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.

7233 La Palmas Drive
Fontana, CA 92336

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9
   l. Anticipated Litigation: Gov. Code §54956.9 (b)
(i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9

(ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9

2. **Pending Litigation:**

   (b) a situation where, based on the advice of counsel taking into account “existing facts and circumstances” there exists a “significant exposure” to litigation;“

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

   - investigation of public employee

4. **SUPERIOR SERVICE AWARD**

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 22, 2016** (page 5)

   [Staff Recommendation: Approve minutes as written.]

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

7. **GENERAL PUBLIC COMMENT**

8. **CONSENT CALENDAR**

   a) Consideration to Reappoint Transportation Professionals Advisory Committee (TPAC) Members (page 18)

   b) Consideration to Approve Telephone Interpreting Services Contract (AS-4022) (page 20)

   c) Consideration to Approve Extension of Term and Increase of Funds - Agency Telephone System Maintenance Contract (AS-3032) (page 23)

   d) Consideration to Award Contract for Passenger Opinion Survey Services (AS-4021) (page 25)

   e) Consideration to Approve Agency Severance Policy (page 28)

   f) Consideration to Assign Intelenex Contract to EMTEC for Enterprise Resource Services (AS-3753) (page 32)

   [Staff Recommendation: Approve Consent Calendar]
9. EXECUTIVE SEARCH AD HOC SUBCOMMITTEE STATUS REPORT (page 34)

[Staff Recommendation: The Board should consider defining the scope of the tasks to be undertaken by the Ad-Hoc Subcommittee and its authority. Some potential categories are as follows: (see item for categories)

PRESENTATION/ ACTION
[Vote Required: majority of quorum by roll call]

10. ADA PARATRANSIT ELIGIBILITY UPDATE (page 36)

[Staff Recommendation: Receive and file.]

11. OVERVIEW OF FINANCIAL PROCESSES AND POLICIES (page 38)

[Staff Recommendation: Receive and file.]

12. UPCOMING BOARD ITEMS (page 42)

[Staff Recommendation: Receive and file.]

13. INTERIM EXECUTIVE DIRECTOR’S REPORT

INFORMATION

14. BOARD MEMBER COMMUNICATION

INFORMATION

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

DISCUSSION/ POSSIBLE ACTION

16. ADJOURNMENT

INFORMATION

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

Note: Access Services board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at http://accessla.org. Documents,
including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at 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 may respond to all public comment in writing prior to the next Board meeting.

Alternative accessible formats available upon request.
STATEMENT OF PROCEEDINGS FOR THE
REGULAR MEETING OF THE ACCESS
SERVICES BOARD OF DIRECTORS

Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA  91731

Monday, August 22, 2016
12:06 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Doran Barnes at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) VIA TELECOMMUNICATION

Present via telephone: Director Angela Nwokike

2. BOARD OFFICER ELECTIONS

Recommendation: Elect Officers [Chairperson, Vice Chairperson, Executive Director, Secretary, Treasurer] as provided in Bylaws Article VII B to serve for a term beginning August 22, 2016 and ending June 30, 2017 or the election of their successor, whichever last occurs.]

a) Motion to suspend the term limit policy for Chair

Motion made by Director Gibson, Seconded by Director Nason. Via Voice Vote all were in favor, motion passed.
b) Motion to approve the election of Directors Barnes and Ahuja for Chair of the Board.

A voice vote took place for Directors Barnes and Ahuja for Chair. The following Directors voted in favor of Director Barnes. Director Nason, Gibson, Gombert and Barnes.

The following Directors voted in favor of Director Ahuja. Directors Ahuja, Nwokike, Turner, DeVera and Troost. Via Voice Vote Director Nalini Ahuja took the vote 5 to 4.

a) Motion to suspend the term limit policy for Vice Chair.

Motion made by Director Nwokike, Seconded by Director Barnes. Via Voice Vote all were in favor, motion passed.

b) Motion to approve the election of Director Dolores Nason for Vice Chair of the Board.

Via Voice Vote all were in favor, motion passed.

a) Motion to suspend the term limit policy for Treasurer.

Motion made by Director Nwokike, Seconded by Director Barnes. Via Voice Vote eight were in favor with one abstention, motion passed.

b) Motion to approve the election of Directors Gombert and Turner for Treasurer of the Board.

A voice vote took place for Directors Gombert and Turner for Treasurer. The following Directors voted in favor of Director Gombert. Directors Gombert and Gibson.

The following Directors voted in favor of Director Turner. Directors Troost, Ahuja, Nwokike, Nason, Turner and DeVera. Via Voice Vote Director Turner took the vote 6 to 2.

a) Motion to suspend the term limit policy for Secretary.

Motion made by Director Ahuja, Seconded by Director Gombert. Via Voice Vote all were in favor, motion passed.

b) Motion to approve the election of Director Theresa DeVera for Secretary of the Board.

Via Voice Vote all were in favor, motion passed.
c) Legal Counsel announced the new slate of Board Officers.

- Chair - Nalini Ahuja
- Vice Chair - Dolores Nason
- Treasurer - Kim Turner
- Secretary - Theresa DeVera
- Interim Executive Director - Andre Colaiace

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

No public comments.

4. **CLOSED SESSION REPORT**

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation. The Board also met under code §54957 (b), Personnel Issues - investigation of public employee, no reportable action was taken with respect to this matter.

Access Services legal counsel stated that all items on the agenda would be done by voice vote due to Director Nwokike telecommunicating for this meeting.

5. **SUPERIOR SERVICE AWARD**

Superior Service Award presentation:

Global Paratransit Driver Maria A. Mitchel, Superior Service Award recipient for the month of May 2016.


Approval of the minutes from the Board of Directors meeting held on Monday, June 27, 2016 and July 11, 2016 and August 3, 2016.

Motion made by Vice Chair Nason to approve all the minutes as submitted, seconded by Treasurer Kim Turner. Via Voice Vote six were in favor with two abstentions from Secretary DeVera and Director Troost for August 3, 2016, motion passed.

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

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC) provided a brief report on the CAC meeting held on Tuesday, August 9, 2016 where the following individuals were present to provide support and updates. Director Doran Barnes, Interim Executive Director Andre Colaiace, Mike
Greenwood, Rycharde Martindale, Eric Haack and Sherry Kelley. CAC Chair Cohen stated that it was an interesting meeting with many questions. He also thanked the Board for allowing him to participate with them. He added that the CAC was going to have their election of officers at the next meeting, so he did not think he would be back. CAC Chair Cohen concluded his report by stating that it was a pleasure and honor to serve with this Board.

8. **GENERAL PUBLIC COMMENT**

Access Services Legal Counsel Jim Jones, went over the procedures for making public comment.

Director Troost submitted a public comment on behalf of a rider. Sharon Astier read the public comment on behalf of Director Troost. Francis Bradley stated in her letter that she had a friend that received an Access ID card and had been using the service for a couple of years. She added that she received a letter for a re-evaluation in her new electric wheelchair, which was new to her because she had used a manual wheelchair. Ms. Bradley stated that at her re-evaluation she was told that she did so well that she did not need the service anymore and she could now use the regular bus system. She was also told that effective immediately she did not have Access Services anymore and she had 30 days to write an appeal if she disagreed. Ms. Bradley added that she had spoken to different disabled riders that had gone through this process and also spoke to an Access Supervisor that stated that this was a common practice for disabled riders to have their rider privileges removed without them knowing that it was a possibility but they would be able to use Access Services while they write their appeals.

Ms. Bradley stated that her friend had her means of transportation taken away from her and was not able to use the regular bus system and she had no other means of transportation until after her appeal. Ms. Bradley concluded her public comment by stating that there should be a grace period that would allow transportation until the individual can gather notes from their doctors before removing anyone’s riding privileges.

Access Service Manager of Eligibility, Geoffrey Okamoto was assigned to assist Ms. Bradley.

Rene Madera made public comment by stating that the drivers in the Eastern region were still not approaching her when they arrived to her pick-up locations but she thanked the drivers that did approach her. Ms. Madera stated that she booked a ride to the Santa Anita Westfield Mall in Arcadia and she saw where the new pick-up location was, which was very ADA friendly but not very safe. She also stated that there was no bench to sit down and the only benches were in an undesignated area where the drivers refused to pick-up a rider or even approach them.
Ms. Madera also stated that many of the Access drivers were being overworked and working twelve-hour shifts. She stated that her heart went out to them for working so hard. Ms. Madera concluded her public comment by stating that for the many individuals she had complimented, she would like to see them receive a little more than a certificate and a gift card because they deserved more than a little recognition. She suggested that maybe they could train other employees. She also stated that she experienced an incident where a road supervisor was slandering her name by stating that this customer, meaning her, gave problems to every single driver, which was not true and she did not appreciate that being said.

Access Services Project Administrator Fayma Ishaq was assigned to assist Ms. Madera.

Michael Conrad made public comment by stating that he would like to give a heartfelt thank you to Global Paratransit for the service they provided on Saturday, August 13, 2016. He stated that the California Council of the Blind, the Greater Long Beach Chapter, decided to do a Harbor Cruise. Global Paratransit was very helpful in getting everyone from the meeting to the Harbor Cruise and ensuring that someone was there to assist in getting everyone home afterwards. Mr. Conrad stated that he felt that this type of service was above and beyond of what Access was required to provide, so for Luis Garcia and his employees he would like to give them a heartfelt thank you for the service they provided on Saturday, which also went very smoothly.

Rachele Goeman made public comment by stating that she concurred with Mr. Conrad’s statement regarding the service Global Paratransit provided on Saturday, August 13th. Ms. Goeman stated that she had experienced, in two different regions, drivers trying to put her cats in the trunk of their car. She stated that she had an empty crate with her that she was taking back to the veterinarian and another crate with two kittens in it and the driver tried to put both of the crates in his trunk. Ms. Goeman added that she brought this issue up at couple of the CAC meetings and now she was bringing it to the Board. Ms. Goeman concluded her public comment by stating that something needed to be done about this and there needed to be something in the drivers’ training regarding this issue.

Access Services Senior Manager of Customer Service Sherry Kelley was assigned to assist Ms. Goeman.

Elizabeth Lyons made public comment by stating that the Central Los Angeles Regional Center was on Adams Street, and when she attended a workshop there she and other riders did not get picked-up until 7:00 p.m. She added that it was not the driver’s fault because Adams Street was a busy street and riders with wheelchairs did not like going up the big hill so they would wait at the corner. Ms. Lyons stated that it would be easier for the rider to be picked-up in the back of the Regional Center because it was safer for the drivers and riders. She asked
if Access staff could work with the coordinator at the Regional Center to make this happen.

Ms. Lyons concluded her public comment by stating that the Free Fare program was a great program and she could not believe that a rider would use it up to 200 times. She added that during the evaluation process when mentioning the Free Fare program, it also needed to be stated that riders need to use Access too, not only the Free Fare program. Ms. Lyons concluded her public comment by mentioning that she took the Metrolink to San Diego once in a while but now she heard that the fees were going to change, she asked if that was true.

Access Services Manager of Planning and Coordination Matthew Avancena was assigned to assist Ms. Lyons.

Kaely Shilakes made public comment by stating that her brother had Down Syndrome and was an Access rider and she wanted to thank a few people that she had been in contact with from Access. Steve Chang, Vice Chair Dolores Nason, Alex Chrisman and Ruben Prieto who had been very helpful. She stated that Mr. Chang had taken a few hours of his time to discuss some of the issues her brother was having over the phone and he had been in contact with him to come up with solutions to fix the problems.

Ms. Shilakes added that she was taking part in the beta testing for the “Where’s My Ride” program but she would make her comments about that when the item came up on the agenda. She added that for pick-ups, many drivers would park down the street because that was showing where they needed to stop but the drivers should document when there was a discrepancy. She stated that she felt that when a rider called for an ETA it should be linked to where the driver was actually at. She stated that she spoke to Mr. Chrisman and a location evaluation was scheduled to take place. Access staff member Colin Obeso came out and evaluated her brother’s apartment and found that the pick-up location was good so it was more of a driver issue. She mentioned that one of her brother’s rides was very late and he spent more than two hours in the vehicle trying to get to his destination but was dropped-off after the event was over, which was very late, dark and scary for him.

Ms. Shilakes concluded her public comment by stating that she felt that there should be Case Managers for each rider, where a manager would have a few cases that they would manage and be familiar with each rider’s situations.

Access Services Deputy Executive Director of Client Relations Steve Chang and Mike Greenwood Deputy Executive Director of Operations and Safety, were assigned to assist Ms. Shilakes.
9. CONSENT CALENDAR

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

9-a Consideration to Approve Board of Directors’ Committee Appointments
9-b Consideration to Approve Compensation Ranges and Pay Grade Levels
9-c Consideration to Approve City of Arcadia Membership
9-d Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services (AS-3801)
9-e Consideration to Approve Extension of Term and Increase of Funds - 511 Traveler Information Services Funding Agreement
9-f Consideration to Approve New Policy Regarding Disruptive Conduct

Director Barnes asked that Item 9-a be pulled for purposes of discussion.

Motion made by Treasurer Turner to approve the remaining items on the Consent Calendar (Items 9-b thru 9-f), Seconded by Vice Chair Nason. Via Voice Vote all were in favor, motion passed.

Item 9-a, Director Barnes stated that he would make the motion to approve this item with one substitution, that given the change in leadership he felt that it would be appropriate to remove himself from the Compensation Subcommittee and that Chair Ahuja be added to the Compensation Sub-committee.

Motion made by Director Barnes to approve Item 9-a on the Consent Calendar with the change of removing himself from the Compensation Subcommittee and adding Chair Ahuja, seconded by Vice Chair Nason. Via Voice Vote all were in favor, motion passed.

10. RATIFICATION OF INTERIM EXECUTIVE DIRECTOR AND APPROVAL OF INTERIM EXECUTIVE DIRECTOR’S COMPENSATION

Recommendation: Ratify Andre Colaiace, Deputy Executive Director for Planning and Governmental Affairs, as the Interim Executive Director and also ratify Mr. Colaiace’s actions on behalf of the Agency since he was appointed on July 11th as detailed in the proposed resolution in the Background section of this Item.

Approve the following compensation and employment terms for the Interim Executive Director as forwarded to the Board by the Compensation Subcommittee:

- A salary of $225,000 plus standard Access benefits;
The right to return to his previous position at the top of the pay range for the classification if he elects to seek but is not selected as the permanent Executive Director;

- A severance package of one year of salary and benefits if he is terminated without cause by a future permanent Executive Director.

Motion made by Vice Chair Nason to approve the recommendation to ratify the Interim Executive Director Andre Colaiace, and the proposed resolution, seconded by Treasurer Turner. Via Roll Call Vote all were in favor, motion passed.

11. EXECUTIVE DIRECTOR RECRUITMENT PROCESS

Recommendation: Provide direction to the Board leadership and staff regarding the process and approach that will be used to select a permanent Executive Director.

Motion made by Treasurer Turner to form a sub-committee of the Board to conduct an executive search for the Executive Director, those interested in serving on this sub-committee should submit their names to Mr. Jones and appointments would take place at the September Board meeting. Seconded by Secretary DeVera. Via Roll Call Vote all were in favor, motion passed.

Chair Ahuja recommended that Board members interested in serving on the Executive Search Sub-committee please submit their names to Mr. Jones by the end of August 2016.

12. CONSIDERATION TO AMEND FREE FARE PROGRAM AGREEMENT WITH ANTELOPE VALLEY TRANSIT AUTHORITY

Recommendation: Staff requests Board approval for the proposed terms below:

1. FY 2017: AVTA will be paid a total of $494,000 for Free Fare ridership on its express and local routes. This amount is $19,000 more than the Access Board- approved cap of $475,000, which was approved on April 25, 2016. In addition, if it is determined that Access has surplus budget funds at the end of the FY17 fiscal year, Access staff will request that the Board provide additional reimbursement to AVTA for Free Fare ridership on its local routes. Should additional funds become available at the end of FY17, the total maximum payment to AVTA will be reduced by the average regional reduction for all Los Angeles County Free Fare participants under the recent free fare agreements approved by the Access Board.

2. FY 2018: AVTA will receive reimbursement for Free Fare ridership on its express and local routes minus any average regional reduction agreed to by
the Los Angeles County Free Fare participants. This is based on the assumption that the region decides to continue with a similar reimbursement methodology, which currently caps FY17 Free Fare reimbursements at FY15 levels.

Motion made by Secretary Theresa DeVerä to approve staff recommendation, seconded by Treasurer Kim Turner. Via Roll Call Vote all were in favor, motion passed.

13. CUSTOMER SERVICE TRANSITION UPDATE

Recommendation: Receive and file.

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

14. ELIGIBILITY FACILITY REAL ESTATE UPDATE

Recommendation: Receive and file.

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

15. “WHERE’S MY RIDE” APP UPDATE

Recommendation: Receive and file.

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

Public Comment:

Kaely Shilakes made public comment by stating that she was part of the beta testing and she felt that Director DeVerä brought up a good point. She stated that she felt that Director DeVerä was referring to when the driver’s vehicle was just assigned and due to cancellations, no-shows or other issues sometimes the vehicles needed to be rerouted and the current driver would get rides assigned the day of. In terms of the “Where’s My Ride” app she had learned that if it was showing the estimated time of arrival (ETA) as coming soon, it could have meant that there may not be a driver or vehicle assigned yet. Ms. Shilakes added that she was in contact with Access staff member Ruben Prieto and was providing him feedback regarding the app, which would be an ongoing process.

Ms. Shilakes stated that she tried the app last week and the ETA was not available 30 minutes before the ride and there was a discrepancy between what was on the cell phone and what was on the desktop computer. The cell phone showed accepted and the computer showed coming soon. She asked if it was
acceptable to call the Operations Monitoring Center (OMC) at that point even if it was not past the 20-minute window. She also stated that another point with the OMC was that she did not know about the OMC until last month so she offered some feedback on making the OMC phone number more visible on the main page of the Access website in big letters.

Ms. Shilakes concluded her public comment by stating that for the location evaluations, it would be very helpful to receive more basic information for pick-up locations, more detailed information for Global Paratransit and the drivers and the option should be widely available to the riders.

Chair Ahuja recommended that staff provide a summary of changes to the “Where’s My Ride” app and which can or cannot be addressed.

16. **UPCOMING BOARD ITEMS**

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

17. **INTERIM EXECUTIVE DIRECTOR’S REPORT**

Access Services Interim Executive Director, Andre Colaiace began his report by stating that he was recently in Washington, DC on a TRB panel looking at the intersection between ADA paratransit and dialysis services, which was very relevant to Access Services because quite a few of Access Services trips were to dialysis services. He stated that this panel was looking at how to improve transportation to dialysis services and how agencies like Access Services could receive funding for this type of service. Mr. Colaiace also stated that what he had learned was that Dialysis was generally provided by large multinational corporations and what Access Services provided was funded by the taxpayers.

A firm was chosen to conduct a study so hopefully Access Services could obtain some valuable and interesting information in order to craft a policy through organizations such as American Public Transportation Association (APTA) and others.

Mr. Colaiace concluded his report by stating that the Community Advisory Committee (CAC) meeting that he and Director Barnes attended, had a lot of comments submitted regarding rider Call Outs and after being on the Board and as a staff member he had seen complaints regarding Call Outs over the last 15 years, so in response staff was looking to form an internal staff committee to really take another look at that to see if staff could improve the process and also look into improving other processes such as how we can ensure that a driver and customer can meet up at a large complex such as a shopping mall or a hospital because a lot of issues he had seen over the years had revolved around a driver not being able to find a customer.
18. **BOARD MEMBER COMMUNICATION**

CAC Chair Cohen thanked the Board and reminded them that there were two upcoming events, November 5th and 6th, 2016. He stated that the Veterans home was going to be honoring veterans in a pre-Veteran’s day weekend event and on December 4, 2016 on the VA property they would be having their 24th Anniversary where they feed 5,500 veterans. Mr. Cohen concluded his comment by stating that these were free events, so mark your calendars.

Director Gibson thanked the staff for their presentations that she felt were very informative.

Treasurer Turner congratulated Chair Ahuja, Vice Chair Nason, and Secretary DeVera for being elected and re-elected. She also thanked Chair Ahuja for nominating her as the new Treasurer and she looked forward to working with staff to ensure that everything ran smoothly. Treasurer Turner also thanked CAC Chair Cohen for representing the CAC as Chair and all the wonderful work he had done. Treasurer Turner concluded her comment by wishing Secretary DeVera a Happy Birthday.

Director Barnes congratulated the new officers of the Board and stated that there was much work to be done in the coming year. He also thanked CAC Chair Cohen for his service of leading the CAC and he was personally grateful for all he had done. Director Barnes requested that we adjourn today’s meeting in the memory of Teddie-Joy Remhild who previously served on the Access Board of Directors and who he had the pleasure of serving with.

Vice Chair Nason concurred with everyone’s comments and thanked her fellow Board members for re-electing her as Vice Chair of the Board. She stated that there was so much to do and she knew how hard the Access staff was working to make the transition go smoothly.

Secretary DeVera congratulated the new officers of the Board and stated that change was good sometimes. Secretary DeVera also thanked Global Paratransit for their platinum sponsorship for the American Cancer Relay for Life event. She stated that they were about to cancel the event because they did not have enough funds but Global Paratransit stepped up and was their platinum sponsor. Secretary DeVera also thanked Scott for the amazing service he provides. Other riders have also mentioned that he went above and beyond and should be considered for a future Superior Service Award.

Director Troost also congratulated the new officers of the Board and thanked Director Barnes for his service over all.

Director Gombert congratulated Andre Colaiace as the Interim Executive Director and wished him and his staff all the best in the near future dealing with
many challenges. He also congratulated Chair Ahuja and the new officers of the Board and wished them the best as well.

Director Nwokike also congratulated Andre Colaiace and the new officers of the Board specially Chair Ahuja. She also thanked the Board for letting her participate via telecommunication. Director Nwokike concluded her comment by wishing Secretary DeVera a Happy Birthday.

Chair Ahuja thanked the Board for their support and since this was all new to her she hoped that they would help her in her new role as Chair because there was still a lot to do. Chair Ahuja added that she would be meeting with Mr. Colaiace because she did have certain things that she would like to see happen over the next year and she welcomed his input.

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

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

20. **ADJOURNMENT**

Motion made by Treasurer Turner to adjourn the meeting in memory of former Board member Teddi-Joy Remhild, Seconded by Secretary DeVera. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:53 p.m.

Approval

_________________________________________  ________________
Theresa DeVera, Secretary               Date
SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

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

ISSUE:

Five Transportation Professionals Advisory Committee (TPAC) members will be completing their terms on October 28, 2016. TPAC bylaws require Board approval for reappointments for the next two-year term.

RECOMMENDATION

Staff requests the Board to reappoint the following five (Group B) members and appoint one new member due to a vacancy for a two-year term beginning October 28, 2016.

Group B Reappointments

- 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

New Member

- Frazier Watts, G-Trans (Formerly Gardena Municipal Bus Lines)

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 in odd numbered years. Group B members have term expiration dates which occur in 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 A) have terms continuing through October, 2017:

- 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

The new Group B member, Mr. Frazier Watts is the Transit Training and Safety Supervisor for G-Trans. He has over 20 years’ experience in the transit industry including fixed-route and paratransit. He has trained bus operators and paratransit drivers on ADA, sensitivity training and wheelchair securement.
ITEM 8-b

SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACTS ADMINISTRATION
SHERRY KELLEY, SENIOR MANAGER, CUSTOMER SERVICE

RE: CONSIDERATION TO APPROVE TELEPHONE INTERPRETING SERVICES CONTRACT (AS-4022)

______________________________

ISSUE:

Board approval is needed to approve the contract for telephone interpreting services beginning October 1, 2016.

RECOMMENDATION:

Authorize staff to execute a contract with Language Line Services Inc. for the performance of the agency’s telephone interpreting services with full service to commence October 1, 2016 and extend through September 30, 2019 at an amount not to exceed $468,747.

IMPACT ON BUDGET:

The cost of this item is within the budget estimates for the current fiscal year and will be appropriately allocated for subsequent years. Payment terms of the contract will be a fixed fee of $0.63 per minute for the three (3) year term. Aside from telephone interpretation, Language Line Services Inc. also provided pricing for document and video translation services. Video translations are $1.95 per minute and document translations range between $0.22 to $0.40 per word depending on the language. Access Services may need these translation services from time-to-time and may request such services on an as-needed basis only.

These services will be funded with local Prop C funds.

ALTERNATIVES CONSIDERED:

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

Staff requests authorization from the Board to negotiate a contract with Language Line Solutions Inc. on terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

Telephone interpreting services is integral to Access Services’ Customer Service process. In order to take reasonable steps to ensure meaningful access to persons with limited English proficiency, Access Services uses a telephone interpreting service whereby Access registered rides may be connected via a three-way conferencing call option to provide multiple language interpreting services to better communicate and respond to customer needs.

The current contract was procured using a competitive RFP in March 2013. The contract was awarded to Language Line Solutions Inc. for a five (5) year term from August 1, 2013 through July 31, 2018. However, due to a significantly higher volume that was originally projected, staff opted to end the contract early and competitively re-solicit the services.

A Request for Proposals (RFP) was issued on July 18, 2016 with updated usage levels based on current trends. The RFP was sent to all vendors registered on the Access Services’ website. Questions from potential bidders were received and three (3) Addenda were issued.

Two proposals were received: (a) Language Line Solutions Inc. and (b) Tele-Language. Both proposals were reviewed and were deemed responsive and responsible to the RFP. Proposals were evaluated using the following criteria:

1) Qualification of the Firm - 30%
2) Quality of Technical Approach and Work Plan - 25%
3) Qualifications and Availability of Proposed Staff - 15%
4) Cost - 30%

Language Line Solutions Inc., the current incumbent for telephone interpreting services, is headquartered in Monterey, California and has been in business for 34 years. Language Line Solutions Inc. is one of the largest over-the-phone interpreting companies in the world. They translate 240 languages and American Sign Language and they operate on a 24/7/365 schedule. Language Line Solutions Inc.’s government clients include: Port of Seattle, Oregon Judicial Department - Court Interpreter Services, NY City Human Resources Administration and the County of Sacramento - Department of General Services.
Tele-Language is headquartered in Portland, Oregon and has been in business for 25 years. Tele-Languages translates over 240 languages and their government clients include: City of Miami Police Department, San Diego Regional Airport Authority, Alameda County Medical Center and University of Washington/UW Medicine.

A three (3) member evaluation panel was convened comprised of members of Access Services’ staff. The evaluation panel had the following evaluation scores:

<table>
<thead>
<tr>
<th>Proposer</th>
<th>Technical Score</th>
<th>Cost Score *</th>
<th>Total Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Line Solutions Inc.</td>
<td>64.62</td>
<td>30.00</td>
<td>94.62</td>
</tr>
<tr>
<td>Tele-Language</td>
<td>60.98</td>
<td>26.76</td>
<td>87.74</td>
</tr>
</tbody>
</table>

* Cost Score is determined by using the following formula:

Points = Lowest Cost Proposal ÷ Cost Proposal of Proposer Under Consideration x 100%

**COST PROPOSALS**

<table>
<thead>
<tr>
<th>Proposer</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Line Solutions Inc.</td>
<td>$151,653.60</td>
<td>$156,203.46</td>
<td>$160,889.40</td>
<td>$468,746.46</td>
</tr>
<tr>
<td>Tele-Language</td>
<td>$170,044.56</td>
<td>$175,146.23</td>
<td>$180,400.43</td>
<td>$525,591.22</td>
</tr>
</tbody>
</table>

Both Language Line Solutions Inc. and Tele-Language were deemed qualified and capable of providing the service. Language Line Solutions Inc., however, was deemed as having a slightly better technical proposal by the evaluation panel. Language Line Solutions Inc. also provided the most cost effective proposal, and as a result was scored higher by the evaluation panel.
ITEM 8-c

SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACTS ADMINISTRATION
KEVIN LEE, MANAGER, BUSINESS ANALYTICS AND INFORMATION TECHNOLOGY

RE: CONSIDERATION TO APPROVE EXTENSION OF TERM AND INCREASE OF FUNDS – AGENCY TELEPHONE SYSTEM MAINTENANCE CONTRACT (AS-3032)

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

RECOMMENDATION:
Authorize $15,184.55 in funds and an extension in the period of performance for one year from March 25, 2017 through March 24, 2018.

IMPACT ON BUDGET:
These maintenance services were budgeted for FY 2016/2017 and will also be allocated in FY 2017/2018. This action will result in an increase of the total contract amount from $230,000 to $245,184.55.

These services will be funded with local Prop C funds.

ALTERNATIVES CONSIDERED:
No alternatives were considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of the contract term.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written extension on 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 the day-to-day office usage and the 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 (3) year period that began March 2011. This contract also provided the option of renewing the agreement for up to five (5) one-year option years subsequent to Board approval. Three of the one-year options have been exercised.

Although components used by the Access Customer Service Center are being discontinued in September 2016, system support is still needed for the day-to-day telephone office usage of the Access’ administrative office. For this reason, a fourth option year will need to be exercised in order to keep a system support contract in place.
SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: ERIC HAAACK, STRATEGIC PLANNER
      MICHAEL PASCUAL, MANAGER PROCUREMENT AND CONTRACTS ADMINISTRATION

SUBJECT: CONSIDERATION TO AWARD CONTRACT FOR PASSENGER OPINION SURVEY SERVICES (AS-4021)

ISSUE:

Board approval is required for the selection of a research firm to conduct comprehensive telephone opinion surveys of Access customers beginning October 1, 2016.

RECOMMENDATION:

Authorize staff to execute a one (1) year contract with up to two (2) one-year extensions with The Fairfax Research Group in an amount not to exceed $185,860, beginning October 1, 2016 and ending September 30, 2017.

IMPACT ON BUDGET:

The cost for these services is programmed in the current FY 2017 budget. If staff exercises the option year, the cost will be programmed in the appropriate year’s budget request.

These services will be funded with local Prop C funds.

ALTERNATIVE CONSIDERED:

No alternatives were considered. Survey design and administration is a highly specialized field that requires experience in both quantitative and qualitative research designs. The survey process must be based on sound statistical and scientific principles. Staff does not possess the expertise to perform this function in-house. Following the successful completion of the one-year base period, Access may request the Board to grant a one-year extension of this agreement (up to a total of two one-year extensions) based on rates set forth in the proposal.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Staff requests authorization from the Board to negotiate a contract with Fairfax Research Group on terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

Conducting regular passenger satisfaction surveys of Access customers is a critical step in obtaining an enhanced understanding of passenger perceptions of the regional paratransit system. Measuring passengers' perceptions of the process – from making the reservation to the safe and timely arrival at their desired destination – will provide Access with invaluable insights into the perceptions of the passenger and the quality of the transportation experience.

A Request for Quotes (RFQ) was issued on June 30, 2016 to all vendors registered on the Access Services website. Questions from potential bidders were received and one (1) addendum was issued.

Six (6) proposals were received: (a) Fairfax Research, (b) FM3, (c) Rea & Parker, (d) Redhill Group, (e) SMS Transportation and (f) TransPro. All proposals were reviewed and were deemed responsive and responsible to the RFQ. Proposals were evaluated using the following criteria:

1) Qualification of the Firm - 30%
2) Quality of Technical Approach and Work Plan - 25%
3) Qualifications and Availability of Proposed Staff - 15%
4) Cost - 30%

The proposals were scored as follows:

<table>
<thead>
<tr>
<th>PROPOSER</th>
<th>TECHNICAL</th>
<th>COST SCORE *</th>
<th>TOTAL SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfax Research</td>
<td>63.60</td>
<td>19.23</td>
<td>82.83</td>
</tr>
<tr>
<td>Rea &amp; Parker</td>
<td>61.52</td>
<td>17.48</td>
<td>79.00</td>
</tr>
<tr>
<td>Redhill Group</td>
<td>56.45</td>
<td>18.14</td>
<td>74.59</td>
</tr>
<tr>
<td>SMS Transportation</td>
<td>32.52</td>
<td>30.00</td>
<td>62.52</td>
</tr>
<tr>
<td>TransPro</td>
<td>42.92</td>
<td>13.44</td>
<td>56.36</td>
</tr>
<tr>
<td>FM3</td>
<td>38.30</td>
<td>9.35</td>
<td>47.65</td>
</tr>
</tbody>
</table>

* Cost Score is determined by using the following formula:

Points = Lowest Cost Proposal ÷ Cost Proposal of Proposer Under Consideration x 100%
COST PROPOSALS SUMMARY:

<table>
<thead>
<tr>
<th>PROPOSER</th>
<th>COST PROPOSAL RANKING FROM LOWEST TO HIGHEST (3 YEARS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS Transportation</td>
<td>$119,150</td>
</tr>
<tr>
<td>Fairfax Research</td>
<td>$185,860</td>
</tr>
<tr>
<td>Redhill Group</td>
<td>$197,014</td>
</tr>
<tr>
<td>Rea &amp; Parker</td>
<td>$204,470</td>
</tr>
<tr>
<td>TransPro</td>
<td>$266,000</td>
</tr>
<tr>
<td>FM3</td>
<td>$382,150</td>
</tr>
</tbody>
</table>

Following a qualitative evaluation of proposals, staff selected The Fairfax Research Group. Fairfax Research has over 20 years of expertise in the field of market and survey research, which includes questionnaire development, sample design, and data processing/collection. Staff feels the firm is well qualified to provide expert passenger opinion survey services to Access Services.

For the base term of the contract, Fairfax Research Group will conduct a “Free Fare telephone survey” gathering customer opinion and experience information on Access’ Free Fare program from a statistically valid sampling of Access customers who have used Free Fare based upon TAP card records. They will also conduct a “Customer Satisfaction telephone survey” securing customer opinion and experience information from active Access customers. Upon the authorization of the first of the one-year extensions, Fairfax Research will conduct two (2) additional telephone surveys on specialized programs that Access operates (ex. Access to Work and/or Standing Order service).
SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: FAYE MOSELEY, DEPUTY EXECUTIVE DIRECTOR OF HUMAN RESOURCES

RE: CONSIDERATION TO APPROVE SEVERANCE POLICY

ISSUE:

The recent transition of Access’ in-house Customer Service Department to an outside third party highlighted the need to formally codify a severance policy. Approval of this policy will define the severance methodology and provide an overview on how individual severance pay will be calculated.

RECOMMENDATION:

Approve the attached severance/transition policy.

IMPACT ON BUDGET:

There is no immediate impact on the budget due to the creation of the new policy. Each separation will be reviewed on a case-by-case basis to determine if it is eligible for severance/transition pay.

BACKGROUND:

It is not mandatory under the Fair Labor Standards Act (FLSA) to provide a severance package to an employee at the time of separation/termination of employment, except under certain specific circumstances. However, there can be a mutual agreement between the employee and management regarding an amicable parting of ways, and a severance package can be agreed upon by both sides. If the company has a policy or a tradition of providing severance packages to employees under specific situations, it can enhance the company's image as a fair employer. A severance package is a way of telling the employees that the company cares for its employees. There must be a bond of mutual respect and concern even when the employer and employee have to part ways due to unavoidable circumstances. Such gestures have an underlying positive impact on issues such as employee loyalty and employee motivation levels, which are critical to the company's long-term productivity. In the past, Access has paid severance/transition to employees based
upon business needs and budgetary allowances. The agency recently experienced its first reduction in force due to the outsourcing of the Customer Service Department.
Access reserves the right, with or without prior notice, from time to time and in its sole discretion, to change, rescind or add to any policies, programs, benefits or practices described herein, other than the employment-at-will policy and the arbitration policy. The employment-at-will policy and/or the arbitration policy may only be changed by a fully executed written agreement between Access and the affected parties. Access will advise employees of material changes in its policies within a reasonable time.

I. PURPOSE

Access Services (hereinafter “the Company”) has adopted this Access Severance/Transition Policy to provide severance/transition pay under the circumstances described below to eligible employees (hereinafter "Eligible Employees") of Access Services.
II. ELIGIBILITY

This policy applies to all exempt and nonexempt, full-time staff employees on Access Services payroll. You are not eligible to receive severance/transition pay if you are a temporary, intermittent, contract or “leased” employee.

III. POLICY

In the event of an involuntary termination due to a reduction in force and/or downsizing, change in company direction and/or job elimination, the Company reserves the right to provide severance/transition pay for the affected eligible employee upon receipt of a voluntary, fully executed severance/transition agreement. This does not apply to terminations for cause and/or refusal to be reassigned.

IV. PAYMENT AMOUNT

The rate of severance/transition is based on length of service as a full-time, staff employee (i.e., the number of consecutive full 12 month periods of an eligible employee’s employment with the Company) and base salary at time of separation. The Company does not have a bridging of service policy and any prior employment is not recognized for purposes of calculating severance/transition pay.

Based upon business need, economic conditions and budgetary constraints, the severance/transition pay will be one week for each year of service for non-exempt/hourly, full-time employees; and two weeks for each year of service for exempt/salaried, full-time employees. Applicable deductions will be withheld as required by federal and/or state requirements. The maximum severance/transition pay is six months and/or 26 weeks. Severance is calculated on base pay only. The Company reserves the right to elect to pay the severance payment in a lump sum or as a salary continuation (continue payments on scheduled biweekly paydays). The severance policy does not apply to any employee subject to an employment contract.
SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO ASSIGN INTELENEX CONTRACT TO EMTEC FOR ENTERPRISE RESOURCE SERVICES (AS-3753)

ISSUE:

Board action is required to reassign the enterprise resource services contract due to the vendor being acquired by another firm.

RECOMMENDATION:

Authorize the assignment of the contract from Intelenex, Inc. to Emtec, Inc.

IMPACT ON BUDGET:

There is no impact to the budget. This is only a name change due to the acquisition of the company.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this is a change in the name of the corporation.

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 amendment of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The assignment of this contract to Emtec reflects the recent acquisition of Intelenex (the current contract provider) by Emtec.
The original contract with Intelenex, Inc. was approved by the Board in November, 2014 as part of the Financial Software ERP Migration project. Oracle was selected as the application software provider and Intelenex, Inc. is the implementation services partner of Oracle. The contract was extended by the Board in June 2106 through July 2017.
SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS
FROM: JAMES G. JONES, ACCESS GENERAL COUNSEL
RE: EXECUTIVE SEARCH AD HOC SUBCOMMITTEE STATUS REPORT

ISSUE:

At its August 22, 2016 meeting, the Board authorized the formation of an Executive Search Ad-Hoc Subcommittee of the Board consisting of not more than four interested board members. Directors were to make their interest known to the General Counsel.

In the event that there were more than four directors interested in serving, the Board authorized the Chair to select four directors from among those expressing interest. More than four directors expressed interest and accordingly, Chair Ahuja selected the following to serve on the subcommittee:

- Nalini Ahuja
- Doran Barnes
- Kim Turner
- Theresa De Vera

The resolution by which the committee was formed did not specifically define the tasks to be undertaken by the committee nor the process for those tasks.

RECOMMENDATION:

The Board should consider defining the scope of the tasks to be undertaken by the Subcommittee and its authority. Some potential categories are as follows:

- Define position and desired attributes
- Recommend a procurement process for an Executive Search Firm
- Develop and recommend recruitment strategy
- Upon approval of a search firm, launch recruitment (advertise, post, etc.)
- Determine or recommend candidate screening and selection process
- Determine interview panel members and conduct in-person interviews with candidates
- Evaluate and select candidates for interview
- Conduct background and reference checks
- Recommend candidate or candidates to Board for consideration
- Recommend terms of employment

As part of this process, the Board will need to consider what level of involvement staff or external stakeholders will have in the process, i.e. an open process where candidates are also interviewed by staff/stakeholders or a closed process where the Board (or its subcommittee) is the only entity conducting interviews of prospective candidates.

Alternatively, the Board could recommend that the subcommittee report back and recommend the overall approach of these categories. In the event that an executive search firm is retained, a formal procurement process will need to be followed.
ITEM 10

SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: STEVE CHANG, DEPUTY EXECUTIVE DIRECTOR, CLIENT RELATIONS

RE: ADA PARATRANSIT ELIGIBILITY UPDATE

____________________________________________________________________________________________________________________________________________________________________________________________

ISSUE:

In January 2017 Access staff will be coming to the Board seeking approval for an award of a new eligibility services contract. At this time, staff feels that it is important to provide an update to the Board now as the Request For Proposals (RFP) is being developed. Staff is also gathering feedback from our customers as well as our advisory groups, the Community Advisory Committee and Transportation Professionals Advisory Committee.

RECOMMENDATION:

Receive and file.

BACKGROUND:

In 2015 Access embarked on a process of conducting comprehensive operational reviews of the major functions at Access: Customer Service, Eligibility and Operations (scheduled for later this year). These reviews were and are intended to take stock of all aspects of service delivery, customer service functions and, with respect to eligibility, ensuring ADA compliance and the most accurate and appropriate functional assessment.

For the eligibility process, Access hired a consulting firm, Delta Services Group to conduct the review with the following questions in mind when assessing the eligibility process (initial evaluations, transportation, and the appeals process):

- Is the current process ADA compliant?
- Are the decisions being made correctly and appropriately?
- How is the transportation process working?
- Are the system costs appropriate?
- What changes should be made to improve the process?
While the current process was deemed to be fully ADA compliant the review suggested changes that could enhance the quality and consistency of the evaluation process including:

- A revised application process to ensure that the appropriate information is collected prior to the in-person assessment.
- Consistency in terms of the process used at the basin location versus the Antelope Valley and Santa Clarita locations.
- More transparency by the eligibility contractor in terms of data, training curriculum, and quality assurance programs.
- Refinement of the mobility management process to improve access to accessible fixed route services.
- Consideration of Access directly owning/leasing the eligibility facility.
- Consideration of different reimbursement methods that reduce the need for a contractor to equate volume with revenue.

All of these recommendations are being considered as the eligibility RFP is being developed. In addition, a survey of applicants is being conducted at the current eligibility facility to solicit feedback on facility amenities and environment. This feedback will be considered in the development of the RFP, in working with the successful bidder during the facility build out.

It is also important to note that as part of the review, Delta Services Group also coordinated a Vendor Forum wherein potential future bidders were invited to provide input on different aspects of the eligibility process, transportation needs and cost structures. This feedback has also been invaluable going forward in terms of the RFP, facility and other key components.

With the RFP in development the schedule is as follows:

- Issue RFP in October 2016
- Contract award at January 2017 Board meeting
- Contractor moves in June 2017
- Begin Eligibility services in July 2017
ITEM 11

SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE

RE: OVERVIEW OF FINANCIAL PROCESSES AND POLICIES

----------------------------------------

ISSUE:

Staff will provide an overview of financial processes under the Enterprise Resource Planning (ERP) Software.

RECOMMENDATION:

Receive and file.

IMPACT ON BUDGET:

There is no fiscal impact.

BACKGROUND:

In May 2015 the Board authorized electronic approval of invoices through the ERP software, including the requirement that any invoice over $50,000 be approved by the Board Treasurer. This in effect mirrored the existing hard copy approval process.

The ERP software has the ability to track expenditures to a very high level of detail. This includes traceability of who approved the invoice and when the approvals were authorized. As this agency’s budget continues to grow, the Board may wish to consider changes to the existing processes and/or changing the limits currently established for approval.

Attachments:

Exhibit A - Workflow Diagrams
Purchase Requisition Workflow

in Access Point – Unlimited Seats

Start

End User
Creates new purchase requisition in Access Point

Is the End User a Manager?

No

Manager
Approves Purchase Requisition in Access Point

Yes

Manager notified by email and will have to submit a new purchase requisition

Procurement Coordinator
receives approved Purchase Requisition in Access Point

See Requisition Workflow

Manager:
Eric Palitz
Sherry Kelley
Bruce Frank
Kevin Lee
Geoffrey Okamoto
Michael Persaud
Yes
Fayma Ishaq
Randy Johnson
Rafael Gomez
Rick Steiff
Matt Avincena

Procurement Coordinator:
Kenneth Anthony (Melissa Thompson)

Note: Backup personnel in parenthesis
*Deputy Executive Director, CDO or Executive Director should instruct their managers to create Purchase Requisition in Access Point on their behalf
Requisition Workflow
in Oracle Procurement Module-11 Seats (12 Approved)

Continue from Purchase Requisition Workflow

Procurement Coordinator converts Access Point Purchase Requisition to Oracle Requisition

Procurement Coordinator notifies Kenneth Anthony (Melissa Thompson)

Oracle Requisition Pending for Approval

Deputy Executive Director: Administration: Hector Rodriguez (Andre Calaisce)
Client Relations: Steve Chang (Mike Greenwood)
Human Resources: Faye Moxley (Hector Rodriguez)
Operations: Mike Greenwood (Steve Chang)
Planning & Government Affairs: Andre Calaisce (Hector Rodriguez)

Manager of Finance: Bruce Fink (Hector Rodriguez)

CIO: Vacant Position-Hold for now

COO: Vacant Position-Hold for now

End

Oracle Requisition 4/22/2016

Note: Backup personnel in parenthesis
Primary and backup Procurement Coordinator share between:

Buyers:
Michael Pastoral (Andrew Main)
Andrew Main (Michael Pastoral)
ITEM 12

SEPTEMBER 12, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through December 2016 at the regularly scheduled Board meetings.

October 24, 2016
Board Meeting – Metro

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
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<tbody>
<tr>
<td>Consideration to Extend Security System Maintenance Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Information and Technology Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Telecommunication Consulting Services Contract</td>
<td>Action</td>
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November 28, 2016
Annual Membership Meeting – California Endowment Center

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<th>Agenda Items:</th>
<th>Disposition:</th>
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December 12, 2016
Board Meeting - Metro

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<tr>
<td>Consideration to Award Comprehensive Operational Review Contract</td>
<td>Action</td>
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<tr>
<td>Consideration to Extend Legal Services Contract</td>
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