

**ACCESS SERVICES
BOARD OF DIRECTORS MEETING
MONDAY, FEBRUARY 23, 2009**

Closed Session: 12:00 – 1:00 P.M.

General Session: 1:00 - 3:00 P.M.

**Los Angeles County MTA
One Gateway Plaza, 3rd Floor
729 Vignes Street, Los Angeles CA 90012**

MISSION STATEMENT

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	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. SUPERIOR SERVICE AWARDS	PRESENTATION
5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING OF JANURAY 5, 2009 (page 5)	ACTION [Vote Required: majority of quorum by voice vote]

[Staff Recommendation: Approve]

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| 6. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 7. | GENERAL PUBLIC COMMENT | INFORMATION |
| 8. | CONSENT CALENDAR <ul style="list-style-type: none"> a. Authorize Extension of Contract and Increase Funds - Cerrell Associates (ASI-2589) (page 12) b. Authorize Extension of Vehicle Inspection Contract With Vehicle Technical Consultants (ASI-1597) (page 14) c. Approval to Extend Term and Increase Funds- Accurate Telecom Telephone Maintenance Contract (ASI-1751) (page 16) d. Approval of Meeting Date for Member Agency Vote on the Paratransit Plan Amendment (page 17) e. Approval of The City of Claremont's Membership (page 18) <p style="margin-left: 40px;">[Staff Recommendation: Approve Consent Calendar]</p> | ACTION
[Vote Required: majority of quorum by roll call] |
| 9. | AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC. (ASI-2392) (page 19) <p style="margin-left: 20px;">[Staff Recommendation: Authorize the increase in the total contract not-to-exceed amount for the period January 1, 2009 through February 28, 2009 by \$8,000.00, from \$74,000.00 to \$82,000.00.</p> <p style="margin-left: 20px;">Authorize extension of contract ASI-2392 with Insight Strategies, Inc. for management consultant services from March 1, 2009 through June 30, 2010. Increase the total contract not-to-exceed amount for this period by \$111,000.00, from \$82,000.00 to \$193,000.00.]</p> | ACTION
[Vote Required: majority of quorum by roll call] |
| 10. | 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 21) <p style="margin-left: 20px;">[Staff Recommendation: Authorize staff to execute a contract amendment effective February 28, 2009, assigning Contract ASI-2364 from Southland Transit Inc. (STI) to California Transit, Inc. (CTI), with all terms and conditions of the existing contract remaining intact.</p> <p style="margin-left: 20px;">Authorize staff to execute a consent to change of control effective February 28, 2009 permitting the transfer of ownership of STI, to TecTrans, Inc. (TecTrans) regarding Contract ASI-1900. If approved, STI will continue to operate this contract under its existing terms and conditions.]</p> | ACTION
[Vote Required: majority of quorum by roll call] |

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| 11. | APPROVAL OF ACCESS SERVICES IDENTITY PROGRAM
(page 23)

[Staff Recommendation: Approve the Access Services identity program as presented by METRO’s Design Studio.] | ACTION
[Vote Required: majority of quorum by voice vote] |
| 12. | STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL’S AUDIT RECOMMENDATIONS (page 25)

[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.”] | RECEIVE/ FILE |
| 13. | EXECUTIVE DIRECTOR’S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 16. | ADJOURNMENT | 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., 9th 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 agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a

limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

["Alternative accessible formats available upon request."](#)

**MINUTES
ACCESS SERVICES
BOARD MEETING
JANUARY 5, 2009**

CALL TO ORDER

The Access Services Board of Directors meeting convened at 12:01 p.m. on Monday, January 5, 2009, in the 6th Floor Conference Room of Access Services Inc. located at 707 Wilshire Boulevard, Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included; Dolores Nason, Vice Chair, Joyce Rooney, Secretary, Michael Greenwood, Jano Baghdanian, Kurt Hagen, Ex-Officio's, Shawn Solomon, Joseph Stitche and Jim Jones, Access Services Legal Counsel. Directors Jan Heidt, Theresa DeVera, and Hugh Hallenberg were not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Kristine Helin, F Scott Jewell, Evie Palicz, Rachel Nieto, Steve Chang, Steve Montes, Steven Wrenn, Luis Pacheco, Luis Garcia, David Foster, Lance Sweitzer, Linda Ross, 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 1:35 p.m. at which time Shawn Solomon, Chair of the CAC, and Joseph Stitche, 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.

**REVIEW & APPROVAL OF THE MINUTES FROM THE BOARD MEETING OF
OCTOBER 27, 2008**

Motion: Director Baghdanian moved approval of the October 27, 2008 meeting minutes.

Second: Director Nason seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Greenwood, Rooney, Nason, Baghdanian, and Hagen.

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 from his last report and would include reports from two CAC meetings - November and December. He stated that there was a special training meeting for the CAC members and Access Services staff, which was provided by a consultant.

Mr. Solomon reported on the November CAC meeting by stating that the Meeting Location Subcommittee discussed whether the meeting location should change. The committee concluded that they would stop looking for a new meeting location. Access Services Director of Administration and Information Technology, F Scott Jewell provided an update on the reservation process and the cost of adding the Operations Monitoring Center to the 800-reservation line. Mr. Solomon added that the members were informed that any modifications would need to be forwarded to the Board of Directors along with the operational and financial information.

Mr. Solomon concluded his November CAC report by stating that Access Services Project Administrator, David Foster provided a report on what the rules were when there was a conflict between a service animal user and a rider claiming to have pet allergies while on a vehicle.

Mr. Solomon continued to report on the December CAC meeting by stating that Access Services Director of Strategic Planning, Arun Prem provided a brief update on the Strategic Planning workshop that staff held on December 8, 2008 regarding Access Services projected budget deficit and possible steps to balance the budget. Mr. Solomon concluded his report by stating that staff provided a brief history on Joe King who had passed away, which included his accomplishments and special projects he had completed.

Joseph Sticher, Chair of the Transportation Professionals Advisory Committee (TPAC), stated that TPAC met on Thursday, December 11, 2008 and was briefed by Access Services Director of Strategic Planning, Arun Prem on the Board actions from the Annual Meeting, which included the approval of the bylaw amendments, the winners of the Sprit of Accessibility award and the Jerry Walker Commitment to Service Quality award.

He stated that Director Rooney was present as the representative of the Board of Director's and she informed everyone that her two-year term on the Board was going to expire on June 30, 2009 and her seat would now move to the Municipal Operators so she encouraged all members to consider running for the Board seat.

Access Services Director of Administration and Information Technology, F Scott Jewell provided a presentation on the new Access Services website and the improvements that were made to facilitate

easier navigation of the site. Mr. Prem and Ms. Verrinder provided an update on the Board's workshop that took place on Monday, December 8, 2008, focusing on Access Services projected budget deficit of \$3.2 million. He also reported that on Thursday, January 8, 2009 TPAC would also be undergoing the same training that the CAC members just completed to improve communications between TPAC and the Board and collaboration with the CAC.

Mr. Stitcher concluded his report by stating that TPAC was going to take action on a subcommittee that was formed to review the CTSA functions of Access Services but unfortunately, the subcommittee's Director was not available to answer any questions, so the meeting was postponed until February 2009. Mr. Prem and Matthew Avancena reported on the pilot program with Torrance Transit that would allow Access Services minivans to fuel at Torrance's fueling facility. He added that it was a 90-day pilot program that would allow up to 50 minivans to fuel at a cost plus staff time basis.

GENERAL PUBLIC COMMENT

Donna Pomerantz thanked Kristine Helin, one of Access Services Senior Administrative Assistants, for working with a member of the California Counsel for the Blind who was unable to attend today's meeting but wanted to call in to make her public comment. Ms. Pomerantz stated that this person was dealing with customer service and they were telling her that they could not help her with her public comment and that they did not know anything about the Board meeting. This individual was very persistent and she finally got transferred to Kristine for help. Ms. Pomerantz added that something had to be done in the customer service center to better train representatives and to make them aware of upcoming events.

Ms. Pomerantz also informed the Board that there was an issue with a rider that had ordered books of coupons and when she received the envelope, which had not been tampered with, she did not receive all the books she had ordered. She stated that the rider contacted Access Services several times and was told that she needed to contact the Post Office to file a complaint. Ms. Pomerantz concluded her public comment by requesting that Access Services staff investigate the issue and to please resolve it with the rider.

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

Chairperson Barnes stated that Access Services staff requested that this item be pulled from the agenda with no action taken until a later date.

ACCESS SERVICES POLICY/FARE CHANGE

Access Services Director of Strategic Planning, Arun Prem provided a brief presentation on Item 8, Access Services Policy/Fare Change.

Public Comment on Item 8 (Access Services Policy/Fare Change)

Donna Pomerantz stated that she realized that there were issues related to rising gas prices, the economy and budget issues that Access Services was facing. She stated that she felt that there were things that could be done to assist in balancing the budget because she felt that administrative costs were extremely high and there had to be some way to reduce cost at that level.

Ms. Pomerantz added that the efficiency of the routing process could be improved upon. She provided an explanation by stating that she was on a shared ride with three other riders that were traveling to the City of Pasadena and the other two were traveling to Temple City. She felt that they could have all been put in a minivan with a jump seat but instead she along with a couple of the other riders rode in a minivan by themselves. She thought this should be considered premium service. She stated that there were also concerns regarding the possibility of losing the 800 number because there were riders with cognitive disabilities and issues who would not know the area they were calling from. The 800 number is needed and the riders do not want to lose it.

Ms. Pomerantz also mentioned that Access Services does not need to provide travel training because METRO, Regional Centers and Independent Living Centers provide travel training. She concluded her comment by stating that a fare increase would make things difficult for riders on fixed incomes. She urged the Board to look into the issue thoroughly before proposing a fare increase

Sandy Varga submitted her public comment via e-mail. Access Services CTSA Program Analyst, Geetu Banerjee read her comment to the Board. Ms. Varga stated that the proposed policy and possible fare changes were highly destructive to the basic ADA mandate to provide much needed service to the disabled and elderly community. A fare increase would also effect riders financially.

As for Access Services estimated deficit, over the last few months, gas prices have decreased to under \$2.00 per gallon. The costly investment in a new reservation system has not been implemented and awarding high bid contracts that are not benefiting the riders was also a problem. Ms. Varga stated as a frequent rider she consistently experiences ineffective service due to incompetent order takers, routers and dispatchers, which caused her and other riders to miss important doctor appointments.

Ms. Varga concluded her public comment by stating that a fare increase would not increase revenue it would only decrease ridership.

Daniel Garcia stated that the disabled community was concerned about the proposed fare increase but not as much as the possibility of cutting premium service because the disability community depended on it. He stated if Access Services wanted to increase fares then they should provide quality service with better vehicles. Mr. Garcia concluded his public comment by stating that Access Services needed to cut services he would prefer that the travel training program be cut first because it is not needed when someone else can provide it.

Kelly Wise submitted her public comment via telephone. Geetu Banerjee read her comment to the Board. Ms. Wise requested that Access Services keep their Call-Out service because the riders depended on it. She also requested that Access Services keep all other programs that were important to riders.

Barbara Reiter submitted her public comment via e-mail. Geetu Banerjee read her comments to the Board. Ms. Reiter stated that there was a short notice for this meeting and a lot of people were going to be unable to attend to voice their opinions or concerns. She stated that she was concerned that the 800 number would be cut. She added that she was not in favor of cutting the 800 number because it would put the cost on the rider, not to mention having to memorize more phone numbers. She also did not want to see call-outs, standing rides, and back up service go away because riders depended on these services. She concluded her public comment by stating that the proposed fare increase would hurt a lot of riders that lived on Social Security or a fixed income.

Debbie Obregon stated that she had an idea to stretch Access Services budget. She added that certain cities accumulate Proposition A money that could be sold to other cities for specific transportation uses

at a discount rate. She stated that this may be something that Access Services staff could look in to if they had not already done so.

Board Questions &

Clarification: Director Greenwood stated that the staff recommendation precluded the Board from considering any cuts in premium services. He felt it was too early in the process to eliminate options and that the Board should wait until they had received input from the public, CAC and TPAC before making any decisions on premium services.

Motion: Director Greenwood moved approval of staff recommendation on Item 10 with the change to the wording “should not” to “could include premium services.”

Second: Director Nason seconded the motion.

Discussion: Director Nason stated that she liked and agreed with the motion because after hearing all the public comments at today’s meeting it really made her think about what the riders concerns were.

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

In Favor: Directors Rooney, Hagen, Greenwood, Nason, and Baghdanian.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL’S AUDIT RECOMMENDATIONS

Chairperson Barnes stated that Item 9 was a standing agenda item related to the implementation of the recommendations in the OIG Audit.

Public Comment on Item 9 (Status Update Office of the Inspector General’s Audit Recommendations)

Donna Pomerantz stated that she was glad to see that this item was still being included in the agenda with updates. She also hoped that staff would continue to report on the implementation of the recommendations and would make it more public regarding the recommendations that come out of the Quality Service Sub-committee (QSS) because a number of the recommendations were referred to the QSS to help make decisions. Ms. Pomerantz added that she was pleased that Access Services staff had been attending LA City Commission meetings and providing status reports on a regular basis. She concluded her public comment by stating that he hoped that the Receive/File on the agenda did not mean that now the recommendations would be filed away.

Danial Garcia stated that he appreciated the efforts of Access Services on outreach to the riders and the community, which was very important. He added with this item being on the agenda it demonstrated Access Services commitment to improve to service. He concluded his public comment by requesting that more Access Services signage be posted including the airport arrival areas.

EXECUTIVE DIRECTORS' REPORT

Access Service Executive Director Shelly Verrinder reported that staff was beginning the process of looking for office space including adequate space to hold Board, CAC, TPAC and subcommittee meetings. Staff was also interested in a transit friendly location that was not necessarily in Downtown Los Angeles. She added that the completion of the construction in this building was pushed back to March 2009, but should have been completed in August or September 2008.

Ms. Verrinder concluded her report by stating that staff was also looking into doing some extensive outreach to gather input on the fare and policy changes.

BOARD MEMBER COMMUNICATION

Joseph Sticher stated that Big Blue Bus was taking their February 2009 service changes to the City Council on January 13, 2009 and after extensive public outreach they decided not to make a lot of service cuts. Mr. Sticher requested that Access Services staff update their presentation background slide that lists them as an agency that was planning a fare increase because they did not want to give anyone the wrong idea because they currently do not have a plan to increase fares.

Director Greenwood stated that METRO staff was currently preparing a report for their Board of Directors regarding the progress that had been made on the Inspector General's Audit follow-up.

Director Nason stated that she received in her office mail, the Pools of Hope Newsletter which had a picture of Richard Devylder and an article where he talked about his wonderful relationship with Joe King and the Pools of Hope. She concluded her statement by recommending that everyone read it if they have the chance.

Director Rooney stated that she had been very busy with Arun, Matthew and Victoria on the subcommittee training over the past couple of months. She added that it was a pleasure working with staff and some of the subcommittee members and she felt that the outcome was going to be very positive and a move in the right direction. Director Rooney added that she also attended the CARE facilities holiday party in December 2008, which was her first time there, and that she was lucky enough to get a personal tour of the facility and the many things they provide. She also added that she would like to congratulate CARE, Access Services staff and the community for their input and participation in making it a better process.

Chairperson Barnes informed everyone about the latest activity taking place in Sacramento related to transit funding. He stated that there was proposal coming out of the governor office that would eliminate state transit assistance funding which was the primary statewide funding for most transit operations. The plan was to eliminate the funding for the balance of the current fiscal year and eliminate it completely in the future. The percentage of funding for various transit systems varies somewhere around 5 to 10%, he encouraged everyone to pay close attention to this issue.

Chairperson Barnes also stated that as his role as the Vice Chair of the California Transit Association he assured everyone that the association was working very hard to try to secure whatever funding sources that may be available and to be a strong voice in Sacramento. Chairperson Barnes concluded his comment by stating that he was excited to hear that there was a real recognition towards the quality of the program, which was very important. Staff and the Board want to ensure that the quality continues which means that there may be some trade-off and challenges in the future.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Nason moved to adjourn the meeting.

Second: Director Baghdanian seconded the motion.

Vote: Via Voice Vote.

Pass/Fail: All were in favor and the meeting adjourned at 2:51 p.m.

Approval

Joyce Rooney, Secretary

Date

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

**RE: AUTHORIZE EXTENSION OF CONTRACT AND INCREASE FUNDS –
CERRELL ASSOCIATES (ASI-2589)**

ISSUE:

Board approval is needed to authorize an extension and an increase in funds for the contract with Cerrell Associates, Inc. (ASI-2589) for local advocacy and other consulting services.

RECOMMENDATION

Authorize the extension of contract ASI-2589 with Cerrell Associates, Inc., consultant services, for the first option year – May 1, 2009-April 30, 2010. Increase the total contract not-to-exceed amount by \$66,800.00, from \$66,800.00 to \$133,600.

IMPACT ON BUDGET

The consultant services contract expenses were included in the FY 2009 budget and, if the extension is approved, will be included in the FY 2010 budget.

ALTERNATIVES CONSIDERED

Staff is very pleased with the performance of Cerrell Associates, Inc. Given their performance, and the fact that they have agreed to exercise the option year with no increase in rates, Staff has not considered other alternatives at this time.

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 Cerrell Associates, 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

Cerrell Associates was retained last year under the Executive Director's contract authority to help improve the Agency's relationship with local elected officials, particularly from the City of Los Angeles, and also to help with emergency preparedness activities, specifically the development of a crisis communications plan for the agency.

Access Services main contact at Cerrell Associates has been Mr. David Gershwin who most recently served as Chief of Staff to Los Angeles City Council President Eric Garcetti. Before joining President Garcetti's office, Mr. Gershwin served as Communications Director for then Council President Alex Padilla. He has nearly two decades of experience in both politics and local government. We have also been working with Patty Salazar who has served in the offices of Los Angeles City Councilmembers Alex Padilla and Jose Huizar.

Over the last eight months, staff has been pleased with Cerrell's accomplishments which include:

- Helping to establish a positive dialogue with Mayor Antonio Villaraigosa's office and the offices of City Councilmembers who sit on the Los Angeles City Council Transportation Committee. We have had a number of meetings with key staff members to help them learn more about Access Services and also to listen and respond to any concerns they may have about our agency. We plan to continue these meetings on an ongoing basis with key local and County officials.
- Mr. Gershwin also created a crisis communications plan that will ultimately be integrated into the Agency's emergency preparedness plan. The purpose of a crisis communications plan is to ensure the Agency has set protocols in place to deal with the media and other stakeholders in the event of a natural disaster or other emergency. Mr. Gershwin is also planning a media training for senior staff to allow the staff to put these protocols into practice and would serve as a consultant for the agency during an emergency.
- Cerrell staff has been working with our Stand Sign Working Group, which includes community members Michael Arrigo and Daniel Garcia, to place stand signs at significant landmarks in Los Angeles, including Los Angeles International Airport (LAX). (A number of customers and CAC members have complained that it is difficult to locate an Access vehicle when you return to LAX because there is no set meeting place and our vans are not allowed to idle at the curb.) Cerrell has contacted LAX's Director of Landside Operations about our issues and is in the process of setting up a meeting with Access staff and members of the community.
- Cerrell recently obtained letters of support from Mayor Antonio Villaraigosa and City Councilmember Wendy Greuel's office for our FY 2010 \$1.5 million Congressional appropriation request.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AUTHORIZE EXTENSION OF VEHICLE INSPECTION CONTRACT WITH VEHICLE TECHNICAL CONSULTANTS (ASI-1597)

ISSUE:

Board approval is needed to authorize an increase in funds for the on-line, on-site vehicle inspection contract with Vehicle Technical Consultants (VTC) (ASI-1597) and the extension of that contract.

RECOMMENDATION:

Authorize (i) an extension of Contract No. ASI-1597 for a period of one year, November 1, 2009 through October 31, 2010 and (ii) increase the total not-to-exceed contract amount by \$50,000.00 to \$145,000.00 in lieu of \$95,000.00.

IMPACT ON BUDGET:

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

ALTERNATIVES CONSIDERED:

Access Services has been very pleased with the performance of VTC since it began its work on this contract in 2005. The contractor has agreed to enter into a one year contract extension, with no increase in its rates. Thus, the alternative of putting this contract out to bid, while considered, was ultimately rejected.

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 VTC for on-site vehicle inspection services upon terms and conditions set forth the existing contract 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:

VTC was originally awarded a three year contract in November 2005. Service is reimbursed at a rate of \$220.00 per on-site, factory vehicle inspection. The terms of the contract permit up to two one-year extensions. VTC has agreed to exercise the second of the two option years with no rate increase.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR ADMINISTRATION AND INFORMATION TECHNOLOGY

RE: APPROVAL TO EXTEND TERM AND INCREASE FUNDS – ACCURATE TELECOM TELEPHONE MAINTENANCE CONTRACT (ASI-1751)

ISSUE:

Board action is required for the extension and increased funding of the telephone maintenance contract (ASI-1751) that cover the system in use at Access Services’ administrative facility.

RECOMMENDATION:

Authorize staff to extend the licensing agreement with Accurate Telecom through 03/24/2010 and increase funding by \$30,000.00 for a total not-to-exceed amount of \$251,000.00.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

IMPACT ON BUDGET:

The estimated costs associated with this contract will be included in the budget for FY2009/2010.

ALTERNATIVES CONSIDERED:

The only alternative would be to issue a bid for the services covered by this contract. However the existing vendor requested only a minor change in their rates and the contract itself allows for executing option years. Additionally, as staff feels as there may be a facility relocation next year it makes more strategic sense to put this contract out to bid in the fall.

BACKGROUND:

The phone system in use at Access Services’ administrative facility was installed and has been maintained by Accurate Telecom since the relocation in March 2005. The existing maintenance agreement covers not only the existing hardware (phone system, handsets, servers, etc.) but also covers software maintenance including version updates.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, DIRECTOR OF STRATEGIC PLANNING

**RE: APPROVAL OF MEETING DATE FOR MEMBER AGENCY VOTE ON THE
PARATRANSIT PLAN AMENDMENT**

ISSUE:

Board approval is required in order for a special meeting of member agencies to take place. A special meeting is required to review changes to the Paratransit Plan regarding fares and/or service changes.

RECOMMENDATION:

Staff is requesting the Board to authorize a special meeting of members to be held on Thursday, April 9, 2009, 11:00 a.m. at Access Services administrative offices.

IMPACT ON BUDGET:

None.

BACKGROUND:

Access Services has three classes of members, designated as Municipal Operators, Local Operators, and the members of the Board of Directors. Membership meetings are required to review changes to the Paratransit Plan, revise agency bylaws and/or establish nominating committees for Board elections. Membership meetings are customarily held during annual meetings, usually November of each year.

The Board, at the January 2009 meeting authorized staff to analyze and propose fare/service changes; these changes will require a Paratransit Plan revision. Since the annual meeting has passed and a member agency vote is required to approve plan changes, a special meeting must take place.

Staff is sending letters to member agencies informing them of fare/service proposal and follow-up notifications will be sent in late February for the membership meeting to vote on the proposal. The proposed meeting date and time coincides with the April 2009 TPAC meeting.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS
FROM: ARUN PREM, DIRECTOR OF STRATEGIC PLANNING
RE: APPROVAL OF THE CITY OF CLAREMONT'S MEMBERSHIP

ISSUE:

The Board is requested to consider staff's recommendation regarding an agency that wishes to become a member of Access Services.

RECOMMENDATION:

Staff recommends that the City of Claremont be approved as a new member agency of Access Services.

IMPACT ON BUDGET:

None. This action will not cause an expansion of the Access Paratransit service area.

BACKGROUND:

ASI Membership Process:

Access Services has three classes of members, designated as Municipal Operators, Local Operators, and individual members of the Board of Directors. If approved, City of Claremont will join the Municipal Operators member class.

The City of Claremont proposed joining Access Services; the City is eligible for membership under the requirements of Access Services bylaws. As per Article IV Part C of the Access Services bylaws, "The Board of Directors shall approve any potential new members to the Municipal Operators and Local Operators classes".

Claremont Transit Services:

Claremont is located approximately 30 miles east of downtown Los Angeles and is served by Foothill Transit. Claremont operates a fixed route trolley within the Village area of the city.

Since Foothill Transit currently operates service in the city, the membership status of Claremont will not increase ASI's service obligation.

The Claremont City Council approved the resolution proposed by City staff to join Access Services at the regular City Council Meeting held on October 14, 2008. If the Board approves the staff recommendation, the number of member agencies will increase to 46.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC. (ASI-2392)

ISSUE:

Board approval is needed to authorize an extension and an increase in funds for the consultant services contract with Insight Strategies, Inc. (ASI-2392).

RECOMMENDATION

Authorize the increase in the total contract not-to-exceed amount for the period January 1, 2009 through February 28, 2009 by \$8,000.00, from \$74,000.00 to \$82,000.00.

Authorize extension of contract ASI-2392 with Insight Strategies, Inc. for management consultant services from March 1, 2009 through June 30, 2010. Increase the total contract not-to-exceed amount for this period by \$111,000.00, from \$82,000.00 to \$193,000.00.

IMPACT ON BUDGET

The consultant services contract expenses were included in the FY 2009 budget and, if the extension is approved, will be included in the FY 2010 budget.

ALTERNATIVES CONSIDERED

Staff is very pleased with the performance of Insight Strategies, Inc. Given their performance, and the fact that they have agreed to work with Access Services staff for an additional year with no increase in rates, staff has not considered other alternatives at this time.

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 Insight Strategies, 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

Staff has been well served by the work of Insight Strategies, Inc. over the past two years by being instrumental in developing a more cohesive organizational structure and in honing management skills.

Insight has enabled management staff to streamline work processes, create efficiencies and eliminate duplicative efforts. They have also extended their expertise to critical areas such as training and process mapping in operational functions. Insight has helped provide direction to staff, while working with management on large-scale projects aimed at effective team building in the Operations and Finance Departments. Their staff has had extensive experience working in the transit industry and that has afforded them a better understanding of how Access Services fits into the larger regional transit picture. Finally, Insight has proven to be a valuable resource as a third party observer, offering a perspective that could not be easily gleaned by anyone within the Access Services organization. Pending Board approval, Insight will continue this work through the end of next fiscal year.

FEBRUARY 13, 2009

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.

ISSUE:

Southland Transit, Inc. (STI) ownership is changing to TecTrans, Inc. (TecTrans). STI has two contracts with Access; West Central and Antelope Valley. The Antelope Valley contract will remain with Southland and will be serviced by the same project managers, facilities and staff as is now the case. The West Central contract and associated assets and liabilities will be spun off prior to the TecTrans purchase of Southland and assumed by California Transit, Inc. a new entity formed and owned by Timmy Mardrossian, Southland's current owner. The same project managers, facilities and staff will continue to service the contract. Board approval is required to authorize staff to consent, on behalf of ASI, to the transactions mentioned above.

RECOMMENDATION:

Pursuant to Section 24.0 of subject contract, authorize staff to execute a contract amendment effective February 28, 2009, consenting to the assignment of Contract ASI-2364 from STI to California Transit, Inc. (CTI), with all terms and conditions of the existing contract remaining intact and the assumption of that contract by CTI.

Pursuant to Section 24.0 of subject contract, authorize staff to execute a contract amendment effective February 28, 2009 consenting to the change of control and therefore technical assignment of Contract ASI-1900 by reason of the acquisition of all of the stock of STI by TecTrans. If approved, this contract will continue to be operated by STI with all terms and conditions of the existing contract 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 following re-assignment.

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, with the aid and advice of legal counsel, would be authorized, but not required, to negotiate the terms of a consent by ASI to the change of control of STI and of the assignment and assumption of ASI-2364 by CTI in a manner and containing terms and conditions reasonably necessary and appropriate to protect the interests of ASI. Access Services would not be legally bound to the consent or the assignment of the contract unless and until such consent and assignment 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 pending Board approval:

- For approval of assignment of ASI-2364 (West Central), to CTI, a company formed specifically to operate this contract.
- For consent to change of control of STI with regard to ASI-1900 (Antelope Valley) occasioned by the purchase of 100% of the shares of STI stock by 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. We have received documentation that demonstrates the financial viability of STI, TecTrans and CTI, given the scope of the two contracts staff has determined that adequate funding is available to operate each contract.

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.

ASI has received assurances that there will be no change in operating facilities, project management, and staff with regard to both contracts. 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 by Dirk Schneidermeir, TecTrans Chief Technical Officer) Finally, the important subcontracting arrangements that are currently in place will remain in place under the new proposed arrangement.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS
FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES
RE: APPROVAL OF ACCESS SERVICES IDENTITY PROGRAM

ISSUE:

In order to allow several projects, including the new Access Services TAP ID Card, to move forward, staff is asking the Board to reconsider its decision to designate the Agency as “Access Paratransit” and approve an Access Services identity program.

RECOMMENDATION:

Approve the Access Services identity program as presented by METRO’s Design Studio.

IMPACT ON BUDGET:

There are funds set aside in the annual budget for these services.

ALTERNATIVES CONSIDERED:

Staff is pleased with the work METRO’s Design Studio has done thus far and no alternatives were considered.

BACKGROUND:

At the September meeting, the Board approved the name “Access Paratransit” as the logo/identifier of the agency. (This name would be different than our legal name, which is currently Access Services, Inc.)

After this decision, staff talked with METRO’s Design Studio about using the “Access Paratransit” logo as the main identifier for the agency. (In addition to their original “Access” logo, Metro’s Design Studio had developed a series of “subidentities” including “Access Paratransit.”) Design Studio staff said they would be hesitant to use the “Access Paratransit” logo as shown to the Board because it was not developed to serve as the Agency’s logo. They advised they would have to go back to the drawing board and create an entirely new logo which would take four to six months from initial designs to Board approval. After an internal review, Access staff concluded this would delay the implementation of a number of projects, including the rollout of our joint TAP/Access ID card and the redesigned materials that were requested by the METRO Inspector General to improve our communication with our riders.

METRO staff offered to do an additional presentation to our Board further explaining the purpose and rationale of the logo and the identity program. Access staff accepted and asked that their presentation first be made to an Ad Hoc Marketing Subcommittee appointed by Chairman Barnes.

In January, Board members Greenwood and Nason met with METRO's Design Studio staff to hear their presentation. (Director Hallenberg had been appointed but was unable to attend.) Overall, the Board members generally agreed with the direction that METRO Design was going in and felt it was appropriate to bring the presentation to the full Board in February.

FEBRUARY 13, 2009

TO: BOARD OF DIRECTORS

FROM: STEVE CHANG, ACTING MANAGER OF CONTRACT SERVICES

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

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 February 2009. 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 and the approval of an Access Services Identity program. 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 www.asila.org . 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 www.asila.org. This item is now considered closed.</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.