

REVISED
ACCESS SERVICES
BOARD OF DIRECTORS MEETING
MONDAY, JUNE 22, 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) 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 JUNE 1, 2009 (page 4) [Staff Recommendation: Approve]	ACTION [Vote Required: majority of quorum by voice vote]
6.	REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION

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|-----|--|---|
| 7. | GENERAL PUBLIC COMMENT | INFORMATION |
| 8. | CONSENT CALENDAR
<ul style="list-style-type: none"> a. Ratification of Renewal of Employee Health And Benefit Insurance Contracts (page 13) b. Authorize Extension and Increase Funds - DDS Maintenance Contract ASI-1431 (page 15) REVISED c. Authorization of ASI-1939 - Raycom/Mobile Relay Associates Contract Extension (page 17) d. Authorize Extension of Contract and Increase Funds – Appeal Evaluation Services ASI-2239 (PETRIE) (page 19) e. Consent to Technical Assignment of Consulting Services Contract ASI-1444 to HDR, Inc. (page 21) f. Authorization For Purchase of Computer Equipment/Software ASI-2750 (page 23) REVISED g. Approval of Board of Director’s Committee Appointments (page 25) REVISED h. Approval of Re-assignment of Third Party Administrator Contract (page 31) ADDED <p style="margin-left: 40px;">[Staff Recommendation: Approve Consent Calendar]</p> | ACTION
[Vote Required: majority of quorum by roll call] |
| 9. | APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2009/2010 (page 33) REVISED
<p style="margin-left: 40px;">[Staff Recommendation: Approval of the FY 2009/10 budget as presented.]</p> | ACTION
[Vote Required: majority of quorum by roll call] |
| 10. | CUSTOMER PERCEPTION PROJECT UPDATE (page 36) | INFORMATION |
| 11. | STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL’S AUDIT RECOMMENDATIONS (page 38)
<p style="margin-left: 40px;">[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.”]</p> | RECEIVE/ FILE |
| 12. | EXECUTIVE DIRECTOR’S REPORT | INFORMATION |
| 13. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 14. | NEW BUSINESS SUBSEQUENT TO THE POSTING | DISCUSSION/ |

OF THE AGENDA

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 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 agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

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

**MINUTES
ACCESS SERVICES
BOARD MEETING
JUNE 1, 2009**

CALL TO ORDER

The Access Services Board of Directors meeting convened at 12:04 p.m. on Monday, June 1, 2009, in the third Floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Jan Heidt, Treasurer, Joyce Rooney, Secretary, Michael Greenwood, Kurt Hagen, Theresa De Vera, Jano Baghdanian, Ex-Officio's, Shawn Solomon, Jesse Valdez and Jim Jones, Access Services Legal Counsel. Director Hugh Hallenberg was not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Kristine Helin, F Scott Jewell, Evie Palicz, Erik Washington, Steve Chang, Luis Pacheco, Luis Garcia, David Foster, Linda Ross, Sean Frye, Andre Colaiace, Brian Selwyn, Steve Montes, Louis Burns, Alfredo Torales, Matthew Avancena, Geetu Banerjee and Arun Prem.

PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments were heard regarding the closed session.

CLOSED SESSION REPORT

The Board met in Closed Session and reconvened the general portion of the meeting at 1:10 p.m. at which time Shawn Solomon, Chair of the CAC, and Jesse Valdez, Vice 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: Johnice Jones v. 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.

REVIEW & APPROVAL OF THE MINUTES FROM THE BOARD MEETING OF APRIL 27, 2009

Motion: Director Greenwood moved approval of the April 27, 2009 meeting minutes.

Second: Director Rooney seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Shawn Solomon, Chair of the Community Advisory Committee (CAC), was not in attendance, Vice Chair; Tommy Johnson Sr. provided the report on behalf of Mr. Solomon. Mr. Johnson reported that at the last Board meeting on Monday, April 27, 2009 the CAC submitted a recommendation to the Board for staff to provide mats for the Service Animals while in an Access Services vehicle. After Mr. Ken Metz, Access Services Service Animal Sub-committee Chairperson provided a presentation on the mat's he then came up with another idea that would be simpler and less expensive for Access Services. Since Mr. Metz's presented this new idea it was recommended that the item go back to the CAC for further evaluation and testing.

Mr. Johnson stated that the CAC adopted staff's recommendations for the new coupons and suggested if the coupon had a larger value, it should also have a larger size. All coupons should have a serrated edge in order to identify the difference between business cards and a coupon, and to keep the print simple and large with different colors for different denominations on the same paper stock as used in the past.

He also reported that Access Services briefly discussed the issue of riders not booking return trips and calling the Operations Monitoring Center for rescue rides. ASI staff also submitted a recommendation, which CAC approved with the revision that the penalties be the same as the no-show policy.

Jesse Valdez, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), reported that TPAC did not have a meeting last month and there next scheduled meeting was on Thursday, June 11, 2009. He added that TPAC and CAC were looking at the use of mats in the vehicles to prevent the service animals from sliding around while in motion, he stated that it was also suggested to look at straps or tether devices to prevent this from happening.

Mr. Valdez continued to report that there was a joint venture meeting on May 14, 2009 and some of the recommendations that came out of that meeting would be presented to the Board at a later date. He also added that another recommendation was made to conduct outreach to obtain volunteers to help with the testing of the device and to develop a training video on how to transport guide dogs.

He concluded his report by stating at the next TPAC meeting the members were looking at different prototypes and hoped to have a recommendation for the Board.

GENERAL PUBLIC COMMENT

Mr. Daniel Garcia stated that on Tuesday, November 14, 2007 he had a scheduled pick-up for 3:40 p.m. in the Los Angeles area, which was a shard ride and did not get him home until 9:20 p.m. He stated that he felt like he was abducted by force just so they can get the extra miles for money.

He concluded his public comment by stating that he submitted a written complaint for a ride that was 2 hours late. He added that he was told that they could not find his complaint, he asked that staff please find it and issue a response.

Chairperson Barnes informed Mr. Garcia that Access Services Acting Manager of Contract Services, Steve Chang would follow-up on this complaint.

CONSENT CALENDAR

Motion: Director Greenwood moved approval of all the items on the consent calendar.

Second: Director Heidt seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

COMMUNITY ADVISORY COMMITTEE RECOMMENDATION ON NEW SERVICE PROPOSAL

Access Services Director of Strategic Planning, Arun Prem provided a brief presentation on staff's recommendation to delay the integration of the Operations Monitor Center and reservations telephone numbers until the implementation of the Interactive Voice Response (IVR) during Fiscal Year 2009/10.

Public comment on item 9(Community Advisory Committee recommendation on New Service Proposal)

Daniel Garcia stated that it had been about two or three years that this issue had been discussed and he felt that it was enough already. He stated that CAC and TPAC are making joint efforts to come to a resolution. Mr. Garcia added that the CAC committee members should be discussing the community, advising the Board on certain issues and reviewing policy changes to ensure that the Board receives the best recommendations. He concluded his public comment by stating that he was very pleased to see that the CAC and TPAC were working together to resolve these issues.

Board Questions &

Clarification: Director Rooney asked when IVR was going to be implemented. Mr. Prem replied late 2009/2010.

Motion: Director Heidt moved approval of Item 9 with the inclusion that the Service Animal restraints be tested and brought back to the Board for approval at a later date.

Second: Director Nason seconded the motion.

Discussion: Director DeVera stated that she had been a rider since 1999 and she had the 800 number for customer service programmed in her head just like many other riders. She stated that she did not see any real need for integration of the phone numbers.

Mr. Prem stated that it seemed that Director DeVera shared the views of most of the riders because staff had not received many comments suggesting that Access Services do the integration. He stated that it was his understanding that when the IVR was implemented it would work from a single telephone number that would automatically become part of the process and the original 800 number that Director DeVera mentioned would still be active.

Ms. Verrinder added that the Interactive Voice Response was part of the centralized reservation software, which would begin the integration of all 12 phone numbers. She stated that staff's intention was to direct all of the phone numbers so they would all hear the same phone tree and the IVR would allow someone to make reservations without having to speak to someone and could make web based reservations.

Ms. Verrinder added that Access Services current phone tree was managed by Verizon, which Access Services currently pays an extra half cent per phone call. The interactive voice response would take it out of Verizon and put it into the centralized software but it had to work in conjunction with the Strategen Software. She stated that staff signed a notice to proceed which was issued last week for the IVR and staff estimates the next implementation would be at MV Transportation in the Valley.

Vote: Via Voice Vote.

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

APPROVAL OF AMENDED CONTRACT TERMS AND RATES: ASI-1900 (SOUTHLAND TRANSIT, INC.), ASI-1928 (SAN GABRIEL TRANSIT, INC.), ASI-2017 (GLOBALPARATRANSIT), ASI-2364 (CALIFORNIA TRANSIT, INC.), ASI-2492 (MV TRANSPORTATION)

Access Services Manager of Procurement and Contracts, Brian Selwyn provided a brief presentation on the amended contract terms and rates for contracts ASI-1900, ASI-1928, ASI-2017, ASI-2364 and ASI-2492.

Motion: Director Rooney moved approval of Item 10.

Second: Director DeVera seconded the motion.

Discussion: None.

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

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

APPROVAL OF EXTENSION OF SERVICE CONTRACT WITH SOUTHLAND TRANSIT, INC. – ANTELOPE VALLEY SERVICE AREA

Access Services Manager of Procurement and Contracts, Brian Selwyn provided a brief presentation staff's recommendation to authorize additional funds to this contract for a one-year period from November 1, 2009 to October 31, 2010. To increase the per trip rate from \$18.05 to \$22.32, decrease the fixed monthly rate from \$30,250 to \$28,387 for the period of June 21, 2009 thru October 31, 2009 and a further decrease in the fixed monthly rate from \$28,387 to \$27,921 for the period of November 1, 2009 thru October 31, 2010.

Board Questions &

Clarification: Director Rooney stated in the staff report it was mentioned that STI was moving its reservation and dispatcher centers, she asked when were the changes taking place. Mr. Selwyn replied that they were in the process of doing the work now and should be done by the end of June 2009. Director Rooney also asked if staffing would stay the same or were there any changes or mix of staffing for the two groups.

Mr. Selwyn replied that staffing would remain similar but there was a possibility of reduction in staff due to the consolidation.

Motion: Director Baghdanian moved approval of Item 11.

Second: Director DeVera seconded the motion.

Discussion: None.

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

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

APPROVAL OF EXTENSION OF SERVICE CONTRACT WITH GLOBAL PARATRANSIT, INC. (ASI-2017)

Access Services Manager of Procurement and Contracts, Brian Selwyn provided a brief presentation on staff's recommendation to authorize additional funds to this contract for a one-year period from September 2, 2009 thru September 1, 2010. To increase the per trip rate from \$22.70 to \$23.02 for the period of September 2, 2009 thru September 1, 2010, decrease the fixed monthly rate from \$511,918 to \$474,955 for the period of June 21, 2009 thru September 1, 2009 and a subsequent increase in the fixed monthly rate from \$474,955 to \$490,574 for the period of September 2, 2009 thru September 1, 2010, the first option year of the contract.

Motion: Director DeVera moved approval of Item 12.

- Second:** Director Baghdanian seconded the motion.
- Discussion:** Director DeVera congratulated Global Paratransit, Inc. for being the first provider to implement the centralized software. She stated that she was aware that they had a very rocky start but everything was under control now.
- Roll Call:** Chairperson, Barnes asked for a roll call.
- In Favor:** Directors Baghdanian, DeVera, Rooney, Heidt, Hagen, Greenwood and Nason.
- Opposed:** None.
- Abstention:** None.
- Pass/Fail:** The motion carried.

ACCESS SAFETY CULTURE

Access Services Acting Manager of Safety, Walt Diangson provided a brief presentation on Access Services study to improve the approach to safety and risk management.

Board Questions &

Clarification: Director Heidt stated on the second page of the item it stated “developing a positive safety culture within the Access Services system by policy, advisory and executive management elements; by administrative support unit; by service provider; and among users of the service and their related interested parties. Director Heidt stated that she would like to add “by advertising.” She also mentioned that she had a tag line for Access, which was “there’s safe and there’s Access safe,” which implies that it was enhanced.

Chairperson Barnes reminded everyone that this was an information item only and no action needed to be taken. He thanked Mr. Diangson for his presentation.

RIDER 360 DEMONSTRATION

Access Services Director of Administration and Information Technology, F Scott Jewell provided a brief demonstration on how a rider could access their ride history, book trips or see how many rides they had taken.

Board Questions &

Clarification: Director DeVera stated that she felt that Rider 360 was an excellent idea because a rider would be able to view their own profile and can see where they are at fault for not canceling a ride on time, which would take the blame away from the providers. She thanked staff for the program.

Director Nason asked if staff had an estimate of how many riders had computer or internet access. Mr. Jewell replied that staff did not have a recent list but staff did a survey six or seven years ago which was about 5% of the riders. Staff plans to gather a current list once Rider 360 was advertised in one of the rider’s newsletters and provide a demonstration at the next CAC meeting.

Director Rooney asked if the information was only going to be available in English or would there be Spanish available as well. Mr. Jewell replied that at this point it was

only available in English. Director Rooney also asked how quickly the trip information would be available. Mr. Jewell replied that the information was reported the next business day.

Director DeVera asked if the password was still upper case/lower case. Mr. Jewell replied “no” staff made the change due to rider suggestions, now it is a combination of letters and numbers and does not require upper case.

Public comment on item 14(Rider 360 Demonstration)

Daniel Garcia asked if Rider 360 had ever been tested with screen readers, JAWS and other programs. Mr. Jewell replied “yes” staff had tested a few different screen readers to ensure that the tabs associated with the information would open and close correctly on the screen.

Ms. Verrinder asked if the “Dashboard” feature was available for the Board members to view and were they going to have a log in password. Mr. Jewell replied not at this time. Ms. Verrinder informed the Board that there would be a “Dashboard” feature available that would provide a summary of statistics for a year to date, month or day and each of the Board members would have access to it.

STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL’S AUDIT RECOMMENDATIONS

Chairperson Barnes stated that Item 14 was a standing agenda item related to the implementation of the recommendations in the OIG Audit.

EXECUTIVE DIRECTORS’ REPORT

Access Services Executive Director Shelly Verrinder reiterated the efforts that GPI made on the implementation of the StrataGen software. She stated that the StratGen software was very complex with many different scheduling parameters. GPI had done better than staff expected and it had been rough for them because their on-time performance had dipped as expected.

Operations statistics for April 2009; trips increased 5%, which was significantly less than the 15% in March 2009. On-time performance continued to exceed the standard at 91.45%, average initial hold time remained low at 35 seconds and cost per trip held steady at around \$34.33. Ms. Verrinder added that starting July 2009 was the new fiscal year staff would provide information related to safety in order to track their progress on miles between accidents.

Ms. Verrinder also reported that Representative Lucille Roybal Allard sponsored two projects for Access Services. Under the federal transportation reauthorization bill, the transit access pass (TAP Card) in order to fully implement the program with Access riders, and the conversion of one of Access Services fleet from one of our six contractors to Compressed Natural Gas (CNG) vehicles. Furthermore, Senator Barbara Boxer under appropriations has sponsored the purchase of Thirty-Five paratransit vehicles.

Ms. Verrinder added that staff had been working on two coupons; a base coupon for trips from 0-19.9 miles and a bonus coupon for trips over 20 miles. Each would be a “forever coupon” that did not have a dollar value on it but would be valid even if fares change. Ms. Verrinder added that the CAC had already reviewed staff recommendation and based on their input TPAC would review it at their meeting on Thursday, June 11, 2009. She asked if the Board wanted final approval of the coupon or could staff move forward with the printing of the coupon based on the input from the CAC and TPAC.

Director Greenwood asked if the CAC and TPAC would review the coupon before it went to the printer. Ms. Verrinder replied that CAC already reviewed the coupon and it was back with the MERTO design studio. It would be presented to TPAC as well. Ms. Verrinder stated that the final coupon would be e-mailed to all the Board members before it was sent to the printer.

Ms. Verrinder concluded her report by stating that the Budget Sub-committee met on Friday, June 29, 2009 and there would be a draft budget in the next Board agenda, Monday, June 22, 2009.

BOARD MEMBER COMMUNICATION

Mr. Valdez stated that under the leadership of the Executive Director, Shelly Verrinder there have been many good suggestions and recommendations on behalf of the riders.

Director Heidt stated that she was very pleased to hear about the CNG vehicles because about four or five years ago she and Director Nason requested fuel efficient vehicles at one of the budget committee meetings and now they were here. Director Heidt stated that it was mentioned in the item that the vehicles were cheaper to operate but she wondered if they last longer.

Ms. Verrinder replied the vehicles staff was looking into were going to be the first CNG vehicles designed specifically for paratransit. She added that there were some light duty minivans that were CNG vehicles but she did not believe that there were any minivans or MV1's. Mr. Colaiace added that next year would be the first production of light chassis CNG vehicle that were dedicated to taxis and paratransit.

Director Heidt asked if the vehicles were going to be manufactured in the United States. Mr. Colaiace replied that they were going to be manufactured in the old Hummer plant in South Indiana.

Director Greenwood stated that he was fortunate to see the prototype CNG paratransit vehicle a couple weeks ago when it was parked in front of the CNG fueling station on Alameda. He stated that he was very impressed with it and was hopeful that it would be a viable alternative for Access Services next vehicle purchase.

Director Hagen stated that he felt great that CAC and TPAC were working together as a team for the riders.

Director DeVera stated that she was in Sacramento on Wednesday, May 27, 2009 and there was a constituency of 3,000-disabled home health and everyone was talking about the budget. She added while she was in Sacramento she was able to see firsthand how hard the current economy has affected the disabled community and how everyone had to count their blessing for what they have. She added that she was happy to serve the community as a Board member and if she could help in any way that they please let her know because she was there to serve the community.

Mr. Johnson stated that he was very pleased to be present at today's meeting and delighted to see how the proceeding of a Board of Directors meeting was practiced. He asked when the safety-training program would start at the different facilities and for some reason he kept missing the opportunity to see one of the CNG vehicles.

Chairperson Barnes stated that the next time the CNG vehicle was in the area that perhaps staff would arrange for Board and Access Services Advisory committees to view the vehicle. He thanked everyone for being present at today's meeting and hoped to see everyone at the regularly scheduled Board of Directors meeting on Monday, June 22, 2009.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

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

Second:

Vote:

Pass/Fail: The meeting adjourned at 2:25 p.m.

Approval

Joyce Rooney, Secretary

Date

JUNE 12, 2009

TO: BOARD OF DIRECTORS

FROM: LINDA J. ROSS, HUMAN RESOURCES MANAGER

RE: RATIFICATION OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS

ISSUE:

The current Access Services' staff medical insurance policies for Aetna Insurance and Kaiser Permanente, dental insurance policy for Delta Dental, vision insurance policy for PacifiCare, and life/long term disability policy for The Standard will expire on June 30, 2009. Access Services' health insurance broker, Burnham Benefits, actively pursued competitive bids for the renewal of the medical, dental, vision, life and long term disability insurance policies. These bids were reviewed, along with the current rates for benefits through CalPERS.

RECOMMENDATION

- Approve contract renewals for medical insurance with Aetna Insurance and Kaiser Permanente for the period of July 1, 2009 through June 30, 2010. There is a 15% premium increase associated with the Aetna renewal and a 3% premium increase associated with the Kaiser renewal. Employees with HMO coverage (Aetna or Kaiser) will have no payroll deduction for their coverage; employees opting for PPO coverage will continue to pay 5% of the premium as a payroll deduction. The ASI paid portion of Medical insurance is budgeted at \$936,939 for Fiscal Year 2009/10.
- Approve a contract renewal for the Employee Assistance Program (EAP) with Horizon Health (formerly ESSCO), with a 2% increase. There have been no premium increases for the EAP for the past eight years. The EAP program is budgeted at \$2,388 for FY 2009/10.
- Approve a separate chiropractic benefit that will cover all employees. Previously, employees selecting Kaiser were covered for chiropractic services, but those selecting Aetna were not. By eliminating the cost of the chiropractic benefit from the Kaiser program, and factoring in the decreases realized by switching dental, vision, life and long term disability insurance to other carriers, the cost of this added benefit is revenue-neutral. The cost of this benefit is built into the medical insurance costs.

IMPACT ON BUDGET:

The cost of the employee benefit renewals have been incorporated into the proposed budget for Fiscal Year 2009/2010.

BACKGROUND

Under the signature authority of the Executive Director the following employee benefit changes were authorized. It was necessary to authorize these benefits prior to the meeting of the Board of Directors in order to ensure coverage beginning on July 1, 2009.

- Approve a contract change to Met Life Dental for the period of July 1, 2009 through June 30, 2011. There is an overall decrease in premiums by switching to Met Life; approximately a 5% decrease for PPO and an estimated 20% decrease on HMO rates. Dental premiums are 100% employer-paid, and benefits remain exactly the same as those under the former Delta plan. These rates are held for two years. It is anticipated that dental insurance will have a cost of \$71,633 for FY 2009/10.
- Approve a contract change to VSP for vision insurance for the period of July 1, 2009 through June 30, 2011. There is an estimated 15% premium decrease by switching to VSP, and benefits are greater than under the former PacifiCare plan. Vision premiums are 100% employer-paid. These rates are held for two years. Vision insurance is estimated to cost \$26,010 for FY 2009/10.
- Approve a contract change for life and long term disability insurance to Met Life for the period of July 1, 2009 through June 30, 2011. There is a 25% premium decrease for life insurance, and an 11% decrease for long term disability insurance by switching to Met Life. Premiums are 100% employer-paid. These rates are held for two years. Met Life will also offer employee paid voluntary life insurance to employees, and coverage for spouses, domestic partners and children will also be available. Life and long term disability are budgeted at \$30,343 for FY 2009/10.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION AND
INFORMATION TECHNOLOGY**

**RE: AUTHORIZE EXTENSION AND INCREASED FUNDS - DDS MAINTENANCE
CONTRACT ASI-1431**

ISSUE:

Board action is required for the extension and increased funding of the maintenance contract (ASI-1431) for the DDS system installed at the Valley contract.

RECOMMENDATION:

Authorize staff to extend the maintenance contract with Digital Dispatch Systems (DDS) through 08/02/2011 and increase funding by \$150,000.00 for a total not-to-exceed amount of **\$430,000.00**.

IMPACT ON BUDGET:

The recommended action is consistent with the FY2009/10 budget and will be budgeted appropriately in future fiscal years.

ALTERNATIVES CONSIDERED:

There are no reasonable alternatives to this item as the DDS software is a critical component of the day-to-day operation of the Valley contract.

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 two year extension with DDS for a maintenance contract upon terms and conditions set forth in the request for proposal and no less favorable to ASI than those proposed above. ASI would not be legally bound to the extension 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:

DDS provides the dispatch center hardware and software (servers, workstations, and related peripheral equipment) at the Valley location. It is the interaction of these items that allows a trip to be booked, dispatched, and delivered. The Board of Directors approved the purchase of this system for use by the Valley contractor in June 2001, with implementation taking place in August 2002. As standard with

any major software and/or hardware purchase, a maintenance contract governing on-going support is necessary for the continued operation of the system.

The DDS maintenance contract price is defined in the purchase agreement based upon the purchase price of the hardware and software licenses. The requested amount is necessary to provide coverage on the existing system configuration through August 2, 2011 as well as to replace end-of-life computer hardware.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION AND INFORMATION TECHNOLOGY

RE: AUTHORIZATION OF ASI-1939 RAYCOM/MOBILE RELAY ASSOCIATES CONTRACT EXTENSION

ISSUE:

Board approval is being requested to authorize an extension and an increase in funds for the contract with Raycom/Mobile Relay Associates (ASI-1939) that covers the leasing of the radio frequencies for the Valley contract.

RECOMMENDATION:

Authorize the extension of Contract No. ASI-1939 with Raycom/Mobile Relay Associates for radio frequency leases for the second option year – August 3, 2009 through August 2, 2010 and authorize an increase in the total not-to-exceed contract amount by \$50,000.00. This action will result in an increase in the previously approved contract amount of \$178,800.00 to \$228,800.00.

IMPACT ON BUDGET:

The costs associated have been appropriately budgeted for this fiscal year.

ALTERNATIVES CONSIDERED:

None, the use of radio frequencies is critical for day-to-day operations.

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 one year extension with Raycom/Mobile Relay Associates for the lease of radio frequencies upon terms and conditions set forth in the request for proposal and no less favorable to ASI than those proposed above. ASI would not be legally bound to the lease of radio frequencies 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:

Radio frequencies provide a vital link between a contractor and its dispatched vehicles, not only for voice transmission but also data transmission. It is through this data transmission that a vehicle receives the trip detail necessary for providing Access trips.

In July 2005, staff issued an RFP for the provision of dedicated radio frequencies to be used by the Valley contractor. The scope of this RFP was for the provision of 2 data and 2 voice frequencies (including base station equipment, maintenance, and installation). Through this bid process, Raycom/Mobile Relay Associates was awarded a three-year contract.

The vendor has requested a 5% increase which will take the current monthly rate of \$3,725.00 to \$3,911.25. This is the only increase the vendor has requested in the term of the contract. The balance of the \$50,000.00 requested that are not related to the monthly rate will be for non-maintenance issues that may arise over the term of the contract.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

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

ISSUE:

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

RECOMMENDATION:

Increase the not-to-exceed amount of ASI-2239 by \$98,000.00 and change the total contract amount to read not-to-exceed \$386,531.17 in lieu of \$288,531.17. Approve the extension of ASI-2239 for the period September 1, 2009 through August 31, 2010.

IMPACT ON BUDGET:

This administrative action is consistent with the anticipated fiscal year 2009/2010 and 2010/2011 budgets.

ALTERNATIVE CONSIDERED:

No other alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The Americans with Disability Act (ADA) requires an appeal process be established to review eligibility determinations as requested by the applicant. An applicant may appeal any decision pertaining to eligibility including restrictions, temporary eligibility, or denial of service. To appeal, the applicant submits a written appeal request to Access Services. Access Services forwards copies of the appeals, the appellant's initial evaluation and other pertinent information to an appropriate appeals

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

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

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

JUNE 12, 2009

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: CONSENT TO TECHNICAL ASSIGNMENT OF CONSULTING SERVICES CONTRACT ASI-1444 TO HDR, INC.

ISSUE:

HLB Decision Economics (HLB), Inc. has been purchased by HDR, Inc. (HDR). Under the terms of ASI's contract, any change of control such as that which occurred with the HDR acquisition, results in a deemed assignment of the contract which in turn requires ASI's Consent for which Board approval is required.

RECOMMENDATION:

Pursuant to Section 21.0 of subject contract, authorize staff to execute a contract amendment effective June 23, 2009 consenting to the change of control and therefore technical assignment of Contract ASI-1444 by reason of the acquisition of all of the stock of HLB by HDR. If approved, this contract will continue to be operated by HLB 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 HLB and of the assignment and assumption of ASI-1444 by HDR 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:

HDR's acquisition of HLB was finalized on March 1, 2005 and has been characterized as mutually beneficial to both parties. The acquisition has enabled HDR to provide services in-house to clients who have traditionally needed the type of services HLB provides. HLB, for its part, has been able to continue to do the type of work their staff does best while expanding its client base and thus adding more depth to its staff. HDR, which continues to operate as a separate company, has retained the entire HLB staff, including those who have worked with Access over the past six years to produce passenger projections. We have been given assurances that this will not change in the coming years.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION AND
INFORMATION TECHNOLOGY**

**RE: AUTHORIZATION TO EXCEED AGGREGATE PROCUREMENT LIMIT
WITH PCCONNECTION**

ISSUE:

Board approval is required for aggregate contracts to a single vendor exceeding \$75,000.00 in a fiscal year.

RECOMMENDATION:

Authorize staff to exceed the \$75,000 aggregate procurement limit with PC Connection for an amount not to exceed \$150,000.00

IMPACT ON BUDGET:

The costs associated with this action have been allocated to the Centralized Reservation project and the capital budget.

ALTERNATIVES CONSIDERED:

None, as the purchase of this type of equipment is critical to the business operations of Access.

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 purchase agreement with PC Connection for the acquisition of computer equipment upon terms and conditions set forth in the request for quotations and no less favorable to Access than those proposed above.

BACKGROUND:

Access uses a Request for Quotations (RFQ) as a competitive proposal method of procurement for goods or services. An RFQ is generally issued to a list of vendors who have the requisite abilities to respond to a particular type of RFQ. Occasionally when similar RFQs are issued over a fiscal year and subsequently awarded to the same vendor the aggregate total exceeds \$75,000.00 and hence requires Board approval.

In June 2009, staff issued a RFQ (ASI-2750) for computer equipment related to the requirements of the centralized reservation system. Through this process PC Connection was determined to be the responsive lowest cost bid at a total of \$107,501.57. This amount, coupled with previous RFQs awarded to PC Connection, requires Board approval.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION AND
INFORMATION TECHNOLOGY**

RE: APROVAL OF BOARD OF DIRECTOR'S COMMITTEE APPOINTMENTS

ISSUE:

It is necessary to appoint Board members to the Audit Committee, Quality Services Subcommittee, and Compensation Committee.

RECOMMENDATION:

Appoint board members or there designated appointee to serve on the following committees effective July 1, 2009:

Audit Committee: Kathryn Engel (Director Baghdanian), Shannon Anderson (Director Greenwood) and Richard Hasenohrl (Chairperson Barnes).

Quality Services Subcommittee: Director Theresa May DeVera

Compensation Committee: Directors Barnes, Baghdanian, and Greenwood

BACKGROUND:

In July of 2005, the Board adopted a resolutions forming and appointing members to an Audit Committee and Compensation Committee. The above individuals are proposed for these committees. In addition, the Board appoints one of its members to the Quality Services Subcommittee (QSS) of the CAC.

The resolution forming the committees do not specify a term and the law does not specifically require it, but good agency governance principles suggest that standing committee members without specific terms be reappointed annually.

**ACCESS SERVICES INCORPORATED
APPOINTMENT OF COMPENSATION COMMITTEE**

WHEREAS, California law (Gov. Code § 12596(g)) requires that the compensation, including benefits, of the Executive Director and the Director of Finance and Administration upon hiring, renewal or extension of the term of employment or upon modification of compensation be reviewed and a determination made as to whether such compensation is just and reasonable;

WHEREAS, this Board of Directors notes that the appointment of a Compensation Committee composed of _____ to review and approve the compensation of executives promotes a forum providing independent oversight over the fairness of the compensation arrangements for such executives and greater management accountability; and

WHEREAS, this Board has determined that it is in the best interests of this Agency and of its members that such a committee be appointed, with powers as set forth in these resolutions, and that the committee be called the "Compensation Committee" of this Board;

NOW, THEREFORE, BE IT RESOLVED, that a Committee (the "Compensation Committee") consisting of ____ persons is hereby created, and the following persons are hereby appointed as its members: _____

FURTHER RESOLVED, that each member of the Compensation Committee shall serve until such member's successor shall be appointed by the Board or until the existence of the Compensation Committee is terminated by the Board of Directors. In the event that any member of the Compensation Committee shall resign or cease to be a Director of this corporation, the vacancy thus caused shall be filled by the Board.

FURTHER RESOLVED, that two (2) members of the Compensation Committee shall constitute a quorum for the transaction of business.

FURTHER RESOLVED, that meetings of the Compensation Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this corporation. The Compensation Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Compensation Committee to the contrary. Meetings shall be held when called by any member of the Compensation Committee or the Board of Directors or otherwise permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Compensation Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.

FURTHER RESOLVED, that to the extent permitted by applicable law, the Compensation Committee shall exercise the following powers and duties:

- (a) Review and approve or recommend to the full Board the annual salary, bonus and other benefits, direct and indirect, of this Agency's Executive Director and Director of Finance

and Administration and such other members of senior management as the Board may request;

- (b) Upon hiring, renewal or extension of the term of employment or modification of compensation for the Executive Director or Director of Finance and Administration, determine whether the compensation (including benefits) for such executives is just and reasonable and report such determination and the basis thereof to the Board.
- (c) Administer executive compensation or incentive compensation arrangements for this Agency, to the extent that the Board of Directors would otherwise be involved in the administration thereof and to review and submit to the Board of Directors' recommendations concerning new executive compensation;
- (d) Establish and periodically review this Agency's policies regarding management prerequisites;
- (e) Establish, when applicable, guidelines for incidental use by Agency personnel and their families of Agency resources that are not otherwise being utilized;
- (f) Periodically review and submit to the full Board of Directors recommendations regarding non-officer employee compensation and benefit policies;
- (g) Function, on an ad hoc basis, as the committee having delegated authority to determine whether or not indemnification should be provided to officers and directors who are also employees;
- (h) Review and submit to the full Board of Directors recommendations concerning long-range planning for executive development and succession; and
- (i) Consult with appropriate management personnel and/or outside consultants periodically concerning levels of executive compensation, emerging trends in the compensation area and other matters which would be relevant in carrying out their duties as set forth above.

FURTHER RESOLVED, that the Compensation Committee shall be subject at all times to the control of the Board, which shall have the power to revise or alter any action taken by the Compensation Committee, provided, however, that no rights of third parties that have attached or arisen shall be adversely affected thereby.

FURTHER RESOLVED, that each member of the Compensation Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the Compensation Committee.

**ACCESS SERVICES INCORPORATED
APPOINTMENT OF AUDIT COMMITTEE**

WHEREAS, California law (Gov. Code §12586(e)(2)) requires that the Board Directors establish an audit committee, and the Bylaws of the corporation do not limit the Board's authority to do so;

WHEREAS, regardless of state law, the Board of Directors notes that the adoption of an audit committee will, among other things, strengthen the independence of this Agency's independent auditors and, if applicable, this Agency's internal auditors thereby helping to assure the objectivity of agency financial statements and the maintenance of appropriate accounting practices and internal accounting controls; and

WHEREAS, this Board of Directors has determined that it is in the best interests of this corporation and of its members that an audit committee be appointed, with powers as set forth in these resolutions;

NOW, THEREFORE, BE IT RESOLVED, that an audit committee (the "Audit Committee") consisting of ____ persons is hereby created, and the following persons are appointed thereto, none of whom are staff members or the chairman of the finance committee or have any material financial interest in any entity doing business with this Agency: _____, _____ and _____ with the Director of Finance and Administration being an ex-officio member of the committee.

FURTHER RESOLVED, that to the full extent permitted by applicable law, the Audit Committee shall exercise the following powers and duties:

- (a) To meet with the independent auditors of this corporation at least annually to discuss and review the scope of the annual audit, any open questions as to the choice of acceptable accounting principles to be applied, any matters of difference of opinion or dispute between the independent auditors and the officers or employees of this corporation, and all other matters relating to the auditors' relationship with the corporation;
- (b) If applicable, to meet with internal auditors of this corporation, at intervals selected by the Audit Committee as sufficient to carry out its duties under these resolutions, to raise with, and received from, such auditors questions relating to: internal controls and other matters respecting the corporation, the internal auditors' duties and their relationship to other officers and employees of the corporation, and other matters germane to effective performance by the internal auditors of their duties;
- (c) To advise and assist the Board of Directors in evaluating the auditors; independent performance, including the scope and adequacy of the auditors' review;
- (d) To nominate, for approval of the Board of Directors, the firm of independent auditors to be submitted to the members of the Agency for ratification at the annual meeting thereof if such submission is deemed desirable by the Board and to the extent permitted by law, negotiate the compensation of such auditors and to recommend to the Board of Directors the termination of the auditors;

- (e) To review the audit and the Agency's annual financial statements, including the footnotes, and discuss such statements with the independent auditors prior to release of the corporation's annual reports to members;
- (f) To determine whether to accept the audit;
- (g) To receive and consider the independent auditors' comments and suggestions as to internal audit and control procedures, adequacy of staff, and other matters, and based upon such comments and suggestions, to make such recommendations to the Board as the Audit Committee shall deem necessary and appropriate;
- (h) To periodically consult with the independent auditors as to the result of any internal reviews of this Agency's financial statements performed by them and to review with such independent auditors and the corporation's management from time to time the extent to which changes or improvements in financial and accounting practices recommended by such independent auditors or management personnel, have been implemented; and
- (i) To meet with and request and obtain reports and information from the Agency's officers, employees and others as the Audit Committee, in consultation with the Executive Director and/or Director of Finance and Administration, shall determine to be necessary in carrying out their duties as set forth above.
- (j) To approve the performance of any non-auditing services by the audit firm and to preserve the independence of the auditors.

FURTHER RESOLVED, that each member of the Audit Committee shall serve as such until such member's successor shall be appointed by the Board of Directors or until the existence of the Audit Committee is terminated by the Board. In the event that any member of the Audit Committee shall resign, the vacancy so caused shall be filled by the Board.

FURTHER RESOLVED, that two (2) members of the Audit Committee shall constitute a quorum for the transaction of business.

FURTHER RESOLVED, that meetings of the Audit Committee may be held in any place, and in any manner, permitted by applicable law and the Bylaws of this Agency. The Audit Committee shall adopt rules of procedure and shall meet as provided by those rules or as provided by this resolution and the Bylaws in the absence of a rule duly adopted by the Audit Committee to the contrary. Meetings shall be held when called by any member of the Audit Committee, the Board of Directors, or otherwise as permitted by the Bylaws, the call to be communicated orally or in writing to each member of the Audit Committee at least twenty-four (24) hours before the hour fixed for the meeting; the call shall be directed to each member at his or her business address (if sent for receipt during regular business hours), or residence (if not sent for receipt during regular business hours). All calls and notices and any such waivers, consents, or approvals respecting a meeting shall be made a part of the minutes of the meeting.

FURTHER RESOLVED, that each member of the Audit Committee shall not be compensated for serving on such committee but shall be reimbursed for reasonable expenses incurred in attending meetings of the committee.

1.1 BACKGROUND

California Government Code § 12586(e)(2) requires that:

- a. Certain non-profit entities create an audit committee.
- b. That no staff member can be a member of that committee.
- c. The audit committee may include persons who are not members of the Board of Directors.
- d. Members of the Audit Committee shall not receive any compensation from the corporation in excess of the compensation, if any, received by members of the Board of Directors for service on the Board and shall not have a material financial interest in any entity doing business with the entity.
- Subject to the supervision of the Board of Directors, the Audit Committee shall be responsible for recommending to the Board of Directors the retention and termination of the independent auditor and may negotiate the independent auditor's compensation, on behalf of the Board of Directors.
- f. The Audit Committee shall confer with the auditor to satisfy its members that the financial affairs of the corporation are in order.
- g. The audit committee shall review and determine whether to accept the audit;
- h. The audit committee shall assure that any non-audit services performed by the auditing firm conform with standards for auditor independence; and
- i. The Audit Committee shall approve performance of non-audit services by the auditing firm.

JUNE 22, 2009

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENTS AND CONTRACTS

RE: RE-ASSIGNMENT OF THIRD PARTY ADMINISTRATOR CONTRACT ASI-2744

ISSUE:

Board approval is requested for the re-assignment of the Third Party Administrator (TPA) contract ASI-2744 from Corvel Corporation to Corvel Enterprises Comp. Inc., which will begin service on June 21, 2009.

RECOMMENDATION:

Authorize staff to execute a contract for TPA service for the year beginning June 21, 2009 with Corvel Enterprises Comp. Inc. (Corvel Enterprises), a wholly owned subsidiary of Corvel Corp., in an amount not to exceed \$175,000.00 for a period of one year ending on June 20, 2010, with options for five one-year extensions.

IMPACT ON BUDGET:

The budget impact of this contract has been included in the draft budget, which will be presented to the Board for approval at the June 22, 2009 meeting. TPA costs in previous years had been included as part of the providers' insurance costs quoted to Access Services. The assumption of these costs by Access Services represents a reallocation of how these costs are paid.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the use of a TPA is essential to the revised administration of insurance as agreed to in concept by the Board at its April 2009 meeting.

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 Corvel Enterprises 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:

Subsequent to staff receiving approval to enter into a contract with Corvel Corp. at the June 1, 2009 Board meeting, Corvel Corp. requested that Access Services enter into a contract with Corvel Enterprises, a wholly owned subsidiary of Corvel Corp., rather than Corvel Corp. itself. Corvel Enterprises has given Access Services a commitment of staff and resources sufficient to meet our needs as we begin a new system of administering our vehicle insurance program. As a condition of final execution of the Contract, Access Services will receive a Continuing Guaranty from Corvel Corp. assuring the performance of Corvel Enterprises for the entire term of the contract.

JUNE 12, 2009

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION AND
INFORMATION TECHNOLOGY**

RE: APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2009/2010

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2008 through June 30, 2009. The proposed budget represents an approximate 4.2% increase in funding and a 5.1% increase in passengers over the previous fiscal year budget.

RECOMMENDATION:

Approval of the FY 2009/10 budget as presented.

BACKGROUND:

The proposed FY2009/10 budget was developed through a comprehensive examination of available funding, demand projections, existing programs and capital needs. As in prior years, the proposed budget was reviewed by an ad hoc Board committee consisting of Board Members Greenwood and Rooney as well as a presentation given to both the CAC and TPAC. Overall the budget is based on a funding level of \$98.6 million dollars of which purchased transportation represents 72.6% of the total budget. The budget will provide for delivery of 2.7 million passengers and 20.1 million contract revenue miles. This is a 5.1% and 1.8% increase respectively of trips and miles over the FY2008/09 budget. Additionally with a 4.2% increase in funding there will be a 2.9% decrease in the contract cost per trip.

The following provides a high level narrative of funding and program expenses. Full budget detail is available for download at www.asila.org/about_us/publications.html.

Funding

Funding sources include \$54.4 million from federal (FTA) Section 5310 grant, \$0.5 million from State (CalTrans) administered Section 5310 funds, \$0.2 million from a 5317 grant, \$4.0 million from a JARC/New Freedoms grant (planned, not approved), \$4.7 million from passenger fare revenues, \$0.4 million from sale of depreciated vehicles and earned interest on cash in bank, and \$0.3 million in unallocated MTA funds from FY 07-08 being carry-forward. The remaining \$34.2 million comes from the Proposition "C" Local Sales Tax discretionary fund account allocated to Access pursuant to its approved business plan under an annual MOU with Metro. The subsidy proposed by Metro for FY2009/10 meets the mean expected results for the level of transportation service projected by HDR's demand analysis as well as the other Access Services' programs and administrative costs. Of note is

that on July 1, 2009 a fare increase will take effect raising the base fare to \$2.25 for trips under 20 miles and \$3.00 for longer trips. Other fare changes (Night Owl service and Antelope Valley/Santa Clarita regions) also take effect.

Paratransit Operations – Direct Cost

The total cost of \$80.3 million for this program (86.9% of operating costs) is a 4.1% increase over the FY2008/09 budget.

The main budgetary assumptions within this program are –

- Delivery of 2,124,783 trips (2,712,588 passengers)
- \$2.53 per gallon for gasoline
- Fare increase
- No assessment of penalties/incentives

Also of major impact on the program is the revised insurance structure for Access and its transportation service providers. This includes –

- Access purchases the automobile liability coverage and is the first named insured on all policies, with the providers being listed as an additional insured (Access owned vehicles).
- Non-dedicated vehicles become part of the insurance “group” after the first \$1,000,000 in provider provided coverage.
- Total program liability limits to be \$26,000,000 (in excess of Self Insured Retention).
- Implement a Self-Insured Retention (SIR) of \$50,000.
- Third Party Administrator (TPA) hired and paid by Access to handle certain aspects of claims management and settlements within the SIR.

Specifically the costs for this program are \$3.3 million for the excess coverage, \$175,000 for the third party administrator and \$1,379,070 reserve for the self- insured retention.

This impact is the most direct reason for the 4.1% increase from the FY2008/09 budget year.

Paratransit Operations – Indirect Cost

The total cost of \$1.7 million for this program (1.8% of operating costs) is a 6.8% increase over the FY2008/09 budget. The increase is primarily due to a higher volume of printed material and community event costs.

Eligibility Determination

The total cost of \$4.9 million for this program (5.3% of operating costs) is a 7.3% increase over the FY2008/09 budget. The increase is primarily due to two additional positions as well as higher postage/ mailing costs.

Consolidated Transportation Services Agency

The total cost of \$0.44 million for this program (0.5% of operating costs) is a 1.7% increase over the FY2008/09 budget. The increase is primarily due to additional professional services.

Administration

The total cost of \$5.1 million for this program (5.5% of operating costs) is a 4.1% increase over the FY2008/09 budget. The increase is primarily due to anticipated costs of headquarters relocation and interest expenses. In regards to staffing the following assumptions were made -

- No merit or COLA increases
- Decreased employee parking reimbursement
- Contract for Operations Monitoring Center from 11:00 pm until 5:00 am (eliminates 2 positions)
- Three new positions: Safety Manager, Project Administrator/Eligibility, Restricted Eligibility Coordinator
- Add Veteran's Day Holiday

Capital Projects

The total cost of \$6.2 million dollars (6.3% of total funding) is a 3.5% increase from the FY2008/09 budget. Capital projects include –

JARC (Job Access Reverse Commute)/New Freedoms	\$5,000,000*
Leasehold improvements	\$250,000
Computer Hardware/Software	\$100,000
New Mobility Management Resource Center Study	\$200,000

*The JARC/New Freedoms grant has not been approved but is in process.

JUNE 12, 2009

TO: BOARD OF DIRECTORS
FROM: LUIS GARCIA, PROJECT ADMINISTRATOR
RE: CUSTOMER PERCEPTION PROJECT UPDATE

BACKGROUND:

The operational focus at Access Paratransit over the past few years has been performance oriented, with campaigns focusing on attaining performance standards such as on-time performance, late-4, and average initial hold times. Working closely together, Access Services and its transportation providers have consistently achieved and exceeded the performance standards system wide during the past year and a half. As the outcome of this effort, our customers in general have experienced an improved service.

With the consistent service delivery, it presents an opportunity for Access Paratransit to start focusing on generating positive customers' perception of the service by improving our interactions and communications with the customers. Our goal is to ensure customers experience safe, dependable, and friendly service when they take a ride on Access Paratransit. To kick off this service improvement initiative, Access Paratransit has developed four customer perception improvement projects that are formulated to address specific focus areas.

CUSTOMER PERCEPTION PROJECTS:

- Welcome Packet - Project Administrator Evie Palicz is the project lead for updating the Access Services' Welcome Packet. Currently, all newly eligible Access customers receive a welcome packet that contains an introduction letter with eligibility confirmation information and a copy of the Access Riders Guide. The goal of this project is to develop an improved welcome packet that will not only orient and welcome our new customers to the service, but also set the stage for them on their Access Paratransit experience. We want our new customers to feel welcomed and informed from the very beginning.
- Access Services Riders Guide - Project Administrator Luis Garcia is the project lead for improving the look and feel of the Access Services Riders Guide. The Riders Guide outlines the basic policies and procedures for the service. It contains vital information such as phone numbers and hours of operation. It is the overall reference guide for our customers. The goal is to reformat the Riders Guide and make it user friendly, and at the same time we want to enhance the overall visual appeal of the Riders Guide.

- Customer Perception Project - Project Administrator David Foster is the project lead for the Customer Perception Project. The goal of this project is to improve and enhance the positive human interactions between call takers and drivers when interacting with our customers. This culture change experience will bring the six service providers together and implement system wide key customer interacting elements into the daily operation i.e. having a friendly and helpful tone of voice when conversing with customers or carrying a friendly smile and being helpful when assisting customers in and out of our vehicles.
- Access Services Information Line - Operations Analyst Giovanna Gogreve developed and instituted the Access Services Information Line, which is a dedicated information line that our customers can be reached 24 hours a day, 7 days a week to hear the latest news about our service. The goal is to ensure our customers are informed of the newest service updates and changes through the information line and that they can hear this information at anytime.

We have a wonderful service to provide to our customers and the customer perception projects will help to enhance their experiences when using our service.

JUNE 12, 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 June 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.. 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.
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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.
Feb -08	The Board of Directors approved a new identity program for Access Paratransit at their February 2009 meeting. Metro Design Center will begin work on finalizing these new information sheets. The new sheets are expected to be distributed in April 2009.
May -09	The eligibility and appeal information sheets consisted of four different parts. The four parts have been condensed and simplified into one user friendly document. Metro Design is currently finalizing the language and the layout. It is expected that the finalized document will be distributed in the Summer of 2009.

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 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 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.
Feb - 09	Due to beta testing and related infrastructure issues the implementation of the new software has taken longer than expected. The first phase of implementation will begin in the Southern Region in Spring 2009.
May - 09	Implementation began in the Southern Region. The contractor is working to fine tune all of the scheduling parameters within the software and things are moving accordingly.

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	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. 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.
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.