

access

BOARD OF DIRECTORS MEETING

MONDAY, SEPTEMBER 28, 2015

Closed Session: 12:00

General Session: Immediately Following

The meeting is expected to end by or before 3:00 p.m.

Los Angeles County Metro Board Room

One Gateway Plaza, 3rd Floor

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.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. BOARD OFFICER ELECTIONS (page 5) [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 28, 2015 and ending June 30, 2016 or the election of their successor, whichever last occurs.]	ACTION [Vote Required: majority of quorum by voice vote waiving term limit requirement for this election; Majority of quorum by voice vote for election of slate]
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>	
1. <u>Anticipated Litigation</u> : Gov. Code §54956.9 (b)	
(i) <i>Significant exposure to litigation against the Agency</i>	

2. Initiation of Litigation: Gov. Code §54956.9 (c)

B) *CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES*

Public Employee Performance Evaluation: Executive Director

C) *CALIFORNIA GOV. CODE §54956 - REAL PROPERTY*

Conference with Real Property Negotiators

Property: Eligibility Center

Agency Negotiator: Shelly Verrinder

Negotiating Parties: Access Services - Prologis

Under Negotiation: price and terms

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| 5. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 6. | REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 24, 2015 (page 10)
[Staff Recommendation: Approve minutes as written.] | ACTION
[Vote Required: majority of quorum by voice vote] |
| 7. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 8. | GENERAL PUBLIC COMMENT | INFORMATION |
| 9. | CONSENT CALENDAR | ACTION
[Vote Required: majority of quorum by roll call] |
| | a) Consideration to Appoint Community Advisory Committee (CAC) Members and Amend By-Laws (page 19) | |
| | b) Consideration to Approve Reappointment of Transportation Professionals Advisory Committee (TPAC) Members (page 22) | |
| | c) Consideration to Extend Term and Increase Funds - Telephone Maintenance and Services Contract (AS-3032) (page 24) | |
| | d) Consideration to Renew Agency Insurance Policies For Fiscal Year 2015/16 (page 26) | |
| | e) Consideration to Amend Scope of Work - Santa Clarita Service Provider Contract (AS-2602) (page 28) | |
| | f) Consideration to Extend Term - Mobility Device and Marking Contract (AS-2853) (page 30) | |

- g) Consideration to Authorize the Purchase of up to 50 Vehicles for Paratransit Service (AS-3954) (page 32)

[Staff Recommendation: Approve Consent Calendar]

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| <p>10. CONSIDERATION OF EXECUTIVE DIRECTOR COMPENSATION (page 34)</p> <p>[Staff Recommendation: Approve the recommendation to be presented by the Compensation Committee of the Board]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p> |
| <p>11. CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN 2015-2020 (page 35)</p> <p>[Staff Recommendation: Forward the draft Strategic Plan for review by the Board at the Board retreat scheduled on November 3, 2015.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote Required: majority of quorum by voice vote]</p> |
| <p>12. CONSIDERATION TO EXTEND TERM, INCREASE FUNDS, AND REVISE SCOPE OF WORK - ELIGIBILITY DETERMINATION CONTRACT (AS-2441) (page 36)</p> <p>[Staff Recommendation: 1) Authorize a six (6) month extension to the contract from January 1, 2016 through June 30, 2016, 2) Authorize an additional \$2,276,772 in funds thereby increasing the maximum contract value from \$21,900,460 to \$24,177,232, 3) Authorize an amendment to the scope of services of Contract AS-2441 to remove the Mobile Evaluation Unit (MEU), and one Customer Service Representative (CSR).]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p> |
| <p>13. CONSIDERATION TO APPROVE PARTICIPATION IN LOS ANGELES COUNTY'S MEDI-CAL ADMINISTRATIVE ACTIVITIES PROGRAM (page 38)</p> <p>[Staff Recommendation: Receive and File]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote Required: majority of quorum by voice vote]</p> |
| <p>14. ROUTING PRESENTATION</p> | <p>INFORMATION</p> |
| <p>15. STATUS UPDATE ON METRO'S REVIEW OF ACCESS SERVICES (page 41)</p> <p>[Staff Recommendation: Receive and file]</p> | <p>INFORMATION</p> |
| <p>16. EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>17. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |

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| 18. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 19. | ADJOURNMENT | 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 18, 2015

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

ISSUE:

It is necessary to elect new officers of the Board for Fiscal Year 2015-2016. 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 28, 2015 and ending June 30, 2016 or the election of their successor, whichever last occurs. The nominees are:

Slate of Officers:

Chairperson:	Doran Barnes*
Vice Chair:	Dolores Nason*
Treasurer:	Martin Gombert*
Secretary:	Theresa DeVera*
Executive Director:	Shelly Verrinder

* Requires term limit waiver by board

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 Chief Operating Officer. 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 Chief Operating Officer, 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. Chief Operating Officer:

In the absence or disability of the Executive Director, the Chief Operating Officer, 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 Chief Operating Officer 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' 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.



STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE ACCESS
SERVICES BOARD OF DIRECTORS

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012
Monday, August 24, 2015
12:08 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Doran Barnes at 12:08 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary Theresa DeVera, Directors Angela Nwokike, Valerie Gibson, John Troost, Nalini Ahuja, and Kim Turner. Ex-Officio: CAC Chair Chaplain Dov Cohen, TPAC Chair Linda Evans and Access Services Legal Counsel Jim Jones.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

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

4. SUPERIOR SERVICE AWARD

Superior Service Awards were given to:

San Gabriel Transit Mechanic Supervisor, Sarkis Bagdasaryan, August 2015.

5. REVIEW & APPROVAL OF THE BOARD MEETING MINUTES

Approval of the minutes from the regular Board of Directors meeting held on Monday, June 29, 2015.

Motion made by Vice Chair Dolores Nason to approve the minutes, seconded by Director Nalini Ahuja. Via Voice Vote six were in favor with two abstentions, motion passed.

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), stated that since there was a full agenda today he just wanted to remind everyone that the next CAC meeting was scheduled for Tuesday, September 8, 2015 in Walnut Park, so he would defer any comments until the next meeting.

Linda Evans, Chair of the Transportation Professionals Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, July 9, 2015. The committee discussed the following items, Officer Nominations, the Proposed Regional Fares, and the Draft Short Range Transportation Plan. The committee approved the proposed regional fare system as presented.

7. GENERAL PUBLIC COMMENT

Charles Hale made public comment stating that he experienced so many problems with Access Services so he sent information to Chair Barnes, Ms. Verrinder and other Access staff members. He briefly went over the issues which he included in his correspondence with Access staff and the Board members and stated that he still had not received any written correspondence from Access Services. Mr. Hale concluded his public comment by informing Chair Barnes that he had a copy of the information that was submitted to Access staff along with a copy for Ms. Verrinder.

Michael Conrad made public comment by stating that the cab companies that the provider use were telling the blind and/or visually impaired riders that they don't have to approach them even if it was noted on their reservation. Mr. Conrad stated if Access was going to continue to use outside taxi cab companies they need to ensure that the drivers are trained and understand the meaning of approaching the rider.

Catherine Clinch made public comment by stating that Access Services states in all of their brochures and handouts that they do not discriminate, but she feels that Access doesn't take into consideration that deaf people cannot answer a phone and they refuse to setup a text system. Ms. Clinch stated that she had read Access Services technology page and it stated that there would be an application that would do this in February but she asked February of what year. Ms. Clinch concluded her public comment by stating that she was very well aware of how simple it was to implement a text system for the deaf.

William Zuke made public comment by stating that the process of getting the drivers to show him their identification was sometimes good and not so good. He stated that some drivers would show their identification and give him time to write

information down and others would refuse. He also stated that he smelled marijuana scent coming from the air conditioner when it was turned on. He felt that there should be a firm policy that the driver had to show their identification to the riders. Mr. Zuke concluded his public comment by stating that he had received a couple of false no-shows, so he would appreciate it if someone would address that issue.

Rene Madera made public comment by stating that she was suspended from using Access Services for about a month and during that time she had to postpone many of her doctor appointments. She added that the reason she was suspended was for conduct and because she complained too much, she asked how many complaints riders are allowed to submit. Ms. Madera also stated that a driver removed her Access ID card from her wallet carrier, which she did not know until the driver tried to give it back to her. She concluded her public comment by stating that the drivers were still not providing physical approaches.

Daniel Garcia made public comment by stating that everyone was unique in many ways and this county had the largest population of individuals with disabilities who were becoming more and more aware of their rights. So Access Services must provide this service and understand how the lives of these riders are going to be changed.

Barbra Nader made public comment by stating that she traveled to the Hollywood Bowl three times a week to listen to Classical Music but always had a problem with her rides. She added that her rides were always late and the vehicle would always stop at a location that was down a hill from her and she could not walk down the hill. She stated that she asked the people she knew at the Hollywood Bowl if the Access vehicle could pick her up at the taxi stand location because she worried about being alone waiting for her ride and they said yes, so now everything was good.

8. CONSENT CALENDAR

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

- 8-a Consideration to Approve Board of Directors' Committee Appointments
- 8-b Consideration to Authorize the Purchase of Vehicles for Paratransit Service Fiscal Year 2015/16
- 8-c Consideration to Extend Term - Real Estate Broker Service Agreement (AS-3820)
- 8-d Consideration to Increase Funds to Add Two Additional User Licenses to Financial Software ERP System (AS-3753)

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

9. CONSIDERATION TO APPROVE ACCESS FARE SYSTEM - AMENDED ITEM

Recommendation: Approve the dynamic fare proposal and authorize staff to present an amendment to the Los Angeles County Coordinated Paratransit Plan to the membership of Access at a membership meeting in October. If finally adopted, the dynamic fare system proposed will have the following rules with an effective date of January 1, 2016:

- To calculate the fare, the cost of a comparable fixed-route trip would be doubled and then rounded down to the nearest fare level. The proposed fare levels are \$0, \$0.50, \$1, \$2, \$3, and \$4. Fares in Santa Clarita, Antelope Valley and fares for transfer trips will not be changed.
- Requested paratransit trips that cannot be completed on the fixed-route system (but are within Access' service area) are considered premium trips above the minimum requirements of the Americans with Disabilities Act. These trips will be \$3 each way.

In the event that legislative or regulatory changes are enacted before January 1, 2016 that would allow for the continuance of the current Access coordinated fare system, the dynamic fare proposal would not be implemented. As discussed in more detail later in this item, Access has filed a Petition for Rulemaking with the United States Department of Transportation requesting that the existing federal rule be changed to allow the current coordinated fare system to be retained.

Public Comment

Karen Taylor made public comment by thanking staff for keeping the coupons. She also stated that if she had to accept the \$3.00 increase, then she would accept it.

Teddie Joy Remhild made public comment by stating that she attended Access Services Public Hearing on the fare change and she mentioned that she was one of the advocates that was walking the halls of congress in 1990 to advocate for the passage of the Americans with Disability Act. She stated that she felt that the fare structure that was proposed then during a Public Hearing was up to \$5.00 and she was happy to see that it was restructured but never the less it was still a problem.

In addition to the Department of Transportation public comment she would like to add that the Paratransit Rider's Coalition had been circulating a petition to be sent to Director Anthony Fox and the Disability Rights Education and Defense Fund (DREDF) was also expressing opposition to the Department of Transportation. She added that it would be a hardship on the ridership and not really in the spirit of the

original proposal of the ADA to make transportation as accessible to people with disabilities as it was for those of you that drive or use other public transportation.

Ms. Remhild concluded her public comment by stating that she was opposed to it like she was then but she was also encouraged that Access Services really tried to restructure it and working with the FTA, but she still had a problem with the complexity of it which would be very complicated for the ordinary rider to understand.

Charles Hale made public comment by stating that he was also opposed to the rate increase but he was glad to see that Access Services was pursuing matters further. He added that it would also be nice to have the Access ID/TAP cards delivered to the senior centers which would provide a broader outreach to those that may be using Access Services in the future. Mr. Hale stated that his objection to the methodology being taken which was to his understanding that it started in 2006 and now the transportation authorities are pressing it further.

Michael Conrad made public comment by stating that it was to his understanding that when the FTA made these objections it was because there were people on a fixed income that were paying the \$2.75 fare which was too much. Access Services was doing what the ADA allowed them to do by doubling the fare but they don't have to double the fare if they don't want to, they are following what the ADA was allowing them to do. Mr. Conrad concluded his public comment by stating that if they double the bus fare but when it reaches the \$2.75 mark, leave it there and keep the \$3.50 the way it was now.

Sally Sewell made public comment by stating that she liked the current fare system and asked why it had to be changed. She stated that she was on a fixed income and uses the service a lot on weekends. She asked not to change the fares.

Elizabeth Lyons made public comment by stating that many riders are confused and think they have to pay for the bus. She also added that she uses coupons and was dyslexic and she worries that she may over pay for a ride. She concluded her public comment by stating riders that are disabled and don't use Access are charged a disabled rate and that should be what the Access riders should pay instead of increasing the fares.

Kim Hudson made public comment by stating that she felt that the new fare system was going to be very confusing and difficult for the average Access rider because the fares would fluctuate for the rider on a limited income, she requested that staff look into basing the fares on the disabled fare system for buses. She concluded her public comment by stating that the riders that use coupons were going to have difficulty handling multiple coupons.

Steve Remington made public comment by stating why the Access fares can't be the same as the bus fare for disabled riders, why did it have to be double.

Dale Riley made public comment by stating that he had a 9:00 a.m. scheduled pick-up on a Sunday but the vehicle never showed up so he got really upset. He added that he was glad to see that Access was taking a look at the cost for rides.

Sylvia Drzewiecki made public comment by stating that her main concern regarding the fare change was that the cost to the riders was going to be too much for a person on a fixed income. She concluded her public comment by stating why **couldn't the fare be the same as the bus fare** for the disabled riders, she was not able to hold coupons in her hand and she did not have a computer to see what her fare was going to be ahead of time in order to know if she had the money to take the rider or not.

Maria Mears made public comment by thanking staff for keeping the coupons. She stated that she liked Access Services very much but if the fares went any higher it would hurt everyone.

Daniel Garcia made public comment by stating that the people that don't understand the system are the ones that are paying for it. He suggested that Access Services ensure that these public comments are addressed regarding the propose fare system.

Kathy Barajas made public comment by sharing a letter that she wrote to Mr. Anthony Fox regarding the proposed fare change.

Terri Lantz made public comment by stating that the new fare system was going to be very difficult for Access Services to implement. She stated that the riders are not going to be able to afford it or understand the new system and you would be taking away their independence.

Yael Hagen made public comment by stating that she did not agree with the comment made that Access Services had no choice regarding the new fare system. She stated that there were a lot of conversations that could be had, she went on to describe different options for the fare systems and how it would affect the ridership.

Kurt Hagen made public comment by stating that he was very much against going to the new dynamic fare system, he felt that it was riddled with issues, very complexed and confusing for the riders to understand and way too costly for the riders.

Maria Aroch made public comment by asking the Board to take into consideration all the comments that they are hearing today. She added that Alfredo was doing such a great job with the fares but she hoped that he would come up with something less then and \$4.00.

Hector Ochoa made public comment by stating that he was the consumer advocate for the Southern California Resource Services for independent living and the commissioner for the Commission on Disability for the County of Los Angeles. Mr. Ochoa stated that he was present today as a voice of support for a large

majority of consumers that they service at the independent living center. He stated that he understood that to an extent Access Services had to comply with federal law but as many believe this new fare structure was not going to work. Mr. Ochoa concluded his public comment by going over a few reasons why it would not work.

Deaka McClain made public comment by stating that Access Service was doing a wonderful job but there was always room for improvement. She stated that she served on many boards dealing with disabled issues and in order to make a difference their voice needed to be heard. Ms. McClain concluded her public comment by stating that she understood that sometimes our hands are tied but after all the public comments at today's meeting maybe that could be taken into consideration. She asked how she would go about submitting her comments to the federal government.

Barbra Nader made public comment by stating that apparently there was a problem and Access Services had to fix it. She asked why the riders should pay for it. She concluded her public comment by stating: fix it.

Chris Brown made public comment by stating that he had been an Access rider since it started twenty years ago. He added that twenty years ago there was not another service like Access Services and he appreciated the service with all its problems. Mr. Brown agreed with Ms. Nader's comment that Access Services had a problem but they were putting it on the backs of the riders.

Jesse Padilla made public comment by stating that he agreed with everyone's comments today. He stated that he felt that it would be a nuclear attack on everyone's independence but he also understood if Access Services had to comply with the FTA regulations. He concluded his public comment by stating that if we could all work together to make it work, that would be great.

Victor Dominguez made public comment by stating that when he told his family about the dynamic fare issue, they did not agree with the proposal for many reasons but mainly because of the cost to the individuals on a fixed income. Mr. Dominguez stated that if we can't keep the current fare system we should stick to rounding it off to the next dollar amount with a cap on the \$4.00 which would make it easier for the riders.

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

10. CONSIDERATION TO APPROVE ACCESS SERVICE FIVE YEAR STRATEGIC PLAN (2015 - 2020)

Chair Doran Barnes asked to table this item due to time constraints and stated that this item would be brought back to the Board at a future meeting for consideration.

Motion made by Vice Chair Dolores Nason to table this item to a future Board meeting for consideration, Seconded by Treasurer Martin Gombert. Via Voice Vote all were in favor, motion passed

11. **STATUS UPDATE ON METRO'S REVIEW OF ACCESS SERVICES**

Recommendation: Receive and file Metro's review of Access Services.

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

12. **EXECUTIVE DIRECTOR'S REPORT**

Shelly Verrinder, Executive Director began her report by mentioning that on Thursday, October 15, 2015, staff was planning on conducting a joint Membership and Board meeting and canceling the Monday, October 26, 2015 Board meeting. She also stated that staff was planning on conducting a Strategic Board Retreat on Tuesday, November 3, 2015 which would be an opportunity to discuss the Operations and Strategic Plan.

Ms. Verrinder continued to report that the service in the Southern Region had been struggling over the course of the last month which was related to technology and old software that Access Services/Global Paratransit are responsible for. Staff had been trying to replace the dispatch software within Access Services systems which had been discussed and staff was still working on it. Something broke down within the communication system of the software where trips were being lost and disappearing during the download and upload between StratGen and the dispatch software. Ms. Verrinder added that after a lot of investigation and bringing people in to try and figure it out it appeared that the problem was fixed and service stabilized within the region but there were some days when over a thousand trips disappeared, on-time performance was extremely low and they were trying to find out where the trips were disappearing to.

Ms. Verrinder concluded her report by stating that on the 14th of August, several Access staff and Board members attended Richard Devylder's celebration of life which was very uplifting and inspirational. She added that she hoped that we could all adjourn the meeting in his honor.

BOARD MEMBER COMMUNICATION

CAC Chair Cohen stated that he would like to re-invite everyone to the CAC meeting that is scheduled to take place on Tuesday, September 8, 2015. He stated that he expects a large turnout and the discussion would be regarding Access Services Fare issue. He thanked everyone for the work that was currently being done to try and come to a resolution on the current fare issue.

Director Nalini Ahuja thanked everyone for being present and welcomed the newest Director Valerie Gibson.

Director Valerie Gibson stated that she was happy and honored to be a part of the Access Board of Directors.

Director Angela Nowikike reminded everyone in the audience that she would be conducting advocacy surrounding the Federal Transit Administration's (FTA) dockets. She asked everyone to submit their dockets because she would be collecting them. Director Nowikike also stated that she attended the APTA Transit Board Member Seminar in Denver, Colorado which was a great seminar.

Vice Chair Dolores Nason stated that she also attended the APTA Transit Board Member Seminar in Denver, Colorado and wrote a report if anyone was interested. Vice Chair Nason reiterated what Ms. Verrinder stated about Mr. Devylder's services on August 14, 2015. She stated that Mr. Devylder really inspired everyone so she would really appreciate closing today's meeting in his memory.

Chair Doran Barnes stated that he also had the opportunity to attend that APTA Transit Board Member Seminar and had always found it to be a very informative and informational. Chair Barnes also mentioned that he had the opportunity to participate in the TRANSED conference in Lisbon, Portugal. Chair Barnes concluded his comment by stating the that nominating committee for the American Public Transportation Association (APTA) met last Friday, August 21, 2015 and recommended him as the nominee for Vice Chair of the Association. He stated that he would assume the position in October 2015.

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

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

14. **ADJOURNMENT**

Motion made by Vice Chair Dolores Nason to adjourn the meeting in memory of Richard Devylder. Seconded by Director Kim Turner, via Voice Vote. The meeting adjourned at 3:10 p.m.

Approval

Theresa DeVera, Secretary

Date

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO APPOINT COMMUNITY ADVISORY COMMITTEE (CAC) MEMBERS AND AMEND BY-LAWS

ISSUE:

There is currently one vacancy on the CAC. In addition the CAC is requesting to amend the by-laws so that a formal approval of future appointments to the CAC is approved by the full CAC prior to submission to Access' Board of Directors.

RECOMMENDATION

Staff requests the Board to appoint the following CAC member.

Mr. Gordon Cardona - Group A

Staff requests that the Board consider and approve the amendment of the CAC by-laws clarifying that recommendations from the CAC Nomination Subcommittee be considered by the full CAC before being sent to the Board of Directors for approval.

IMPACT ON BUDGET

None

BACKGROUND

The CAC Nomination Subcommittee has reviewed applications to identify a member who can best represent Access customers, both in terms of various disabilities and in scope of influence/representation. The CAC bylaws require Board appointment of CAC members.

Mr. Gordon Cardona represents the Southern Region of Access Services, as a customer and an advocate of the disabled community. In addition to being an Access consumer, he volunteers at CALIF, an independent living center in Downtown Los Angeles. Mr. Cordona was previously employed at Empower Tech (formally Computer Access Center), Center for Adaptive Rehabilitation Technology at Rancho Los Amigos National Rehabilitation Center and City of Los Angeles Office on Disability as an intern. Mr.

Cardona has also served on the Board of Directors at Empower Tech and as President and Vice President of the Unrecables Ski Club Board.

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, 2017 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.

At the September 8, 2015 CAC meeting the committee requested that the by-laws be amended to clarify Article 3.1, Section 4 of having the full CAC review and forward candidates to the Board of Directors for approval.

The amended language is italicized 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) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval.*

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

ISSUE:

Eight Transportation Professionals Advisory Committee (TPAC) members have completed their terms, which will expire on October 28, 2015. The reappointments recommended below are for two-year terms beginning October, 2015. These terms will expire on October, 2017.

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
- Giovanna Gogreve, Metro
- Kevin McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- James Lee, 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 members (Group B) have terms continuing through October, 2016:

- Dana Pynn, Long Beach Transit
- Sebastian Hernandez, City of Pasadena
- Jose Medrano, Montebello Bus Lines
- Evelyn Galindo, South L.A. Regional Center
- David Feinberg, Santa Monica's Big Blue Bus

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
KEVIN LEE, MANAGER OF ANALYTICS AND PROJECT OVERSIGHT

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
TELEPHONE MAINTENANCE AND SERVICES CONTRACT (AS-3032)

ISSUE:

Board approval is required for the extension and increased funding of the telephone maintenance contract (AS-3032) with Accurate Telecom that covers the system in use at Access' administrative facility.

RECOMMENDATION:

Authorize \$40,000 in funds and an extension in the period of performance for one year, from March 25, 2016 through March 24, 2017.

IMPACT ON BUDGET:

These maintenance services were budgeted for FY2015/16 and will also be allocated in FY2016/17. This action will result in an increase in the total contract amount from \$190,000 to \$230,000.

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

ALTERNATIVES CONSIDERED:

No alternative were considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written extension of the existing contract upon terms and conditions set forth in the existing contract and modified as proposed in this item. Access Services would not be legally bound to the revised terms of the contract until a written amendment embodying those terms is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The telephone system at Access' administrative office is used to support not only day-to-day office usage but also complex menu routing and recording for Access' Customer Service Center. This system has historically been maintained through a maintenance service agreement with an outside vendor that covers existing hardware (phone systems, handsets, servers, etc.) as well as software maintenance, including version updates.

In accordance with procurement practices staff released a Request for Quotations (RFQ) in December 2010. The contract was awarded to Accurate Telecom for a three year period that began in March 2011. This contract also provided the option of renewing the agreement for up to five one-year option years subsequent to Board approval. This is the third option year available with the contract.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
FINANCE

RE: CONSIDERATION TO RENEW AGENCY INSURANCE POLICIES FOR
FISCAL YEAR 2015-16

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2015.

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 \$425,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2015/16 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 following insurance policies: Property, Difference in Conditions, Crime, General Liability, Automobile - Staff Vehicles, Professional Liability, Executive

Management Liability, and Cyber Liability. Upon Board approval, staff will authorize SCM to purchase the policies with an effective date of no later than November 1, 2015.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO AMEND SCOPE OF WORK - SANTA CLARITA
SERVICE PROVIDER CONTRACT (AS-2602)

ISSUE:

Board approval is necessary to amend the scope of work with the City of Santa Clarita for eligibility transportation and related services in the Santa Clarita area.

RECOMMENDATION:

Authorize the following additions to the scope of work for Contract AS-2602 -

- Transportation of eligibility appointments to/from established eligibility sites within the Santa Clarita service area.
- Use of space at the Santa Clarita Transit facility to conduct eligibility evaluations.

IMPACT ON BUDGET:

This action will result in an estimated annual increase of \$11,861 for certification trips under the Santa Clarita Transit contract (AS-2602). This increase will not require an adjustment to the current not-to-exceed contract amount.

When coupled with the reduction in cost with the removal of the Mobile Evaluation Unit and related services from the Eligibility Determination Services contract (AS-2441), nearly \$36,000 annually, there should be a net reduction in overall costs from those previously budgeted.

The funding for these services comes from a combination of federal Section 5310 Grant and the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

The use of multiple fixed eligibility sites is an alternative to the Mobile Evaluation Unit in use under the Eligibility Determination Services contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Eligibility determination services in the Santa Clarita service area have traditionally been provided by Access' eligibility contractor with a Mobile Evaluation Unit (MEU) or conducted at the Santa Clarita Senior Center. Staff has been evaluating the cost effectiveness of this and, with input from both the eligibility contractor and Santa Clarita Transit, is now proposing a new model that will result in an overall cost savings.

Access has agreed in principle to a lease agreement with the City of Santa Clarita/Santa Clarita Transit (SCT), an Access Member Agency, to use the SCT facility to conduct evaluations after October 1, 2015. SCT will also provide the transportation to and from the facility for those who may not have their own means of transportation. In order to stay within the Access policy of scheduling certification appointments out no more than ten (10) scheduling days out, the evaluations will be provided on a bi-monthly basis to ensure the eligibility contractor remains within policy standard. Access will also continue to utilize the current location for evaluations at the Santa Clarita Senior Center while SCT transitions into this new role. Following the transition, Access will move away from the Senior Center location to have evaluations conducted solely at SCT for more consistent evaluations.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO EXTEND TERM - MOBILITY DEVICE MARKING
CONTRACT (AS-2853)

ISSUE:

Board approval is necessary to extend the period of performance for the mobility device marking services contract (AS-2853) with C.A.R.E. Evaluators, LLC (CARE).

RECOMMENDATION:

Authorize a six (6) month extension to the contract from January 1, 2016 through June 30, 2016. No increase in funds is necessary.

IMPACT ON BUDGET:

The rates are consistent with those specified in the CARE contract. The contract amount is included in the Access budget for FY2015/16.

The funding for these services comes from a combination of federal Section 5310 Grant and the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

None, this will be the last extension of this contract as staff will be issuing a Request for Proposals (RFP) in the fall that will encompass the services of this contract and eligibility determination for a July 1, 2016 start.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with C.A.R.E. Evaluators, LLC for mobility device marking services on terms and conditions set forth in the existing contract and modified as proposed in this item. Access Services would not be legally bound to the revised terms of the contract until embodied in a written amendment executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

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

In addition to the activities at CARE, Access' eligibility determination facility, the MAT staff also participates in offsite marking and tethering programs to promote and contribute to safety. One program in particular is an ongoing program sponsored by Metro in partnership with Rancho Los Amigos National Rehabilitation Center located in Downey to assist their patients in becoming better acquainted with riding Metro buses. As part of this outreach, MAT staff is onsite to mark and/or tether (free of charge) the individuals' mobility devices for safer securement on fixed route or paratransit vehicles.

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

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: STEVE HOLMAN, MANAGER OF PROCUREMENT AND CONTRACTS
RICK STRIEFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO AUTHORIZE THE PURCHASE OF UP TO 50
VEHICLES FOR PARATRANSIT SERVICE (AS-3954)

ISSUE:

In accordance with the fiscal year 2015/16 consideration to purchase vehicles approved by the Board in August 2015 and following a formal procurement in which quotations were solicited to provide ADA-accessible CNG MV-1 vehicles, Board approval is required to purchase fifty (50) accessible vehicles for paratransit service.

RECOMMENDATION:

Authorize staff to purchase up to fifty (50) ADA-accessible CNG MV-1 vehicles for a cost not to exceed \$3,099,722.50 from Creative Bus Sales, Inc.

IMPACT ON BUDGET:

The funds needed for the purchase of the 50 vehicles will be from the FY2015/16 capital budget, using a combination of local Proposition C, federal Toll Road Grant funds, and Job Access Reverse Commute (JARC) funds. The proposed total expenditure includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicles proposed for this project are the only factory built ADA-accessible vehicles in this weight class with a Compressed Natural Gas (CNG) option. This purchase allows Access to continue to serve its customers while providing trips in safe, fuel-efficient and environmentally-friendly vehicles.

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 purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase

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

Access issued an Invitation for Bids (IFB) in August 2015 in order to find a vendor capable of delivering the vehicles specified in the IFB on time and within budget. On September 11, 2015, staff received one bid from Creative Bus Sales, Inc. (Creative). After determining that the vendor was well qualified to deliver these vehicles, Access agreed to seek Board approval for this purchase.

Access is proposing to purchase 50 Mobility Ventures Compressed Natural Gas (CNG) MV-1 accessible vehicles at a cost of \$61,994.45 per unit. The MV1, with a range of 280 miles, is the first purpose-built ADA-accessible vehicle with a CNG power option. It was designed in Michigan and built at a South Bend, Indiana assembly plant by AM General, the current builder of the Hummer H1. The MV1 can seat three ambulatory passengers and one passenger using a mobility device.

The current retail price of CNG in Los Angeles County is \$2.40 GGE (gasoline gallon equivalent). The MV1 averaged 16 miles per gallon in a prototype test performed by Access staff here in Los Angeles. Based on cost and fuel consumption data, the MV1 would cover its higher purchase price in two years.

The JARC funded Access to Work service is designed to provide transportation for employment related trips for accessing jobs. It is a standing-order (subscription) service that is available to qualified low income Access eligible riders in Los Angeles County. These new Access to Work vehicles will be distributed among the six providers consistent with the vehicle needs indicated in the vehicle allocation formula. These vehicles may also be used for regular Next Day or Standing Order service after Access to Work trip duties are completed.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS
FROM: JAMES JONES, ACCESS SERVICES GENERAL COUNSEL
RE: CONSIDERATION OF EXECUTIVE DIRECTORS COMPENSATION

ISSUE:

Approval of a change in the Executive Director's Compensation Package, as negotiated by the Compensation Committee of the Board, requires Board approval in open session.

RECOMMENDATION:

Approve the recommendation to be presented by the Compensation Committee of the Board.

BACKGROUND:

A Compensation Committee of the board of directors is required by state law. One of the responsibilities of the Compensation Committee of the Board is to:

"Review and approve or recommend to the full Board the annual salary, bonus and other benefits, direct or indirect, of the Agency's Executive Director and Director of Finance and Administration and such other members of senior management as the Board may request;"

Under the terms of the Executive Director's contract, her compensation is to be reviewed every twelve months by the Committee. The Committee has reviewed the compensation of the Executive Director, and compared to the prevailing salary for comparable positions with other public transit agencies. Pursuant to the authority of the Board granted in closed session, the Committee has negotiated with the Executive Director changes, to take place effective July 1, 2015, which will be presented at the meeting for the Board's approval.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, MANAGER OF PLANNING AND
COORDINATION

RE: CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR
STRATEGIC PLAN 2015-2020

ISSUE:

Access staff has developed a draft Strategic Plan to identify challenges and goals for Access Services over the next five years (2015-2020).

RECOMMENDATIONS:

Forward the draft Strategic Plan for review by the Board at the Board retreat scheduled on November 3, 2015.

IMPACT ON BUDGET:

This action will not have an impact on Access' budget.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND:

In July 2014, Access staff, assisted by the transit consulting firm Nelson\Nygaard, embarked on an effort to develop a five year Strategic Plan for the agency. The impetus for this was that ridership and new customer applications were projected to increase over the next couple of years which will lead to increases in overall agency costs. In light of these challenges, staff developed a draft plan to address the issues facing the agency. The plan outlines Access' approach to ensure the agency continues to provide safe, reliable and efficient transportation now and in the coming years ahead.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS, AND REVISE
SCOPE OF WORK - ELIGIBILITY DETERMINATION CONTRACT
(AS-2441)

ISSUE:

Board approval is necessary to increase funds, extend the period of performance, and revise the scope of work for the eligibility determination services contract (AS-2441) with C.A.R.E. Evaluators, LLC (CARE).

RECOMMENDATION:

1. Authorize a six (6) month extension to the contract from January 1, 2016 through June 30, 2016.
2. Authorize an additional \$2,276,772 in funds thereby increasing the maximum contract value from \$21,900,460 to \$24,177,232.
3. Authorize an amendment to the scope of services of Contract AS-2441 to remove the Mobile Evaluation Unit (MEU), and one Customer Service Representative (CSR).

IMPACT ON BUDGET:

The proposed fixed monthly rate will be reduced from \$231,532 to \$228,544 and the fixed in-person evaluation rate will be reduced from \$30.05 to \$29.61 due to cost savings associated with the removal of the MEU and one CSR. The document review rate will remain \$13.77. The additional funds required for this extension have been programmed into the Access budget for FY2015/16.

The funding for these services comes from a combination of federal Section 5310 Grant and the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

Recommendations from the comprehensive review of eligibility have indicated that this six month extension is prudent while several Access objectives continue to progress, including the development and issuance of a Request for Proposal for Eligibility Determinations services and identification of facilities to be used for said services.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

During the January 2015 Board meeting staff requested a six (6) month extension for this contract in order to conduct a comprehensive review of eligibility. Staff retained a consultant and the review was completed and presented to the Board in May 2015.

Recommendations from this review will impact the structure and delivery of eligibility determination services and therefore staff felt it prudent to proceed with an additional six (6) month extension to incorporate the changes into a Request for Proposals that will be issued this fall for a July 1, 2016 start. Concurrently staff is identifying potential sites to conduct eligibility determination services that will be leased directly by Access.

With respect to the changes in the scope of work, eligibility determination services in the Santa Clarita service area have traditionally been provided by Access' eligibility contractor with a Mobile Evaluation Unit (MEU) or conducted at the Santa Clarita Senior Center. Staff has been evaluating the cost effectiveness of this and, with input from both the eligibility contractor and Santa Clarita Transit, is now proposing a new model that will result in an overall cost savings.

Access has agreed in principle to a lease agreement with the City of Santa Clarita/Santa Clarita Transit (SCT), an Access Member Agency, to use the SCT facility to conduct evaluations by CARE after October 1, 2015. SCT will also provide the transportation to and from the facility for those who may not have their own means of transportation. In order to stay within the Access policy of scheduling certification appointments out no more than ten (10) scheduling days, the evaluations will be provided on a bi-monthly basis to ensure the eligibility contractor remains within policy standard. Access will also continue to utilize the current location for evaluations at the Santa Clarita Senior Center while SCT transitions into this new role. Following the transition, Access will move away from the Senior Center location to have evaluations conducted solely at SCT for more consistent evaluations.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING AND GOVERNMENTAL AFFAIRS
MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE PARTICIPATION IN LOS ANGELES COUNTY'S MEDI-CAL ADMINISTRATIVE ACTIVITIES PROGRAM

ISSUE:

Access staff, in conjunction with its consultant ST Consulting, has been working with the County of Los Angeles to gain entry into the Medi-Cal Administrative Activities (MAA) Program. Access' participation in the MAA program has the potential for the agency to receive a percentage of its costs back from the federal government for transporting Medi-Cal eligible customers to Medi-Cal related appointments.

RECOMMENDATIONS:

Receive and File

IMPACT ON BUDGET:

Participation in the MAA program is a potential source of revenue for the agency. A number of transit agencies in Southern California currently receive funding from the Medi-Cal program for some of their paratransit trips.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND:

The MAA Program assists in the administration of the Medi-Cal Program by improving the availability and accessibility of Medi-Cal services to Medi-Cal eligible and potentially eligible individuals and their families.

As the ADA complementary paratransit provider for Los Angeles County, it can be assumed that Access Services is currently providing non-emergency medical

transportation to Medi-Cal eligible customers. Transit entities that provide this type of transportation are eligible to receive a percentage of their costs back from the federal government for transporting Medi-Cal eligible individuals to Medi-Cal covered services. The MAA program thus represents a potential source of revenue to support eligible transportation services in Los Angeles County.

Other transit agencies in Southern California currently participate in the MAA program. They include:

- San Diego Metropolitan Transit System (SDMTS)
- Riverside Transit Agency (RTA)
- Gold Coast Transit in Ventura County

San Diego MTS has been a participant since 2003 and is the first known transit agency in California to take advantage of the MAA reimbursement program.

Overview of Coordination Activities

Over the past year, Access and its consultant have worked with staff from the L.A. County Department of Public Health to put in place the processes needed for Access to participate in the program.

Listed below is a timeline of events:

- **June 24, 2014** - The Los Angeles County Board of Supervisors approved a motion to allow Access Services into the MAA program.
- **October 14, 2014** - L.A. County staff conducted a feasibility review and concluded that Access Services is eligible to participate in the L.A. County MAA Program.
- **February 20, 2015** - Access submitted a draft claim plan and supporting documents to the County for entry into the MAA program.
- **June 2015** - Access sent a sample rider database to the County to enable it to perform a preliminary "tape match" with the State. This process would allow Access to have an idea how many of its customers are enrolled in the Medi-Cal program. Subsequently, the State informed the County of regulatory issues which prevent the State from performing the match. These issues need to be resolved at the County and State level before this process can move forward.
- **August 11, 2015** - County and Access staff met to discuss next steps and issues related to the "tape match" at the State level.

Next Steps

Access and County staff will work on a draft MOU/contract to formally allow Access to be a participant in the MAA program. Prior to executing the contract, Access staff will bring it to the Access Board for review and approval. Once approval is granted, Access will continue to work with the County to implement the necessary processes to ensure Access is properly reimbursed for eligible trips provided to Medi-Cal eligible customers.

SEPTEMBER 18, 2015

TO: BOARD OF DIRECTORS

FROM: MATHEW AVANCENA, MANAGER OF PLANNING AND
COORDINATION

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

ISSUE:

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

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

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

RECOMMENDATION:

Receive and File.

**STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT
RECOMMENDATIONS**

Recommendation #1 - CLOSED in August 2014

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

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

Recommendation #2 - CLOSED in February 2014:

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

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

January - 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	<p>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:</p> <table border="1"> <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> <p>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:</p> <table border="1"> <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>	Number of Short Trips	Count	Percent	12 or more trips	202	7%	7 - 11 trips	235	8%	6 trips or less	2,457	85%	Contact Results	Count	Percent	No response	107	53%	Not interested - medical concerns	53	26%	Not interested - no reason given	26	13%	Interested	8	4%	Maybe later	6	3%	Have already been trained	2	1%
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	<p>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.</p> <p>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.</p>
August-14	As time allows, Access and MMP staff will call the remaining high use riders from the original list and offer them travel training. Since staff would like to make this a continuous component of the Travel Training program, staff would like to close this recommendation going forward.
	CLOSED in August 2014

Recommendation #4 - CLOSED in August 2014:

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

January - 14	Access will be undertaking a review of this recommendation in the near future.
April - 14	Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.
May - 14	Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.
June-14	Staff has budgeted funds in the proposed FY 2015 budget for group travel training.
August-14	Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward.
	CLOSED in August 2014

Recommendation #5 - CLOSED in August 2014:

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

January - 14	Access will be undertaking a review of this recommendation in the near future.
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April - 14	Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.
May - 14	The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.
June-14	<p>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.</p> <p>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.</p> <p>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.</p> <p>Had these same riders not been trained, they would have used Access Services to take the same seven (7) one-way trips.</p> <p>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).</p> <p>Based on these assumptions, the Access Travel Training Program provides training to 250 individuals per year, or 21 trainings per month on the average. The cost per training is approximately \$2,000, resulting in a monthly cost of roughly \$42,000 to maintain the program. It is important to note that savings are cumulative, in that as more individuals are trained, the number of trips diverted monthly continues to grow. For example, after one month of training, 21 individuals have been trained and 147 trips are being diverted to fixed route on a monthly basis. After 12 months of training, 250 individuals have been trained and 1,750 trips monthly are being diverted to fixed route, and so on.</p> <p>After one full year, the ongoing monthly savings resulting from the program has increased to \$54,828 ($\\$31.33 \times 1,750$). Offset by the</p>

	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 5 th year of the project, or an average savings of \$1.1 million per year. These are net savings after accounting for the cost of the program.
August-14	<p>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.</p> <p>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.</p>
	CLOSED in August 2014

Recommendation #6 - CLOSED in September 2014:

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

January - 14	Access Services is continuously reviewing its fleet mix and will continue to do so. The Access fleet is comprised of Access owned vehicles, contractor owned vehicles and taxicabs. Staff presented a vehicle formula for Access owned vehicles to the CAC and TPAC in March. The formula is expected to be presented to the Board for consideration in April 2014.
April - 14	Staff is working with the transportation service providers on the base assumptions used to drive the vehicle allocation formula. A revised formula and vehicle service plan will be presented to TPAC and CAC in May 2014.
May - 14	The vehicle allocation formula has been presented to CAC and TPAC. Staff is still in the process of finalizing the formula. Depending

	upon modifications the formula may need to go back to the CAC and TPAC. Currently, the formula is expected to be presented to the Board for consideration in June 2014.
June-14	Access staff has met with each transportation service contractor to review their fleet needs and inventory. The results of these meetings generated the vehicle acquisitions proposed for FY 14/15 and the distribution of vehicles from the fleet build for FY 13/14. Staff will now work with the transportation service providers to refine the vehicle allocation formula. The formula will then be presented to CAC and TPAC for additional input. After CAC and TPAC's review staff will present the formula to the Board for consideration.
August-14	The revised formula was presented at the August CAC and TPAC meeting. If there is Board approval at the August Board meeting staff will close this recommendation going forward.
September-14	The revised formula was scheduled to be presented at the August CAC meeting but the meeting ran over time. Staff will present the item at the September CAC meeting. If there is Board approval at the September Board meeting staff will close this recommendation going forward.
	CLOSED in September 2014

Recommendation #7:

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

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

November -14	The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It was determined that the RFP should be broken down into specialized areas. The RFPs for Customer Service and Eligibility will be issued in November 2014 and the consulting contract will be brought back for consideration at the January or February 2015 Board of Directors meeting.
January - 15	The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.
February - 15	The RFPs for Customer Service and Eligibility was issued in November 2014 and awarded in January 2015. The consultants are expected to start work in February 2015.
March - 15	The consultant firm of McCloud Transportation & Associates, LLC conducted their on-site review of Customer Service as part of the Comprehensive Operational Review. Staff expects a draft report in May 2015. The consulting firm Delta Services Group was awarded the contract for the Comprehensive Operational Review of Eligibility. They have conducted 2 separate site visits and a draft report is expected in May 2015.
April - 15	Eligibility comprehensive review is going well and staff is working with the consultant on the final stages of completion. Highlights from the report are scheduled to be presented to CAC and TPAC in May 2015. A status report on the Customer Service Review will be given to TPAC in April and to the CAC in May.
May - 15	Highlights from the Eligibility Review will be presented to the Access Board of Directors in May 2015. Highlights from the Customer Service Review will be presented to the Access Board in June 2015.
June - 15	An overview of The Final Report Comprehensive Review Customer Service was presented to the Board of Directors for review and comment. The full Comprehensive Review was made available on the Access website.
July - 15	Request for Proposals (RFP) No. AS-3955 Customer Service Center was released. The RFP solicits qualified firms to submit proposals for operating and managing Access Customer Service functions. The contract award is anticipated in September 2015.
August - 15	Staff is reviewing recommendations from the Comprehensive Eligibility Review to incorporate into the RFP for eligibility evaluation services. The RFP is scheduled to be released in November 2015. Meanwhile, short term recommendations are being implemented.

September-15	The Board is scheduled to consider awarding the Customer Service Contract at the October 2015 Board of Directors Meeting.
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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.

January - 14	The Access Board of Directors approved revised call standards on December 2, 2013. The call standards will ensure that calls to OMC and CSC are served promptly. Call center performance will be published monthly in our Board Box report.
	CLOSED

Recommendation #9 - 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.

January - 14	Staff will be presenting a list of ADA services provided beyond the minimums to QSS, CAC, and TPAC for review. Any recommendations will be forwarded to the Access Board for consideration.
April - 14	Staff is developing a list of services provided beyond the minimum ADA and plans to present to CAC and TPAC in May/June.
May - 14	Staff will present this item to the CAC and TPAC in June.
June-14	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.
August-14	Staff already presented a list of ADA services at the June 2014 CAC and TPAC meeting. Therefore, staff would like to close this recommendation.
	CLOSED in August 2014

Recommendation #10:

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

January - 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/RFO will be released this month and anticipate work to begin in October 2014.
September-14	The RFP/RFO is scheduled to be released in October 2014.
November -14	The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
January - 15	The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
February - 15	The RFP for the Comprehensive Operational Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.
March - 15	Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015
April - 15	The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.
May - 15	No new information.
June - 15	No new information.
July - 15	No new information
August - 15	No new information

September-15	The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).
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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.

January - 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/RFO will be released this month and anticipate work to begin in October 2014.
September-14	The RFP/RFO is scheduled to be released in October 2014.
November -14	The RFP for the Comprehensive Operational Review related to Operations is still in development. The RFP is expected to be released in the near future.
December - 15	The RFP for the Comprehensive Operational Review related to Operations is still in development. The RFP is expected to be released in the near future.
January - 15	The RFP for the Comprehensive Operation Review related to Operations is still in development. Staff expects to issue the RFP in the near future.
February - 15	The RFP for the Comprehensive Operation Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.

March - 15	Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015.
April - 15	The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.
May - 15	No new information.
June - 15	No new information.
July - 15	No new information
August - 15	No new information
September-15	The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).

Recommendation #12: CLOSED in February 2014:

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

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