

**ACCESS SERVICES  
BOARD OF DIRECTORS MEETING  
MONDAY, JANUARY 5, 2009**

*Closed Session: 12:30 – 1:30 P.M.*

*General Session: 1:30 - 3:30 P.M.*

**AON CENTER  
707 Wilshire Blvd.  
6<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90017**

***MISSION STATEMENT***

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

	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>	
3. <b>CLOSED SESSION</b>	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
I. <u>Existing Litigation:</u> Gov. Code §54956.9 (a)	
(a) Viteri v. Access Services	
(b) Johnice Jones v. Access Services BC400036	
II. <u>Anticipated Litigation:</u> 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	
B) CALIFORNIA GOV. CODE §54957 – PERSONNEL ISSUES	
4. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING OF OCTOBER 27, 2008</b> (page 4)	ACTION [Vote Required: majority of quorum by voice vote]
[Staff Recommendation: Approve]	
5. <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>	INFORMATION

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| 6.  | <b>GENERAL PUBLIC COMMENT</b>   | INFORMATION  |
| 7.  | <b>CONSENT TO ASSIGNMENT OF WEST CENTRAL SERVICE CONTRACT (ASI-2364) TO CALIFORNIA TRANSIT, INC. AND ANTELOPE VALLEY SERVICE CONTRACT (ASI-1900) TO TECTRANS, INC. (page 14)</b>  | ACTION<br>[Vote Required: majority of quorum by roll call] |
|     | [Staff Recommendation: Authorize staff to execute contract amendments effective January 6, 2009, assigning Contract ASI-2364 from Southland Transit, Inc.(STI) to California Transit, Inc. (CTI) and Contract ASI-1900 from STI to TecTrans, Inc. (Tec Trans) with all terms and conditions of the two existing contracts remaining intact.   |  |
| 8.  | <b>ACCESS SERVICES POLICY/FARE CHANGE (page 16)</b>   | ACTION<br>[Vote Required: majority of quorum by roll call] |
|     | [Staff Recommendation: Analyze and propose a fare increase that will allow the agency to move forward with a balanced budget starting in FY 2010. Final recommendation for a fare increase should be brought back to the Board at its April meeting. Implement a comprehensive outreach plan (see item). Report back to the Board at its April meeting about additional cost efficiencies/savings that could be realized in Agency operations.] |  |
| 9.  | <b>STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S AUDIT RECOMMENDATIONS (page 19)</b>  | RECEIVE/ FILE  |
|     | [Staff Recommendation: Receive and file the attached status report on the implementation of the audit recommendations from the "Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding."]  |  |
| 10. | <b>EXECUTIVE DIRECTOR'S REPORT</b>  | INFORMATION  |
| 11. | <b>BOARD MEMBER COMMUNICATION</b>   | INFORMATION  |
| 12. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>   | DISCUSSION/<br>POSSIBLE ACTION                             |
| 13. | <b>ADJOURNMENT</b>  | ACTION   |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and

services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI 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 707 Wilshire Blvd., 9<sup>th</sup> Floor, Los Angeles California and on its website at <http://asila.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."](#)

**MINUTES  
ACCESS SERVICES  
BOARD MEETING  
OCTOBER 27, 2008**

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**CALL TO ORDER**

The Access Services Board of Directors meeting convened at 12:02 p.m. on Monday, October 27, 2008, in the 3<sup>rd</sup> Floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Jan Heidt, Treasurer, Joyce Rooney, Secretary, Michael Greenwood, Hugh Hallenberg, Theresa De Vera, Jano Baghdanian, Ex-Officio's, Shawn Solomon, Joseph Stitcher and Jim Jones, Access Services Legal Counsel. Director Kurt Hagen was not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Kristine Helin, Andre Colaiace, F Scott Jewell, Evie Palicz, Rachel Nieto, Steve Chang, Luis Pacheco, Rycharde Martindale, Luis Garcia, Connie Jimenez, David Foster, Lance Sweitzer, Linda Ross, Kandy Kuo, Brian Selwyn, Sean Frye, Matthew Avancena, Geetu Banerjee and Arun Prem.

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

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board met in Closed Session and reconvened the general portion of the meeting at 1:09 p.m. at which time Shawn Solomon, Chair of the CAC, and Joseph Stitcher, Chair of TPAC, joined the general session. Chairperson Barnes asked Mr. Jones, Access Services Legal Counsel, to brief the audience on the outcome of the closed session.

Mr. Jones reported that the Board met in closed session and discussed the following pending litigation. *Viteri v. Access Services* and *Johnice Jones v. Access Services*; no public reportable action was taken by the Board with respect to either of these matters.

Mr. Jones explained the right for public comment and how it could be exercised. He mentioned the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement.

**SUPERIOR SERVICE AWARDS**

Mr. Matthew Llamas a Dispatcher for MV Valley was the recipient of the Superior Service Award for the month of August 2008.

## **REVIEW & APPROVAL OF THE MINUTES FROM THE BOARD MEETING OF SEPTEMBER 22, 2008**

Director Greenwood stated that there was a correction on page 11, second paragraph, a sentence was repeated. Director Nason stated there was a correction on page 10, after the motion during discussion 5<sup>th</sup> paragraph, “tow” should have read “two.” Director Rooney stated that there was also a correction on page 8 under discussion in the last paragraph “commendation” should have read “recommendation.” Chairperson Barnes stated that there was another correction on page 8 item 8-c after the motion under discussion it stated “Chairperson Barnes stated,” which should be “None.”

**Motion:** Director Nason moved approval of the September 22, 2008 meeting minutes.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Heidt, Greenwood, Hallenberg, Rooney, Nason, Baghdanian, and De Vera.

**Opposed:** None.

**Abstention:** None.

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

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

Shawn Solomon, Chair of the Community Advisory Committee (CAC), submitted his report. Access Services Senior Administrative Assistant, Kristine Helin read his report to the Board. He stated that the format of his report from the CAC to the Board of Directors was going to be a little different in order to provide a more efficient report.

Mr. Solomon reported that Director Hallenberg was the Board representative at the CAC meeting. He stated that Director Hallenberg provided the Board report and stated that he was concerned that a decision was made to shorten the CAC meetings from 2½ to 2 hours without consulting with the Board before making this decision. Mr. Solomon also mentioned that the CAC members still did not have a way to communicate with the Board of Directors, so the Executive members of the CAC were meeting with staff to resolve the issue.

Mr. Solomon also reported that he appointed three CAC members to the CAC Location Sub-committee, Chin-Ho Liao, Michael Arrigo and Terri Lantz. He also mentioned that the Shared Ride Sub-committee was re-named based on their new tasks to “Incentives and Penalties”. The members of this sub-committee consisted of Kurt Baldwin, Gloria Broderick and himself. He concluded his report by adding that staff was going to appoint two provider representatives and an Access Services staff member to the sub-committee.

Joseph Sticher, Chair of the Transportation Professionals Advisory Committee (TPAC), stated that TPAC met on October 9, 2008 and was briefed by Access Services CTSA Program Analyst, Geetu Banerjee on the Consolidated Transportation Services Agency (CTSA). He stated that they formed a Task Force to assess the current CTSA functions and to report to the entire committee on their

recommendations for expanding and/or improving the CTSA role of Access Services, and to look into other collaborator ventures with transit operators and other agencies.

Mr. Stitcher also reported that the task force was chaired by Mr. George Sparks from Pomona Valley Transportation Authority (PVTA). Other members include John Fong from the Los Angeles Department of Transportation (LADOT), Gracie Davis from Orange County Transportation Authority (OTCA), Graham Ridley from Norwalk Transit and TPAC Vice chair, Jesse Valdez from Eastern Los Angeles Regional Center.

Mr. F Scott Jewell also provided a presentation on the Centralized Reservation system, which would be implemented in December 2008. Access Services staff member Matthew Avancena updated the TPAC members on Access Services efforts to reduce fuel costs and reported on TPAC efforts to allow Access Services vehicles to share in their arrangements or facilities to fuel their vehicles, which was still being worked out. Mr. Avancena also discussed staff research into the possibility of participating in a fuel purchase program sponsored by the Community Transportation Association.

Access Services staff member Arun Prem discussed the proposed bylaw amendments that were going to be voted on at Access Services Annual Meeting in November 2008. Mr. Prem encouraged TPAC members to submit their comments prior to the Annual Meeting and currently the committee had not received any. The committee also reviewed a presentation provided by R & D Transportation who was currently Access Services Travel Training contractor. The presentation provided an overview of their program and how they worked with local transit operators to assist their clients in learning how to use the fixed route transit systems.

### **GENERAL PUBLIC COMMENT**

No general public comments were made during this portion of the meeting.

### **CONSENT CALENDAR**

Director Nason pulled Items 8-d, 8-f and 8-g for purposes of discussion.

**Motion:** Director Baghdanian moved approval of the remaining items on the consent calendar Items 8-a, 8-b, 8-c, 8-e and 8-h.

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

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Heidt, Greenwood, Hallenberg, Nason, Baghdanian, De Vera, and Rooney.

**Opposed:** None.

**Abstention:** None.

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

**DISCUSSION: Item 8-d (Authorize Renewal of Business and Employment Practices Liability Insurance (EPLI) Package).**

Director Nason asked if staff received any competitive pricing for policy coverage. Access Services Director of Finance, Lance Sweitzer replied “yes” Access Services broker went out for competitive pricing and this was the recommendation was the least cost option. He explained that the extra expense was due to additional coverage which put an extra 50 percent premium per vehicle on Access Services cost.

Mr. Jones added that this was a manuscript policy that was unique and was a third party PLI coverage, which was not your normal employment practice coverage because it only covered activities by contractors in which Access Services may be vicariously liable.

**Motion:** Director Heidt moved approval of Item 8-d.

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

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Greenwood, Hallenberg, Nason, Baghdanian, De Vera, Rooney, and Heidt.

**Opposed:** None.

**Abstention:** None.

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

**DISCUSSION: Item 8-f (Authorize Extension of Contract and Increase Funds – Vehicle Technical Consultants (ASI-2043))**

Director Nason asked why there was a \$21,000.00 increase on the contract extension and were there any other competitive companies interested. Mr. Selwyn replied that the amount was for an additional year and the amount was comparable to what staff has been paying them for each year. There was also no additional cost for the audits that they were doing, they are still charging \$200.00 per vehicle inspection and they have been with Access Services since February 2006.

Director Nason asked if it was the same amount each year. Mr. Selwyn replied “yes.”

**Motion:** Director Nason moved approval of Item 8-e.

**Second:** Director De Vera seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson, Barnes asked for a roll call.

**In Favor:** Directors Nason, Baghdanian, De Vera, Rooney, Heidt, Greenwood, and Hallenberg.

**Opposed:** None.

**Abstention:** None.

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

**DISCUSSION: Item 8-g (Authorize Extension of Contract and Increase Funds- Appeal Evaluation Services (Petrie) (ASI-2239).**

Director Nason stated that the amount for appeals seemed very high she asked how many appeals had Dr. Petrie performed. Mr. Selywn replied that he did not have the exact numbers available but the reason for the increased amount was because there are typically two different contractors that provide this type of appeal service and the second contractor had not been accepting any new appeals. This is an increase in the not to exceed amount for this contract but not an increase to the overall budget.

Director Nason asked what documentation was necessary for this increase. Ms. Verrinder replied that this was an administrative increase. She added if someone met the appeals criteria and would like to be an appeals provider, they could apply to Access Services.

Ms. Verrinder explained that staff estimates the number of appeals that are going to be done in each area. The amount that Access Services was paying per appeal was the same but it was a contract value change only, which is consistent with the budget.

Director Nason asked if Petrie was making referrals to different specialist. Mr. Selwyn replied. That Access Services staff made the determination based upon the appeal submitted by the applicant.

Director Greenwood asked why it was a 10-month extension versus 12-months. Mr. Selwyn replied that there was a misprint in the item and it should have been to add additional funds to take the contract through the end of its term in August 2009.

**Motion:** Director Nason moved approval of Item 8-e.

**Second:** Director De Vera seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson, Barnes asked for a roll call.

**In Favor:** Directors Hallenberg, Nason, Baghdanian, De Vera, Rooney, Heidt, and Greenwood.

**Opposed:** None.

**Abstention:** None.

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

**VOLUNTEER DRIVER PROGRAM FOR SENIORS – HELEN KERSCHNER, EXECUTIVE DIRECTOR, BEVERLY FOUNDATION**

Access Services Director of Strategic Planning, Arun Perm introduced Ms. Helen Kerschner the Executive Director of the Beverly Foundation. Ms. Kerschner provider a brief overview on the volunteer driver program for seniors. Chairperson Barnes thanked Ms. Kerschner for the presentation.

**AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS – GENERAL COUNSEL, JONES AND LESTER L.L.P. (ASI-1148)**

Access Services Executive Director, Shelly Verrinder provided a brief presentation on Item 10, Authorize Extension of Contract and Increase Funds – General Counsel, Jones and Lester L.L.P.

## **Board Questions &**

**Clarification:** Director Hallenberg stated that it had been eight years since a Request for Proposal (RFP) was issued for general counsel. He asked why staff declined to issue one.

Ms. Verrinder replied that legal services and other professional services under the procurement rules were exempt from the procurement process because they were specialized services and an agency can negotiate for them.

Director Heidt added, after being in arbitration and in court with Mr. Jones, she was very impressed with his skills because he was always on top of a situation.

**Motion:** Director Nason moved approval of Item 10.

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

**Discussion:** Director Heidt stated that Mr. Jones was generally interested in what Access Services and the Board did and he always seemed to be on top of the issue, which she appreciated as a Board member.

Director Nason added that Mr. Jones was very approachable, easy to get a hold of and was always there when the Board or staff needed him.

**Roll Call:** Chairperson, Barnes asked for a roll call.

**In Favor:** Directors Baghdanian, DeVera, Rooney, Heidt, Greenwood, and Nason.

**Opposed:** None.

**Abstention:** Director Hallenberg.

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

## **AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS – SAN GABRIEL TRANSIT (ASI-1928)**

Access Services Manager of Procurement and Contracts, Brian Selwyn provided a brief presentation on Item 11, Authorize Extension of Contract and Increase Funds – San Gabriel Transit.

## **Board Questions &**

**Clarification:** Director DeVera asked what Mr. Selwyn meant by “replace the variance trigger of revenue miles/hours with trips”. Mr. Selwyn replied that at the last Board meeting staff requested and received approval for the same change with Global Paratransit and Southland Transit. He added if there was a change in the revenue miles or revenue hours compared to what was in the original contract then the provider could come back to staff to renegotiate their contract. He also added because staff was dealing with a per trip basis it would be better to change it from revenue hours/miles to trips.

Director DeVera stated that when she took her ride with San Gabriel Transit from her home to her destination, it was a nightmare. She stated that there were 5 to 6 shared rides headed toward her destination and their on-time performance was about an hour outside of the window. Director DeVera asked why San Gabriel Transit was holding their Community meeting in Calabasas.

Ms. Verrinder replied that Access Services staff set the locations for the community meetings with one community meeting in each of the regions, which were being held on Saturdays. Ms. Verrinder also stated that there was a meeting in Duarte for the Eastern region and Calabasas for the Northern region. As for the ride time standards for the shared ride percentage the contractors were at 88 to 91% match to the fixed route. This meant that 11% of the trips may have been a little bit longer than the fixed route and San Gabriel transit was operating in the same range as all of the other contractors.

Director DeVera stated that someone had mentioned that on-time performance in terms of picking a passenger did not equal to getting the passenger to his/her destination on time even with the METRO fixed route system. Ms. Verrinder replied that it was important to keep in mind that the ADA regulations have two parts to them and there was not a specific part that talked specifically about destination based arrival times.

The two parts were pick-up time and negotiated time. A trip can be negotiated one hour on each side of the requested pick-up time and on-time performance is calculated with a 20-minute window. The second part of the regulations has to do with ride time but there was nothing in the regulations that talked about destination, which has created ongoing controversy within the regulations. She added that it was the riders responsibility to calculate what their pick-up time should be based upon what the approximate fixed route travel time was to get to a destination. Ms. Verrinder stated that Access Services contractually or by policy does not have a mechanism to determine on-time performance from a destination.

**Motion:** Director Baghdanian moved approval of Item 11.

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

**Discussion:** Mr. Solomon stated that he felt that Access Services should include some incentives and penalties and the contracts should be made to easily insert them later if needed. Ms. Verrinder replied that the contract was created with a base term of three years and staff was requesting authorization to extend for one option year. Ms. Verrinder added that an explanation on how to extend the option year was described in the contract that was bid and if staff were to change the terms of the contract it would open the contract up for re-negotiation.

Ms. Verrinder stated that as far as the current contract was staff was asking to exercise the option year with the current terms because the contractor was doing a good job meeting the performance standards listed in the existing contract.

**Roll Call:** Chairperson, Barnes asked for a roll call.

**In Favor:** Directors Rooney, Heidt, Greenwood, Hallenberg, Nason, Baghdanian, and De Vera.

**Opposed:** None.

**Abstention:** None.

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

**CENTRALIZED RESERVATIONS AND SCHEDULING PROJECT – F SCOTT JEWELL,  
ACCESS SERVICES DIRECTOR OF ADMINISTRATION AND INFORMATION  
TECHNOLOGY**

Access Services Director of Administration and Information Technology, F Scott Jewell provided a brief presentation on Item 12.

**Board Questions &**

**Clarification:** Director Greenwood stated when the Board approved the award of this contract they requested that staff wait to see how the installation Detroit Michigan went. Director Greenwood requested an update on the installation.

Mr. Jewell replied that Detroit had a very successful implementation of the project. Detroit had a similar architecture to the proposed Access Service system.

Director Baghdanian informed everyone that he attended an APTA conference and had a chance to talk to a StrataGen representative to go over the “nuts and bolts” of the system. He stated that he was impressed but had some concern because it was not a tested system and recommended that staff wait until it was tested. He requested that staff keep the Board posted on the implementation of the first phase of the project.

**STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL’S AUDIT  
RECOMMENDATIONS**

Chairperson Barnes stated that Item 13 was a standing agenda item related to the implementation of the recommendations in the OIG Audit.

**EXECUTIVE DIRECTORS’ REPORT**

Access Service Executive Director Ms. Shelly Verrinder reported that every September staff experience changes due to the traffic patterns and no matter how much preparation it is always a rough start with the exception of this year. This year September had one of the highest system wide on-time performance standards at 91.13%, which was a 5.15% increase over the previous year. Ms Verrinder congratulated all the contractors because it was not an easy task.

She also reported that the Average Initial Hold Time continued to remain very low at 38 seconds. September’s ridership exceeded the budget by 10% and was still growing. Ridership has closely matched the price of gas but as the price of gas has come down ridership has continued to increase.

Ms. Verrinder reported that after several attempts to make contact with the Staples Center staff regarding Access stand signs, staff was successful in setting up a meeting with Staples Center’s Senior Director of Parking Operation in October to discuss the need for Access stand signs at the Staple Center and L.A. Live. The Director of Parking Operations agreed to place permanent stand signs in two different locations. The previous stand signs used to have numbers to identify them, now they will have more of a descriptive term such as “Staples Center or L.A. Live”.

Ms. Verrinder informed everyone that the invitations for the Annual meeting have gone out and the meeting will be taking place in Downtown Los Angeles this year at the Los Angeles Athletic Club from 12:00 to 2:30 p.m. on Thursday, November 20, 2008. She added that the location was two to three blocks from the 7<sup>th</sup> and Metro Redline Station stop. She also added that the focus of the

Community meetings were to discuss the new reservation software to give everyone an idea of what was to come.

## **BOARD MEMBER COMMUNICATION**

Director De Vera asked if there was going to be a Board meeting before the Annual meeting. Ms. Verrinder replied “no” the next Board meeting was going to be on January 12, 2009, which was an earlier date because there will be no Board meeting in December 2008.

Director Baghdanian informed the Board that he had the opportunity to attend the APTA Annual Meeting & Expo in San Diego, California. He stated that it gave him an opportunity to look at some of the new technologies, buses, and vehicles, which was quite impressive. He thanked staff for the opportunity to attend.

Director De Vera informed the Board that she had the opportunity to attend the L.A. County Commission on Disability Access Award Luncheon. She congratulated Sandy Varga who was the recipient of the Access Award presented by Los Angeles County Board of Supervisor, Yvonne Burke’s office. She added the Ms. Varga was also an active advocate who attended almost every Board of Director and CAC meetings.

Mr. Stitcher informed everyone that the next TPAC meeting was scheduled for Thursday, December 11, 2008.

Director Nason informed everyone that the month of October was Disability Awareness month and she was very proud to announce that the City of Long Beach Citizens Advisory Commission on Disability presented the Disabled Resource Center with an award on October 23, 2008. She stated that the award read that the Disabled Resource Center was presented this special award for their outstanding service to the City of Long Beach and the disabled community.

Director Nason also stated that she was very proud to serve on the Access Services Board of Directors because the Board is working towards improving the lives of individuals with disabilities everyday by providing the very best paratransit system possible.

Chairperson Barnes stated that the American Public Transportation Association Annual Meeting in San Diego was a great conference, a wonderful learning experience, and a chance to meet with many other agencies and vendors. Chairperson Barnes also thanked the Board members for their support while he was seeking a position on the APTA Board of Directors. He stated that he was elected the Vice Chair of Human Resources, which was one of the 18 named officers of APTA.

He also informed that Board that another exciting event was about to take place on November 4 thru 7<sup>th</sup>. He stated that for the first time the California Transit Association and CalAct were joining together in a joint conference in Monterey, California.

Chairperson Barnes stated that as he looked over the minutes for the last Board meeting in September he noticed a lot of discussion regarding the new Access Services logo and because of all of the concern regarding the logo he established a task force with a specific mission. He appointed Directors Hallenberg, Nason and Greenwood to the Ad Hoc Marketing and Communications Committee that would report their recommendations to the entire Board of Directors.

Chairperson Barnes concluded by stating that he was aware that there was no Board meeting scheduled in the month of December but would like to have one specially since there were a number of issues in the future that needed to be addressed. He stated that he asked staff to schedule a Board Retreat in the

early part of December, and once it was set staff would inform everyone of the date and location for the meeting.

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

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

**ADJOURNMENT**

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

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

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:50 p.m.

Approval

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Joyce Rooney, Secretary

Date

**DECEMBER 24, 2008**

**TO: BOARD OF DIRECTORS**

**FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS**

**RE: CONSENT TO ASSIGNMENT OF WEST CENTRAL SERVICE CONTRACT (ASI-2364) TO CALIFORNIA TRANSIT, INC. AND ANTELOPE VALLEY SERVICE CONTRACT (ASI-1900) TO TECTRANS, INC.**

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**ISSUE:**

Board approval is required to permit staff to re-assign the West Central service contract (ASI-2364) and the Antelope Valley service contract (ASI-1900).

**RECOMMENDATION:**

Pursuant to Section 24.0 of both subject contracts, authorize staff to execute contract amendments effective January 6, 2009, assigning Contract ASI-2364 from Southland Transit, Inc.(STI) to California Transit, Inc. (CTI) and Contract ASI-1900 from STI to TecTrans, Inc. (Tec Trans) with all terms and conditions of the two existing contracts remaining intact.

**IMPACT ON BUDGET:**

This item will have no impact on the approved Fiscal Year 08/09 budget as the terms and conditions of the contracts will not change with the assignment of the West Central contract to CTI. and the Antelope Valley contract to TecTrans.

**ALTERNATIVES CONSIDERED:**

Given the nature of the request, no alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to permit the assignment of the two contracts as described herein. Access Services would not be legally bound to the assignment of the contracts unless such assignments are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

Under its current contracts with Access Services, STI began full service in the West Central Region in October 2007 and in the Antelope Valley region in October 2005. STI has requested approval of the following changes in the two contracts effective following Board approval:

- For ASI-2364 (West Central), approval of assignment of the current contract to California Transit, Inc., a company formed specifically to operate this contract.
- For ASI-1900 (Antelope Valley), approval of a change in shareholder control wherein 100% of the shares of STI stock will be transferred to TecTrans.

Access Services transportation service providers must be able to cover all costs of operations for a period of up to 45 days. Transportation service providers submit an invoice for the fixed monthly fee at the beginning of each month with payment due at the end of the month. For the variable charges (trip billing) invoices are submitted twice a month. TecTrans and CTI have presented documentation that demonstrates the financial viability of both companies, given the scope of the two contracts.

Both companies understand that the terms and conditions of the current contracts will remain in effect and they will be expected to serve their respective clients with no diminution of service quality. Insurance coverage will continue uninterrupted as will bonding at the levels stated in the respective contracts.

There will be no change in operating facilities. Both companies will maintain management and line staff currently responsible for the daily operation of the two contracts. (The only proposed staffing change involves the assumption of the role of IT manager for the West Central contract, with Dirk Schneidermeir, TecTrans CTO, assuming responsibility for this aspect of the contract.) Finally, the important subcontracting arrangements that are currently in place will remain in place under the new proposed arrangement.

**DECEMBER 24, 2008**

**TO: BOARD OF DIRECTORS**  
**FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR**  
**RE: ACCESS SERVICES POLICY/FARE CHANGE**

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**ISSUE:**

Because of increased ridership, Access Services faces financial difficulties in current and future years. It is anticipated that budget shortfalls will total \$3 million in the current year, \$4 million in FY 2010 and close to \$9 million in FY 2011. In order to ensure the agency moves forward with a balanced budget, the Board must authorize staff to begin exploring policy changes going forward.

**RECOMMENDATION:**

Authorize staff to:

- Analyze and propose a fare increase that will allow the agency to move forward with a balanced budget starting in FY 2010. A final recommendation for a fare increase should be brought back to the Board at its April meeting.
- Implement a comprehensive outreach plan (**attached**) to inform stakeholders of the Agency's budget situation and to gather feedback about a proposed fare increase.
- Report back to the Board at its April meeting about additional cost efficiencies/savings that could be realized in Agency operations. These additional cost savings should not include "premium" services that are currently provided to Access Paratransit customers.

**IMPACT ON BUDGET:**

In the current year, the only budget impact will be the cost of an outreach campaign to stakeholders. Since many activities were already budgeted for, the campaign should not materially increase costs in the current year budget.

On a macro level, staff believes that the current year deficit can be resolved by implementing cost saving measures, such as a hiring freeze, and by deferring capital projects. Going forward into future years, changes will have to be made as discussed above to balance the agency's budget.

**BACKGROUND:**

On Monday, December 8th the Board of Directors held a public strategic planning retreat. The Board discussed the strengths of the organization as well as opportunities or areas of concern. While the Board praised the current operational performance of the agency, the financial viability of Access

Services quickly rose to the top of the list of concerns. Board and staff identified three ways to address future budget deficits:

- The first is to seek out additional revenue from our funding partners. Staff has approached our local, state and federal funding partners and, unfortunately, there is no additional operating funding available at this time. Everyone, from the federal government to METRO, is dealing with large budget deficits brought on by the economic crisis.
- Another option is to identify operating cost savings. (ASI has already instituted a hiring and overtime freeze.) Given that Access is already below the national average for administrative costs, it is unlikely that administrative savings could help close the budget gap. In light of this, staff conducted a review of premium services (services provided above the ADA minimums) that are currently being offered and could be discontinued or reduced. These services include things like toll free phone service, an expanded backup system operated through the Operations Monitoring Center, extended reservation hours, and mobility and travel training services to just name a few. However, since the reduction or cutting of these services would reduce the quality of the overall service to the riders, the Board felt we should look at other solutions. In addition, the Board strongly preferred that our coordinated system, which allows customers to travel in the Los Angeles basin without transfers, should be continued.
- The final option considered was fare policies. Currently, fares pay for less than 5 percent of the service and many riders have never experienced a fare increase since the founding of our agency. In fact, our last fare adjustment in 2002 decreased fares for many riders rather than increased them. Furthermore, Access has some of the lowest paratransit fares of any major metropolitan area in the United States. Given these facts, the consensus of the Board was that a possible fare increase should be explored further.

## **Service/Fare Change Schedule**

### **January 2009**

- January 5 – Board of Directors approve exploring policy changes to balance future years budget deficit.
- January 13 - Community Advisory Committee (CAC) discussion

### **February 2009**

- Community Meetings in each region
- Web survey
- Rider Newsletter
- February 1 – Newspaper public hearing notices published
- February 1 – Rider Newsletter
- February 10 – CAC Action on recommendation
- February 12 – Transportation Professionals Advisory Committee (TPAC) action on recommendation
- February 17 – BOS discussion
- February 26 – LTSS discussion

### **March 2009**

- Community Meetings
- Web survey
- Member agency vote on Paratransit Plan Update
- March 12 – Public Hearing

### **April 2009**

- April 27, 2009 - Board approval on policy/fare change

### **May 2009**

- Paratransit Plan Update submission to the Federal Transit Administration

### **June 2009**

- Policy/fare change rider notification (seat drops, flyers, web site)

### **July 2009**

- Policy/fare implementation

DECEMBER 24, 2008

**TO: BOARD OF DIRECTORS**

**FROM: STEVE CHANG, ACTING MANAGER OF CONTRACT SERVICES**

**RE: STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S AUDIT RECOMMENDATIONS**

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**ISSUE:**

The audit of Access Services Incorporated conducted on behalf of the Metro Office of Inspector General (OIG) in FY 07 – 08 confirmed Access Services system design and operational compliance with the ADA and funding requirements and the general satisfaction of Access Services riders with that service. The audit contained no negative findings, but the auditors did make sixteen recommendations and the audit report contains Access Services affirmative responses to these recommendations.

This item comprises the monthly update for October 2008. Of the sixteen recommendations, twelve have been completed as shown in the attached update.

**RECOMMENDATION:**

Receive and file the attached status report on the implementation of the audit recommendations from the “Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding.”

**BACKGROUND:**

One of the early recommendations from the OIG was for Access to develop a procedure to periodically update the Board of Directors on the status of recommendations contained within audit reports performed on Access Services. Reporting on the status of audit recommendations through the Board Agenda should provide the Board and the general public assurance that recommendations/findings contained in audit reports were being addressed.

The majority of the recommendations were implemented by July 1, 2008 and the remaining few will be addressed by the implementation of the new reservations/scheduling software, beginning in the fall of 2008. A written status report on the recommendations will be on the Board, CAC and TPAC monthly agendas until all recommendations have been implemented.

## STATUS REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

### **Recommendation 1 – CLOSED in July 2008**

**ASI should reassess its recertification policy and consider a) periodically reviewing its criteria for determining individuals that are allowed to renew without in-person reevaluations, b) increasing the recertification period on a case-by-case basis, and c) adopting a tiered approach for recertifying riders. The tiered eligibility determination approach should include an option to recertify a rider without the need for a face-to-face interview or functional test.**

Apr - 08	A modification to the recertification policy to allow for a tiered approach to eligibility without the need for an in person interview or functional test requires a change in the adopted Paratransit Plan Update. The proposed revision will be presented to the Transportation Professionals Advisory Committee (TPAC) on April 10, 2008 and the Quality Services Subcommittee (QSS) on April 17, 2008. A public hearing has been scheduled for April 22, 2008. The Community Advisory Committee (CAC) will discuss the revision at their May 13, 2008 meeting and member agencies will provide their input via electronic mail during the month of May. The final approval for the revision will be placed on the May 19, 2008 Board of Directors Agenda. Assuming Board approval, the revision will be implemented on July 1, 2008.
May - 08	Staff prepared a recommendation for the Board to approve an updated to the Coordinated ADA Paratransit Plan specifying changes to the recertification process, which address Recommendation 1. If approved, the changes will be effective July 1, 2008.
June - 08	At the regular ASI Board of Directors meeting on May 19, 2008, the Board of Directors approved Agenda Item 10 - REVISION OF PARATRANSIT PLAN UPDATE which modified the recertification process to include a tiered approach versus a mandatory in person evaluation. The updated Plan will be mailed to FTA in June 2008.
July - 08	The revised recertification process has been implemented. This item is now considered to be closed.

### **Recommendation 2 – CLOSED in September 2008**

**ASI should a) review the narrative comments included on the Eligibility Survey and initiate any appropriate actions or changes, b) consider client comments/concerns when making any future changes or improvements to the eligibility evaluation process or the evaluation facility, and c) evaluate whether ASI can offer more evaluation locations through the use of mobile evaluation units.**

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 QSS meeting. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
May - 08	Narrative comments from the eligibility survey were placed on the May QSS meeting

	agenda.
June - 08	QSS reviewed the narrative comments at the May QSS meeting and the top concerns raised in the survey will be used as a blueprint for discussion at future meetings.
July - 08	QSS will review the narrative comments from the eligibility survey in August 2008 and include them in the prioritization discussion topics established in July 2008. Any recommendations will be presented to the CAC as appropriate.
Aug - 08	The narrative comments on eligibility were presented to QSS at the August 2008 meeting. Due to a full agenda the committee tabled the item until the September 2008 meeting.
Sept - 08	In September 2008, the QSS prioritized the narrative comments from the eligibility survey and added these comments to their current list of comments from the rider survey to be discussed at future meetings. Any recommendations will be presented to the CAC as appropriate.

### **Recommendation 3**

**ASI should evaluate the process for informing individuals who complete the eligibility evaluations of their right to appeal and the process on how to make an appeal.**

Apr - 08	ASI will re-evaluate the eligibility determination packet with the help of TPAC and CAC to ensure that appeal information is presented in a manner most likely to be understood by applicants. Staff is anticipating a new brochure to be available in July of 2008.
May - 08	ASI will work with communications professionals and small focus groups to re-evaluate the eligibility determination packet. This will be implemented in July 2008.
Jun - 08	No update to report.
July - 08	On July 17, 2008, the QSS reviewed recommended changes to the eligibility fact sheets. New information sheets detailing the eligibility and appeal process are being formatted by Metro Design Center and will be available in September 2008. Per ASI Policy, alternative accessible formats will be available upon request.
Aug - 08	The formatted fact sheets are expected to be ready for distribution in the near future.

### **Recommendation 4 – CLOSED in July 2008**

**ASI should continue to critically evaluate its eligibility determination policies, general approach, and specific processes to ensure that reasonable eligibility determinations are being made, that the impact on and inconvenience for those seeking eligibility is reasonable, and that the total costs of the eligibility determination process are consistent with the value of the process.**

Apr - 08	ASI will continue to evaluate the eligibility processes and policies used in Los Angeles County. ASI will continue to monitor the best practices used in the industry by participating in various forums and seeking out documents and reports published by organizations such as, but not limited to, Easter Seals Project Action, Transportation Research Board Synthesis Studies, National Transit Institute, as well as from advocacy groups like the Disability Rights Education and Defense Fund. In addition, on a local level the eligibility contractor, under the new contract, will form a Community Council as an advisory group to provide feedback. ASI will be a part of that Council. This Council will
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	begin in July 2008.
May - 08	No update to report.
Jun - 08	CARE held its first Customer Care Committee on Thursday June 29, 2008. The group had seven riders attend and discuss their experience with the evaluation process. CARE will use those comments to train staff and modify customer service procedures. The Committee will be meeting once a month.
July - 08	With the implementation of the revised recertification process and the opening of the new eligibility evaluation center in July, this item is now considered closed.

**Recommendation 5 – CLOSED in August 2008**

**ASI should review the narrative comments on the Rider Survey and initiate any appropriate actions or changes.**

Apr - 08	All of the narrative comments from the surveys have been organized into categories of service. For instance, comments regarding the order taking process have all been grouped together. ASI staff is in the process of reviewing the comments to identify areas of concern. The narrative comments will be presented at the May 2008 meetings of the transportation service providers and the QSS. Any potential recommendations will be forwarded to the CAC and TPAC prior to being presented to the Board of Directors for approval.
May - 08	Narrative comments from the rider survey were placed on the May QSS meeting agenda, and the May Provider meeting agenda.
Jun - 08	In May 2008, the QSS and Provider groups reviewed the narrative comments from the Rider Survey. Each group agreed that the top concerns would be discussed at future meetings to determine how to improve the service.
July - 08	On July 17, 2008 QSS prioritized the narrative comments from the rider survey into four groups with subtopics to be discussed at future meetings beginning in August 2008. Any recommendations will be presented to the CAC as appropriate.
Aug -08	At the August 2008 QSS meeting, the committee began discussion on one of the four groups of comments. The committee has agreed to have the narrative comments as a standing item on their agenda until all of the groups have been discussed and the appropriate action taken. This item is now considered closed.

**Recommendation 6**

**ASI should evaluate whether the service providers are using the most efficient methodology for scheduling vehicles and drivers and whether there are opportunities to shift resources from low demand to peak demand periods.**

Apr - 08	Prior to the audit in January 2006, ASI retained the services of the IBI Group to perform a Needs Analysis on ASI's Access Paratransit service. The recommendations from the analysis were presented to the Access Services Board of Directors in March 2007. One of the principal recommendations was the design and implementation of a centralized reservation/scheduling software to be used by all of ASI providers. The Board approved
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	the award for that reservation/scheduling software in November 2007. The first phase of the implementation of this recommendation is scheduled to begin in August 2008. The implementation of the first service region, with phase--in to other regions as contracts renew, is scheduled for fall of 2008.
May - 08	The centralized reservation/scheduling software will be implemented within the first service region in September 2008 and will be phased in by region as contracts are renewed. Staff is anticipating system wide implementation will be completed in 2010.
Jun - 08	A notice to proceed was issued to the software contractor on June 9, 2008 and a kick off meeting was held with Global Paratransit.
July - 08	The project team has begun the implementation period for the software installation in the Southern Region. As the system is implemented relevant ride statistics such as travel times, will be reported monthly in the Operations Report contained in the Board Box.
Aug - 08	No status update to report.

**Recommendation 7 – CLOSED in July 2008**

**ASI should reinforce to contractor call takers the goal of providing courteous and helpful service to clients. In this regard, ASI should provide call takers with a written document that reinforces the policies and rules of conduct and service to paratransit customers, and ASI’s commitment to quality service.**

Apr - 08	A draft of an Order Taker Code of Conduct is scheduled to be presented to the Transportation Service Providers at their meeting in May of 2008. Staff anticipates distribution of an Order Taker Code of Conduct in June of 2008.
May - 08	A draft of the Order Taker Code of Conduct was placed on the May Provider Meeting Agenda.
Jun - 08	The Order Taker Code of Conduct was reviewed at the Provider meeting in May. The Contractors will begin distribution and the document will be posted on the ASI website by June 23, 2008.
July - 08	The Order Taker Code of Conduct has been distributed and can be viewed on the ASI website. This item is now considered closed.

**Recommendation 8**

**ASI should evaluate the scheduling system to minimize or eliminate circuitous routing of share rides and to ensure that the routing/dispatching methodology minimizes wait times and trip times.**

See Recommendation 6 above.

**Recommendation 9 – CLOSED in July 2008**

**ASI should reinforce to contractor staff ASI’s policy on call-outs, and the importance of making all call outs that are requested.**

Apr - 08	<p>ASI is in the process of redesigning new employee training tests for drivers, call takers, and dispatchers. Questions regarding call out procedures will be included in these tests. The driver, call taker, or dispatcher will be required to pass this test with a score of 90% or greater before they are allowed to work on the ASI contract. This test will be completed no later than July 2008.</p> <p>ASI Road Supervisors and Dispatch Coordinators monitor compliance with currently required continuous training for each contractor. The call-out procedures are a part of that training. Immediately, ASI will instruct the service providers to include this topic in the next rotation of training beginning in May 2008.</p>
May - 08	Service providers were instructed to include “call out procedures” in the rotation of training beginning in May 2008.
Jun - 08	Providers are in the process of updating the tests and training materials.
July - 08	All materials have been updated and the new materials have been implemented. A copy of the revised test is available upon request. This item is now considered closed.

**Recommendation 10 – CLOSED in May 2008**

**ASI should reinforce to service provider contractors ASI’s goal of providing courteous and quality service to clients. In this regard, ASI should provide contractor drivers and call takers with a written document, which reinforces the policies and rules of conduct and service to paratransit customers, and ASI’s commitment to quality service.**

Apr - 08	The Driver Code of Conduct will be distributed to all certified drivers by May 1, 2008. The Order Taker Code of Conduct is scheduled for distribution in June 2008.
May - 08	Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at <a href="http://www.asila.org">www.asila.org</a> . This item is now considered closed.

**Recommendation 11**

**ASI should reinforce to paratransit applicants and riders that the primary purpose of using Access Paratransit Services is that the individual is unable to use the regular bus and rail service.**

Apr - 08	ASI will work with TPAC and CAC to ensure that information on eligibility is consistent with the recommendation and presented in a manner most likely to be understood by applicants. Staff is anticipating new brochures to be available in July of 2008.
May - 08	Staff is anticipating new brochures to be available in July of 2008.
Jun - 08	No update to report.
July – 08	In addition to the information sheets discussed in Recommendation 3, the new eligibility center’s transit theme and presentation should reinforce the connection between Access Paratransit and regular bus and rail service.
Aug – 08	See item 3 above.

## **Recommendation 12 – CLOSED in April 2008**

**ASI should:**

- a) Develop a written manual or procedures for processing and inputting complaints, and ensure that the list of complaint type codes and definitions are kept up-to-date.**
  - b) Institute a formal training program for the employees who handle complaints, for both new employees and periodic refresher training for current employees.**
  - c) Record all complaints relevant to the eligibility determination process so that any underlying problems can be trended and solved.**
  - d) Conduct a periodic trend analysis of complaints to identify problem areas to improve customer service.**
  - e) Develop a specific process to mark closed complaints, and incorporate this process into the policy and the staff training materials.**
  - f) Re-evaluate the complaint types used in the performance measure of Complaints per 1,000 Trips.**
  - g) Assure that no sequential complaint numbers are deleted from the database.**
- a) The Complaints and Customer Service departments have developed a procedures manual with input from the Complaints Process Modification Subcommittee of the CAC. The manual was completed in April 2008. This item is considered closed.
  - b) As of January 12, 2008, formal training now includes Customer Service workshops, as well as follow up and refresher trainings, one-on-one review with all Customer Support Supervisors and management, side-by-side training, and review of completed procedures manual. The Complaint Specialists now attend regular monthly meetings to address any observations and/or needed training refreshers to ensure that procedures remain standardized. New staff members are now required to train with both Customer Service and Complaints and are provided a copy of the procedural manual. This item is considered closed.
  - c) As of February 25, 2008, all complaints related to eligibility have been entered into the complaint database as well as the relevant eligibility or appeal record. This item is considered closed.
  - d) More intense trend analysis of complaints has been in place since January 29, 2008. New complaint procedures have freed up additional time so that staff can dedicate more of their resources to the analysis of information. This item is considered closed.
  - e) The procedures manual has been completed. See item (a) above. This item is considered closed.
  - f) Additional complaint categories have been added to the service complaints per 1,000: Animal, Booking, Conduct, Discourtesy, Routing, Service, Travel time, Urgent and Vehicle. These additional categories will be reflected in the April 2008 operations report to the Board of Directors.

- g) Sequential complaint numbers were deleted by ASI's Information Technology department in order to avoid combining real complaints with system tests. All complaints that are either duplicated or entered incorrectly are voided out but remain recorded in the database. To ensure that there are no duplications of complaint numbers, and as a security measure, as of January 29, 2008, the current system and Rider 360 does not recycle unused complaint numbers or complaints used for system testing. This item is considered closed.

**Recommendation 13 – CLOSED in July 2008**

**To improve its management and oversight of paratransit service providers, we recommend that ASI a) require all paratransit service providers to perform driver performance evaluations annually and maintain the evaluations in the driver personnel file for periodic ASI review, and b) develop a standard driver code of conduct and require each driver to sign and agree to such conduct.**

Apr - 08	<p>a) ASI required an annual driver performance evaluation to be maintained in the driver training record in the most recent transportation service provider scope of work. Staff is in the process of negotiating with our existing contractors in order to implement the recommended change system wide effective July 1, 2008.</p> <p>b) See recommendation 10 response.</p>
May - 08	<p>a) ongoing</p> <p>b) Driver Code of Conduct was delivered to contractors on May 1, for distribution to drivers; it can be viewed at <a href="http://www.asila.org">www.asila.org</a>. This item is now considered <b>closed</b>.</p>
Jun - 08	No update to report.
July – 08	All contractors have agreed to implement an annual driver performance evaluation beginning in July of 2008. This item is now considered closed.

**Recommendation 14 – CLOSED in April 2008**

**ASI management should increase its monitoring of average daily phone hold times to ensure compliance with the contractual performance requirement. Increased monitoring should identify the reasons why there are certain instances when daily phone hold times per hour exceed 4 minutes.**

The audit recommendations were based upon operating statistics from fiscal year 2007. Average initial hold times after the audit period had dropped considerably and have been less than 1 minute for the last year. This recommendation is considered closed.

**Recommendation 15 – CLOSED in April 2008**

**ASI should consider requesting that back-up providers submit their invoices semi-monthly to be consistent with other paratransit providers. ASI then will be able to concurrently review invoices and supporting documentation from both paratransit providers and back-up providers to determine if payments due are for actual services.**

ASI has requested that back up providers submit invoices semi-monthly. The majority cannot comply with the request. This recommendation is considered closed.

**Recommendation 16 – CLOSED in April 2008**

**We recommend that the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures be approved by ASI Senior Management. In addition, the effective dates of the Accounting Manual, General Accounting Desk Manuals, and other accounting policies and procedures should be properly determined. Furthermore, the pages of these accounting documents should be properly numbered and cross-referenced. For accounting procedures that are still in handwritten editing mode, ASI should finalize the procedures as soon as possible.**

Updated Accounting Manual and General Accounting Desk Manuals have been approved by ASI Senior Management. Each Manual includes an effective date and is properly numbered and cross referenced. Copies of these manuals are available upon request. This recommendation is considered closed.