BOARD OF DIRECTORS MEETING
MONDAY, SEPTEMBER 22, 2014
Closed Session: 12:00
General Session: Immediately Following
The meeting is expected to end by or before 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.

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

   DISPOSITION

   ACTION

   DISCUSSION/ POSSIBLE ACTION

   PRESENTATION
5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 25, 2014 (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 Renew Access Services Insurance Policies for Fiscal Year 2014/15 (page 11)
   b) Consideration to Reappoint the Transportation Professional Advisory Committee (TPAC) members (page 12)
   c) Consideration to Appoint Community Advisory Committee (CAC) Members (page 14)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE ACCESS RIDER ID/TAP CARD REIMBURSEMENT AGREEMENT (page 16)
    [Staff Recommendation: Approve a reimbursement agreement between Access and Metro for the production and issuance of Access Rider ID/TAP cards for the period of 11/1/2014 - 10/31/2015 at a cost not to exceed of $484,800.]

10. CONSIDERATION TO APPROVE VEHICLE ALLOCATION FORMULA (page 18)
    [Staff Recommendation: Approve use of the ‘Trips per Vehicle’ Fleet Formula as described below as a guideline for the development of future capital plans.]

11. CONSIDERATION TO APPROVE THE TRIENNIAL REVIEW UPDATE (page 20)
    [Staff Recommendation: Authorize the Executive Director to send a letter to the CEO of the Los Angeles County Metropolitan Transportation Authority (Metro) that indicates Access Services’ willingness to implement origin to destination service on behalf of the 44 Fixed Route Operators, if approved by the Metro Board of Directors as long as sufficient funding is provided. The letter should also encourage Metro to get an independent legal opinion about whether such service is required under the Americans with Disabilities Act and its regulations.]
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
Los Angeles County MTA
One Gateway Plaza, 3rd Floor
729 Vignes Street,
Los Angeles CA 90012

Monday, August 25, 2014
1:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Doran Barnes at 12:05 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBERS EXCUSED FROM THE MEETING

Not Present: Director Daniel Levy.

2. BOARD OFFICER ELECTIONS

a) Motion to waive the term limit policy for Chair, Vice Chair, and Secretary.

   Motion made by Director Kim Turner, Seconded by Director John Troost. Via Voice Vote all were in favor, motion passed.

b) Motion to approve the slate of Board Officers.

   • Chair – Doran Barnes
   • Vice Chair – Dolores Nason
   • Treasurer – Martin Gombert
   • Secretary – Theresa DeVera

   Motion made by Director Art Ida, Seconded by Director Angela Nwokike. Via Voice Vote all were in favor, motion passed.
3. **PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments were heard regarding the closed session items.

4. **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 any pending or threaten litigation and potential initiation of litigation.

5. **SUPERIOR SERVICE AWARDS**

Access Services Project Administrator, Geoffrey Okamoto, introduced and recognized the following Diversified Transportations Dispatcher.

Staci Smith, Superior Service Award recipient for the month of July 2014.

Access Services Project Administrator, Alfredo Torales, introduced and recognized the following San Gabriel Transit Inc. Certification Call Center Manager.

Diana Mendez, Superior Service Award recipient for the month of August 2014.

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

Approval of the minutes from the regular Board of Directors meeting held on Monday, June 23, 2014.

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

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

Linda Evans, Chair of the Transportation Professional Advisory Committee (TPAC) provided a brief report on the TPAC meeting held on Thursday, August 14, 2014.

Michael Arrigo, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on Tuesday, August 12, 2014.

8. **GENERAL PUBLIC COMMENT**

Catherine Clinch made public comment regarding Access Services discriminating against the deaf community and lack of efficiency in the use of technology.

Renee Madera made public comment regarding drivers not picking up riders at their pickup locations, the lack of seat belt extensions, and the drivers having poor hygiene.
9. **CONSENT CALENDAR**

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

9-a Consideration to Approve Board of Directors Committee Appointments
9-b Consideration to Authorize the Purchase of 13 Vehicles for Paratransit Service
9-c Consideration to Award Data Center Co-Location Contract (AS-3650)
9-d Consideration to Approve Real Estate Broker Service Agreement

Motion made by Treasurer Martin Gombert to approve all the item on the consent calendar, Seconded by Secretary Theresa DeVera. Via Voice Vote all were in favor, motion passed.

10. **CONSIDERATION TO APPROVE POLICY CONCERNING THE FORMAT OF BOARD MINUTES**

Recommendation: Adopt the new format of the Board minutes to be published in a recap of proceedings style consistent with legal requirements.

F Scott Jewell, Chief Operating Officer, Access Services, presented an overview of staff’s recommendation concerning the new format of the Board meeting minutes.

Motion made by Director Angela Nwokike to adopt the new format of the Board meeting minutes, Seconded by Secretary Theresa DeVera. Via Voice Vote all were in favor, motion passed.

11. **CONSIDERATION TO APPROVE ACCESS RIDER ID/TAP CARD PROGRAM CHANGES**

Recommendation: Approve the program changes that will end the VISA portion of the Access Rider ID/TAP card and improve the visibility aspects of the card.

F Scott Jewell, Chief Operating Officer, Access Services, presented an overview of staff’s recommendation to the full Board.

Vice Chair Dolores Nason commented that she would like to see the phone numbers added to the face of the card since it cannot be added to the back of the card.

Chair Doran Barnes read a comment provided by Director Dan Levy. Did the percentage of cards in circulation refer to the percentage of total TAP cards or was it a percentage of the TAP cards used by actual Access users.

Director Kim Turner commented did staff look into the possibility of loading Access fare on other government issued cards such as EBT’s or SSI to reduce the amount of cards a rider carried.

Chair Doran Barnes read a comment provided by Director Dan Levy. I am concerned with the size of the photograph on the card, I would like it doubled or
triplled in size. He also recommended that PCA be PCA-Yes and if there was no PCA to leave it blank.

Motion made by Director Kim Turner to approve the staff’s recommendations, Seconded by Treasurer Martin Gombert. Via Voice Vote all were in favor, motion passed.

12. CONSIDERATION TO AUTHORIZE FTA ADA TRIENNIAL REVIEW FINDINGS RESOLUTION PROCESS

Recommendation: Authorize staff to work with the FTA to resolve the findings. The schedule for corrective action is listed in the draft report as March 3, 2015. Any proposed change in Access policies will be brought back to the Board for approval at a later date.

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s recommendation to the full Board.

Secretary Theresa DeVeria commented if it would be possible to have two separate phone numbers to call, one for ETA’s and one for cancelations because the current hold time was very long.

Chair Doran Barnes commented if the no-show policy could be corrected by a policy change through the Board of Directors and would it be the easiest of the three options.

Vice Chair Dolores Nason commented would the Board receive a copy of the draft corrective action plan and will it be by February or March of 2015.

Revised Motion made by Vice Chair Dolores Nason, to authorize staff to work with the FTA to resolve the findings by March 3, 2015 and to also work with Metro and Access Services Member Agencies who receive Federal Funding. If there are any proposed changes in Access policies they would be brought back to the Board for approval. Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed.

PRESENTATIONS

13. ACCESS SERVICES FUNDING UPDATE

Andre Colaiace, Deputy Executive Director of Planning and Governmental Affairs, Access Services, presented an overview of staff’s presentation to the full Board.

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

14. METRO REVIEW/CUSTOMER SURVEY AND TOWN HALL MEETINGS: ACTION PLAN

Matthew Avancena, Manager of Planning and Coordination, Access Services, presented an overview of staff’s presentation to the full Board. He also
Chair Doran Barnes thanked Mr. Avancena, Mr. Remington, and Ms. Kelley for their presentation and reminded the Board that this was an information item only and no action was needed.

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


Matthew Avancena, Manager of Planning and Coordination, Access Services was available to answer any questions from the Board members.

Chair Doran Barnes stated that due to time constraints Mr. Avancena would take any questions from the Board on the information that was provided in the agenda packet.

Chair Doran Barnes read a comment provided by Director Dan Levy related to the finding number 5, he asked why the TAP card data was not being used to determine how many trips on regular transit were taken by individuals that have received travel training.

The second question from Director Dan Levy was related to finding number 6, he stated that the item states that the vehicle allocation formula was being presented to the Board of Directors at today meeting but it was not, he asked when would it be presented to the Board.

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

**Motion made by Vice Chair Dolores Nason to receive and file, Seconded by Treasurer Martin Gombert. Via Voice Vote all were in favor, motion passed.**

16. **EXECUTIVE DIRECTOR’S REPORT**

Shelly Verrinder, Executive Director, Access Services, provided a brief report by updating the Board on Access Services funding sources and the survey that was recently conducted.

17. **BOARD MEMBER COMMUNICATION**

Chair Doran Barnes announced the results of the Board Officer Elections by stating that he was elected to continue to serve as the Chair of the Board. He congratulated Vice Chair Dolores Nason who was elected to continue as Vice Chair of the Board. Secretary Theresa DeVera, would continuing to serve as the Secretary of the Board and Martin Gombert who would also continue to serve as the Boards Treasurer.

Chair Doran Barnes also congratulated Secretary Theresa DeVera who recently participated in the Ms. Wheelchair America Program and was honored with the Life Time Achievement Award.
Director Nason stated that it was a pleasure serving on the Access Services Board of Directors. She thanked her colleagues for voting for her to serve another year.

Director DeVera thanked San Gabriel Transit, Global Paratransit, Ms. Verrinder and Access staff for joining her on crowning night at the Ms. Wheelchair America, which meant the world to her.

Director Nwokike stated that she attended the APTA Transit Board Members Seminar in Cleveland, Ohio which she really enjoyed. She also thanked Rogelio Gomez, Access Services Project Administrator for working with the taxi drivers and making the service better for the riders.

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

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

19. **ADJOURNMENT**

Motion made by Vice Chair Dolores Nason, Seconded by Secretary Theresa DeVera. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 3:14 p.m.

Approval

________________________  __________________
Theresa DeVera, Secretary  Date
SEPTEMBER 12, 2014

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO RENEW ACCESS SERVICES INSURANCE POLICIES FOR FISCAL YEAR 2014-15

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ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year starting November 1, 2014.

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 $400,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2014/15 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, 2014.
SEPTEMBER 12, 2014

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO REAPPOINTMENT THE TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBERS

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ISSUE:

Six Transportation Professionals Advisory Committee (TPAC) members have completed their terms, which will expire on October 28, 2014. The reappointments recommended below are for two-year terms beginning October, 2014. These terms will expire on October, 2016.

RECOMMENDATION

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

Group B Reappointments

- 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
- David Feinberg, Santa Monica’s Big Blue Bus

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 members (Group B) have terms continuing through October, 2015:

- Kathryn Engel, Glendale Beeline
- Jesse Valdez, East L.A. Regional Center
- Gracie Davis, Orange County Transportation Authority
- Jess Segovia, Metro
- Kevin McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- Ashley Koger, Torrance Transit
- Linda Evans, L.A. Department of Transportation
SEPTMBER 12, 2014

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO APPOINT COMMUNITY ADVISORY COMMITTEE (CAC) MEMBERS

ISSUE:

There are currently two vacancies on the CAC. The CAC Nomination Subcommittee has reviewed applications to identify members who can best represent Access customers, both in terms of various disabilities and in scope of influence/representation.

RECOMMENDATION

The CAC bylaws require Board appointment of CAC members. Staff requests the Board to appoint the following CAC members.

Ms. Wendy Cabil – Group A
Mr. Michael Conrad – Group B

IMPACT ON BUDGET

None

BACKGROUND

The CAC Bylaws outlines the process for membership application and selection as outlined below:

ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Section 1 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 3 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.
Section 4 - Following this in-person meeting, CAC application(s) may be presented to the Board of Directors for potential review and approval.

ARTICLE 1 - TERMS

Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on January 25, 2016 every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2015 and every two years thereafter on the date of the Board of Directors meeting.

Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations to the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.

Ms. Wendy Cabil represents the Antelope Valley Region of Access Services and is a long time participant in the disability community. In addition, to being an Access customer, she is also a Wellness Outreach Worker for the LA County Department of Mental Health. Ms. Cabil serves on the Board for AV Community Consumer Coalition, LA County Client Congress Advisory Board and NAMI-Antelope Valley. She would be a great asset to Access, as we would have representation from our consumers who reside in Antelope Valley. Ms. Cabil has been a regular attendee of CAC meetings this year.

Mr. Michael Conrad has been active with Access for many years, as a customer and an advocate for persons with visual impairments including service animal users. Additionally, Mr. Conrad was a prior member of the CAC, and is currently a member of the Quality Services Subcommittee, the Service Animal Subcommittee and Metro’s Accessibility Advisory Committee. As a long time employee of the Los Angeles County Fire Department, Mr. Conrad brings the perspective of an active Access user relying on Access to get him to and from work over the past 17 years.
SEPTEMBER 12, 2014

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER
RE: CONSIDERATION TO APPROVE ACCESS RIDER ID/TAP CARD REIMBURSEMENT AGREEMENT

ISSUE:

The removal of the VISA option as part of the Rider ID/TAP card will allow for the production of the cards under the regional TAP card program managed by the Los Angeles County Metropolitan Transportation Authority (Metro). Accordingly, a reimbursement agreement needs to be authorized for the costs related to the production and issuance of the cards.

RECOMMENDATION:

Approve a reimbursement agreement between Access and Metro for the production and issuance of Access Rider ID/TAP cards for the period of 11/1/2014 - 10/31/2015 at a cost not to exceed of $484,800.

IMPACT ON BUDGET:

The reimbursement agreement is based on a per card cost of $4.50 plus shipping that would be invoiced by Metro on a monthly basis. Staff estimates that the reduced cost (compared to the current cost of $7.10 per card) will save the agency approximately $100,000 in the current fiscal year.

ALTERNATIVES CONSIDERED:

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the County in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly no other alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the production and issuance of Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to
the contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Access Rider ID/TAP Card program has been in place since 2011 and there are over 166,000 cards that are in circulation. After a thorough review of the program and in consultation with both the Community Advisory Committee and the Transportation Professionals Advisory Committee staff brought forward to the Board in August 2014 recommendations to end the VISA option of the current Rider ID/TAP card and make some visibility changes to the look of the card.

Following the Board’s approval in August staff has developed the transition plan to a regional card production. This plan includes -

- Establish a reimbursement agreement for the production and mailing of Access Rider ID/TAP cards between Access and Metro.
- Enlarge the photo portion of the card and include key Access phone numbers.
- Migrate the current data exchange from ReadyCredit to the vendors used by Metro for the production of the cards.
- Implement a communication plan to ensure all stakeholders are kept informed of the transition in a timely manner.

The resulting action of Board’s approval of this item will allow staff to move forward with the transition with an estimated implementation in November/December 2014. Below is the final version of the card that is inclusive of the Board’s request from the August 2014 Board meeting.
SEPTEMBER 12, 2014

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE THE VEHICLE ALLOCATION FORMULA

ISSUE:

Board approval is required to standardize the methodology for determining how many vehicles Access supplies to its contractors.

RECOMMENDATION:

Approve use of the ‘Trips per Vehicle’ Fleet Formula as described below as a guideline for the development of future capital plans.

IMPACT ON BUDGET:

There is no immediate budget impact. However, the formula, if approved, will be used as a guide to determine future capital funding requests, starting with the next fiscal year, and will guide the development of a five-year capital plan, which will be included in the Agency’s Short Range Transit Plan. The formula will also be used as a guide to determine Access’ initial vehicle contribution for future contracts.

ALTERNATIVES CONSIDERED:

Prior to the development of the ‘Trips per Vehicle’ Fleet Formula, staff proposed the concept of a ‘Peak Hour’ Fleet Formula. The ‘Peak Hour’ Fleet Formula was presented to various stakeholders, such as the Transportation Professionals Advisory Committee, the Community Advisory Committee and to Access’ providers. After evaluating the feedback from our stakeholders, it was determined that the ‘Peak Hour’ Fleet Formula was too complex and relied too heavily on assumptions. Therefore, staff developed the ‘Trips per Vehicle’ Fleet Formula.

BACKGROUND:

The ‘Trips per Vehicle’ Fleet Formula is a tool intended to simplify the process of budgeting for Access’ capital needs and to ensure that Access’ providers and staff have the same understanding and expectations on vehicles that will be provided by Access. This methodology was also presented to TPAC, CAC and to our providers.
The ‘Trips per Vehicle’ Fleet Formula is a ratio, which was created using the number of vehicles awarded in the original contracts and the average monthly trips completed by each region at the start of the original contract.

For example, the 2013 Eastern region contract awarded 141 vehicles to the contractor. The average monthly trips in the Eastern region at that time was just over 55,500 - which makes the ratio of trips per vehicle in the Eastern region 394. The calculations for the other regions are shown in the following chart:

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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles</td>
<td>79</td>
<td>10</td>
<td>127</td>
<td>16</td>
<td>117</td>
<td>141</td>
</tr>
<tr>
<td>Trips Per Vehicle</td>
<td>430</td>
<td>219</td>
<td>419</td>
<td>287</td>
<td>386</td>
<td>394</td>
</tr>
</tbody>
</table>

Taking into account all of the contractors, the approximate average trips per vehicle ratio is 400. Staff believes that current and projected vehicle capital needs can be determined by using the 400 trips per vehicle ratio for all contractors.

The following table on the next page illustrates this in practice using FY 15 ridership projections and the vehicle fleet that is projected after the FY 15 build cycle is complete:

<table>
<thead>
<tr>
<th></th>
<th>West Central</th>
<th>Santa Clarita</th>
<th>Southern</th>
<th>Antelope Valley</th>
<th>Northern</th>
<th>Eastern</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15 Build</td>
<td>111</td>
<td>7</td>
<td>206</td>
<td>27</td>
<td>125</td>
<td>154</td>
</tr>
<tr>
<td>Projected Need</td>
<td>92</td>
<td>7</td>
<td>212</td>
<td>25</td>
<td>125</td>
<td>158</td>
</tr>
</tbody>
</table>

With the exception of the West Central region, the number of vehicles that Access planned to provide by the end of the fiscal year is similar to what the formula would provide.
SEPTEMBER 12, 2014

TO:            BOARD OF DIRECTORS

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

RE:            CONSIDERATION TO APPROVE THE TRIENNAL REVIEW UPDATE

_________________________________________________________________________

ISSUE:

Every three years, the Federal Transit Administration (FTA) reviews transit agencies who receive federal funds to ensure they are complying with various federal laws and regulations. In the last year, both Access Services and other member agencies have received findings for not complying with the FTA’s Origin to Destination Guidance which calls for limited door-to-door service where appropriate.

RECOMMENDATION:

Authorize the Executive Director to send a letter to the CEO of the Los Angeles County Metropolitan Transportation Authority (Metro) that indicates Access Services’ willingness to implement origin to destination service on behalf of the 44 Fixed Route Operators, if approved by the Metro Board of Directors as long as sufficient funding is provided. The letter should also encourage Metro to get an independent legal opinion about whether such service is required under the Americans with Disabilities Act and its regulations.

IMPACT ON BUDGET:

It is impossible to quantify the budgetary impact of any changes. Staff has traditionally used an estimate of $44 million to $74 million over the next four years. This figure is derived from a September 19, 2012 Technical Memorandum prepared by HDR Decision Economics.

Based on comments from Boardmembers, staff has approached HDR about redoing the Technical Memorandum to update the costs based on future ridership projections and also to make it clearer about how the costs are to be interpreted. This new Memorandum will be shared with the Board and Metro once it is finalized to help come up with consensus about potential costs.

ALTERNATIVES CONSIDERED:

No alternatives were considered.
BACKGROUND:

In 2002, the Metro Board, acting as the planning entity for Los Angeles County, requested that Access scale back its main service model to the minimums required by the ADA. Specifically, Access transitioned from a same day service model to a next day service model that required that customers call the day before for a next day trip. This was implemented on July 1, 2003 and that is the service that has been operated ever since.

In September, 2005 the DOT issued its “Origin to Destination Guidance” and in it opined that the terms had been used in the regulations to “emphasize the obligation of transit providers to ensure that eligible passengers are actually able to use the paratransit service to get from their point of origin to their point of destination” and that, accordingly, they may have to modify their policies (such as curb-to-curb) in order to do so. Staff believes that the problem with that interpretation is that it is diametrically contrary to the DOT interpretation of the regulations issued concurrently with them and embodied in Appendix D which “…is intended to be used as definitive guidance concerning the meaning and implementation of these provisions.”

With regard to “origin to destination” Appendix D specifically provides that: “[t]he local planning process should decide whether or in what circumstances, this service is to be provided as door-to-door or curb-to-curb” (Appendix D §37.129, emphasis added). The Preamble to the DOT ADA regulations with regard to origin-to-destination services states: “This is exactly the sort of detailed operational decision best left to the development of paratransit plans at the local level.” Pursuant to that local planning process which included community meetings and public hearings, many paratransit plans adopting curb-to-curb service were submitted to and approved by the FTA under the provisions of 49 C.F.R. § 37.147 as providing “…for paratransit service comparable to the entity’s fixed route service.”

Since that time, consistent with the Metro Board’s 2002 direction, Metro staff has been in general agreement with Access staff that Origin to Destination Service and other so-called “reasonable modifications” are not required under the ADA and its regulations. (See April 28, 2006 letter to the docket on reasonable modification signed by former Metro CEO Roger Snoble.) This agreement continued up until late last year when Access was informed that Metro’s thinking on this issue had changed and that Metro staff was recommending that Access provide the newly defined “Origin to Destination” service.

Staff believes that, given the Metro Board’s prior direction on the agency’s service model that Access should only consider providing this service if explicitly approved to by the Metro Board with assurances that adequate funding to pay for it will be timely provided.
SEPTMBER 12, 2014

TO:       BOARD OF DIRECTORS

FROM:     MATHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in 12 recommendations including Access’ Management Response to the recommendations. To date, eight of the recommendations have been closed. Recommendations 1, 3, 4, 5, and 9 were closed effective August 31, 2014. Staff will present Access’ vehicle allocation formula at the September Board meeting for consideration. If there is Board approval, staff will close this recommendation going forward.

That will leave three open recommendations in which staff will be working with consultants to study the issues before closing the recommendation. The findings and associated recommendations are detailed in the Metro Staff Report and Final Review located on www.accessla.org.

Access staff will be updating the Board on a monthly basis on Agency progress on implementing the 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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-14</td>
<td>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.</td>
</tr>
<tr>
<td>April-14</td>
<td>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.</td>
</tr>
<tr>
<td>May-14</td>
<td>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.</td>
</tr>
<tr>
<td>June-14</td>
<td>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.</td>
</tr>
<tr>
<td>August-14</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-14</td>
<td>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.</td>
</tr>
</tbody>
</table>

CLOSED
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>
<tr>
<td>Have already been trained</td>
<td>2</td>
<td>1%</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 14</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>CLOSED in August 2014</td>
</tr>
</tbody>
</table>

**Recommendation #4 – CLOSED in August 2014:**

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Notes</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 discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>May - 14</td>
<td>Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>June-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for group travel training.</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward.</td>
</tr>
<tr>
<td></td>
<td>CLOSED in August 2014</td>
</tr>
</tbody>
</table>
Recommendation #5 – CLOSED in August 2014:

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

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

<table>
<thead>
<tr>
<th>August-14</th>
<th>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.</th>
</tr>
</thead>
</table>

**Recommendation #6:**
Access Services should evaluate whether the current fleet mix for contract providers is optimal to balance the need for Access Services vehicles with the desire to maximize fuel efficiency.

<table>
<thead>
<tr>
<th>Jan - 14</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<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>Date</td>
<td>Description</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</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>

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

| Jan - 14 | Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11. |
| April - 14 | Hold for FY 14/15 Budget Approval. |
| May - 14 | Hold for FY 14/15 Budget Approval. |
| June-14 | Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. |
| August-14 | The RFP/RFQ will be released this month and anticipate work to begin in October 2014. |
| September-14 | The RFP/RFQ is scheduled to be released in October 2014. |

Recommendation #11:

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

| Jan - 14 | Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will include funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11. |
| April - 14 | Hold for FY 14/15 Budget Approval. |
| May - 14 | Hold for FY 14/15 Budget Approval. |
| June-14 | Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. |
| August-14 | The RFP/RFQ will be released this month and anticipate work to begin in October 2014. |
| September-14 | The RFP/RFQ is scheduled to be released in October 2014. |
Recommendation #12: CLOSED in February 2014:

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

<table>
<thead>
<tr>
<th>Jan-14</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CLOSED BY METRO</td>
</tr>
</tbody>
</table>