

# access

**BOARD OF DIRECTORS MEETING  
MONDAY, JUNE 27, 2011  
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 and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.***

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	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>	
3. <b>CLOSED SESSION</b>	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
I. Pending Litigation: Gov. Code §54956.9 (a)	
(i) Chroman v. Access Services, et al. LASC # BC 425475	
(ii) Jerryle Bradley v. Access Services, LASC # YC 062197	
(iii) Arun Prem v. Access Services, USDC # CV11-01358 -ODW	
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	
Public Employee Performance Evaluation: Executive	

Director

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| 4. | <b>SUPERIOR SERVICE AWARDS</b>  | PRESENTATION  |
| 5. | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING OF APRIL 25, 2011</b> (page 5)<br>[Staff Recommendation: Approve]  | ACTION<br>[Vote Required:<br>majority of quorum<br>by voice vote] |
| 6. | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>   | INFORMATION   |
| 7. | <b>GENERAL PUBLIC COMMENT</b>   | INFORMATION   |
| 8. | <b>CONSENT CALENDAR</b><br>a) Approval to Add Funds to Contract ASI-2735 and to Allocate Funds For Contract ASI-3103 For Eligibility Service Provider Postage (page 19)<br>b) Approval to Amend Contract ASI-2881- Mobile Relay Associates (page 21)<br>c) Approval of Board of Director's Audit Committee (page 23)<br>d) Approval to Award Consulting Services Contract for Federal Advocacy Services (ASI-3097) (page 27)<br>e) Renewal of Employee Health and Benefit Insurance Contracts (page 30)<br>f) Approval of Access Services Value Statement (page 32)<br>g) Board Resolution Declaring The Status of Insurance Proceeds For An Out of Service Vehicle Purchased With State 5310 Funds (page 34)<br>h) Endorse Chairman Doran Barnes For American Public Transportation Association (APTA) Vice-Chair (page 38)<br>i) Approval of Extension of West Central Area Service Contract With California Transit, Inc. (ASI-2364) (page 40)<br>j) Approval to Increase Funds For Nusura, Inc. For Emergency Preparedness Consulting (page 42)<br>k) Approval of Extension of Antelope Valley Service Contract With Southland Transit (ASI-1900) (page 44)<br>[Staff Recommendation: Approve Consent Calendar] | ACTION<br>[Vote Required:<br>majority of quorum<br>by roll call]  |

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| <p>9. <b>EXECUTIVE DIRECTOR COMPENSATION</b> (page 46)</p> <p>[Staff Recommendation: Approve recommendation from Board Compensation committee.]</p>   | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p>  |
| <p>10. <b>APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA) (MOU.P000ASI15) FOR 511 TRAVELER INFORMATION SERVICES</b> (page 47)</p> <p>[Staff Recommendation: Authorize the Executive Director to Amend MOU.P000ASI16 to provide LACMTA reimbursement for programming and related services in the amount of \$164,000.]</p> | <p><b>PRESENTATION</b></p>   |
| <p>11. <b>APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2011/2012</b> (page 50)</p> <p>[Staff Recommendation: Approval of the FY 2011/12 budget as presented.]</p>  | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p>  |
| <p>12. <b>ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE RESTRUCTURING</b> (page 53)</p> <p>[Staff Recommendation: Staff requests that the Board review and approve the following recommendations concerning the structure of the CAC and TPAC, see item recommendation for details.]</p>   | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by voice vote]</p> |
| <p>13. <b>ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM</b> (<i>This Item was tabled at the April 25, 2011 meeting</i>) (page 55)</p> <p>[Staff Recommendation: Subject to Board action on Item 13 - Access Services Community Advisory Committee Restructuring, staff recommends deferring this request.]</p>  | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by voice vote]</p> |
| <p>14. <b>EXECUTIVE DIRECTOR'S REPORT</b></p>   | <p><b>INFORMATION</b></p>  |
| <p>15. <b>BOARD MEMBER COMMUNICATION</b></p>  | <p><b>INFORMATION</b></p>  |
| <p>16. <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b></p>  | <p><b>DISCUSSION/<br/>POSSIBLE ACTION</b></p>                              |
| <p>17. <b>ADJOURNMENT</b></p>   | <p><b>ACTION</b></p>   |

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: Access Services 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 3449 Santa Anita Avenue, El Monte 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  
APRIL 25, 2011**

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The Access Services Board of Directors meeting convened at 12:10 p.m. on Monday, April 25, 2011, 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: Jano Baghdanian, Vice Chairperson, Joseph Stitcher, Treasurer, Theresa DeVera, Secretary, Michael Greenwood, Kurt Hagen, Sandy Varga, Marlen Garcia, Dolores Nason, Ex-Officio's, Michael Williams, Jesse Valdez, and Jim Jones, Access Services Legal Counsel.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Araceli Camuy, F Scott Jewell, Luis Garcia, David Foster, Sean Frye, Galen Hale, Steve Chang, Andre Colaiace, Brian Selwyn, Matthew Avancena, Geoffrey Okamoto, Erik Washington, Eric Haack, Mark Maloney, and Charace Thompson.

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

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board met in Closed Session and reconvened the general portion of the meeting at 1:05 p.m. at which time Michael Williams, Chair of the CAC, and Jesse Valdez, 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 prior to taking the dais, the Board met in closed session to discuss pending litigation involving Chroman vs. Access Services et al., Jerryle Bradley vs. Access Services, and Arun Prem vs. Access Services, no reportable action was taken by the Board with respect to the three aforementioned cases.

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

## **SUPERIOR SERVICE AWARDS**

Alejandro Garcia, a Dispatcher from Global Paratransit, Inc., was the recipient of the Superior Service Award for the month of February 2011. Esmeralda Reyes, a Driver from Global Paratransit, Inc., was the recipient of the Superior Service Award for the month of March 2011.

Access Services Project Administrator for the West Central and Eastern Regions, David Foster introduced one of the runners up for the 2010 Jerry Walker Commitment to Quality Service award Mr. London Lee, a Call Supervisor for San Gabriel Transit.

Chairperson Barnes congratulated Mr. Lee and stated that it was great to know that the spirit of Jerry Walker continues to inspire everyone and that there is a commitment to customer service and the quality of service Access Services provides. Chairperson Barnes also thanked Access Services staff for continuing to raise the bar in terms of the Superior Service Award presentations which allows everyone to become better acquainted with the incredible individuals that are out there providing the service.

## **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM FEBRUARY 28, 2011**

Director Varga stated that she would like to make a correction to the minutes on page 10 under the heading "Extend Contract with Judith Norman Transportation Consultant." She stated that during the discussion part of the item it was discussed that there was only one ILC that was consulted.

Director Nason replied that the Disabled Resource Center where she worked was contacted. Director Varga replied that it was the only ILC that was contacted.

Director Nason also requested a correction to the minutes by stating that when someone was absent from a meeting the minutes currently state that they "were not in attendance," Director Nason requested that the terminology be changed to "they were excused from the meeting."

**Motion:** Director Stitcher moved approval of the February 28, 2011 Board meeting minutes as corrected.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Greenwood, Varga, Nason, Baghdanian, DeVera, Stitcher, Garcia, and Hagen.

**Opposed:** None.

**Abstention:** Director Nason.

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

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

Jesse Valdez, Chair of the Transportation Professionals Advisory Committee (TPAC), reported that the committee met on Thursday, February 10, 2011. He added that Access Services staff provided a legislative update on Regional Centers, the State Budget, and eight proposed service standards with one being transportation. He stated that there was also a stakeholders meeting and the group came up with some directives and were looking to receive public comments.

Mr. Valdez provided a date in which a meeting was going to be held, Thursday, May 5, 2011 from 10:00 a.m. to 4:00 p.m. at the Ronald Regan Building, 300 South Spring Street in Los Angeles. He urged everyone to attend and make public comment regarding the Service Standards for Transportation. Mr. Valdez concluded his report by stating that a TPAC nomination sub-committee had been created to start the process of appointing a new Chair and Vice Chair for the committee. He also added that his term as Chair of the TPAC committee was coming to an end in October 2011.

Michael Williams, Chair of the Community Advisory Committee (CAC), began his report by stating that he was unable to attend the last CAC meeting on Tuesday, April 12, 2011 because he was ill. He thanked Director Garcia for attending as the Board representative and providing the Board report. Mr. Williams continued to report that CAC member Tina Fofoa requested that the committee look into having a Community Meeting at a different location such as in the City of Lakewood.

Mr. Williams added that he decided over the weekend to write the Mayor of Lakewood a letter requesting assistance in making this happen but he wanted to bring this to the Boards' attention before discussing it with the CAC. Mr. Williams mentioned that the committee discussed this issue a few months ago and the committee seemed to be in agreement so there will be further discussion regarding this issue at the next CAC meeting on Tuesday, May 10, 2011. Mr. Williams also mentioned that the CAC had been in a transitional mode, he apologized to the riders before stating that he would rather keep the CAC training process out of the public's view. Mr. Williams concluded his report by thanking everyone for contacting him and inquiring about his health.

### **GENERAL PUBLIC COMMENT**

No public comments were heard regarding the general portion of this meeting.

### **CONSENT CALENDAR**

Director Greenwood pulled Item 8-a, for purposes of discussion. Director Varga pulled Items 8-b, and 8-f, for purposes of discussion.

**Motion:** Director Greenwood moved approval of Items 8-c, thru 8-e, and 8-g, thru 8-i, on the consent calendar.

**Second:** Director Varga seconded the motion.  
**Discussion:** None.  
**Roll Call:** Chairperson Barnes asked for a roll call.  
**In Favor:** Directors Varga, Nason, Baghdanian, DeVera, Stitcher, Garcia, Hagen, and Greenwood.  
**Opposed:** None.  
**Abstention:** None.  
**Pass/Fail:** The motion carried.

**DISCUSSION:** Item 8-a (Establishment of an Ad Hoc Budget Committee For Fiscal Year 2011/2012)

Director Greenwood requested that his name be added to the list of appointees for the Ad Hoc Budget committee.

Director DeVera asked with some of the Board member terms ending in June 2011, would it make any difference as to whether or not they should serve on these committees. Access Services Legal Counsel, Jim Jones replied if the intention was that the committee be a sub-committee of the Board consisting of Board members with some of their terms coming to an end than it should be taken into consideration.

Chairperson Barnes mentioned that the budget would be presented to the Board before the end of any of the Board members terms in June, so the recommendation from the Ad Hoc Budget Sub-committee would be presented to the Board for approval at the June 27, 2011 Board meeting.

**Motion:** Director Baghdanian moved approval of Item 8-a, on the consent calendar as recommended by staff with the change to add Director Greenwood to the Ad Hoc Budget Committee.

**Second:** Director Stitcher seconded the motion.  
**Discussion:** None.  
**Roll Call:** Chairperson Barnes asked for a roll call.  
**In Favor:** Directors Nason, Baghdanian, DeVera, Stitcher, Garcia, Hagen, Greenwood, and Varga.  
**Opposed:** None.  
**Abstention:** None.  
**Pass/Fail:** The motion carried.

**DISCUSSION:** Item 8-b (Correction - Add Funds to Eligibility Contract C.A.R.E. Evaluators (ASI-2441))

Director Varga asked if the additional funds for eligibility were due to a projected increase. Mr. Jewell replied "no" the funds that were being requested were for the fixed amount associated with the contract that was agreed to with C.A.R.E. Evaluators.

Ms. Verrinder added that the amount that was included in the item in last month's Board agenda was incorrect due to staff error. Staff did not include the fixed fee in the not to exceed amount so staff had to bring the item back. Director Varga asked if the contract was misstated in the prior item. Mr. Jewell replied "that was correct" the fixed fee rate was left out.

**Motion:** Director Nason moved approval of Items 8-b, on the consent calendar as recommended by staff.

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

**Discussion:** None.

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

**In Favor:** Directors Baghdanian, DeVera, Stitcher, Garcia, Hagen, Greenwood, Varga, and Nason.

**Opposed:** None.

**Abstention:** None.

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

**DISCUSSION:** Item 8-f (Amendment of ASI-1465 - Foreign Language Telephone Interpreting Contract)

Director Varga asked if the top ten languages spoken in the county and reflected in the 2010 census were included in this contract. Access Services Manager of Procurement and Contracts replied "yes" Pacific Interpreters interpreters in at least 150 different languages and they were included in this contract.

**Motion:** Director Garcia moved approval of Items 8-f, on the consent calendar as recommended by staff.

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

**Discussion:** None.

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

**In Favor:** Directors Stitcher, Garcia, Hagen, Greenwood, Varga, Nason, Baghdanian, and DeVera.

**Opposed:** None.

**Abstention:** None.

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

**AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC. (ASI-2393) - REVISED**

Access Services Executive Director, Shelly Verrinder provided a brief overview of the contract extension with Insight Strategies, Inc.

Director Baghdanian stated that since the amount of the contract increased \$125,000 was more than last year did staff anticipate an increase of the same amount next year. He also added that he was a big advocate for training and was very supportive but when things start getting tight, most companies start cutting corners to save money. Director Baghdanian asked as staff and management were trained would there be the same level of training required next year or would the cost be less.

Ms. Verrinder replied that she did not anticipate that the amount would increase, this year staff added into the cost \$25,000 for miscellaneous consulting that may come up due to specific issues such as conflict resolution either between the contractors or an employee. Ms. Verrinder added if the number of Access Services staff continued to remain the same, she did not anticipate the cost increasing but as ridership increases there was going to come a time when staff would have to increase.

Director Baghdanian asked if the contract was for one year. Ms. Verrinder replied "yes" and if staff felt that the contract needed to be increased for another year the item would come back to the Board for approval.

Director Nason stated that it was mentioned during Ms. Verrinder's presentation that there were 80 employees and instead of conducting an annual evaluation staff would be moving to a monthly staff review or evaluation with the employee. Director Nason also mentioned that Ms. Verrinder provided an example of someone that had been with the company for so long and was an excellent employee but year after year the supervisor runs out of things to evaluate. Director Nason stated that she had the same problem with some of her employees; she asked if this would even be feasible.

Ms. Verrinder replied instead of staff looking outside the agency to hire consultants to do some of the projects, Access could use some of the internal staff to do the projects which offers a growth opportunity for long term employees. Ms. Verrinder used a couple of staff member as an example. She also added that with a monthly review of an employee it would create ongoing development to ensure that they stay on track, challenged, interested and engaged in their work.

**Motion:** Director Hagen moved approval of Item 9, as recommended by staff.

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

**Discussion:** None.

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

**In Favor:** Directors Garcia, Hagen, Greenwood, Varga, Nason, Baghdanian, and Stitcher.

**Opposed:** None.

**Abstention:** Director DeVera.

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

Chairperson Barnes stated that due to the time constraints and a few riders present that have pick-ups scheduled, he would like to move on to Item 11 on the Board agenda.

### **SELECTION OF SOUTHERN AREA SERVICE PROVIDER CONTRACT NO. ASI-2967**

Access Services Manager of Procurement and Contracts, Brian Selwyn and Project Administrator, Luis Garcia provided a brief presentation on the proposed selection of the Southern Area Service Provider Contract.

#### **Public Comment on Item 11 (Selection of Southern Area Service Provider Contract No. ASI-2967)**

Linita Clark stated that she was the Transportation Coordinator for the Morningside Adult Health Daycare Center. She stated that she was in charge of the transportation at the center and had been with the center for ten years and had dealt with a lot of changes but every time there was a change, Global Paratransit had met every one of their needs. She added that Global Paratransit had wonderful staff, supervisors, and drivers who were always there ensuring that everything ran smoothly. Ms. Clark concluded her public comment by stating that Global Paratransit had been wonderful and she did not know how the center would get along without them, she especially thanked Jack Garate, Global Paratransit's Community Relations Manager.

Charles Sun stated that he spent an hour on the freeway today coming to this meeting to share his appreciation for Global Paratransit. He added that he was the person in charge of transportation at his facility and from the beginning he had a difficult time with Access Services but after meeting with Jack Garate from Global Paratransit and after only one week all the problems were fixed and for that he was grateful, he thanked Access Services and Global Paratransit.

Hugh Hallenberg stated that he was an Access rider and since he had lived in Global Paratransit's area he utilizes Global all the time. He added that over the years Global had improved their service and as a rider he had no complaints about their service. He also stated that he received no special treatment and enjoys shared rides and thanks to the computer the shared rides are in the same general direction. He stated that he was happy to have a shared ride because it freed up vehicles for those that really need the service Access Services provides.

Karen V. Taylor stated that within the last three to four months the Southern area provider, Global Paratransit had been very good to her. Last week at the Los Angeles

Convention Center they were on-time at her pick-up location and were on-time for her return trip, she concluded her public comment by thanking Global Paratransit.

Chris Brown stated that he had been an Access rider for many years and within the last two months he had taken approximately four rides with Global Paratransit. Mr. Brown added that Global Paratransit had improved immensely; the drivers are curious and arrive on-time or within the window. Mr. Brown mentioned that one of his four rides was a shared ride which turned out to be a great experience. He concluded his public comment by urging the Board to renew Global Paratransit's contract.

Sylvia Drzewiecki also stated that she had been an Access rider since the service began and in the past she had experienced some problems with Global Paratransit but after hearing all today's public comments and witnessing their improvement for herself, she was impressed how Global Paratransit's had improvement their service. Ms. Drzewiecki concluded her public comment by stating that since she had become an Access Steady rider, Global picks her up on-time or within the window, she also had a few shared riders that have been on-time to everyone's destination with courteous drivers.

Terri Lantz stated that she works for United Cerebral Palsy of Los Angeles County which served over a thousand people at any given moment. Ms. Lantz thanked Access Services and Global Paratransit for the service they provide and added that over the past year she had witnessed many improvements and could remember when she attended Board meetings where many people came to complain about their service. Ms. Lantz stated that it was important to recognize everyone that had been involved in the commitment to the riders and the vision that it can work. She thanked the Board for the CAC and the opportunity to speak out at the Board meeting during public comment.

Ms. Lantz concluded her public comment by stating that Global Paratransit had made her job much easier by providing a good service for their riders and she hoped that the Board would approve their contract because they were doing a wonderful job and a great job representing Access Services.

### **Board Questions &**

**Clarification:** Director Varga stated from what she understood this was a five-year contract with an additional five years which would make it a ten-year contract. Mr. Selwyn replied "yes" it was a five-year contract with an addition five one-year extension options, which could potentially make it a ten-year contract. After the five-years and if the service went well and staff wanted to extend the contract, staff would bring an extension item back to the Board for their approval.

Director Varga mentioned that she was also a Global Paratransit rider and she too had witnessed an improvement in their on-time performance but not in their call taking. She added that she was very concerned because the contract had significantly less call taking staff

which she found hard to believe because she had experienced waiting on very long queues with Global Paratransit.

Director Varga asked why staff did not pursue or consider other alternatives since they only received two bids for this contract. Mr. Selwyn replied that staff conducted a pre-proposal meeting as with every large contract. There were six or seven interested vendors. Staff added a month to the process to ensure adequate time for everything to be considered. After completing the process there were only two vendors that decided to submit proposals. Staff would have liked to receive more but did not.

Mr. Selwyn stated as for the call taker question that Director Varga had, there were two slides in the presentation that involved call taking staff which included people that do scheduling, routing, dispatching, ETA's and call taking. Mr. Selwyn added that the reduction in that staff was not as large as the overall reduction in call takers. While the number of call takers are significant the other number to really look at would be the total number of call taking staff, the current call taking staff was 86 and they were proposing a reduction eight people which would bring them to 78 and MV Transportation proposed 35 people which did not include managers.

Mr. Garcia added that part of what Global Paratransit was proposing to do was to cross train additional staff to help out when the queue gets a high volume of calls. Director Varga asked when would the cross training take place. Mr. Garcia replied that the cross training was currently in place and was added to their contract in detail in order to hold them accountable. Director Varga stated that she wondered why there was no consideration for alternatives such as redefining the area as it was done in the past.

Ms. Verrinder added that redefining the area would have had to be done before staff issued the scope of work. She also added that the area seemed to be working so there was no consideration in switching out the area and staff received two responsible bids.

Director Baghdanian asked how the trip lengths compared in the Valley with the Southern region. Ms. Verrinder replied that one of the trip lengths was 10.8 and the other was 10.9 which were very close. Director Baghdanian also mentioned that a comparison for call takers was included but what were the other staffing numbers in comparison with MV Transportation and Global Paratransit.

Mr. Selwyn replied that the driving staff, employee drivers, and sub-contracted drivers, for both contracts were adequate but apart from the driving staff there were 121 proposed staff for Global Paratransit and 74 for MV Transportation which was about a difference of 50 staff members. The majority was due to the difference in the call taking

staff with a slight difference in the proposed Road Supervisors for Global as compared for MV Transportation.

Director Baghdanian asked if the call center that MV Transportation was proposing, was going to be in the valley. Mr. Selwyn replied "that was correct" the current contract in the valley which had no extensions years and would expire in 2013 and at that point there was a contingency to relocate to the Southern area call center. Director Baghdanian and Mr. Selwyn continued discussing the call center statics that were presented in the presentation and the amount of call center staff that would be needed along with the cost.

Director Greenwood stated that over the last few years everyone had seen the Access contractors make large improvements in reducing Average Initial Hold Times. With the reduction in proposed call takers by Global, has staff looked into what it would do to the Average Initial Hold Time numbers. Mr. Garcia replied "yes" one of the key pieces in the proposal was with the integration of the Stratagen software, staff would be able to improve the Average Initial Hold Time and reduce the number of calls based on the future of Stratagen and if properly tweaked it can improve deficiencies in call taking.

**Motion:** Director DeVera moved approval of Item 11, as recommended by staff.

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

**Discussion:** Director Baghdanian stated that when he read the item the first thing that caught his eye was the \$13 million difference between MV Transportations contract and Global Paratransit's contract. He added that he also looked at the panel ratings on the cost proposal which were almost identical and kind of bothered him. Director Baghdanian asked what was going on, either GPI costs were too high or MV transportation cost were too low but the cost percentages were very close 17.8% and 17.7%. He stated that he was asking all these questions because the Board was being asked to take action on a \$122 million contact which he believed was one of the largest contracts.

Director Baghdanian asked if there were certain levels of productivity or quality that staff anticipated so that the contractors that were proposing were not bidding to low and being unrealistic just to get the contract. He also stated that the cost was broken down which did not seem to be that much of a difference because staff had justified the cost. He also added that he was convinced that the Global proposal was a good proposal and a solid one and after hearing all the public comments that the riders were happy with Global Paratransit and the improvements they made. Director Baghdanian concluded his comment by stating that he was happy to vote yes on

staff's recommendation but for future RFP procedures the proposers should receive months of data and how large the areas are so the proposer could get a better feel of what they were getting into, which would also allow for more competitive bids.

Ms. Verrinder added that staff would like to move to an electronic process and provide a month's worth of data with trip patterns and other information for the proposer to look over and work with before submitting a proposal. Ms. Verrinder concluded her response by stating that staff would work toward an electronic process for the future.

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

**In Favor:** Directors Greenwood, Nason, DeVera, Stitcher, Garcia, Hagen, Baghdanian, and Varga.

**Opposed:** None.

**Abstention:** None.

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

#### **ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM**

Chairperson Barnes stated that due to time constraints he suggested that the Board move on to Item 12 on the agenda and come back to Item 10 if time allows.

#### **APPROVAL TO AMENDA THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA) (MOU.P000ASI15) FOR SECURITY SERVICES**

Access Services Chief Operating Officer, Mark Maloney and Project Administrator, Luis Garcia provided a brief overview of the agreement between Access Services and LACMTA for Security Services.

Director Varga asked if the \$75 thousand was for now until July 1, 2011 which was only a couple of months away and she asked what the monthly fee was for. Mr. Garcia replied "yes" the \$75 thousand was for the current fiscal year. Mr. Maloney added that the cost was not broken down by month the \$225 thousand was divided by 12 months and included one vehicle for a fraud investigator so capital cost was included into the monthly breakdown.

Director Varga stated that it was not literally one vehicle because how could one vehicle be all over the county. Mr. Maloney replied that there was one vehicle added to the overall system for their fraud investigator and the rest of the vehicles were included with the officers to cover the entire area, which was all included in the \$225 thousand. Director Varga asked if this was a buy-in to the Metro contract or was this a separate contract. Mr. Maloney replied that it was not really a buy-in but a partnership with Metro's contract, Access Services was just a sub-contract of it. Ms.

Verrinder added that it was Metro's contract and Access Services had indemnity language added so Metro had to amend their contract with the Sheriffs.

**Motion:** Director Nason moved approval of Item 12, as recommended by staff.

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

**Discussion:** None.

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

**In Favor:** Directors Varga, Nason, Baghdanian, DeVera, Stitcher, Garcia, Hagen, and Greenwood.

**Opposed:** None.

**Abstention:** None.

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

### **ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM**

Chairperson Barnes stated that due to time constraints he recommended that the Board table this item until the next Board meeting on Monday, June 27, 2011. He added that this was an important item but he felt that it was not a time sensitive item and could wait until the next Board meeting.

**Motion:** Director Nason moved approval to table Item 10, until the next Board meeting on June 27, 2011 as recommended by Chairperson Barnes.

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

**Discussion:** Director Varga suggested that in the item under the heading "Recommendation" where it states "approve the attached form (as designed by the CAC) or refer this item to the Board Subcommittee currently working on Community Advisory Committee issues," to change the word or to and.

Director Baghdanian stated that this item was an issue that was discussed during the Boards Strategic Planning Workshop and a sub-committee was created to work on this issue but due to time constraints, it would be better to discuss this item in its entirety at the next Board meeting in June 2011 along with addressing the language issue that Director Varga mentioned.

Chairperson Barnes added that by tabling this item it did not mean that this item was any less important but this would allow for complete discussion on the item at the next Board meeting.

**Vote:** Via Voice Vote.

**In Favor:** Directors Greenwood, Nason, DeVera, Stitcher, Garcia, Hagen, Baghdanian, and Varga.

**Opposed:** None.

**Abstention:** None.

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

### **EXECUTIVE DIRECTOR'S REPORT**

Access Services Executive Director, Shelly Verrinder stated due to the time constraints as Chairperson Barnes mentioned, she asked that the Board members to read the April 2011 Board Box for Access Services monthly statics.

### **BOARD MEMBER COMMUNICATION**

Director Garcia thanked staff and stated that she enjoyed the CAC meeting on Tuesday, April 12, 2011. She added that she was the Board representative at this meeting and provided the Board's report on the Annual meeting. She also mentioned that they were a very lively group, were very involved with the issues discussed, and she was very impressed and happy to be there.

Michael Williams stated that he wanted to sell the myth regarding the CAC. He added that that he wanted to turn it into a reality and stated that the committee members would be courteous and cordial to the Board because they were under his direction and they knew that he would not accept anything less. Mr. Williams concluded his comment by thanking Director Garcia for attending their meeting.

Chairperson Barnes thanked everyone for attending the meeting and for discussing some very difficult issues. He also announced that due to a number of scheduling conflicts the Board would not be meeting in May 2011, so the next Board of Directors meeting was scheduled for Monday, June 27, 2011.

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

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

### **ADJOURNMENT**

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

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

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 3:02 p.m.

Approval

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Theresa DeVera, Secretary

Date

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: GEOFFREY OKAMOTO, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MGR., PROCUREMENT AND CONTRACTS**

**RE: APPROVAL TO ADD FUNDS TO CONTRACT ASI-2735 AND TO  
ALLOCATE FUNDS FOR CONTRACT ASI-3103 FOR ELIGIBILITY  
SERVICE PROVIDER POSTAGE**

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**ISSUE:**

Board approval is required to fully fund the cost of postage for C.A.R.E. Evaluators, LLC (C.A.R.E.) for the remainder of the current contract year (through June 30, 2011) and the upcoming contract year (July 1, 2011 through June 30, 2012.)

**RECOMMENDATION:**

Staff recommends Board authorization of the following:

- ASI-2735: Add \$15,000 in funds to ASI-2735 through the contract period of June 30, 2011.
- ASI-3103: Allocate \$110,000 in funds for ASI-3103 for the period July 1, 2011- June 30, 2012.

**IMPACT ON BUDGET:**

ASI-2375 - This action will result in an increase in the previously approved contract amount of \$80,000 to \$95,000 and can be accommodated by the FY 2010-2011 budget ASI-3103 - The contract amount has been programmed into the budget for FY 2011-2012.

**ALTERNATIVE CONSIDERED:**

No alternatives were considered as transmission of information from our eligibility service contractor to our clients or potential clients via US mail is a necessary function of the contractor.

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

### **ASI: 2735:**

If this staff recommendation is approved by the Board, staff will be authorized, but not required to negotiate and enter into an amendment to ASI-2735 with C.A.R.E. Evaluators under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to any contract changes unless they are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **ASI-3103:**

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a contract with C.A.R.E. Evaluators under terms that are no less favorable to Access Services than those proposed herein. 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:**

C.A.R.E. applicants receive written material via mail regarding their eligibility status. The need for additional funds for postage for the current contract year (through June 30, 2011) stems from a 19% increase in in-person evaluations and a 9% increase in paper evaluations for the first ten months of the current contract year vs. the first ten months of the previous contract year. Given that many of the expected cuts to specialized transportation services have already occurred, staff expects the number of eligibility applicants to level off in the upcoming year. In turn, staff expects the cost of postage to remain at a similar level for the upcoming contract year as well.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: STEVE CHANG, DIRECTOR OF CONTRACT ADMINISTRATION**

**RE: APPROVAL TO AMEND CONTRACT ASI-2881 - MOBILE RELAY ASSOCIATES**

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**ISSUE:**

Board approval is needed to increase funds for contract ASI-2881 with Mobile Relay Associates for Access' two-way radio communication equipment.

**RECOMMENDATION:**

Authorize an additional \$47,000 in funds for the period June 28, 2011 through August 2, 2013, thus increasing the contract not-to-exceed amount from \$242,328 to \$289,328.

**IMPACT ON BUDGET:**

The capital cost associated with the equipment will be allocated from available funds within the current fiscal year budget. On-going airtime costs will be appropriately budgeted in future fiscal years.

**ALTERNATIVE CONSIDERED:**

No alternatives were considered as the use of radio equipment and associated airtime usage is critical for Access' day-to-day operations as well as emergency communication usage.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and amend the written contract with Mobile Relay Associates, Inc. for Access Services two-way radio communication equipment purchase and airtime usage on terms and conditions set forth in the existing contract and modified as in this item proposed. Access would not be legally bound to the revised terms of the contract unless and until they are incorporated into a formal written amendment to the contract executed by all parties and approved as to form by this entity's legal counsel. .

## **BACKGROUND:**

The ability to communicate with our service providers and key staff when landline telephones and cell phones become disabled before, during, or after an emergency or disaster can make a difference in how successfully Access is in operating under abnormal operation conditions.

As part of the Access' Emergency Preparedness planning efforts, we want to ensure that Access Services has the ability to stay in communication with our service providers even when landline telephones and cell phones are disabled.

With the digital two-way wireless communication and its network of 14 repeater sites covering Los Angeles, Orange, San Bernardino and Riverside counties, Access Operations staff will be able to maintain critical communication with the Operations Monitoring Center and service providers, including the Access Eligibility Center.

During normal operation, the wireless communications equipment will be used by staff for base-to-field and base-to-base communications, "roadeo" and public events, safety and emergency drills, public meetings, and quality assurance.

Funds requested for this project will be used to purchase 14 portable two-way radios, 8 fixed station radios, battery packs and accessories, radio installations for fixed stations, and repeater airtime usage for the 22 radios.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION**

**RE: APPROVAL OF BOARD OF DIRECTOR'S AUDIT COMMITTEE APPOINTMENTS**

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**ISSUE:**

It is necessary to appoint Board members to Access Services Audit Committee.

**RECOMMENDATION:**

Appoint board members or there designated appointee to serve on the following committee effective July 1, 2011:

Audit Committee: Kathryn Engel (Director Baghdanian), Enny Chung (Director Stitcher), and Richard Hasenohrl (Director Barnes).

**BACKGROUND:**

In July of 2005, the Board adopted a resolutions forming and appointing members to an Audit Committee. The above individuals are proposed for the Audit committee.

The resolution forming the committee does 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. All three of the proposed committee members served on the Access Services audit committee last year.

**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.
- e. 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 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS**

**RE: APPROVAL TO AWARD CONSULTING SERVICES CONTRACT FOR FEDERAL ADVOCACY SERVICES (ASI-3097)**

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**ISSUE:**

Board approval is necessary to award a consulting services contract for federal advocacy services to Simon and Company, Inc.

**RECOMMENDATION:**

Approve the award of a consulting services contract to Simon and Company, Inc. for the period October 1, 2011 through September 30, 2016 at an amount not to exceed \$225,000 for the five year period. The contract rate would be \$3,390 per month throughout the five years, with a maximum of \$3,390 per year for travel and other overhead expenses.

**IMPACT ON BUDGET:**

Funds will be included in the annual budgets for the entire term of the proposed contract.

**ALTERNATIVES CONSIDERED:**

Staff continues to be very pleased with the responsiveness and results achieved by the current Federal Advocacy consultant, Simon and Company, and believes that the agency would be best served by entering into a new, sole-source agreement with the incumbent contractor. Staff submits that this decision is justified for the following reasons:

- Based on a staff survey of other transit properties, Simon and Company's fee remains substantially below the fees charged by other Washington, DC advocacy firms.
- In addition, over the last five years, Simon and Company has developed an expertise and understanding of the issues facing Access Services and paratransit agencies in general. Simon and Company also has extensive

connections with Easter Seals Project Action and, as a result, has an understanding of federal policy priorities for the disability community.

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

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to negotiate and enter into a written contract with Simon and Company for consulting services on terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

As stated above, staff has been pleased with the work of Simon and Company, and our principal contact, Mr. Len Simon, during the contract term.

### **Earmarks and Funding**

- The firm's biggest achievement thus far was helping Access Services receive its first federal earmark. The \$735,000 we received from Congress in the 2008 appropriations process will be used to help integrate Access into the regional Transit Access Pass (TAP) smart card program. Staff has obligated the funds which are going to be used shortly to fund this program.
- Simon and Company continues to work with staff on additional earmark and funding requests. In 2009, Congresswoman Lucille Roybal-Allard did propose funding over \$6 million in Access projects in the upcoming Transportation Reauthorization Bill. (We asked for \$1,865,000 for TAP and \$4.4 million for Compressed Natural Gas Vehicles.) Given recent discussions in Congress, it appears unlikely that there will be earmarks in any Reauthorization bill but, if there are, staff believes that the Agency would have a good chance of receiving some funding for its priorities.
- Simon and Company is continuously working with Access on additional funding opportunities as they become available through various federal agencies.

### **Raising the Agency's Profile**

- Simon and Company has also been successful in helping Access Services raise its profile in Washington, DC. In addition to setting up annual meetings with a number of Congressional offices, Mr. Simon has also set up meetings with key Federal Transit Administration (FTA) officials including former FTA Administrator Jim Simpson and Deputy FTA Administrator Therese McMillan.
- Mr. Simon continues to facilitate meetings with USDOT and FTA staff. This has resulted in a better working relationship with the Department and helped continue the dialogue on various ADA issues.

- As noted above, Mr. Simon's close relationship with Easter Seals Project Action has allowed us to have an ongoing dialogue about federal priorities for people with disabilities and allowed us to identify common areas where we can work together.

### **Other Activities**

- Simon and Company helped staff work with the U.S. General Services Administration (GSA) to allow Access to purchase SmartDrive cameras off the federal bid list, which saved the agency time and money by accelerating this procurement. The GSA initially refused to let Access purchase the cameras from this list.
- Simon and Company continues to monitor federal legislation and the Federal Register and also serves as our "feet on the ground" in Washington to attend hearings and meetings as needed.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES**

**RE: RENEWAL OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS**

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**ISSUE:**

The current Access Services' staff medical insurance policies for Anthem Blue Cross Insurance and Kaiser Permanente, dental/life/long term disability insurance policy for Guardian, vision insurance policy for VSP, chiropractic insurance for American Specialty and long term care insurance policy for Unum will expire on June 30, 2011.

**RECOMMENDATIONS:**

Approve health plan coverage for the period of July 1, 2011 to June 30, 2012 at a cost not to exceed \$847,685 (Anthem Blue Cross and Kaiser).

Approve dental, life and long term disability plan coverage with carrier Guardian for the period of July 1, 2011 through June 30, 2012 in the amount not to exceed \$89,831.

Approve renewal of the contract with VSP for vision insurance for the period of July 1, 2011 through June 30, 2012, for an amount not to exceed of \$11,905.

Approve a contract renewal with Unum for the period of July 1, 2011 through June 30, 2012 in an amount not to exceed \$12,311 for an employer funded base with employee buy up long-term care.

Approve a contract renewal with American Specialty Health Insurance for chiropractic coverage for the period July 1, 2011 through June 30, 2012 in the amount not to exceed of \$3,791.

**IMPACT ON BUDGET:**

The cost of the employee benefit renewals have been incorporated into the proposed budget for Fiscal Year 2011/2012. The proposed budget costs represent a 5% overall increase from the current fiscal year. Specific impacts are as follows -

Health Plan Coverage - There is a 10% premium increase associated with the Anthem renewal and a 6% premium increase associated with the Kaiser renewal. Employees will continue to pay 5% of the premium as a payroll deduction.

Dental/Life/Long Term Disability Coverage - There is an 11% premium increase associated with dental coverage and no premium increase for life/long term disability coverage.

Vision Coverage - There is no premium increase associated with the renewal.

Long Term Care Coverage - There is no premium increase associated with the renewal.

Chiropractic Coverage - There is no premium increase associated with the renewal.

**BACKGROUND:**

Access Services' health insurance broker, SullivanCurtisMonroe, actively pursued competitive bids for the renewal of the staff medical, dental, vision, life and long-term disability and long term care insurance policies. These bids were evaluated for cost savings, value, and budgetary constraints.

As we have done for the past few years, Access has continued to proactively address areas in which we can have a positive impact on health care premiums. We have included wellness information in internal communications such as newsletters; we have instituted incentives for weight loss, and will continue to look into low or no-cost health-related programs both within and outside our health plan carriers. Mindful of our obligation to keep administrative costs as low as possible, our goal was to make a significant impact on cutting the cost of health care coverage using a variety of methods such as aggressive price negotiations, "bundling" coverage, employee participation in cost sharing plans, and plan design changes to drive the premium rates down. To this end, we have kept the cost increase well below market expectations.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS**

**RE: APPROVAL OF ACCESS SERVICES VALUE STATEMENT**

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**ISSUE:**

Partnering with Dr. Cynthia Alt from Insight Strategies, Access has been working on defining the Agency's values in order to build onto the organizational structures that begin with our Vision and Mission statements.

**RECOMMENDATION:**

Receive and file.

**IMPACT ON BUDGET:**

Staff anticipates the cost of this effort to be minimal.

**BACKGROUND:**

The agency's Executive Management Team held a retreat earlier in the year to discuss a number of topics, including the creation of an agency values statement. After a lot of discussion, the team agreed on the following values:

- |                     |  |
|---------------------|--|
| <b>Respect</b>      | Treat all customers the way we, ourselves, would want to be treated.                         |
| <b>Quality</b>      | Deliver results that exceed our customers' expectations.                                     |
| <b>Responsive</b>   | Be sensitive to the needs of our customers and respond to their requests in a timely manner. |
| <b>Professional</b> | Demonstrate a measured and expert approach to the business at hand.                          |
| <b>Leader</b>       | Develop and implement innovative ideas as part of a nationally-recognized team.              |

Over the next few months, we plan to roll out a campaign to make employees, customers, and all other stakeholders aware of our Access Values, and our commitment to them as an Agency. To accomplish this, we have engaged a

Workplace Excellence (WE) Group comprised of employees and members of the management team to develop ideas for communication and to drive the project to completion. This group will oversee the campaign; make recommendations for communication methods and work to provide maximum exposure to this core piece of Access' structure.

To accomplish this, we plan to build on the methods we have previously used to roll out and publicize our Mission and Vision statements by using multiple approaches, including printed materials, website features, and other forms of communication.

Staff will make a presentation to the Board in the next few months to update them on our progress in this effort.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS**

**RE: BOARD RESOLUTION DECLARING THE STATUS OF INSURANCE PROCEEDS FOR AN OUT OF SERVICE VEHICLE PURCHASED WITH STATE 5310 FUNDS**

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**ISSUE:**

The California Department of Transportation (CALTRANS) is requesting that the Access Services Board of Directors state in a Resolution (attached) its intentions regarding the status of insurance proceeds for an out of service Access Services vehicle that was purchased with FTA Section 5310 funds obtained through the California Section 5310 competitive grant process.

**RECOMMENDATION:**

Approve the resolution stating that Access Services will use the insurance settlement proceeds from an accident involving Section 5310 funded vehicle #409885 (VIN 1GBDV13WX8D212521), to purchase a replacement vehicle to transport elderly and disabled FTA Section 5310 clients.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would send the signed resolution to the State and the State will release the lien on this vehicle and send Access Services the pink slip for this vehicle. The State will also ask the insurance carrier to remove the State from any insurance proceeds check that may be intended for the State.

**IMPACT ON BUDGET:**

At this time it is estimated that the insurance settlement proceeds will be approximately \$11,000, which will be used to purchase a new replacement van for the Access Services fleet.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**BACKGROUND:**

Access Services annually applies for and is awarded capital funds offered by the State of California's FTA Section 5310 competitive grant program. Access Services vehicle #409885 (VIN 1GBDV13WX8D212521) was purchased in 2009 using these Section 5310 funds. After this vehicle was purchased, the State requested that it be listed as the lienholder for this vehicle and 24 other Access Services vans that have been acquired in recent years.

On December 21, 2010, vehicle #409885 was involved in an accident and has since been declared a total loss by both Access Services staff and the insurance carrier. As a result, the State, as lienholder, advised staff of this new procedure.

**BEFORE THE BOARD OF DIRECTORS OF  
ACCESS SERVICES**

**RESOLUTION OF ACCESS SERVICES  
DECLARING THE STATUS OF INSURANCE PROCEEDS  
FOR AN OUT OF SERVICE VEHICLE  
PURCHASED WITH STATE 5310 FUNDS**

**WHEREAS**, Access Services has operated vehicle #409885 (VIN 1GBDV13WX8D212521) that was purchased with FTA Section 5310 funds (Standard agreement #648501); and

**WHEREAS**, this vehicle has the State of California as lienholder which obligates Access Services to meet State property requirements; and

**WHEREAS**, vehicle #409885 was damaged in an accident on December 21, 2010 and put out of service and recently declared a total loss by both Access Services staff and the insurance carrier; and

**WHEREAS**, insurance proceeds for the loss of vehicle #409885 will exceed \$5,000; and

**WHEREAS**, as lienholder, the State has requested that Access Services declare the status of insurance proceeds that will be paid out for the loss of vehicle #409885; and

**NOW, THEREFORE, BE IT RESOLVED**, that Access Services will use the insurance settlement proceeds from the accident involving Section 5310 funded vehicle #409885 (VIN 1GBDV13WX8D212521, Standard agreement #648501), to purchase a replacement vehicle to transport elderly and disabled FTA Section 5310 clients.

**BE IT FURTHER RESOLVED** that the State has informed Access Services that upon receipt of this signed Board Resolution it will release the lien on this vehicle and send Access Services the pink slip for this vehicle. The State will also inform the insurance carrier to remove the State from any insurance proceeds check that may be intended for the State.

**PASSED AND ADOPTED** this 27th day of June, 2011, by the following vote:

**AYES:**

**NOES:**

**ABSTAIN:**

**ABSENT:**

**APPROVED** \_\_\_\_\_

Doran Barnes  
Chair

**ATTEST** \_\_\_\_\_

Shelly Verrinder  
Executive Director

**APPROVED AS TO FORM:**

\_\_\_\_\_  
James Jones  
General Counsel

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS**

**RE: ENDORSE CHAIRMAN DORAN BARNES FOR AMERICAN PUBLIC TRANSPORTATION ASSOCIATION (APTA) VICE-CHAIR**

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**ISSUE:**

Access Services Board Chair Doran Barnes has announced his candidacy for Vice Chair of the American Public Transportation Association (APTA).

**RECOMMENDATION:**

Endorse Chairman Barnes for the position of Vice Chair of APTA and notify APTA of the endorsement.

**IMPACT ON BUDGET:**

None.

**BACKGROUND:**

Foothill Transit Executive Director Doran Barnes currently represents the municipal transit operators in Los Angeles County on the Board of Directors of Access Services. Beginning on July 1, 2011, he will continue his service on the Access Services Board of Directors as an appointee of the METRO City Selection Committee Representatives.

Over the past several years, Chairman Barnes has been active in APTA, most recently serving as a member of their Executive Committee. APTA has initiated its election process for officers who will serve from October 2011 to October 2012. Chairman Barnes is seeking the position of Vice Chair via his capacity as a board member for Access Service. Under the APTA bylaws, the Chair of the organization must have served first as Vice Chair. Thus, whoever is elected Vice Chair usually ascends to Chair the following year.

Should Chairman Barnes be nominated, he would be able to continue to advocate on behalf of the transit industry. His familiarity with our local challenges and issues will

be helpful as APTA engages the Obama Administration, Congress and other stakeholders on important transit issues over the coming year.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: DAVID FOSTER, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS**

**RE: APPROVAL OF EXTENSION OF WEST CENTRAL AREA SERVICE  
CONTRACT WITH CALIFORNIA TRANSIT, INC. (ASI-2364)**

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**ISSUE:**

Board approval is necessary to exercise the second option year of contract ASI-2364 with California Transit, Inc. (CTI) for service in the West Central Region.

**RECOMMENDATION:**

Authorize an additional \$12,464,923 in funds and an extension in the period of performance for one year, from November 1, 2011 through October 31, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$52,671,225 to \$65,136,148. The proposed increase in the contract amount will be accommodated by the proposed budgets for FY 2011-2012 and FY 2012-2013. There are no increases to either the fixed monthly or variable rates with this extension.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

## **BACKGROUND**

CTI has been serving Access customers in the West Central Region since October 2007. After a successful start-up, with some initial on time performance and other minor operations issues, CTI has consistently provided safe, reliable and cost-effective transportation. In FY 2010-2011 (through May 31, 2011) CTI exceeded performance standards in two key areas, with an average on time performance of 92.05% and a Late 4 rate of 0.06%. Additionally, From November 2007 through May 2011, CTI has had the highest on time performance of the basin providers for 26 of 39 months.

Moreover, since the introduction of Access Services' Self Insurance Retention (SIR) program in June 2009, CTI staff has worked closely and collaboratively with Access Services to improve their accident reporting and investigation processes. CTI has made a concerted effort to raise safety awareness and facilitate the safety culture that Access Services is working hard to instill both internally and among our service providers. These efforts have resulted in a 45% reduction in claims incurred when comparing FY 2010-2011 to FY 2009-2010.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: IWALANI "EVIE" PALICZ, MANAGER SAFETY, TRAINING AND EMERGENCY PREPAREDNESS**

**RE: APPROVAL TO INCREASE FUNDS FOR NUSURA, INC., FOR EMERGENCY PREPAREDNESS CONSULTING AND TRAINING**

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**ISSUE:**

Board approval is necessary to increase funds for Nusura, Inc., (Nusura) (ASI-3023) for Emergency Preparedness Consulting and Training Services

**RECOMMENDATION:**

Authorize an additional \$51,000 in funds and an extension in the period of performance for 3 months from July 1, 2011 through September 30, 2011.

**IMPACT ON BUDGET:**

The action will result in an increase in the previous contract amount of \$74,000 to \$125,000. This action is consistent with Access' approved budget for FY2010/2011 and will be accommodated by the budget for FY2011/2012. There will be no changes to the current rates of compensation.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Access wants to continue using Nusura's services to ensure continuity of services. See "Background" below.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and amend the written agreement with Nusura to provide additional training for Access and provider staff upon the terms and conditions set forth the existing contract modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

In September 2010, Access asked and received board approval of their Security and Emergency Preparedness Plan (SEPP). The SEPP indicated the need for Access and Provider staff to receive National Incident Management System (NIMS) and Incident Command System (ICS) training. In addition, the SEPP also recommended tabletop exercises to validate and refine the SEPP and the procedures used by Access and their Providers to respond to a major emergency.

Two companies submitted bids and were considered for this work. Based on Access evaluation criteria, Nusura was awarded a contract. Since engaging Nusura's services, Access and Provider staff have completed Incident Command System training; ICS-100, ICS-700, and a wildfire tabletop exercise.

Nusura will be providing additional training ICS-300 and ICS-400 plus customized tabletop exercises for Access and its service providers. In addition, Nusura will assist staff in revising/improving the SEPP and emergency operations procedures based on the findings from the tabletop exercises. Nusura will assist in developing our Continuity of Operations Plans that will ensure Access customers who are in our system at the time of an incident will have their access and functional needs met while being transported to their destinations or a safe harbor. Therefore, staff recommends approval of these additional funds.

JUNE 27, 2011

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION**

**RE: APPROVAL OF EXTENSION OF ANTELOPE VALLEY SERVICE  
CONTRACT WITH SOUTHLAND TRANSIT (ASI-1900)**

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**ISSUE:**

Board approval is needed to increase funds and extend the terms of the service contract with Southland Transit, Inc. (STI) ASI-1900 (Antelope Valley).

**RECOMMENDATION:**

Authorize an additional \$960,429 in funds and an extension in the period of performance for six months, from November 1, 2011 through April 30, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$7,442,396 to \$8,402,825. The proposed increase in the contract amount will be accommodated by the proposed budget for FY 2011-2012. There are no increases to either the fixed monthly or variable rates with this extension.

**ALTERNATIVES CONSIDERED:**

Due to circumstances as related below no other alternative was considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND**

The service contract for the Antelope Valley region was scheduled to reach the end of its term on October 31, 2011. Accordingly staff issued a Request for Proposals (RFP) in January 2011 and received proposals from two qualified firms (MV Transportation and Southland Transit) in April 2011. Both of the firms were interviewed and then subsequently rated by a panel of Access staff and external transit representatives. The result of that rating had led to a recommendation to award the service contract to MV Transportation.

On June 3, 2011 staff received a protest of the award from Southland. While the protest in of itself did not warrant overturning the award, staff felt that in the review of the procurement process certain aspects had potential to be evaluated differently.

Accordingly staff intends to reissue this procurement with guidelines meant to address the concerns that were raised. Due to the length and complexity of the procurement it is necessary to extend the current service contract for a six month period. Southland Transit has agreed to keep its existing rate structure in place for the extension.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**  
**FROM: JAMES G. JONES, ACCESS SERVICES LEGAL COUNSEL**  
**RE: EXECUTIVE DIRECTORS COMPENSATION**

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**ISSUE:**

Approval of a change in the Executive Director's Compensation Package, as negotiated by the Compensation Committee of the Board, requires board approval in open session.

**RECOMMENDATION:**

Approve the recommendation to be presented by the Compensation Committee of the Board.

**BACKGROUND:**

One of the responsibilities of the Compensation Committee of the Board is to:

"Review and approve or recommend to the full Board the annual salary, bonus and other benefits, direct or 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;"

Under the terms of the Executive Director's contract, her compensation is to be reviewed every twelve months by the Committee. The Committee has reviewed the compensation of the Executive Director, and the prevailing salary for comparable positions with other public transit agencies. Pursuant to the authority of the Board granted in closed session, the Committee has negotiated with the Executive Director changes, to take place July 1, 2011, which will be presented at the meeting for the Board's approval.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: MARK MALONEY, CHIEF OPERATIONS OFFICER  
NGAN ADAMS, NETWORK ANALYST/DATABASE ADMINISTRATOR**

**RE: APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN  
ACCESS SERVICES AND THE LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA)  
(MOU.P000ASI15) FOR 511 TRAVELER INFORMATION SERVICES**

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**ISSUE:**

In order to meet the growing needs for mobility information for Access customers, staff is proposing to partner with Los Angeles County Service Authority for Freeway Emergencies (LA SAFE) and the LACMTA for 511 Traveler Information Services. This will require Board authorization to amend the funding agreement MOU.P000ASI16 between Access Services and the Los Angeles County Metropolitan Transportation Authority

**RECOMMENDATION:**

Authorize the Executive Director to Amend MOU.P000ASI16 to provide LACMTA reimbursement for programming and related services in the amount of \$164,000.

**IMPACT ON BUDGET:**

The total project development cost including ongoing updates to the service area and local transit options database of \$164,000 has been identified in the FY 2010/2011 budget in administrative savings.

**ALTERNATIVE CONSIDERED:**

Continue without any Access enhancements into the countywide 511 traveler information system.

**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 MOU upon terms and conditions no less favorable to Access than those proposed

above. Access would not be legally bound to the amendment herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

In 2000, the Federal Communications Commission (FCC) designated the 511 number to make it easier for consumers to access travel information services. Sponsored by LA SAFE, Southern California 511 is accessible via the toll free phone number 511 or the go511.com website.

The 511 system consists of information about:

- Traffic - Freeway traffic speeds, travel times, construction detours, and real-time traffic cameras
- Buses and Trains - Area transit providers, bus and train arrival times, and a transit trip planner
- Commuter Services - Carpool or vanpool partners, Park and Ride lots, and rideshare program

Access currently has other transit information available but with limited lookup options. By partnering with 511, accessibility options for Access' customers, employees, and stakeholders will increase because of the exchange of information and technologies.

The four options are estimated to be completed in 12 weeks for the website and 16 weeks for the Interactive Voice Response segment of the 511 phone number.

### 1. Access Service Area Map

- a. Customers can enter in an address and the system will state if the address is within or outside of Access' service area
- b. Interactively view surrounding areas around the address (website only)

### 2. Local Transit Options

- a. View more details about local transit options because the 511 system will now include Access' data, including eligibility requirements, fare amounts, and service times
- b. Customers can go directly to the agency's website via a hyperlink when using the website
- c. Customers can be transferred to the agency's phone number when using the phone number

3. Free Fare Trip Planner

- a. Similar to the current trip planner on 511 and Metro, customers can instead plan a trip exclusively using transit providers on Access' free fare program

4. Feedback option

- a. While being on the 511 system, customers can leave feedback regarding trip issues, complaints, commendations, and suggestions related to Access
- b. The voice message will be emailed to Access Customer Support Center for processing

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION**

**RE: APPROVAL OF PROPOSED BUDGET FOR FISCAL YEAR 2011/2012**

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**ISSUE:**

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2011 through June 30, 2012.

**RECOMMENDATION:**

Approval of the FY 2011/12 budget as presented.

**BACKGROUND:**

The proposed FY2011/12 budget is based on 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, Hagen, Stitcher and Varga. Overall the budget is based on a funding level of \$116,214,299 of which purchased transportation represents 75.7% of the total budget. The budget will provide for delivery of 3.1 million passengers and 22.4 million contract revenue miles. This is a 3.4% and 2.6% increase respectively of passengers and miles over the FY2010/11 budget.

The following provides a high level narrative of funding and program expenses by cost center. Full budget detail is available for download at [www.asila.org/about\\_us/publications.html](http://www.asila.org/about_us/publications.html).

**Funding**

Funding sources include \$57.0 million from federal (FTA) Section 5310 grant, \$600,000 from State (CalTrans) administered Section 5310 funds, \$2.8 million from Call for Projects/JARC grants, \$5.5 million from passenger fare revenues, and \$250,000 from sale of depreciated vehicles and earned interest on cash in bank. The remaining \$50.0 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 FY2011/12 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.

### **Paratransit Operations**

The total cost of \$98.2 million for this program (84.5% of total funding) is a 10.7% increase (\$9.5 million) over the FY2010/11 budget.

The primary cost increases within this program are:

- Delivery of 2,390,839 trips (2,294,269 passengers FY10/11)
- \$5.00 per gallon for gasoline (\$3.24 FY10/11)
- Free Fare Program - \$2.5 million (\$1.5 million FY10/11)
- Insurance (fleet expansion) - \$334,920
- Salary & Related Benefits - \$225,575
- Metro Security Contract - \$225,000

### **Eligibility Determination**

The total cost of \$6.7 million for this program (5.8% of total funding) is a 23.9% increase (\$1.3 million) over the FY2011/10 budget.

The primary cost increases within this program are:

- 48,424 in-person interviews (39% increase from FY2010/11)
  - \$594,561 increase in eligibility and appeal contracts
  - \$448,987 increase in purchased transportation services

### **Consolidated Transportation Services Agency**

The total cost of \$0.41 million for this program (0.35% of total funding) is a 6.6% decrease (\$29,218) from the FY2010/11 budget.

The primary cost decrease is reallocation of staff to Paratransit Operations.

### **Administration**

The total cost of \$5.6 million for this program (4.8% of total funding) is a 15.3% increase (\$741,562) over the FY2010/11 budget.

The primary cost increases within this program are:

- Other Professional Services - \$404,734
  - Inventory Action Plan
  - Emergency Preparedness Training

- Salaries & Related Expenses - \$255,424
  - 3.0% merit increase

### **Capital Projects**

The total cost of \$5.3 million dollars (4.6% of total funding) is an 11.4% dollar decrease (\$685,200) from the FY2010/11 budget. Capital projects include -

Vehicle Expansion and Replacement (113 vehicles)	\$5,040,800
Computer Hardware/Software	\$200,000
Tether Strap and Marking Program	\$90,000

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR**

**RE: ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE  
RESTRUCTURING**

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**ISSUE:**

During the Access Services Board of Directors Strategic Planning retreat held on April 18, 2011, the Board and Access staff had extensive discussions concerning the function and make-up of Access' two advisory committees: the Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee (TPAC). Before this meeting, a subcommittee of the Board met several times to discuss the role of the committees and outline the possible improvements that could be made in both committees to better reach Agency goals.

In general, many Board members believe the Advisory Committees' contribution to the Board could be improved by reorganizing them and by taking another look at the method by which their members and officers are appointed.

**RECOMMENDATION:**

Staff requests that the Board review and approve the following recommendations concerning the structure of the CAC and TPAC:

- CAC and TPAC shall have fifteen committee members each.
- A formal application process shall be established with applications sent to a small group of staff and committee members for review and consideration.
- Board approval shall be required for all Advisory Committee members.
- The membership will be appointed in two groups which will be appointed for two-year terms. The terms will expire in alternating (even and odd) years. In the case of membership vacancies, individual member(s) may be recommended to the Board for possible consideration and appointment. In addition, the Board Chair will appoint the officers of the committees.
- The current CAC and TPAC as presently constituted would become two ad hoc working groups whose function would be to develop a formal application

process and discuss issues such as committee composition and membership qualifications.

- The ad hoc working groups shall draft new advisory committee by-laws incorporating the above recommendations. The revised application process and by-laws shall be brought for Board consideration no later than September 2011.

### **IMPACT ON BUDGET:**

No impact.

### **BACKGROUND:**

CAC: The CAC was formed to provide input and advice to Access Services concerning operational and policy issues for Access Services transportation program and to make recommendations to the Access Services Board and staff concerning the Access Services transportation program.

CAC members are directly appointed by individual members of the Access Board of Directors. Currently, each Board member is allowed to appoint three members which gives the CAC a maximum membership of 27. The CAC currently meets the second Tuesday of each month.

TPAC: TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on odd numbered years. Group B members have term expiration dates which occur on even numbered years.

TPAC is scheduled to meet monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers. Access staff receives applications from potential TPAC members and then brings their nominations to the Board for approval.

JUNE 17, 2011

**TO: BOARD OF DIRECTORS**

**FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR**

**RE: ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD  
REQUEST FORM (*Tabled from April 25, 2011*)**

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**ISSUE:**

At the April 2011 Board meeting this item was tabled and directed to be brought back to the June Board meeting. The original issue was that the Community Advisory Committee (CAC) would like to improve their communication with the Access Board of Directors regarding certain recommendations and specific concerns that the Committee approves for submission to the full Board.

**RECOMMENDATION:**

Subject to Board action on Item 13 - Access Services Community Advisory Committee Restructuring, staff recommends deferring this request.

**IMPACT ON THE BUDGET:**

None.

**BACKGROUND:**

Staff, based on feedback from the Board's strategic planning session earlier this year, has included in this agenda an item that, subject to Board approval, will reconstruct the make-up of its advisory committees. If that approval has occurred staff recommends that this item be deferred to be addressed by the reconstructed committees.

The original recommendation and background were as follows - Either approve the attached form (as designed by the CAC) or refer this item to the Board Subcommittee currently working on Community Advisory Committee issues.

Pursuant to number six of the Community Advisory Committee's Goals & Objectives, the CAC formed a subcommittee to develop a more straightforward process that could be used to forward recommendations and other communications to the Board of Directors in a timely manner. To that end, the subcommittee developed the attached template, which was approved by the full CAC at the March 2011 meeting.

**FORMAL CAC REQUEST OR PRESENTATION TO THE BOARD**

**DATE:** \_\_\_\_\_

**TO:** Access Board of Directors, Chair .....

**FROM:** Access Community Advisory Committee (CAC)

**SUBJECT:** \_\_\_\_\_

**ISSUE:** \_\_\_\_\_

**RECOMMENDATION:**

**a)** Action item.

CAC recommends that the Access Services Board approves the following:

(OR)

**b)** Information and discussion item.

CAC is submitting this for information and discussion. There is no recommendation. The Access Services Board may receive and file this report.

**BACKGROUND:**

**BUDGET IMPACT:**

(Upon consideration by the Board – to be returned to the CAC and included in the CAC agenda package)

Prepared by: \_\_\_\_\_, Title \_\_\_\_\_

Submitted by: \_\_\_\_\_, Title \_\_\_\_\_

**DATE SCHEDULED FOR BOARD AGENDA:** \_\_\_\_\_

**REPLY OR ACTION TAKEN BY THE BOARD:** \_\_\_\_\_

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\_\_\_\_\_