

**ACCESS SERVICES  
BOARD OF DIRECTORS MEETING  
MONDAY, October 27, 2008  
Closed Session: 12:00 - 1:00 P.M.  
General Session: 1:00 - 3:00 P.M.  
Los Angeles County MTA  
One Gateway Plaza, 3<sup>rd</sup> Floor  
729 Vignes Street, Los Angeles CA 90012**

***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>SUPERIOR SERVICE AWARDS</b>	PRESENTATION
5.	<b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING OF SEPTEMBER 22, 2008 (page 5)</b>	ACTION [Vote Required: majority of quorum by voice vote]
	[Staff Recommendation: Approve]	

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| 6.  | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>  | INFORMATION   |
| 7.  | <b>GENERAL PUBLIC COMMENT</b>  | INFORMATION   |
| 8.  | <b>CONSENT CALENDAR</b><br><ul style="list-style-type: none"> <li>a. Authorize Extension of Contract and Increase Funds - HDR Decision Economics (ASI-1444) (page 14)</li> <li>b. Authorize Extension of Contract and Increase Funds - Joe A. Gonsalves and Sons (ASI-2082) (page 16)</li> <li>c. Approval of 2009 Board of Director’s Meeting Calendar (page 18)</li> <li>d. Authorize Renewal of Business and Employment Practices Liability Insurance (EPLI) Package (page 20)</li> <li>e. Authorize Worker’s Compensation Insurance (page 22)</li> <li>f. Authorize Extension of Contract and Increase Funds – Vehicle Technical Consultants (ASI-2043) (page 23)</li> <li>g. Authorize Extension of Contract and Increase Funds – Appeal Evaluation Services (Petrie) (ASI-2239) (page 25)</li> <li>h. Approval to Purchase 110 Replacement Vehicles For Paratransit Service (page 27)</li> </ul> <p style="padding-left: 40px;">[Staff Recommendation: Approve Consent Calendar]</p> | <b>ACTION</b><br>[Vote Required: majority of quorum by roll call] |
| 9.  | <b>VOLUNTEER DRIVER PROGRAM FOR SENIORS – HELEN KERSCHNER, EXECUTIVE DIRECTOR, BEVERLY FOUNDATION</b>  | PRESENTATION  |
| 10. | <b>AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS - GENERAL COUNSEL, JONES AND LESTER L.L.P. (ASI – 1148)</b><br>(page 29)<br><p style="padding-left: 40px;">[<b>Staff Recommendation:</b> Authorize an expenditure of up to \$1,380,000 for general counsel for legal services for a three-year period ending June 30, 2012.]</p>   | <b>ACTION</b><br>[Vote Required: majority of quorum by roll call] |
| 11. | <b>AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS - SAN GABRIEL TRANSIT (ASI-1928)</b> (page 31)<br><br><p style="padding-left: 40px;">[<b>Staff Recommendation:</b> Authorize an amendment to the transportation service provider contract, including an extension of the contract through April 7, 2010 (the first of five possible option years) and the addition of funds increasing the maximum contract value.]</p>  | <b>ACTION</b><br>[Vote Required: majority of quorum by roll call] |
| 12. | <b>CENTRALIZED RESERVATIONS AND SCHEDULING PROJECT – F SCOTT JEWELL, ACCESS SERVICES DIRECTOR OF ADMINISTRATION AND INFORMATION TECHNOLOGY</b>   | PRESENTATION  |

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| 13. | <b>STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S<br/>AUDIT RECOMMENDATIONS</b> (page 34)   | RECEIVE/ FILE                  |
|     | [ <b>Staff Recommendation:</b> 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."] |                                |
| 14. | <b>EXECUTIVE DIRECTOR'S REPORT</b>   | INFORMATION                    |
| 15. | <b>BOARD MEMBER COMMUNICATION</b>  | INFORMATION                    |
| 16. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING<br/>OF THE AGENDA</b>  | DISCUSSION/<br>POSSIBLE ACTION |
| 17. | <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  
SEPTEMBER 22, 2008**

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**CALL TO ORDER**

The Access Services Board of Directors meeting convened at 12:04 p.m. on Monday, September 22, 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, Kurt Hagen, Ex-Officio's, Shawn Solomon, Joseph Stitcher and Jim Jones, Access Services Legal Counsel. Director Joyce Rooney was not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Kristine Helin, Andre Colaiace, F Scott Jewell, David Foster, Joe King, Jeff Mora, Lance Sweitzer, Erik Washington, Linda Ross, Kandy Kuo, Rogelio Gomez, Louis Burns, Brian Selwyn, Sean Frye, Yvette Richardson, 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 1:06 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 discussed the status of United Independent Transit Services vs. Access Services. He stated that at a previous close session of the Board, the Board approved a settlement of the pending litigation. Since the approval, the Board received a report that the litigation had been settled without Access Services paying any new consideration and the case has now been dismissed. The Board also heard a report with respect to Viteri v. Access Services; no public reportable action was taken with respect to this matter.

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**

Chairperson Barnes informed the Board that the recipient for the Superior Service award for the month of September was running late so he would continue with the superior service award later in the meeting when the recipient arrives.

Chairperson Barnes called on Access Services Executive Director, Shelly Verrinder to present an award to Vice Chairperson Nason. Ms. Verrinder presented an award to Vice Chairperson Nason for her contributions and dedication as the Chair of the Access Services Board of Directors since 2006 thru 2008. Chairperson Barnes and the entire Board of Director congratulated Vice Chairperson Nason.

## **REVIEW & APPROVAL OF THE MINUTES FROM THE BOARD MEETING OF AUGUST 25, 2008**

**Motion:** Director Heidt moved approval of the August 25, 2008 meeting minutes.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Heidt, Hagen, Greenwood, Hallenberg, 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 Access Services Director of Strategic Planning Arun Prem presented the staff report by stating that Mary Griffith resigned her seat from the CAC in August, Director Doran Barnes was voted to serve as Chair of the Board of Directors and Director Nason was voted to serve as the Vice Chair. Ms. Verrinder then provided some clarifications on how the state budget may affect Access Services. She also reported on the Access Services logo.

The CAC Elections Subcommittee announced the results of their recent elections, Shawn Solomon, Chairperson, Tommy Johnson, First Vice Chair and Gloria Broderick, Second Vice Chair. The Board of Director report was provided in the agenda and was not verbally presented. Mr. Chin Ho-Liao of the Outreach Sub-committee discussed reviving the search for a new meeting location.

Mr. Ken Metz, Chairperson of the Service Animal Sub-committee reminded us that there were still some problems with capacity constraints and Service Animal users. Mr. Metz also reported that all of the mats for testing had been completed and were effective in preventing the dogs from slipping on the floor. The practicality of carrying this mat around all day does not seem to be practical. Storage of the mats in the vehicle seems to be most favorable. Due to time limitations, the CAC Goals Subcommittee and the entire CAC will discuss ideas of the proposed goals list and will set their priority for implementation during the following year.

Joseph Sticher, Chair of the Transportation Professionals Advisory Committee (TPAC), stated that next TPAC meeting would be on Thursday, October 9, 2008.

### **GENERAL PUBLIC COMMENT**

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

### **CONSENT CALENDAR**

Chairperson Barnes informed the Board that Item 8-a (Approval to Purchase 125 Replacement Vehicles for Paratransit Service) was removed from the consent calendar at the request of staff.

Director Heidt pulled item 8-b (Updates to Access Services Inc. Drug & Alcohol Policy), for purposes of discussion. Director Nason pulled item 8-c (Approval of Board of Director's Committee Appointments), for purposes of discussion.

### **DISCUSSION: *Item 8-b (Updates to Access Services Inc. Drug & Alcohol Policy)***

Director Heidt stated she would like a clarification on what 'less privacy' meant in regards to testing.

Access Services Manager of Human Resources, Linda Ross replied that this was in response to changes in Federal regulations. The person who would require observation would have had to fail a previous test. Observation was not ordinary policy.

### ***Public Comment on Item 8-b (Updates to Access Services Inc. Drug & Alcohol Policy)***

Ms. Sandy Varga stated that it concerned her that a rider could not cause a driver to be tested. Riders may experience a driver being under the influence and were most likely to notice this. The report from a rider of influence needed to be taken very seriously and responded to immediately.

**Motion:** Director Greenwood moved approval of Item 8-b.

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

**Discussion:** None.

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

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

**Opposed:** None.

**Abstention:** None.

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

### **DISCUSSION: *Item 8-c (Approval of Board of Director's Committee Appointments)***

Director Nason stated that there were only two committees mentioned and questioned where the listing of other committees was. She requested that staff provide a list of all the committees and the members of each including the length of service so that we can determine if change was necessary.

Ms. Verrinder replied that there were two different types of committees. The officially sanctioned committees, which were those listed and there were a few Ad-Hoc committees such as the Budget committee. She informed the Board that a list would be provided in the next Board Box.

Chairperson Barnes asked if Director Nason wanted to defer action or take action on the item given what was presented and receive the list after the fact. Director Nason replied that she did not have any objection to moving the item as presented.

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

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

**Discussion:** Chairperson Barnes stated

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

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

**Opposed:** None.

**Abstention:** None.

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

### **ACCESS SERVICES BYLAW AMENDMENTS**

Access Services Director of Governmental Services, Andre Colaiace provided a brief presentation on Item 9, Access Services Bylaw Amendments.

Director Nason asked if the Commission on Disabilities had two spaces. Mr. Colaiace replied that the County Commission had one and the independent Living Centers had one.

**Motion:** Director Heidt moved approval of Item 9.

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

**Discussion:** Director De Vera asked where the Mayor's representation would fall under. Mr. Colaiace replied we were not making any recommendations to the City of Los Angeles appointment process.

Ms. Verrinder added that this was just making recommendation specifically in the by-laws related to these three categories; the nominating committee, the member agencies; the open public process. The rest of the by-laws were non-changed.

Mr. Solomon asked when this process would be implemented. Mr. Colaiace replied that the vote would take place at the Annual Meeting.

Chairperson Barnes added our action today is simply to make a commendation to the full membership at the Annual Meeting.

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

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

**Opposed:** None.

**Abstention:** None.

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

### **APPROVAL OF AMENDED CONTRACT RATES**

Access Services Manager of Procurement and Contracts, Brian Selwyn provided a brief presentation on Item 10, Approval of Amended Contract Rates.

#### **Board Questions &**

**Clarification:** Director Nason asked for clarification regarding the timing, ridership had increased by 10% and was not likely to decline. Ms. Verrinder stated that she could not provide a definitive answer on ridership projections but ridership had definitely followed the gas prices and now that they were declining, it would be interesting to see what ridership did. The 20% trigger exists allowing a renegotiation. It is a good idea to tie the 40% of our trips were done by taxis into the City of LA rate, which gets Access Services out of the business of trying to adequately compensate taxi drivers.

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

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

**Discussion:** Director Nason asked whether the Budget was sufficient to cover this. Ms. Verrinder replied that she would wait until after the first quarter to speculate.

Chairperson Barnes added that transit ridership had been boosted by the increased gas prices across the board and this was certainly going to be a challenging budget year for everyone. We look to staff to keep a very close eye on it.

Ms. Verrinder added it was going to be a challenge across the board. The fixed route operators with state budget, Access Services with increasing ridership and how would the budget coming from the State be resolved remained to be seen.

Chairperson Barnes added that the increase in ridership was exciting but the down side was that no one was funded to meet the demand.

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

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

**Opposed:** None.

**Abstention:** None.

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

### **ACCESS SERVICES LOGO**

Access Services Executive Director, Shelly Verrinder and Director of Governmental Services, Andre Colaiace provided a brief presentation on Item 11 Access Services Logo.

#### **Board Questions &**

**Clarification:** Director Hallenberg stated that he was concerned that ‘paratransit’ always be used and he was questioning the use of a manual chair in the photo on the website. Ms.

Verrinder replied that the photo was just stock photography being used as a placeholder and Access specific photos would be used and rotated periodically.

Director Nason stated that she felt the font was too small.

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

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

**Discussion:** Director Heidt stated that she felt that extra space should be available for note taking.

Director Hagen stated that he concurred with Director Hallenberg statement regarding the manual wheelchair, given that the community had a bias that Access Services does not provide equal access to those with power wheelchairs.

Chairperson Barnes clarified that the staff recommendation was to move forward with the logo and there were a number of design nuances that would come behind that. Ms. Verrinder stated “yes” it was just the logo but it was also the design concept because it needed to roll out as a consistent package. It was the logo; the colors, the font, and the website all with a consistent new look.

Mr. Colaiace stated that it was our intent to introduce the website and to hopefully make it easier for riders to use the service.

Director Nason stated that she saw tow logos on the website. She asked if staff was asking the Board to approve both or just the one with ‘paratransit.’ Ms. Verrinder replied that staff was requesting that the Board approve both because the entity is bigger than Access Paratransit, 90 percent of what the organization does, but the CTSA coordination side does not fall under that. The decision needed to be made because the website needs to be finalized.

Director Nason stated that she felt that consistency was the number one issue and two logos felt confusing in that regard. Ms. Verrinder replied that the overwhelming response was to have a sub-identity, Access itself was the main logo and paratransit was the sub-identity.

Mr. Solomon stated that he was concerned that the 10% was diluting the 90%. Ms. Verrinder replied that the 10% was what allowed Access to receive Federal funds and remain non-profit and it was a necessity of our existence. Mr. Solomon added that he still wanted to see paratransit be a part of all communication. He suggested adding all of the other sub-departments after ‘paratransit.’

Mr. Jones added that the larger concept was the CTSA and it was a separate piece, not a sub-category. Ms. Verrinder stated that currently if you received something out of Operations it would say ‘paratransit’ and anything from Planning or the Executive offices would say Access Services. Two very different logos and what we were trying to do was have more continuity between the two. The two proposed are in essence the same logo with description. Staff recognized the concern that paratransit not be swept under the carpet.

Director De Vera added that when searching on the internet for ‘Access’ there was an infinite number of responses but when searching for ‘Access Paratransit’ it was the first hit, so she did not understand why we would want to stray from such an impact. Ms.

Verrinder replied that was why staff was proposing to keep the paratransit for name recognition.

Director Greenwood asked if there were plans to publish a style guide including where each logo would be used. Mr. Colaiace replied “yes” there would be a style guide and there would be certain rules about how the logo could be used. Mr. Colaiace replied “yes” there would be a style guide and there would be certain rules about how the logo could be used.

Chairperson Barnes asked if Director Greenwood wanted the style guide to come to the Board for approval or information. Director Greenwood replied that he would like to see it come for approval but would defer to other Board members and their opinion.

Director Baghdanian stated that he also agreed that the ‘paratransit’ was the more comfortable logo and he would like to see examples of when the Access only logo would be used. With specific examples the Board could possibly come to consensus and get this approved today.

Chairperson Barnes asked if there were legal reasons that we would have to be ‘Access’ without the ‘paratransit.’ Mr. Jones replied that the entities legal name was Access Services Incorporated, “Access Services” designates the corporate entity as opposed to when the service itself was being discussed then “Access Paratransit” is used. One was a corporate name and the other was a fictitious business name . Access itself is an unprotectable name that could never be filed with the patent office because it is a common English word without secondary meaning and is in common use.

Ms. Verrinder suggested that the Board approve this today and next month staff would bring back examples of business cards, letterhead, Power Point templates, along with a listing under what functions each of the logos would be used. A logo is needed to move forward so that the website could be completed.

Chairperson Barnes added the logo was not spectacular but was definitely a huge step in the direction of clarity. It would be a work in progress.

Director Nason stated that she felt strongly that using Access Paratransit on everything would be much more consistent. Mr. Colaiace replied that there was not anything preventing us from doing that. Staff was used to having the distinction compared to all the logos shown before there was an actual linkage between the two.

Chairperson Barnes asked if it was harmful or confusing to use the ‘paratransit’ logo in our CTSA roll. Ms. Verrinder replied that her only concern would be in our role as grant assisting and training, the agency would be in direct competition for some of the same funds. She asked Director Greenwood about METRO and if they used a distinction between their planning function and any other.

Director Greenwood replied that he was unaware of any division specific logo within METRO.

Mr. Stitcher replied that any member of TPAC would know that they were both one and the same. He discussed the name change in Santa Monica and the fact that they went with the name that the riders knew best, which was Santa Monica Big Blue Bus. Ms.

Verrinder replied that in our case the name used by riders was “Access.” She suggested that staff move forward.

**Substitute**

**Motion:** Director Baghdanian moved approval to move forward with the logo being Access Paratransit only.

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

**Discussion:** Mr. Solomon stated that he liked the new logo.

Director Hallenberg stated that he felt it was cleaner and clearer.

Chairperson Barnes added that he also supports the motion.

**Vote:** Via Voice Vote.

**In Favor:** Directors Nason, Baghdanian, DeVera, Hagen, Greenwood, and Hallenberg.

**Opposed:** Director Heidt.

**Abstention:** None.

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

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

Chairperson Barnes stated that Item 12 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 August trips were down from July at 177,913. On-time performance was up just above 92% and average initial hold time continued to remain low at 28 seconds and the cost per trip was steady at about \$34.30.

Ms. Verrinder also mentioned that Board representation was needed at each CAC meeting, October was covered but she requested that they please check their calendars and let Arun know if they could join the CAC as the Board representative.

In 1993 when Access Services first began, Jerry Walker was the General Manager with San Gabriel Transit. He was instrumental in the expansion of ADA and paratransit throughout LA County. Jerry was an integral part of working with staff and the disability community on the creation of many policies and procedures in place today. After Jerry passed away in January of 2007, staff created the Jerry Walker Commitment to Quality Service Award in his name and memory. The award will be given annually at the Annual meeting to a person who exemplifies Jerry’s philosophy of contributing to ensure quality service. Anyone who is associated with Access Paratransit including any of its contractors is eligible for nomination.

Chairperson Barnes added that it is always good to focus on quality. He asked if the Superior Service award winner was present. The recipient was not present so the Board moved on to the next item.

## **BOARD MEMBER COMMUNICATION**

Director Nason stated that she would like to observe a moment of silence for the victims and their families of the Metrolink accident a few days prior.

Director Heidt asked if Board Members were eligible for the Quality Service Award.

Director Hallenberg asked if a rider would be eligible to receive the award. Ms. Verrinder replied that it was not the intent of the award but it was a new item and could be considered.

Director De Vera stated that on Wednesday, October 8, 2008 the City of Los Angeles Commission on Disability would be hosting their 9<sup>th</sup> Annual Accessibility Expo at the Los Angeles Convention Center. Flyers were available on the front table.

Mr. Stitcher added that Friday and Saturday in Santa Monica at the Civic Center there would be an Alt Car Expo. The Bus of the future design winner was being unveiled and there was also a symposium with several speakers on transit in the future. One of the guidelines for the design competition was about improving access to all transit vehicles.

Chairperson Barns stated that the APTA Annual conference was coming up in less than two week. It was the premier conference for the industry and this was the out of three where they held their Expo. It was a tremendous learning opportunity and he encouraged anyone to attend. He also stated that in November, the combined California Transit Association and CalAct Annual conference would occur in Monterey and it would be a great learning opportunity.

Chairperson Barns asked everyone to adjourn the meeting with a moment of silence to observe all of those impacted by the horrible Metrolink train collision.

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

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

## **ADJOURNMENT**

**Motion:**        *There was no motion or second to adjourn the meeting*

**Second:**

**Vote:**            Via Voice Vote.

**Pass/Fail:**     The meeting adjourned at 3:10 p.m.

Approval

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Joyce Rooney, Secretary

Date



OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

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

**RE: AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS – HDR  
DECISION ECONOMICS (ASI-1444)**

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**ISSUE:**

The contract with HDR Decision Economics (HDR) for ADA paratransit demand forecasting will expire on June 30, 2009. Board approval is needed to extend the contract for one year and to increase funds for this additional year.

**RECOMMENDATION:**

Authorize an extension of Contract No. ASI-1444 through June 30, 2010 and an increase of the total not-to-exceed contract amount by \$23,790.00 to \$171,763.00, in lieu of \$147,973.00.

**IMPACT ON BUDGET:**

This action is consistent with Access Services' anticipated budget for FY 2010. The amount requested for the upcoming fiscal year represents a 3.2% increase over the amount budgeted for the same services for the current fiscal year. This is equivalent to the increase from FY 2008 to FY 2009 and considerably less than the most recently published year over year increase in the Consumer Price Index for the Los Angeles Metropolitan area, which was 5.1% in August 2008.

**ALTERNATIVES CONSIDERED**

Accurate, scientifically compiled demand projections are essential to the service planning and budgetary process at Access Services. The existing contract with HDR allows for an additional option year to be executed and at this time. Staff feels that doing so would be in Access Services' best interests.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and amend the written contract with HDR for ADA paratransit demand forecasting services on terms and conditions set forth in the Request for Proposal and no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the 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:**

In August 2003 HLB Decision Economics, now *HDR Decision Economics*, was awarded a contract to provide ADA paratransit demand projections. This contract was necessary since it had been many years since an empirical-based study of ADA demand in Los Angeles County was last conducted. Additionally, a US Department of Justice (DOJ) letter with respect to another transit property clarified and reemphasized the necessity and benefits of this process. The scope of work for this project was consistent with the DOJ position stated in its letter.

Since then HDR has been providing interim and annual reports updating the ADA paratransit demand projections. In addition to providing these two important planning documents, over the past year, HDR has been very responsive to the Agency's requests for revisions and modifications due to the potential effects on ridership due to the rapid changes in the cost of fuel. This extension covers the production of those reports for an additional year.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES**

**RE: AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS – JOE A. GONSALVES AND SONS (ASI-2082)**

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**ISSUE:**

The contract with Joe A. Gonsalves and Sons for state advocacy services (ASI-2082) will expire on March 31, 2009. Board approval is required to extend the contract for one year and to increase funds for this additional year.

**RECOMMENDATION:**

Authorize (i) an extension of Contract No. ASI-2082 for a period of one year, beginning April 1, 2009 and (ii) an increase in the total not-to-exceed contract amount by \$61,800.00, to \$247,200.00 in lieu of \$185,400.00, with no change in the rates of compensation.

**IMPACT ON BUDGET:**

There are funds in the current year budget to pay for this extension and, if the extension is approved by the Board, funds will be included in the FY 2010 budget.

**ALTERNATIVES CONSIDERED:**

Staff continues to be pleased with the responsiveness and results during the contract and did not consider any alternatives.

**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 contract with Simon & Company, Inc for consulting services on terms that are no less favorable to Access Services than those proposed above. 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:**

In the most recent legislative session, Gonsalves accomplished the following:

- Gonsalves placed Access Services' "public agency" proposal into an omnibus bill (SB 1124), which contained a number of unrelated provisions relating to local government. Staff is

pleased to report that SB 1124 was recently signed by the Governor. As explained during the presentation of our legislative program, this proposal clarifies Access' status under state law by codifying a recent court decision that concluded that Access is a "public entity." Staff expects that this change should save ASI a substantial amount of money in future litigation costs since the question of Access' status under state law has now been put to rest.

- Gonsalves helped us look into the possibility of renting space from CALTRANS at their new building in downtown Los Angeles. It was ultimately determined that another state agency wanted to use the space.
- Gonsalves handled various issues with state legislators, such as State Senator Gil Cedillo, saving staff the cost in time and money of traveling to Sacramento.
- Gonsalves continues to monitor and track all legislation and regulations that may affect Access Services' funding, administration, and/or operations.

**Other past accomplishments include:**

- In 2006, it was reported that California Highway Patrol (CHP) officers had been ticketing Access vehicles which were transporting school-age students, which certainly inconvenienced these customers. In response, Gonsalves arranged a meeting with representatives from the CHP. In summary, the Department agreed that, when transporting less than 3 students, Access would not fall under the definition of a school bus. In addition, the Department offered to conduct informational training seminars with Access employees.
- Gonsalves arranged for a meeting with CALTRANS Director, Will Kempton, and Access staff. From the outset, the simple fact that they had secured this meeting seemed to have a positive impact on the potential 5310 grant "sign off issue". Because of this meeting, CALTRANS backed off of their demand to have "sign off" authority on Access provider contracts that utilized vehicles funded with 5310 grant dollars. This authority could have seemingly impeded the Board of Directors authority to award operations contracts.
- Gonsalves provided two speakers for the Access Services 2006 Annual Meeting. State Senator Alex Padilla and Assembly Rules Committee Chair Hector De La Torre both provided attendees with an outlook for the legislative session.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**  
**FROM: DONNA CISCO, EXECUTIVE ASSISTANT**  
**RE: APPROVAL OF 2009 BOARD OF DIRECTOR'S MEETING CALENDAR**

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**ISSUE:**

Staff is presenting to the Board for their review and approval the attached list of scheduled, rescheduled and canceled Board of Directors Meetings for calendar year 2009.

**RECOMMENDATION:**

Review and approve the Board Meeting calendar for 2009.

**IMPACT ON BUDGET:**

None.

**DISCUSSION:**

Staff has prepared the proposed 2009 Board meeting calendar. The meeting dates will remain on the fourth Monday of the month, with the exception of January 12, 2009, due to there being no Board meeting in December 2008, and May 25, 2009 being moved due to Memorial Day. In keeping with the Board calendar for 2008, the July and December meetings have been canceled.

All meetings are subject to change based upon the necessary business and operational transactions of Access Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board's attention by the Executive Director.

All meeting are scheduled to take place at the Metropolitan Transportation Authority (MTA) located at One Gateway Plaza 3<sup>rd</sup> Floor, 729 Vignes Street, Los Angeles California unless notice of location change.



## TENTATIVE

### Board of Directors 2009 Board Meeting Calendar

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All meeting dates and locations are subject to change and must be approved by the Board in advance.

*Please note that all the Board of Directors Meetings will convene at the METRO Building located at One Gateway Plaza.*

Monday, January 12, 2009

*Rescheduled due to no Board Meeting in December 2008*

Monday, February 23 2009

Monday, March 23, 2009

Monday, April 27, 2009

Monday, May 18, 2009

*Rescheduled due to Memorial Day*

Monday, June 22, 2009

~~Monday, July 27, 2009~~

*Canceled*

Monday, August 24, 2009

Monday, September 28, 2009

Monday, October 26, 2009

Wednesday, November 11, 2009 *Board Meeting/Annual Meeting*

~~Monday, December 28, 2009~~

*Canceled*

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

**FROM: LANCE SWEITZER, DIRECTOR OF FINANCE**

**RE: AUTHORIZE RENEWAL OF BUSINESS EMPLOYEE PRACTICES  
LIABILITY INSURANCE (EPLI) PACKAGE**

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**ISSUE:**

On November 1, 2008, the insurance policies consisting of Business Auto for revenue service vehicles, staff vehicles, Property, Crime, Comprehensive General Liability, Commercial Umbrella Liability, Professional Liability, and Directors and Officers for ASI will expire. The Employment Practices Liability Insurance will expire in mid-November. Board approval is required to renew the expiring insurance policies.

**RECOMMENDATION:**

Approve the renewal of the above referenced insurance policies at a premium cost not to exceed \$542,000 for a policy period ending 6/30/09.

**IMPACT ON BUDGET:**

This estimate is 32% above the prorated actual insurance expenses for our fiscal year 07-08 and is \$132,000 above the prorated amount contained in the approved FY 08/09 budget. The variance is primarily due to ASI seeking auto liability coverage that does not contain a stipulation our insurance company automatically seeks indemnification from our providers for judgments levied against us. This provision protects our providers from the possibility of bankruptcy in the case of large settlements, and at the same time gives ASI the right to recover on a particular judgment should it so desire. A small part of the increase is due to anticipated higher third party EPLI costs.

As insurance companies do not quote their specific rates until just before the renewal date, staff will seek final approval from the Chairman prior to binding the policies. A report with specific insurance carriers and policy information will include in a future Board Box Agenda.

**DISCUSSION**

The decision for choosing an insurance carrier is based on a number of factors, i.e. financial strength, the 'Best Guides' industry rating, policy limits, potential covered losses and cost. AON Risk Services, ASI's Insurance Broker, has obtained competitive bids for the expiring policies. As insurance companies have traditionally been very selective in bidding on the insurance Access Services carries, they conduct a detailed process assessing potential loss exposures.

The amount requested for approval is an estimate based on information obtained from the insurance broker at the time of preparation of this board item. Since quotes are generally not available until the date just prior to renewal and with the current uncertainties of the financial sector flowing into the insurance industry, it is more difficult than usual to predict what the quoted premiums will be.

Staff is recommending that the new policies be bound only through the end of the current fiscal year, June 30, 2009. It is anticipated that the Access Services insurance program will be modified at the start of the next fiscal year. Recommendations for modification and the procurement of new policies will be presented to the board for approval in May or June 2009.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**  
**FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES**  
**RE: AUTHORIZE WORKER'S COMPENSATION INSURANCE**

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**ISSUE:**

The insurance policy for Worker's Compensation Insurance expires on November 30, 2008. The renewal term of the insurance policy is from December 1, 2008 through November 30, 2009. Board approval is required to renew the expiring insurance policy.

**RECOMMENDATION:**

Approve the renewal of the Worker's Compensation Insurance policy at a cost not to exceed the amount budgeted, \$33,433, for the period of December 1, 2008 through November 30, 2009. The policy premium for this coverage is based on estimated payroll figures and an anticipated slight decrease in the premium rate, based on information from our broker.

**IMPACT ON BUDGET:**

The premium for Worker's Compensation Insurance is within the budgeted amount for fiscal year 2008/2009.

**BACKGROUND:**

This policy provides coverage for Access Services' employees for any injuries that occur while those employees are in the course and scope of their employment. Staff has estimated this year's premium based on projected payroll amounts. At the time of the writing of this board item, final quotes from our current insurance carrier, Granite State Insurance Company, are not available. Our insurance broker, AON Risk Services, is in the process of soliciting other quotes from various insurance carriers. Any lower premium quotes will be considered before finalizing the selection process close to the end of November. Staff will seek final approval from the Board Chair prior to finalizing the new policy and will notify the full Board of any changes at the December Board meeting.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

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

**RE: AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS –  
VEHICLE TECHNICAL CONSULTANTS (ASI-2043)**

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**ISSUE:**

The contract with Vehicle Technical Consultants (VTC) (ASI-2043) for third-party vehicle inspections will expire on January 31, 2009. Board approval is required to extend the contract for one year and to increase funds for this additional year.

**RECOMMENDATION:**

Authorize the extension of Contract No. ASI-2043 with VTC for third-party vehicle inspections for the first of two option years – February 1, 2009 through January 31, 2010 and increase the not-to-exceed contract amount from \$115,000.00 to \$136,000.00.

**IMPACT ON BUDGET:**

Access Services' current budget includes, and its proposed budget for fiscal year 2010 will include, funds for the above listed proposed not-to-exceed amount.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and amend the written contract with VTC for vehicle audit inspection services upon terms and conditions no less favorable to Access Services than those currently contained in that contract. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

VTC was awarded a three-year contract in February 2006 to provide independent, third-party fleet audit inspections. VTC documents the condition of vehicles turned over by one ASI contracted service provider prior to ASI placing those vehicles in service at another contractor, as well as conducting annual audits of 20% of ASI's fleet at each service provider site. Service is reimbursed at a rate of \$200.00 per vehicle audit inspection. The Contractor has agreed to maintain this rate for the proposed extension period.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

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

**RE: AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS –  
APPEAL EVALUATION SERVICES (PETRIE) (ASI-2239)**

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**ISSUE:**

Board authorization is needed to perform an administrative action to increase the funds for contract ASI-2239 with Lori M. Grebb Petrie for certification appeal services.

**RECOMMENDATION:**

Increase the not-to-exceed amount of ASI-1763 by \$92,000.00 and change the total contract amount to read not-to-exceed \$288,531.17 in lieu of \$196,531.17 for the period November 1, 2008 through August 31, 2009.

**IMPACT ON BUDGET:**

This administrative action is consistent with the fiscal year 2008/2009 budget and the anticipated budget for fiscal year 2009/2010.

**ALTERNATIVE CONSIDERED:**

No other alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written amendment of the existing contract upon terms and conditions no less favorable to ASI than those proposed above. ASI would not be legally bound to the amendments herein proposed unless and until they are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

The Americans with Disability Act (ADA) requires an appeal process be established to review eligibility determinations as requested by the applicant. An applicant may appeal any decision pertaining to eligibility including restrictions, temporary eligibility, or denial of service. While not required by the ADA, ASI utilizes contracted independent third-party experts to determine appeals. To appeal, the applicant submits a written appeal request to Access Services. Access Services forwards

copies of the appeals, the appellant's initial evaluation and other pertinent information to an appropriate appeals contractor (of which Lori M. Grebb Petrie, Ph.D. is one) based upon the nature of the appeal request. The appeal contractor schedules an appointment with the appellant. If needed, Access Paratransit provides transportation to and from the location of the appeal appointment for the appellant at no cost to the appeal contractor or appellant.

Access Services establishes and maintains working relationships with a variety of disability professionals to address appeal concerns of persons with a wide variety of disabling conditions. At a minimum, Access Services must be able to respond appropriately to appeals from persons with physical disabilities, cognitive disabilities (including developmental disabilities and mental health concerns), and sensory disabilities (e.g. blindness). Access Services currently contracts with one medical doctor, one physical therapist, two clinical psychologist and two orientation mobility specialists to conduct appeal evaluations.

Access Services must refer appeals to the appropriate type of appeals specialist. Currently 10% of the appeals require referral to the clinical psychologist, who provides services such as that supplied under contract ASI-2239. Additional funds are needed for this contract because: (1) the other appeals specialist in this field (ref. ASI-2092) has been unable to maintain the workload expected of this contractor at the time of contract execution and (2) the total number of referrals to date has exceeded projections and has left the Agency with insufficient funds for this contract to cover the remaining period of the final base contract year.

**OCTOBER 17, 2008**

**TO: BOARD OF DIRECTORS**

**FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS  
RICK STREIFF, FLEET ADMINISTRATOR**

**RE: APPROVAL TO PURCHASE 110 REPLACEMENT VEHICLES FOR  
PARATRANSIT SERVICE**

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**ISSUE:**

Board approval is required to purchase 110 replacement vehicles for paratransit service during Fiscal Year 2008/2009.

**RECOMMENDATION:**

Authorize staff to purchase 110 Mobility Aid Accessible FlexFuel Mini-Vans through a statewide contract for an estimated cost of \$4,620,000.00. These vehicles will replace existing vehicles in our fleet which have exceeded their useful life. Vehicles will be purchased with local Proposition C money and 5310 Federal Transit Administration (FTA) funds, unless other funds become available.

**IMPACT ON BUDGET:**

This item is fully consistent with the Fiscal Year 2008/2009 planned and approved budget. The estimated total expenditure includes the applicable sales tax, license and fees. The increase in ridership may affect the vehicle replacement program. Capital money budgeted for vehicle replacement may be needed to cover operating expenses in order to balance the FY 09 budget. As such, staff is proposing to order the 110 vehicles but to only take delivery of half the order, or 55 vehicles, during the current fiscal year. In normal circumstances, staff may have recommended deferring the placement of a vehicle order until the financial picture stabilized but the minivan chassis that is currently in use will not be produced after this year so only a limited number of chassis are available for conversion. The minivan design is crucial to Access Paratransit operations and another version is not expected for another 18 months. It is also anticipated that the price will increase \$10,000 - \$15,000. Due to these unusual circumstances staff is recommending placing the full order but deferring delivery on 55 vehicles until next fiscal year.

**ALTERNATIVE CONSIDERED:**

Purchasing vehicles through state contracts has proven to be cost effective, timely and fully compliant with Access Services' grant programs. Based on past experience, purchasing from state contracts expedites the purchasing process while ensuring that a competitive price is paid for the vehicles.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written contract(s) for the purchase of vehicles upon terms and conditions set forth in the state contract and no less favorable to ASI than those proposed above. ASI would not be legally bound to the vehicle purchase 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:**

The vehicles for paratransit service scheduled for replacement have each accumulated approximately 200,000 miles. The FTA assumes that vehicles this size have a useful life of four (4) years or 100,000 miles; Access Services' vehicles are well past the recommended time for replacement. The purchase of these vehicles is necessary to continue providing safe and reliable transportation to Access Services' customers and its employees.

Approval to order the vehicles is being requested at this time due to the fact that this is the final planned year of GM Uplander vehicle chassis production and ASI has been advised to place its order earlier than normal in order to insure availability of sufficient chassis.

ASI has begun research into the technical, operational, and financial viability of introducing alternatively fueled vehicles in the paratransit fleet in order to reduce greenhouse gas emissions. Minivans are made with a low floor configuration to allow easy access. The low floor design precludes certain types of alternate fuels, while the feasibility of using ethanol, hybrid electric or propane fueled paratransit minivans is not known at this time. ASI staff will continue to work with Caltrans, CalACT, and the paratransit vehicle industry on the development of alternative fueled vehicles.

**OCTOBER 17, 2008**

**TO: BOARD OF DIRECTORS**

**FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR**

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

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**ISSUE:**

Board approval is required to increase funds and extend the engagement agreement for general counsel services in order to continue general legal representation through Fiscal Year 2011/2012 and provide the necessary funding for those services for that period.

**RECOMMENDATION:**

Authorize an expenditure of up to \$1,380,000 for general counsel for legal services for a three year period ending June 30, 2012. The funds are necessary to cover anticipated legal expenses over the next three years.

**IMPACT ON BUDGET:**

The costs will be included in the budgets for the fiscal years ending June 30<sup>th</sup> of 2010, 2011, and 2012.

**ALTERNATIVES CONSIDERED:**

The option of conducting a public Request for Proposal process was considered. A formal procurement for legal services has not been undertaken at ASI since 1995 when our current counsel's prior law firm was retained. Typically, professional services contracts are not subject to frequent bidding but, instead, are the subject of a negotiated renewal unless there is dissatisfaction with the services being provided. There are several reasons for this. Contracts for legal services are materially different from other services. For example, they are terminable at will by the client with or without cause at any time. Further, they are most efficiently discharged by counsel experienced in the affairs of the entity as well as the applicable law. Frequent changes in legal counsel would result in inefficiency, higher costs, and potentially poorer legal service.

The concept of hiring in-house legal counsel for routine matters has been examined. Analysis of the costs of this arrangement indicated that this was not a viable option. A substantial part of ASI's overall legal expense is attributable to the defense of uninsured litigation. Such work is not typically handled by in-house counsel, and our experience with third party legal defense in insured cases has indicated that the unrelated attorney's lack of knowledge as to the complex laws and rules that govern ASI's activities is a substantial impediment to efficient and effective service. Mr. Jones and his firm possess this specific knowledge and have been able to achieve excellent results for ASI. Mr. Jones has more

than 39 years experience in both litigation and transactional law, is a national expert in the law effecting complementary ADA paratransit and is listed in Preeminent Lawyers of the United States.

**BACKGROUND:**

A multiple year contract would bind Jones & Lester to the lower negotiated rates and other terms provided in the contract and preclude them from undertaking an engagement in conflict with the interests of ASI during its term. The Board of ASI is free to discharge Jones & Lester at any time during the period without breaching the contract and without liability to the firm for other than the services already performed under the contract. All contracts for legal services are terminable by the client at any time, with or without cause, under applicable law and the rules of professional conduct. Accordingly, staff discussed three different contract extension terms with Jones & Lester. The firm offered a substantially lower rate for a three-year contract versus contract extensions for one or two years.

Staff compared the proposed rates for services with other transit agencies in Southern California. The proposed rates remain substantially below those charged for non-profit and governmental entities by other attorneys with similar levels of experience and expertise. The proposed rates for Jones & Lester are as follows:

	<b>Non-Litigation Rate</b>	<b>Litigation Rate</b>
James Jones, Partner	\$300 per hour	\$375 per hour
Scott Olken, Senior Associate	\$260 per hour	\$285 per hour
Jamie V. Raba, Associate	\$225 per hour	\$260 per hour
Paralegals	\$115 per hour	\$115 per hour

The Los Angeles MTA contracts out for some legal services with national and local firms. The national firms have supervising attorney rates from \$350 to \$395 per hour.

James Jones, under his practice with Mark Lester (Jones & Lester L.L.P.) has been providing legal services for Access Services since July 2001 and has produced consistently effective results. The proposed rates under this three-year contract extension represent an increase consistent with the Consumer Price Index for Los Angeles County. Based on favorable experience with Mr. Jones and the firm of Jones & Lester L.L.P., staff recommends approval of the contract extension in order to continue provision of professional, cost-effective legal service that provides the best-value for the Agency.

**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 extend the contract with Jones & Lester L.L.P. for general counsel services under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement amendment executed by all parties thereto and approved as to form by this entity's legal counsel.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

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

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

**ISSUE:**

The Eastern Region transportation service provider contract contains a clause allowing for re-negotiation of contract rates commensurate with a year over year change in the Consumer Price Index for the Los Angeles metropolitan area. San Gabriel Transit, the transportation service provider for the Eastern Region, is seeking to exercise this clause and Board approval is needed to permit both a change in the Contract variable rate and the extension of the contract for one year.

**RECOMMENDATION:**

Authorize an amendment to the transportation service provider contract, including an extension of the contract through April 7, 2010 (the first of five possible option years) and the addition of funds increasing the maximum contract value, effective November 1, 2008, as follows:

<b>Years Involved</b>	<b>Negotiated Rates</b>	<b>Revised Maximum Contract Value</b>
Current Contract Year: 11/1/08 - 04/07/09	Fixed: \$531,662/month Cost per Trip: \$25.06	\$83,651,918
First Option Year: 04/08/09 - 04/07/10	Fixed: \$561,669/month Cost per Trip: \$25.51	

In addition, authorize the following amendments to the contract:

- Replace the variance trigger of revenue miles/hours with trips. The new language will read “Access Services reserves the right to increase or decrease passenger trips by up to twenty percent (20%) without any change in compensation rates agreed to be paid to the contractor. If the number of passenger trips decreases or increases in excess of 20% of the estimated number set forth in the Estimated Trip Projections, as measured over a three-month period, either the contractor or Access Services can request a re-negotiation of the proposed rates. If the contractor is entitled to and desires to negotiate rates and

mutually agreeable terms cannot be reached, Access Services will release the contractor from this agreement within 60 days of such a determination.”

- The rate of reimbursement for independent contractors will be set at \$2.70 per mile and the gasoline price adjustment for independent contractors approved by the Board in May 2008 will be void.
- Contractor will conduct driver performance evaluations annually and maintain the evaluations in the driver personnel file for periodic review by Access Services staff.

### **IMPACT ON BUDGET:**

The relatively modest increase in the total cost of this contract is due primarily to a proposed rate increase that falls within the range of the annual increase in the Consumer Price Index (CPI) for the Los Angeles metropolitan region (an increase of 5.7% for the year ending in June 2008). The rate increases proposed can be accommodated within the existing budget and will be covered by the proposed budget for FY 09-10.

### **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 its term.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with the San Gabriel Transit, Inc. for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

As per the terms of the contract, the contractor is entitled to negotiate new rates based on an increase in the CPI for the option years of its contract. Additionally, following the first year of the contract, the contractor is entitled to negotiate new variable rates based on changes in the cost of fuel and/or insurance.

Over the last few years, the cost structure has moved from a fixed monthly fee with a rate per revenue mile to a fixed monthly fee with a cost per trip. Moving to a cost per trip has presented the contractors to operate more efficiently, by taking such measures as increasing shared rides. The transition to cost per trip has also rendered the current contract provision that triggers renegotiation based upon a variation in revenue miles and hours obsolete. Staff is recommending changing the trigger to trips versus hours or miles. Trips would be a more accurate gauge of growth when using a cost per trip model.

The cost increase also relates in part to the increase in August 2008 of the City of Los Angeles taxi meter rate increase to \$2.70 per mile. Approximately 40% of all Access Paratransit trips are performed

by non-dedicated independent contractors using taxicabs. In order for the independent contractors to continue to participate in the program, Access Services has previously offered a financial incentive in the form of a fuel subsidy. Though the fuel subsidy helped mitigate the rapidly increasing price of gasoline, the overall reimbursement for independent contractors still fell short of the City of Los Angeles Taximeter rates. When the taximeter rate increased in August, this difference grew to as much as \$ .30 per mile. The recommendation sets the reimbursement at the City of Los Angeles Taximeter rate, stops the fuel subsidy, and will remove the financial disincentive of participating in the Access Paratransit program.

Finally, the Metro Office of Inspector General's Audit of Access Services contained a recommendation to improve the management and oversight of paratransit services providers by requiring all service providers to perform driver performance evaluations annually and to maintain the evaluations in the driver personnel file for periodic review by ASI. As part of this negotiation, this recommendation will be incorporated into the existing contracts.

OCTOBER 17, 2008

**TO: BOARD OF DIRECTORS**

**FROM: JOE KING, DIRECTOR 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.