

ACCESS SERVICES
BOARD OF DIRECTORS MEETING
MONDAY, FEBRUARY 25, 2008
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

		<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) Shawana Rodriguez v. All Yellow, Global, Access Services	
	(b) United Independent Transit Services v. Access Services	
	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 MEETINGS OF JANUARY 14, 2008 (page 4) [Staff Recommendation: Approve]	ACTION [Vote Required: majority of quorum by voice vote]
6.	REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
7.	GENERAL PUBLIC COMMENT	INFORMATION

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| 8. | CONSENT CALENDAR | ACTION
[Vote Required: majority
of quorum by roll call] |
| | a. Amendment of ASI-1597 – On-site Vehicle Inspection Contract
(page 12) | |
| | b. Amendment of ASI-2043 – Third Party Vehicle Inspection Audit
Contract (page 13) | |
| | c. Amendment of ASI-2082 - State Advocacy Contract (page 15) | |
| | d. Amendment of ASI-1444 – ADA Paratransit Demand Forecasting
(page 17) | |
| | e. Approval to Purchase 20 Expansion Vehicles For Paratransit Service
(page 19) | |
| | [Staff Recommendation: Approve Consent Calendar] | |
| 9. | METRO OFFICE OF INSPECTOR GENERAL AUDIT OF
ACCESS SERVICES - FINAL REPORT (page 21) | INFORMATION |
| 10. | AWARD OF ASI-2439 TRAVEL TRAINING SERVICE CONTRACT
(page 23) | ACTION
[Vote Required: majority
of quorum by roll call] |
| | [Staff Recommendation: Authorize staff to execute a three-year
contract with two one-year options, for travel training services
beginning March 3, 2008 with <i>R & D Transportation Services</i>
(R&D) in an amount not to exceed \$1,292,114.38 for the base
three-year period. | |
| 11. | 2008 REGIONAL TRANSPORTATION PLAN (page 26) | INFORMATION |
| 12. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 13. | EXECUTIVE DIRECTOR’S REPORT | INFORMATION |
| 14. | NEW BUSINESS SUBSEQUENT TO THE POSTING
OF THE AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 15. | 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 supplementaly 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.

**MINUTES
ACCESS SERVICES
BOARD MEETING
JANUARY 14, 2008**

CALL TO ORDER

The Access Services Board of Directors meeting convened at 12:00 p.m. on Monday, January 14, 2008, in the 3rd 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 Dolores Nason, Chairperson. Board Members present included: Doran Barnes, Vice Chair, Jan Heidt Treasurer, Joyce Rooney, Secretary, Teddie-Joy Remhild, Michael Greenwood, Hugh Hallenberg, Theresa De Vera, Jano Baghdanian. Ms. Donna Pomerantz, CAC 2nd Vice Chair sitting in for the Chair of the CAC and Ex Officio, Mr. Shawn Solomon, Ex Officio, Joseph Stitche and Jim Jones, Access Services Legal Counsel.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Kristine Helin, Elisa Sanchez, Andre Colaiace, David Foster, Matthew Avancena, F Scott Jewell, Joe King, Arun Prem, Erik Washington, Sean Frye, Steve Chang, Cynthia Perkins, Yvette Richardson, Geetu Banerjee, Kandy Kuo, Brian Selwyn, Linda Ross, Nicole Leiva, and Luis Pacheco.

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 1:00 p.m. at which time Ms. Donna Pomerantz, CAC 2nd Vice Chair, and Mr. Joseph Stitche, Chair TPAC joined the general session. Chairperson Nason asked Mr. Jones, Access Services Legal Counsel, to brief the audience on the outcome of closed session.

Mr. Jones reported that the Board discussed the following existing litigation as set forth in the agenda: Shawana Rodriguez vs. All Yellow Cab, Global Paratransit, and Access Services, the Board had previously taken action to authorize a resolution of the case. The matter is still pending although it would probably be resolved and staff will report on the issue once it has been finalized at a future session.

United Independent Transit Services, Inc. vs. Access Services, no reportable action was taken by the Board 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

Ms. Tyese Mason, an employee driver from Global Paratransit Inc. was the recipient of the Superior Service Award for the month of January 2008. Director Greenwood informed the Board that the next recipient was running late so he would continue with the superior service awards later in the meeting.

REVIEW & APPROVAL OF THE MINUTES FROM THE BOARD MEETING OF SEPTEMBER 24, 2007

Director Remhild stated that there were a few technical corrections to be made to the minutes. She stated that in the October 22, 2007 meeting minutes under the heading "Board Member Communication" there was a reference to Director De Vera speaking on behalf of the Los Angeles Commission on Disabilities but in the minutes it was referred to as the County Commission which should have been the City Commission.

Director Remhild also mentioned that in the November 8, 2007 meeting minutes under the heading "Selection of Reservation/Scheduling System and Service Contract ASI-2366" Questions & Clarification, it referred to a report made by Brian Selwyn, it was misspelled as Brain Selwyn.

Director De Vera stated that in the November 26, 2007 meeting minutes under the heading "Selection of Website Service Contract ASI-2420" when the vote was role called, it stated that Director De Vera left the room and was not present to vote on the item. She stated that it should have read that Director De Vera was not present for the vote on this item.

Motion: Director Heidt moved approval of the October 22, 2007, November 8, 2007 and the November 26, 2007 meeting minutes as corrected.

Second: Director Remhild seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Remhild, Barnes, Rooney, Greenwood, Heidt, Baghdanian, Hallenberg, and De Vera.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Ms. Donna Pomerantz, 2nd Vice Chair of the Community Advisory Committee presented a report on behalf of the CAC Chairperson, Mr. Shawn Solomon. Ms. Pomerantz read Mr. Solomon's report regarding the December 11, 2007 CAC meeting by stating that Mr. Solomon was concerned with the service and stated that the CAC needed to encourage the sharing of different issues that arose. Ms. Pomerantz also added that one of their previous CAC members wrote a letter stating that there were issues related to the process of shared rides. The member also stated that she utilized Access Services on a daily basis and she lived in the Valley and there have been many times when she was picked up with a few others but she would not arrive at her destination until late in that evening. She closed her letter by stating that she continues to hear during public comment concerns about Southland Transit and its on-time performance and excessive shared rides.

Ms. Pomerantz also mentioned that the staff report was presented by Mr. Arun Prem. Mr. Prem distributed an updated Community Advisory Committee roster and stated that the item regarding the relationships between the Board, CAC and TPAC members was still being discussed and until there was a resolution, current members that wanted to continue to serve on the committee were invited to stay on until the issue was resolved.

Ms. Pomerantz moved on to the report on the Service Animal Sub-committee by stating that the previous Chairperson Ms. Patricia La France-Wolf reported that the committee had a few complaints and a couple of the complaints were regarding the over crowding in the vehicles that were scheduled to transport passengers with service animals and service animals sliding around in the vehicles.

Mr. Ken Metz a service animal committee member stated that the committee did not vote to support a recommendation that staff put forth because there were no components for controlled testing. Ms. Pomerantz also mentioned that the committee thanked Director Remhild for attending the service animal sub-committee meeting and for providing insight and suggestions such as the committee bringing forward the issues related to the service animals sliding around in the vehicles. Ms. Pomerantz added that a sub-committee of the service animal committee was formed and was comprised of the current Chairperson of the service animal sub-committee, Mr. Ken Metz, Mr. Jerry Arakawa, a Department of Rehabilitation counselor and Ms. Patricia La France-Wolf, the previous Chairperson of the service animal sub-committee. Ms. Pomerantz stated that the committee had taken into account that all the provider's areas were covered in the testing in order to capture the correct data that would be brought back to the Board for approval.

Ms. Pomerantz concluded the Chairs report by stating that in the operations monitoring report and the complaints report it was reported that there were a high number of late 4's with Southland Transit. A question was also asked, if that was excessive but there was no definitive answer given.

Mr. Joseph Sticher, Chair of the Transportation Professionals Advisory Committee reported that the committee met on Thursday, December 13, 2007 and they did not have any action items on their agenda, but they discussed several information items. He stated that Mr. Arun Prem updated the committee on the relationships between the Board, CAC and TPAC committee's process and informed them that Ms. Jane Flaherty the consultant from Peter Barron Stark was almost done with her interviews and everything was expected to be finalized by the end of December 2007.

Mr. Sticher stated that consultant Ms. Patrisha Piras reported that the ADA Ridership data for the Municipal and Local Transit Operators was based on surveys conducted by transit operators and the 2005 National Transit database report which accounts for 3.3 million ADA Paratransit trips in the County of Los Angeles by all the providers, which accounts for about less than 1 percent of total trips.

Mr. Prem also provided an update on the Access Services 2009/2013 Business Plan and explained that it was based on ADA demand projections provided by a consultant that staff uses to forecast operating and capital needs for the next five years. The plan also included information on legislative policies and other programs that may affect Access Services in the future.

Mr. Sticher concluded his report by stating that the committee was also given an update on the non-emergency medical transportation activities and once again Ms. Patrisha Piras explained the regulatory barriers that preclude public transit operators from becoming medical providers and/or proclaiming medical funds for non-emergency transportation. Ms. Piras discussed the recent attempts to work with the state assembly members on why the regulation should be amended and legislative strategies that might be used to address the exclusionary language.

GENERAL PUBLIC COMMENT

Mr. Daniel Garcia who was representing the Community Rehabilitation Service Consumers in East Los Angeles and the San Gabriel area stated that he was present at today's meeting on behalf of the consumers that felt that Access Services needed to improve the services they provide. He stated that an area in need of improvement was the placement of Access Services signs in public places, such as the Veterans Hospital, Airports, Senior Centers and other facilities where people with disabilities gather to enjoy the quality of life that others enjoy. Mr. Garcia stated that Access Services signs were in place at Dodger stadium and the providers should be made aware of that because they generally don't know where the signs are located. He added that he had gone to the County Board of Supervisors, the Los Angeles City and County Commission on Disabilities and the Access Services Community Advisory Committee on this issue. He concluded his comment by stating that he would also like to voice his support for the renewal of the MV contract.

Ms. Sandy Varga stated that she sent a fax to Mr. Joe King this morning and would like to read it to the Board. She stated that in the process of attempting to alleviate an on going problem with Access Services pick ups at Saint Johns Hospital in Santa Monica, which was also an issue that was brought up by CAC member Terri Lantz, of UCP. She stated that she conducted a location evaluation with the hospital staff because she was very familiar with the area and because she has been an in/out patient for the past six years and had been experiencing consistent problems with pick-ups. She also added that because of the problems she was experiencing she would need to utilize MV's back up drivers, causing wait times to be as long as 4½ hours. She stated that Mr. Sean Frye received her location photos and forwarded them to Ms. Lantz and Mr. Luis Garcia and recommended that she follow-up with Mr. Garcia.

Ms. Varga stated that she was currently arranging an in person meeting with Mr. Garcia, herself and a hospital administrator to obtain permission for the placement of an Access Services sign. She also added that Mr. Garcia mentioned that he was going to use the photos as a dispatching aid. Ms. Varga stated that she would like to take this opportunity to bring to the Boards attention that Mr. Sean Frye had consistently done a very professional proactive job of providing excellent, efficient and effective customer service.

Ms. Varga concluded her comment by stating that after discussion with Mr. Garcia regarding ASI's sign complaints and the resulting long waits for back-up rides, it occurred to her that since there was a recent approval by the ASI Board for the updating or revision of the Access Services website and since there was an item on today's agenda to increase the per ride cost for MV, she would like to respectfully suggest that the Access Services Board and staff consider listing existing sign locations of the most frequently used locations on the revised website and publicize that new feature to riders, dispatchers and reservation takers.

CONSENT CALENDAR

Motion: Director Remhild moved approval of items 8-a (Approval of Palos Verdes Peninsula Transit Authority Membership) and 8-b (Authorization to Extend Terms – RTP Group Telephone Maintenance Service Contract No. ASI-1307) on the consent calendar.

Second: Director Heidt seconded the motion.

Discussion: None.

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

In Favor: Directors Greenwood, Hallenberg, Barnes, Baghdanian, De Vera, Rooney, Heidt, and Remhild.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

AUTHORIZATION TO INCREASE FUNDS AND EXTEND TERMS – MV PUBLIC TRANSPORTATION, INC. OVERFLOW SERVICE CONTRACT NO. ASI-1591

Access Services Manager of Procurement and Contracts Mr. Brian Selwyn provided a brief presentation on the authorization to increase funds and extend terms – MV Public Transportation, Inc. Overflow Service Contract No. ASI-1591.

Questions &

Clarification: Director Heidt stated that the item in the agenda mentioned that there were 4 one year extensions. Mr. Selwyn replied “correct” this was the final year. Director Heidt replied that the item should clarify that this was the final year. Mr. Selwyn agreed.

Public Comment on Item 9 (Authorization to Increase Funds and Extend Terms- MV Public Transportation, Inc. Overflow Service Contract No. ASI-1591)

Ms. Chiquita A. Poole stated that last Tuesday she was informed that the vehicle that was supposed to pick her up at 8:15 p.m. broke down and this was the sixth time that this had happened to her and that was the only reason why she brought it up. She mentioned that she did not believe this was true and it was something they made up to cover their errors. She also stated that she provided a call out number and no one called her to let her know that the vehicle had broken down. She requested that the Board change the policy to when there is a vehicle problem the rider would be contacted to make other arrangements or wait in a safe place for a back up vehicle to arrive.

Ms. Poole also mentioned that a shared ride with three people in the back seat was not safe, because the person in the middle cannot fasten their seatbelt. She added that the last time she sat in the middle seat in the back of a vehicle she was in a very bad vehicle accident and almost lost her life. She asked the Board what it would take to change the policy to only two people in the backseat of a vehicle.

Chairperson Nason informed Ms. Poole that Mr. Joe King and Mr. Andrew Carrasco, from San Gabriel Transit was going to follow-up with her after the meeting regarding her comment.

Motion: Director Greenwood moved approval of item 9 (Authorization to Increase funds and Extend Terms – MV Public Transportation, Inc, Overflow Services Contract No. ASI-1591).

Second: Director Heidt seconded the motion.

Discussion: None.

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

In Favor: Directors Rooney, Heidt, Remhild, Greenwood, Hallenberg, Barnes, Baghdanian and De Vera.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

2008 LEGISLATIVE PROGRAM

Access Services Director of Governmental Services, Mr. Andre Colaiace provided a brief presentation on the 2008 Legislative Program.

Motion: Director Heidt moved approval of item 10 (2008 Legislative Program).

Second: Director Hallenberg seconded the motion.

Vote: Via Voice Vote.

In Favor: Directors Remhild, Hallenberg, Barnes, De Vera, Heidt, Rooney, Greenwood and Baghdanian.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

RELATIONSHIPS BETWEEN THE BOARD, COMMUNITY ADVISORY COMMITTEE AND THE TRANSPORTATION PROFESSIONAL ADVISORY

Access Services Director of Strategic Planning, Mr. Arun Prem provided a brief presentation on the Relationships between the Board, CAC and TPAC committees. He then introduced Ms. Jane Flaherty the consultant from Peter Barron Stark, Inc. who provided the statistics from her interviews with the CAC, TPAC and Board members.

Public Comment on Item 10 (2008 Legislative Program)

Ms. Donna Pomerantz stated that her interview with Ms. Jane Flaherty was a positive experience and it was interesting to see how the comments came about and the percentages from the answers were created. She added that the CAC had a lot of diversity and at times she found it to be a good experience in testing her levels of being able to continue because she enjoyed serving on the committee. She stated that she felt it was important for the Board members to hear the voice of the riders. Ms. Pomerantz added that a lot of the riders don't want to attend these meetings because they were afraid or don't feel comfortable, so they speak through the CAC members and the CAC brings their concerns to the table. She concluded her comment by stating that she appreciated the time she spent as a CAC member and the opportunity to speak and work with the Board members.

Ms. Verrinder added that staff was very close to scheduling the follow-up Board Retreat and the final report would be available to the CAC, TPAC and the Board of Directors in February 2007 which would be mailed out along with the February Board Agenda.

Chairperson Nason informed the Board that this was an information item only. She thanked Ms. Flaherty and Mr. Prem for their informative presentation.

BOARD MEMBER COMMUNICATION

Director Remhild stated that there seemed to be a new time wasting barrier when making reservations with Southland Transit. She stated that she called to make a reservation for her return trip home after today's meeting and the time that they gave her was an hour later than the time she requested. She stated that she could remember when the time was negotiated an hour before or an after the requested time, now it was a take it or leave it situation.

Director Hallenberg stated that the senior community was being faced with terrible budget cuts by the Governor that were going to affect all people. He urged the members of the Board to listen with an open mind and an open heart because these were very serious issues that were facing the senior and disabled communities.

Director Barnes informed the Board that he had the opportunity last week to participate in the California Transit Association retreat on the day the Governor introduced the budget, which made for a great topic of conversation. He stated that the governor's budget this year continues the transfer of dollars used for public transportation purposes for non-public transportation purposes and the association position on this issue was "it's illegal" so the association filed suit to stop this practice. He added that there was no decision on this issue because the case was still being heard by the courts. Director Barnes also stated that in terms of the current budget the practice was proposed to continue and an interesting dynamic in some respects they had expected even further transfers may be proposed for this year, they weren't initially but everyone needs to keep a close eye on this issue. He concluded by stating that he felt that we were all in for a very difficult year in terms of the state budget.

Director Baghdanian requested an update from staff at the next meeting in February regarding centralized reservations.

Chairperson Nason wished everyone a Happy New Year and stated that she sincerely hoped that 2008 would be a very good year for everyone.

EXECUTIVE DIRECTORS' REPORT

Access Service Executive Director Ms. Shelly Verrinder stated that the American Public Transportation Association (APTA) Legislative conference was coming up in March 2008. Mr. Andre Colaiace had sent everyone an e-mail with the dates to see if anyone was interested in attending. Ms. Verrinder asked if anyone was interested in attending to please get back to Mr. Colaiace so staff could make arrangements to meet with some of the elected officials while at the conference. Ms. Verrinder turned the floor over to Director Greenwood to present the superior service award to the recipient that arrived late.

Ms. Laura Garcia, a Call Center Supervisor from Global Paratransit Inc. was the recipients of the Superior Service Awards for the month of January 2008.

Ms. Verrinder continued to report that at the last CAC meeting the CAC requested that the Board and TPAC consider sharing their ride experience forms with them. She reminded the Board that they passed a program back in October 2007 regarding riding Access Services and filing out a blue and white form where they would describe how their trip went. She stated that staff was going to modify the form and add a box at the bottom asking if they were willing to share their information with others to please indicate by checking the box at the bottom of the form. Staff would include the information in future CAC agenda packets so that they can have an idea of what the Board and TPAC experience whither it be positive or negative.

Ms. Verrinder also reported that the MV contract in the San Fernando Valley would be expiring on August 2, 2008, MV and Access Services have mutually agreed not to extend this contract and an Request for Proposal (RFP) for the Valley service would be issued latter this week. Ms. Judie Smith the General Manager for the MV contract in the Valley had requested to say a few words.

Ms. Judie Smith stated that approximately three weeks ago they received notification from Mr. Joe King that they would like to meet with MV to discuss a one year extension on their existing contract in the Valley region. The President Mr. Kevin Klika and the Vice President Leland Peterson and she met with Mr. King and his staff and began discussions on their extension. During the meeting it was

decided that Mr. Klika would prepare pricing and begin negotiations directly with Access Services. She stated that they were encouraged to include pricing that would insure that they would meet and sustain the Access Services standard of 91% on-time performance throughout the term of the extension period. They also identified that wages and benefits for their professional drivers and staff were a key element in ensuring their ability to meet and sustain these goals.

She stated that when they included other increased costs that were part of today's economy their pricing came inconsistent with the CPI for the transportation industry but above the CPI expectation for Access Services budget. Access Services negotiated with MV directly and MV respected their decision to go out to bid. She concluded by stating that they had the opportunity and the support of Access Services for the past seven years and they appreciated the opportunity to serve the residents in the Valley region. She added that they eagerly await the opportunity to retain this contract during the procurement process.

Ms. Verrinder stated that there have been a lot of rumors floating around about what was happening in the Valley but she would like to assure everyone that MV and Access Services were doing everything possible to ensure that the correct message was getting out there. She added that staff had been encouraging MV and other bidder to review the RFP when it was distributed.

Ms. Verrinder also informed the Board that Mr. Michael Winters the Director of Federal Transportation Administration (FTA) Office of Civil Rights had moved on to the Office of Research and Management which was within the Office of Research Demonstration and Innovation which was also within the Federal Transportation Administration. She stated that Ms. Cheryl Hershey was now serving as the Acting Director of the Office of Civil Rights and she brought with her significant skills as Chief of the FTA Program Guidance Division and her prior experience as a Prosecuting Attorney, Disability Right Lawyer and eight years as the ADA Team Leader in the Office of Civil Rights.

Ms. Verrinder concluded by reminding the Board that staff was still looking for volunteers for the CAC meeting on March 11th and April 8, 2008. If anyone would like to participate, please contact Mr. Arun Prem. Ms. Verrinder commended Access Services transportation service providers and Access Services operations staff on their on-time performance statistics for December 2007. She stated that the on-time performance statistics was included in the "Behind the Scenes" Newsletter and this was the first time she could remember that each one of the contractors exceeded an on-time performance of greater than 91% for the month of December, which was GPS verified not driver reported and as of January 13, 2008 system wide the on-time performance was 93%.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Greenwood moved to adjourn the meeting.

Second: Director Heidt seconded the motion.

Vote: Via Voice Vote.

Pass/Fail: All were in favor and the meeting adjourned at 2:25 p.m.

Approval

Joyce Rooney, Secretary

Date

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AMENDMENT OF ASI-1597 – ON-SITE VEHICLE INSPECTION CONTRACT

ISSUE:

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

RECOMMENDATION:

Authorize (i) an extension of Contract No. ASI-1597 for a period of one year, November 1, 2008 through October 31, 2009, and (ii) increase the total not-to-exceed contract amount by \$35,000.00 to \$95,000.00 in lieu of \$60,000.00.

IMPACT ON BUDGET:

Access Services' proposed budget for fiscal year 2009 will include funds for the above listed proposed not-to-exceed amount.

ALTERNATIVES CONSIDERED:

ASI has been very pleased with the work performed by VTC, which has two one year extensions remaining on its contract. 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 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 first of the two option years with no rate increase.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS
FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS
**RE: AMENDMENT OF ASI-2043 – THIRD PARTY VEHICLE INSPECTION
AUDIT CONTRACT**

ISSUE:

Board approval is being requested to authorize an increase in funds for the third-party vehicle audit inspections contract with Vehicle Technical Consultants (VTC) (ASI-2043).

RECOMMENDATION:

Authorize an increase in the total not-to-exceed contract amount by \$45,000.00 to \$115,000.00 in lieu of \$70,000.00.

IMPACT ON BUDGET:

Access Services' current budget includes, and its proposed budget for fiscal year 2009 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 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 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.

Due to a possible contractor change scheduled for the early part of fiscal year 2009 and the resulting need to inspect that contractor's ASI-owned vehicles prior to contractor change, staff is requesting that funds be added to this contract.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DIRECTOR OF GOVERNMENTAL SERVICES

RE: AMENDMENT OF ASI-2082 - STATE ADVOCACY SERVICE CONTRACT

ISSUE:

Board approval is being requested to authorize an extension and an increase in funds for state advocacy services with Joe A. Gonsalves & Son (ASI-2082).

RECOMMENDATION:

Authorize (i) an extension of Contract No. ASI-2082 for a period of one year, April 1, 2008 through March 31, 2009, and (ii) increase the total not-to-exceed contract amount by \$61,800.00 to \$123,600.00 in lieu of \$185,400.00.

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 09 budget. The monthly retainer continues to be \$5,000.00, with potentially an additional \$1,800.00 per year for travel to Los Angeles and related overheads.

ALTERNATIVES CONSIDERED:

Staff continues to be pleased with the responsiveness and results during the contract and did not consider any alternatives. There remains an additional one-year option for this contract.

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 Joe A. Gonsalves & Son 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:

During their time under contact with Access Services, Joe A. Gonsalves & Son have accomplished the following:

- For the upcoming 2008 legislative session, Gonsalves has already placed Access Services' "public agency" proposal into an omnibus bill, which contains a number of unrelated provisions relating to local government. This proposal, if it passes, should save ASI a substantial amount of money in future litigation costs relating to ASI's status as a public entity.
- Gonsalves will be helping us look into the possibility of renting space from CALTRANS at their new building in downtown Los Angeles.
- Gonsalves continues to monitor and track all legislation and regulations that may affect Access Services' funding, administration, and/or operations.
- Gonsalves organized Access Services first "lobby day" in Sacramento last May. ASI staff met with a number of legislative offices and also met with the Governor's office. Another lobby day is being planned for this year.

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.
- Gonsalves has met a number of times in Sacramento with Access Services staff and other statewide transportation stakeholders to discuss legislation that would look at ways in which transit agencies in California could receive Medicaid transportation funds.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AMENDMENT OF ASI-1444 – ADA PARATRANSIT DEMAND FORECASTING

ISSUE:

Board approval is being requested to authorize an extension and an increase in funds for the ADA paratransit demand forecasting contract with HLB Decision Economics (ASI-1444).

RECOMMENDATION:

Authorize (i) an extension of Contract No. ASI-1444 through June 30, 2009, and (ii) increase the total not-to-exceed contract amount by \$15,928.00 to \$147,973.00, in lieu of \$132,045.00.

IMPACT ON BUDGET:

This action is consistent with Access Services' proposed budget for FY2008. The amount requested represents a 3.0% increase – equivalent to the annual increase in the Consumer Price Index - for the same services completed in FY2008.

ALTERNATIVES CONSIDERED:

Accurate, scientifically compiled demand projections are essential to the service planning and budgetary process at Access Services. The existing contract with HLB Decision Economics 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 HLB Decision Economics 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 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

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, HLB Decision Economics has been providing interim and annual reports updating the ADA paratransit demand projections. This extension covers the production of those reports for an additional year.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

**RE: APPROVAL TO PURCHASE 20 EXPANSION VEHICLES FOR
PARATRANSIT SERVICE**

ISSUE:

Board approval is required to purchase up to twenty (20) expansion vehicles for paratransit service during Fiscal Year 2007/2008.

RECOMMENDATION:

Authorize staff to purchase up to 20 Mobility Aid Accessible FlexFuel Mini-Vans.

IMPACT ON BUDGET:

This item is fully consistent with the Fiscal Year 2007/2008 approved budget. The estimated total expenditure is \$795,416 and includes the applicable sales tax, license and fees.

ALTERNATIVES 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 Access Services fleet has not been expanded in many years. The dynamics of the system have changed over the last two years and taxicabs or independent contractors are not providing the majority of the Access Paratransit trips any longer. Historically 50 to 60% of all trips were provided by taxicabs or independent contractors. This percentage has been dropping and currently is approximately 35%. The contractors have been moving from independent contractors to employees because increase in the taxi business that has reduced the availability of taxis to perform Access Paratransit trips. As

Access Paratransit has grown the contractors have had to rely on the stability of scheduled employees to perform pick ups.

All mini vans purchased from model year 2007 forward have ultra low emissions gasoline fuel engines (ULEV2) or flex fuel capability and can use E-85 (85% ethanol) fuel.

ASI has begun research into the technical, operational and financial viability of introducing alternately fueled vehicles in the paratransit fleet in order to reduce greenhouse gas emissions. From discussions with Caltrans and other providers, it appears that currently there is very little information on low emissions vehicles being utilized in paratransit service.

ASI owned vehicles include minivans which are made in 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 and propane fueled paratransit minivans is not known at this time. Caltrans, the largest buyer of paratransit vehicles in the state, concurs with this assessment.

In FY 2008 ASI staff plans to convene meetings and workshops with industry experts including manufacturers, service providers, funding agencies like FTA and Caltrans, and consultants in orders to get complete and current information on the state of the paratransit vehicle industry. Caltrans and CalACT, the statewide association of paratransit providers and small transit operators, have expressed interest in joining in the research effort.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, DIRECTOR OF STRATEGIC PLANNING

RE: METRO OFFICE OF INSPECTOR GENERAL AUDIT OF ACCESS SERVICES - FINAL REPORT

ISSUE:

L.A. Metro's Office of Inspector General has completed its compliance and performance audit of Access Services and its contractors.

BACKGROUND:

The Board of Directors of the Los Angeles County Metropolitan Transportation Authority (METRO) directed the Office of Inspector General (OIG) to perform a compliance and performance audit of Access Services Incorporated (ASI), and its contractors, including the contractor charged with determining eligibility for paratransit services in compliance with the Americans with Disabilities Act (ADA). On August 28, 2007, the OIG engaged Thompson, Cobb, Bazilio & Associates, PC (TCBA) to perform this audit.

The primary purposes of the audit were to determine if:

- ASI's eligibility determination process and policies, including the appeal process, are in compliance with the ADA.
- ASI's eligibility determination process, including the functional testing methodology, is based on sound criteria and principles.
- ASI's eligibility determination contractor consistently and appropriately implemented ASI's eligibility policies and procedures and the contract requirements.
- ASI has adequate controls in place to monitor, oversee, and administer its contracts with paratransit service providers.
- ASI customers are satisfied with the eligibility determination evaluation process and paratransit service provider performance.

The staff from the OIG and TCBA performed a thorough evaluation of the paratransit eligibility process, the performance of the eligibility and transportation service contractors, ASI's management of paratransit operations, and the agency's compliance with the Memorandum of Understanding. Given the extensive scope of the evaluation, ASI staff appreciated that the scope was executed professionally and in a manner sensitive to the agency's day-to-day operations.

The audit did not produce any findings and validated that the eligibility process is compliant with the ADA regulations; functional testing is based upon sound principles; the transportation service providers are meeting the contract standards; and that ASI is effectively overseeing all of the contractors. The report did contain a number of recommendations to further improve the services that are offered. ASI staff is in agreement with these recommendations and is eager to move forward with Access Services' Community Advisory Committee, Transportation Professionals Advisory Committee and the Board of Directors to discuss the implementation of the recommendations in the near future. In some instances, recommendations made by the audit were already in the process of being implemented and are now currently in place.

Another significant part of the audit was its survey of Access customers. Results of the rider surveys show that the vast majority of riders feel that Access Services is fulfilling its mission to provide high-quality paratransit. The independent, statistically-valid survey found that:

- approximately 80% of riders rate the quality and fairness of the eligibility process as good or excellent;
- 87% of the riders polled feel that overall service is stable or improving.

Access Services is committed to providing quality, efficient and dependable ADA paratransit service to our riders on behalf of the public transit agencies in Los Angeles County. This evaluation provides further reinforcement that ASI is on the right track in serving our riders.

The final audit report can be found on asila.org. Jack Shigetomi Metro Deputy Inspector General – Audits, and Michael de Castro, Principal Thompson, Cobb, Bazilio & Associates, PC, will present an overview of the audit.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS
FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS
RE: AWARD OF ASI-2439 TRAVEL TRAINING SERVICE CONTRACT

ISSUE:

Board approval is requested for the selection of a Travel Training contractor to begin service March 3, 2008.

RECOMMENDATION:

Authorize staff to execute a three-year contract with two one-year options, for travel training services beginning March 3, 2008 with *R & D Transportation Services* (R&D) in an amount not to exceed \$1,292,114.38 for the base three-year period. This will fund the training of approximately 250 individuals per year. Payment terms of the contract will be a fixed monthly fee plus a fixed variable rate per individual trained as follows:

<u>Contract Year</u>	<u>Fixed Monthly Fee</u>	<u>Rate per Individual Trained</u>
1*	\$13,563.83 (incl. \$10,000.00 S/U)	\$1,008.85
2	\$13,227.92	\$1,069.18
3	\$13,977.03	\$1,133.52
4 (Option)	\$14,772.28	\$1,202.18
5 (Option)	\$15,616.88	\$1,275.46

** First Year Cost includes \$10,000.00 for Start Up*

This recommendation is consistent with the Board-adopted contracting principles.

IMPACT ON BUDGET:

This action is consistent with the fiscal year 2007-2008 budget and with future budgets.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

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 contract with R & D Transportation Services as a travel training services contractor 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 executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Request for Proposals (RFP) was issued on October 23, 2007 and advertised nationally in the American Public Transportation Associations’ publication, “Passenger Transport,” as well as in local publications. Two firms, Transit Access and R&D Transportation Services, submitted proposals and both were interviewed. Best and Final Offers were requested and received from both proposers.

The following table summarizes the respective vendors’ final Cost Proposals:

Proposer	First Year Cost	Second Year Cost	Third Year Cost	Total Three Year Costs
R&D Transportation Services	\$414,978.00	\$426,031.00	\$451,105.38	\$1,292,114.38
Transit Access	\$382,096.13	\$387,342.89	\$399,088.59	\$1,168,527.61

The following table details the scoring of the two proposals following submission of the vendors’ Best and Final Offers (BAFO). The evaluation team consisted of both ASI staff and outside representatives.

Evaluation Criterion	R and D Transportation Services	Transit Access
Qualifications and Availability of Proposed Staff	16.75	14.75
Quality of Technical Approach	22.50	18.00
Qualifications of the Firm	18.25	16.25
Cost Proposal	19.00	21.00
Financial Qualifications of the Firm	8.00	6.00
TOTAL SCORE (100 points max.)	84.50	76.00

DISCUSSION

The goal of the Access Services Travel Training program is twofold. First and foremost, travel training helps people with disabilities become more independent by allowing them the freedom to obtain transportation on their schedule. Secondly, the program, by encouraging and teaching people with disabilities how to use fixed-route transit instead of paratransit, should result in cost regional savings.

Staff believes that R & D Transportation Services, while putting forth the more expensive proposal, will be able to better realize the goals outlined above. R & D, in cooperation with regional centers throughout California, created the Community Travel Training Project, which forms the basis of their proposal to ASI. Staff was impressed with the backgrounds of the staff members who would be supervising the project, as well as R & D's creative plan to recruit and utilize travel trainers. For example, R & D plans to partner with California State University, Northridge's Center on Disabilities to recruit and hire the team that will ultimately be responsible for this contract. Specifically, R & D will actively recruit people with disabilities to act as travel trainers. These trainers will be full-time employees with benefits, rather than independent contractors, which staff believes should lead to better stability in this important position.

Furthermore, staff was impressed with the depth of the training that R & D will be providing to its trainers. In addition to a detailed training manual that was provided to staff, R & D plans to offer substantial training in the classroom and in the field to ensure that our customers receive a high-quality training experience. Further, R & D provides a number of back-up systems, such as a permanent call center, to ensure the safety of trainees.

FEBRUARY 14, 2008

TO: BOARD OF DIRECTORS

FROM: ARUN PREM, DIRECTOR OF STRATEGIC PLANNING

RE: 2008 REGIONAL TRANSPORTATION PLAN

ISSUE:

The Regional Transportation Plan or RTP is a collection of policies, strategies and projects that serve as the long range transportation action plan for the region.

BACKGROUND:

The Southern California Association of Governments (SCAG) is the region's Metropolitan Planning Agency. As the MPO, SCAG is responsible for developing and updating this plan every four years.

The SCAG region encompasses six counties: Los Angeles, Ventura, San Bernardino, Riverside, Orange and Imperial.

The 2008 RTP presents the transportation vision for this region through the year 2035 and provides a long-term investment framework for addressing the region's transportation and related challenges. The Plan is the culmination of a multi-year effort focusing on maintaining and improving the transportation system through a balanced approach that considers system preservation, system operation and management, improved coordination between land-use decisions and transportation investments, and strategic expansion of the system to accommodate future growth.

As part of the public participation and consultation requirement, SCAG conducted extensive outreach to various communities and stakeholders in addition to holding three public hearings to receive comments on the 2008 RTP. The comment period on the plan ended on February 18.

ASI staff requested SCAG to present the Regional Transportation Plan to the Access Services Board of Directors.