresented in certain job categories and develops future goals for Access' employee population to remove conditions of underrepresentation.

RECOMMENDATION

Staff requests the Board approve Access Services' Equal Employment Opportunity Plan.

IMPACT ON BUDGET

None

BACKGROUND

Access Services is required to prepare an EEO Plan once every three years. The agency's current EEO Plan is due to expire on October 1, 2013. The new EEO Plan will be effective from October 2013 to September 2016.

The proposed EEO Plan before the Board of Directors is written following the guidance of FTA Circular 4704.1 (July, 1988) "Equal Employment Opportunity Program Guidelines for Grant Recipients."

The EEO Plan analyzes Access' current employee population to determine if and where there may be tendencies of employment underutilization of women and/or minority employees in certain job categories.

If it is determined that underutilization exists, the EEO Plan sets forth goal and timetable guidelines for new employee hiring to remove areas of underutilization. These guidelines are designed to be used as an additional factor to consider during

the hiring process of employees, and to be used in conjunction with other factors during the interview process to ensure that Access hires the most qualified applicants for open positions.

A PDF copy of the EEO Plan can be located at the following web-link: [http://accessla.org/about\\_us/publications.html](http://accessla.org/about_us/publications.html).

## REPORT SUMMARY

Access' EEO Plan conducted a new "Utilization Analysis" designed to determine if there were any patterns of underrepresentation of minority or women employees at various employment levels at Access.

Some underrepresentation of women employees was observed at Management and Professional employment levels. Underrepresentation is determined by comparing the percentage of minority and women available for employment in the larger County population and observing where Access' current employment population diverges from those numbers.

Employment goals and timetables were developed (following FTA guidance) that over the next four (4) years would serve to allow Access' employment population to more closely match County demographics.

Access is not strictly bound by the EEO goals and timetables, in the sense, that the agency has the duty of selecting the most qualified candidate for open positions. The goals and timetables are designed to serve as guidance for Access' Human Resources and executive staff to encourage women and minority employees to seek promotion and to work to encourage women and minority persons to seek to apply for employment at Access as it strives to maintain a diverse workplace.

Grantee Management (triennial) Review Finding: During Access' recent Grantee Management (triennial) Review there was an EEO finding. The finding requested that Access develop a more robust monitoring system to oversee (1) provider EEO Plans; (2) the hiring, promotion and termination practices of Access and its service providers; and (3) ensure that required EEO policy statements were properly posted at employee break rooms. Changes in this current EEO Plan incorporate a more robust monitoring program.

Future EEO Activities of Access Staff: Going forward, staff will (1) regularly review Access' employee population to report to executive management about EEO goals. (2) Access staff will request quarterly updates from Access' Human Resources Department and service providers of recent hiring, terminations and promotions, as part of Access' monitoring responsibilities under EEO to ensure that there are not instances of preference or ongoing underrepresentation occurring in employment practices. (3) Access staff will also visit quarterly service provider offices to ensure that required EEO notices are posted at public employee areas as required by FTA.

**AMENDED**

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS

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

RE: RENEWAL OF AGENCY INSURANCE POLICIES FOR FISCAL YEAR  
2013-14

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**ISSUE:**

Board approval is requested to purchase various Agency insurance policies for the policy year starting November 1, 2013.

**RECOMMENDATION:**

Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not to exceed amount of \$375,000.

**IMPACT ON BUDGET:**

The approved budget for Fiscal Year 2013/14 includes the cost of these policies.

**ALTERNATIVES CONSIDERED**

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

**BACKGROUND:**

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for the various insurance policies. Upon Board approval, staff will authorize SCM to purchase the policies so they are in effect by November 1, 2013.

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR  
RE: REVISE RANCHO LOS AMIGOS SHUTTLE

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**ISSUE:**

The Los Angeles County Metropolitan Transportation Authority (Metro) has proposed changes to the Rancho Los Amigos Shuttle service provided by Access. A goal of the proposed change is to enhance the service by promoting and attracting additional customers, including non-Access eligible customers. Another goal is to reduce the number of bus pass ups of wheelchair patrons by Metro buses in the area.

**RECOMMENDATION:**

Authorize staff to amend MOU.P000ASI18 to include language specifying the transportation of non-Access eligible customers on the Rancho Los Amigos Shuttle service. The following is a summary of the proposed service plan:

- Open to Access eligible customers and the general public
- Monday through Friday – 7:00 AM to 5:00 PM
- Free of charge
- Fixed Route Service
- Hourly Service (Headways)
- Three Stops (Rancho (two inside facility) and Rosa Parks Station)
- No reservation required

**IMPACT ON BUDGET:**

None, Access will maintain the current hourly rate for the shuttle service. Costs incurred related to marketing, advertising, equipment, etc., will be provided by Metro.

**ALTERNATIVES CONSIDERED:**

- Maintain Rancho Shuttle service as is.
- Eliminate Rancho Shuttle service as is, due to low productivity.

The current Rancho Shuttle service design has not been efficient, while the Metro service is overcrowded. To improve service to the individuals going to/from Rancho

Metro and Access worked together on a service design that benefits all riders, Metro and Access.

**BACKGROUND:**

In May 2013, Access staff had performed an analysis of the current service and reported it to the Community Advisory Committee (CAC) and Transportation Professional Advisory Committee (TPAC). The analysis found that the Rancho Shuttle service was currently providing an average of 174 trips per month. The productivity was not meeting the original goals of the project and staff was considering modifications, including elimination, of the service.

In August 2013, Metro identified the Rancho Shuttle as a potential service to manage a concern in the area. Bus patrons with mobility devices were being passed up by local Metro buses. Due to the high volume of customers with mobility devices in the area, Metro Local Bus Lines 117 and 120 could not meet demand and patrons were being passed up.

On August 29, 2013, Metro sent a letter to Access related to the Rancho Los Amigos Hospital (Rancho) Shuttle services requesting proposed changes to the service as described above in "Recommendations."

The Access Rancho Shuttle was a Metro/Access demonstration pilot program started in 2007. The original goal of the shuttle was to provide same day trips to and from Rancho Los Amigos, one of the largest trip generators, to local Metro Rail lines. The combination of paratransit and fixed route would offer patients same day flexibility on their trips to and from Rancho Los Amigos

SEPTEMBER 13, 2013

TO: BOARD OF DIRECTORS  
FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR  
RE: ORGANIZATIONAL GOALS, FISCAL YEAR 2013/14

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**ISSUE:**

Approve organizational goals for the Executive Director and Access for Fiscal Year 2013/14.

**RECOMMENDATION:**

Approve the following organizational goals for Fiscal Year 2013/14:

- Secure long-term funding at the local and federal levels to provide ADA mandated paratransit service for Los Angeles County.
- Elevate staff performance by ensuring the right person is in the right position with the right skills and tools now and for the future.
- Automate processes for consistency, efficiency, effectiveness, in order to increase access for all stakeholders.
- Increase stakeholder understanding and commitment to Access.
- Build upon a strong safety culture and set the standards for the paratransit community.

**IMPACT ON BUDGET:**

There is no impact on the budget with the approval of this item.

**BACKGROUND:**

Goals provide organizations with a blueprint that determines a course of action and assists in preparing for future changes. Organizational goals serve four basic functions:

- Provide guidance and direction
- Facilitate planning
- Motivate and inspire employees
- Inform employees where the organization