

access

BOARD OF DIRECTORS MEETING

MONDAY, JANUARY 27, 2014

Closed Session: 12:00 – 1:00 P.M.

General Session: 1:00 – 3:00 P.M.

ACCESS SERVICES HEADQUARTERS

Council Conference Room, 3rd Floor

3449 Santa Anita Avenue

El Monte, CA 91731

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.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
1. <u>Existing Litigation</u> : Gov. Code §54956.9(a)	
(i) <i>Minnis v. Access Services</i> : LASC # BS145949 case	
2. <u>Initiation of Litigation</u> : Gov. Code §54956.9 (c)	- one
case	
4. SUPERIOR SERVICE AWARDS	PRESENTATION
5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 2, 2013 (page 5)	ACTION [Vote Required: majority of quorum by voice vote]
[Staff Recommendation: Approve minutes as written.]	

6.	REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
7.	GENERAL PUBLIC COMMENT	INFORMATION
8.	CONSENT CALENDAR <ul style="list-style-type: none"> a) Consideration to Extend Term and Increase Funds - Information Technology Consulting and Services Contract (AS-3039)(page 15) b) Proposal to Join California Transit Mutual Aid Compact (TransMAC) (page 17) c) Consideration to Extend Term and Increase Funds - Telephone Maintenance and Services Contract (AS-3032) (page 19) d) Consideration to Award Eligibility Appeal Contract (AS-3578) (page 21) e) Consideration to Extend the Social Services Transportation Inventory and Survey Consultant Contract (AS-3342) (page 23) f) Consideration to Establish an Ad Hoc Budget Committee for Fiscal Year 2014/2015 (page 25) g) Fuel Cost Impact on Fiscal Year 2013/2014 (page 26) <p>[Staff Recommendation: Approve Consent Calendar]</p>	ACTION [Vote Required: majority of quorum by roll call]
9.	CONSIDERATION TO APPROVE FISCAL YEAR 2014/2015 FUNDING REQUEST (page 28) <p>[Staff Recommendation: Authorize staff to submit a funding request to Metro of \$132,784,180. This amount includes FY2014/2015 service demand projections, agency program expenses, capital fleet replacement and expansion, and projected FY2013/2014 budget shortfall.]</p>	PRESENTATION/ ACTION [Vote Required: majority of quorum by roll call]
10.	REPORT ON METRO'S REVIEW OF ACCESS SERVICES (page 30)	INFORMATION
11.	CONSIDERATION TO EXTEND AND ADD FUNDS TO THE FAIRFAX RESEARCH GROUP CONTRACT NO. (AS-3360) (page 32) <p>[Staff Recommendation: Authorize staff to execute a contract with The Fairfax Research Group for a not-to-exceed amount of \$150,000 for the base period February 1, 2014 through January 30, 2015. Subject to Board approval, the contract may be extended for up to (2) two</p>	PRESENTATION/ ACTION [Vote Required: majority of quorum by roll call]

additional one year options.]

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| 12. | ACCESS SERVICES 2014 ANNUAL ROADEO | PRESENTATION |
| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 16. | ADJOURNMENT | ACTION |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: 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://accessla.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
DECEMBER 2, 2013**

The Access Services Board of Directors meeting convened at 12:03 p.m. on Monday, December 2, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Martin Gombert, Treasurer, Theresa DeVera, Secretary, John Troost, Art Ida, and Daniel Levy. Ex-Officio, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Board Members Kim Turner, Angela Nwokike and Ex-Officio Board Member Kathryn Engel, Chair TPAC were all excused from the meeting.

Access Services' staff members present included: Shelly Verrinder, F Scott Jewell, Andre Colaiace, Donna Cisco, Araceli Camuy, Charlene Motta, Jack Garate, Richard Rodriguez, Evie Palicz, Rogelio Gomez, Melissa Thompson, David Foster, Steve Chang, Kurt Hagen, Alfredo Torales, Galen Hale, Eric Haack, and Ramon Garcia (intern).

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 12:52 p.m. at which time Michael Arrigo, Chair of the CAC 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 existing, anticipated, initiation of litigation and personnel matters, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained 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 but due to the amount of public comments submitted for today's meeting the Chairperson would only allow three minutes for public comments.

Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they are unable to

speaking for themselves the Board should receive written communications to make them part of the record.

SUPERIOR SERVICE AWARDS

Soledad Diaz, Risk Manager for Global Paratransit Inc. (GPI), was the recipient of the Superior Service Award for the month of November 2013.

REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM OCTOBER 28, 2013

Motion: Director Troost moved approval of the October 28, 2013 Board meeting minutes.

Second: Director Nason seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Troost, Levy, Nason, DeVera, and Ida.

Opposed: None.

Abstention: Director Gombert.

Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, November 12, 2013 and Director Gombert provided the Board report. Mr. Arrigo also added that the committee received a presentation on multiple trip bookings which was the individuals that kept calling reservations to try and get the actual time they requested.

Mr. Arrigo also reported that the committee was in the process of restructuring that service and the sub-committee, which would meet before the next CAC meeting in January 2014. He concluded his report by stating that the CAC meeting was kept short.

GENERAL PUBLIC COMMENT

Jeff Casillas stated that he appreciated the service that Access Services provided and it helped him live a more independent lifestyle. He added that he worked for the San Gabriel/Pomona Regional Center and a lot of their clients were having problems with the purchase of coupons. He stated that most of the vendors that sold the coupons did not have any in stock.

Mr. Casillas also stated that over a week ago he booked a ride and the driver arrived about an hour early and proceeded to do a call-out, after the first call-out the driver paged him to inform him that he had two other pick-ups during the same time frame so that was the reason he arrived early.

Ms. Verrinder informed Mr. Casillas that Access Services Manager of Customer Support Services, David Foster would follow-up with him after the meeting.

Hugh Hallenberg requested additional time for his public comment due to his communication challenges. Chairperson Barnes granted him some additional time. Mr. Hallenberg stated that he noticed that all the new minivans were equipped with jump seats. He added that with the jump seats in the vehicles it was nearly impossible to get two wheelchairs in the minivan and with ambulatory riders to come up the ramp on the right side of the minivan because the jump seat was on the left side of the vehicle. Mr. Hallenberg recommended that Access Services do a survey on how often a jump seat was used. He also stated that he would like to know how many people use Access Services and how many people live in each area.

Mr. Hallenberg also stated that he was concerned with Access Services being in competition with the dial-a-rides. He stated that last month he was traveling from Torrance to El Monte to attend the QSS meeting at Access Services at 10:00 a.m. and a 7:30 pick-up would have been impossible for him to be ready, so they offered him a 9:30 pick-up for a 10:00 meeting traveling from Torrance which he had no choice but to take it.

Ms. Verrinder informed Mr. Hallenberg Access Services Deputy Executive Director, Operations Steve Chang, would follow-up with him after the meeting.

CONSENT CALENDAR

Motion: Director Nason moved approval of all the Items on the Consent Calendar.

Second: Director Levy seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Levy, Nason, DeVera, Ida, and Troost.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

APPROVAL TO INCREASE FUNDING FOR CUSTOMER SERVICE CALL OUTSOURCING TO SOUTHLAND TRANSIT, INC. (AS-3261)

Access Services Deputy Executive Director, Operations Steve Chang and David Foster, Manager of Customer Support Services, provided a brief presentation on the staff recommendation to increase funding for the Customer Service Call Outsourcing to Southland Transit, Inc.

Director Ida stated that there may be a conflict of interest, so he would like to recuse himself while this item was being discussed.

Board Questions &

Comments: Director Levy stated that during the presentation Mr. Foster mentioned that one of the key performance indicators was a percentage of calls on hold over five minutes as opposed to just average hold time. He asked if Mr. Foster could explain this in more detail. Mr. Foster replied that the revised standards included more metrics, including average initial hold time and percentage of calls on hold over five minutes.

Ms. Verrinder added that staff looked at this two ways; just an average initial hold time standard within the call center and staff would be meeting that goal. What would be missed are the calls on hold over five minutes. This is why new standards were added.

Ms. Verrinder mentioned when Director DeVera stated that it took her a long time to file a smile staff began looking at some of the other metrics that were available through the phone system. Staff started working closely with a third party telecommunications consultant who had not previously worked with customer service. She added to get to the average initial hold time and call abandonment you would have to add metrics not just average initial hold time. Staff wanted to have an average initial hold time of five minutes or less and also wanted the abandonment rate and the percentage of calls on hold greater than five minutes to be low.

Ms. Verrinder also stated that originally staff wanted to have the same language contained in the service contracts because the language was effective in lowering the reservation times. That was a two minute standard and after reviewing staff realized that the cost would be very high. Staff looked into some industry Best Practices to develop the proposed language. Ms. Verrinder stated that staff would come back to the Board with some set standards in the near future.

Director Levy stated that the FTA generally did not like average hold time and they leaned toward percentage of calls on hold and that was how performance was measured. Mr. Jones stated that minimum service criteria and therefore FTA hold time standards were not applicable to the Centers as the activities of the Centers are not required under Title II B regulations.

Ms. Verrinder added that Access went through an ADA Assessment in 2003 and it took until 2007 to resolve the reservation call hold times. The FTA determined that average initial reservation call hold times could not be the only criteria. The Office of Civil Rights and Access staff's went through the learning process together and changes implemented have proven effective in reservations. Staff is using the same methodology in Customer Service.

Mr. Foster also added that reservations and the customer service center were very different due to the type of calls received. The average call length in a reservation center was much shorter than a customer service call.

Director Levy remarked that on the second page of the item it was stated that the cost difference would be covered by the lower projected fuel cost. He

added that he reviewed the Board Box and could not find the line item for fuel. Ms. Verrinder stated that staff budgeted \$4.50 per gallon for fuel and currently fuel costs were at \$3.50 per gallon.

Mr. Jewell replied that the average cost of fuel in the first quarter had a \$250,000 saving for July through September 2013. Mr. Jewell added that there was not a specific line item in the Board Box that contained that information but it was included in the operational cost under paratransit operations. He also stated that if the Board would like to receive that kind of information he could provide the information in a different report.

Director Levy inquired about how fuel was handled. He asked if Access Services provides the fuel. Mr. Jewell replied that when the contract was bid, staff provided a dollar amount that the contractor would bid and that was adjusted quarterly. If it exceeded or decreased by 15% Access Services would provide reimbursement to or a deduction from the contractor depending on changes in fuel costs. Director Levy asked if it was based on the trip cost or the amount that fluctuated. Mr. Jewell replied that it was based on the actual cost per gallon and if the amount fluctuated.

Ms. Verrinder added that Access Services contractors provided their own fuel but they are also eligible for a California State fuel rebate which was about 6.5 cents per gallon.

Chairperson Barnes asked if there were any enforcement provisions for the performance standards discussed. Mr. Foster replied that Access Services contracts currently do not have liquidated damages or other "penalty" provisions but that staff does monitor standards compliance on an ongoing basis.

Motion: Director Levy moved approval of staff's recommendation.

Second: Director Nason seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Nason, DeVera, Troost and Levy.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

SELECTION OF EASTERN AREA SERVICE PROVIDER CONTRACT NO. (AS-3421)

Access Services Deputy Executive Director, F Scott Jewell and Rogelio Gomez, Project Administrator for the Eastern and Northern Regions, provided a brief presentation on staff recommendation on the Selection of the Eastern Area Service Provider.

Public Comment on Item 9 (Selection of Eastern Area Service Provider Contract)

Mr. Hallenberg asked how many years had San Gabriel Transit Inc. been a service provider in the Eastern region. Mr. Jewell replied since 1994 because they were part of the brokerage in Pomona. Access Services legal counsel, Mr. Jim Jones replied that the Board or staff would not usually answer questions during the public comment portion of the meeting but “yes” San Gabriel Transit was part of the brokerage in Pomona in 1994.

Ms. Verrinder concurred with Mr. Jewell and legal counsel that Access Services operated as a brokerage for a number of years in Pomona and San Gabriel Transit began as one of the original brokerage partners and the City of Azusa was also one of the contactors within the Eastern Region and a Region Center provider. Mr. Hallenberg continued to ask other questions but Mr. Jones informed him that the Board meetings did not have a question and answer portion during public comment.

Ms. Verrinder informed Mr. Hallenberg Access Services Deputy Executive Director, Operations Steve Chang, would follow-up with him after the meeting.

Board Questions &

Comments: Director DeVera stated that she was a rider with San Gabriel Transit and she was very impressed with their service from upper management to the drivers and she highly commended them. Director DeVera asked if the current contract was only for eligibility trips. Mr. Jewell replied “no” the contract was for the entire service, ADA, next day service, certification trips and the Access to Work trips within the Eastern Region. Director DeVera asked in terms of the eligibility trips, one of her friends had an incident with miscommunication, the provider called him a day before the trip and the day of. Mr. Gomez replied that was correct, the San Gabriel provider called the rider two days prior to inform the rider of the specific time the vehicle would arrive. Mr. Gomez also added that the situation regarding her friend, staff investigated the issue and found that a phone call was made but staff had not completed their investigation on this issue.

Ms. Verrinder added that it was important for the Board to understand that there would be a major change to the way certification trips were being handled with the award of this contract. Ms. Verrinder stated that currently appointments were scheduled for transportation by C.A.R.E. Evaluators. C.A.R.E. Evaluators then gave the schedule to the contractor three or four days before the pick-ups. Staff recommends that the process be changed because C.A.R.E. was not concerned with where the individual was being picked up from but were concerned with filling the time slots. With the award of this contract staff would move the entire eligibility reservation process to the contractor.

Ms. Verrinder added that by doing this it would improve scheduling efficiency, get people to their destination quickly and it would not be restricted by zip code. Ms. Verrinder also added that currently there was a very high no-show/cancellation rate with eligibility so staff was trying to pin point where it was coming from.

To reduce no-shows staff developed a solution to call the rider two days prior to their scheduled trip and the day before and if there was no contact then the vehicle would not be sent out but the contractor would still try to contact the rider to get the correct contact information for their file for future trips.

Director Levy asked after reviewing the scoring system for evaluation ranking, was it the same system used in the past? Mr. Jewell replied "yes." Director Levy also asked if it was the same system that other transit agencies used with 20% on cost and was it comparable. Mr. Jewell replied that to his understanding it was the same and he had seen it as high as 30 to 40% higher which would depend on the criteria that was established by the staff within each individual property when they put things out to bid. The criteria that was in place right now had been standard for this type of contract for the last three or four bids.

Ms. Verrinder added that many other transit agencies use a low bid, do a cost proposal and may do a two-step process to determine who was eligible and then go with the lowest bid from the ones that had been determined eligible. Ms. Verrinder stated that there were a couple of areas where staff calculated the score with cost being one of them. She added that staff published the formula that was used in the Board item so there could be no questions of how the process was done.

Access established a sub-committee that developed the contracting and the weights and averages that staff utilized. Ms. Verrinder added that the low bidder was not necessarily the best bidder. The sub-committee decided that price was important but what was really important was the quality of the proposal and the quality of the staff. Ms. Verrinder added that the language in the contract was changed to show the commitments that need to be made on management and who would be available as the local manager.

Motion: Director DeVera moved approval of staff's recommendation.

Second: Director Nason seconded the motion.

Discussion: Director DeVera stated that if you compared San Gabriel's performance to what it was now you would see a very different approach from upper management to the driver. Director DeVera thanked San Gabriel transit and stated that she would not be where she was today if it weren't for them taking her everywhere. She concluded her comment by stating once again that she was very proud of them and very happy to have them as her home provider. She also highly recommended that the Board approve staff's recommendation and approve the contract.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Ida, Nason, DeVera, Troost and Levy.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

EXECUTIVE DIRECTOR'S REPORT

Access Services Executive Director, Shelly Verrinder, began her report by stating that for the month of October, total trips increased by 8% which was significant over last year. The increase was reflected in reduced On-time performance in September and October of 87.02% and 87.61%, respectively. Average initial hold time had decreased slightly across the board from 79 seconds to 76 seconds. Ms. Verrinder stated that she was going to be changing the average initial hold time slide after the Board approved the new standards for customer services because it would more accurately depict the results and allow her to provide other relevant statistics such as abandon call rates and calls on hold over five minutes. Ms. Verrinder stated that those statistics were currently available in the Board Box but were difficult to find.

Ms. Verrinder advised that eligible riders increased by 2% to a total of 144,778, cost per trip was lower than budgeted due to a higher than projected ridership for October allowing staff to spread the cost over the increased base. She advised that year-to-date, unaudited numbers, were about 1.6% over budget totaling \$675,000. She also stated that this was the time of year that the ridership slowed down and Access Services was usually over budget at this point. Within the next three months Access Services will start to see the service stabilize and a clearer picture of how the financials will develop should emerge.

Ms. Verrinder also reported that Access Services Manager Safety, Training & Emergency Preparedness, Evie Palicz and her team created a number of different safety campaigns to keep Access Services safety culture fresh and up to date. Today Donna Cisco distributed a wristband that was inscribed "On the Road off the Phone" and a lapel pin that would also be distributed to all of Access Services drivers. Ms. Verrinder stated that the wristband was distributed last month and next month the lapel pin inscribed "No Need to Speed," "Safer Journeys Every Day" would be available. She added that Access Services would be coming up with a new incentive program in the near future and would be presenting it to the Board for approval.

Ms. Verrinder concluded her report by stating that staff included an article in the Behind the Scenes Newsletter regarding the recent death of Gary Jansen. She stated that Mr. Jansen was one of Access Services very first riders when he lived in Claremont. Ms. Verrinder shared a few stories about Mr. Jansen and stated that he would truly be missed by everyone.

BOARD MEMBER COMMUNICATION

Director Ida wished staff, the riders, and everyone present a happy holiday and asked everyone to be safe on the road.

Director Levy also wished everyone happy holidays and he hoped to see everyone next year.

Director DeVera wished everyone happy holidays and a happy new year's. She also stated that she shared many shared rides with Gary Jansen and he would be truly missed.

Director Nason also stated that she was going to miss seeing Gary Jansen at each of the Board meetings making his public comments. Director Nason also mentioned that if anyone lived in the Long Beach area her center Disabled Resources Center, all of her staff was certified by the state to provide covered California health care, the Obama Care, her staff could help them make the right decision and help anyone enroll. She concluded her comments by wishing everyone a happy holiday and new year's.

Chairperson Barnes stated that the next Board meeting was scheduled for January 27, 2014 so he would also like to wish everyone a happy holiday and new years. Chairperson Barnes asked for a motion to adjourn the meeting in Gary Jansen's name.

Chairperson Barnes added that he had the honor of appointing Mr. Jansen to the Community Advisory Committee during the prior structure. He also mentioned that you could not find another person with a brighter smile and a warmer heart. He was quite an amazing person and would truly be missed.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Nason moved to adjourn the meeting in honor of Gary Jansen.

Second: Director Turner seconded the motion.

Vote: Via Voice Vote.

Pass/Fail: All were in favor and the meeting adjourned at 2:15 p.m.

Approval

Theresa DeVera, Secretary

Date

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: NGAN ADAMS, SENIOR DATABASE ADMINISTRATOR
MARK GLANZMAN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
INFORMATION TECHNOLOGY CONSULTING & SERVICES CONTRACT (AS-3039)

ISSUE:

Board approval is necessary to exercise the first option year of contract AS-3039 (Rider360) for information technology consulting and services contract with PDSA, Inc.

RECOMMENDATION:

Authorize \$135,000 in funds and an extension in the period of performance for one year, from May 1, 2014 through April 30, 2015.

IMPACT ON BUDGET:

These consulting services were budgeted for FY2013/2014 and will also be allocated in FY2014/2015. This action will result in an increase in the total contract amount from \$364,500 to \$499,500. The hourly rates will increase from \$135 to \$143 which is consistent with the Consumer Price Index change over the three year period of the contract.

ALTERNATIVES CONSIDERED:

Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term. This is part of the continuing development of a key infrastructure project and this is the first of five option years available under this contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

In February 2011, PDSA Inc. was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, a single application to manage data of an Access customer.

In the past three years, PDSA staff was key to the successful transition to the Access TAP ID card in late 2011 and migration of data to the most up to date technology platform. Other implementations included Service Area Check, Address Validation and Geocoding to ensure data integrity.

New projects for the future may include merging of contractor drivers' data and vehicle data into Rider360.

The requested funds will be for addressing additional and changing business needs that have been identified by staff and the service contractors. The requested amount is an estimate of the work that will be completed through the end of the first option year of the contract.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DIRECTOR, SAFETY AND RISK MANAGEMENT

RE: PROPOSAL TO JOIN THE CALIFORNIA TRANSIT MUTUAL AID COMPACT
(TransMAC)

ISSUE:

The California Transit Mutual Assistance Compact (TransMAC) establishes a formal, mutual assistance agreement amongst California transit agencies to facilitate rapid, short-term deployment of emergency support resources in the event of emergencies. To better prepare Access Services to respond to, and recover from emergencies and disasters while fulfilling its obligation to provide essential services to the community, or assist its fellow public transit providers in doing the same, joining Trans-MAC will allow for reimbursement to the providing member.

RECOMMENDATION:

Authorize the Executive Director to enter into a reciprocal agreement for mutual support known as TransMAC.

IMPACT ON BUDGET:

There is no direct impact on the budget. If a participating agency requests assistance from Access Services, TransMAC includes a mechanism for invoicing that agency for Access Services' costs. Similarly, if Access Services requests assistance from a participating agency, Access Services would be liable for any costs incurred by that agency in providing assistance.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Transit agencies in Southern California that have already joined TransMAC include Metro, Orange County Transportation Authority, Foothill Transit, North County Transit District, Santa Monica Big Blue Bus, Antelope Valley Transit Authority, City of Commerce, Omnitrans, Anaheim Resort Transportation, and SunLine Transit Agency. Joining TransMAC establishes no obligation to provide mutual aid, but a method for reimbursement if mutual aid is provided to a member agency.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION

If this staff recommendation is approved by the board, staff would be authorized, but not required, to negotiate and enter into a written agreement under conditions set forth and no less favorable to Access than those proposed above. Access would also need to negotiate a modification of its Memorandum of Understanding with Metro to expand the scope of services for which funding under the MOU can be used to include TransMAC membership.

BACKGROUND:

TransMAC was developed with wide participation from transit providers, emergency management agencies, and legal counsels in California. The resulting compact is similar to those that have existed and been tested in other disciplines for many decades (e.g., law enforcement, public works, utilities). TransMAC will help Access Services forge a resilient, formal and mutually beneficial relationship with its fellow public transit providers for emergency situations. TransMAC facilitates rapid, short-term deployment of emergency support (personnel, equipment, materials, and other associated services) prior to, during, and/or after an incident or pre-planned event amongst its membership. TransMAC establishes the framework for activation, withdrawal, member responsibilities, reimbursement, documentation, legal and liability issues. TransMAC also provides great flexibility for members to negotiate terms appropriate to the situation at the time of activation. As a member, TransMAC also would allow Access Services to provide service to its customers first, and choose to provide aid when excess capacity is available.

TransMAC is designed to be managed by a steering committee comprised of members and associate members, or non-transit providers which play a support role for the TransMAC. An elected chair and vice-chair will be selected by majority vote from the representatives serving on the Steering Committee and serve for a period of two years. Currently the Chair is Scott Norwood of Metro.

The TransMAC Agreement (located on www.accessla.org) is the collective work of more than thirty agencies throughout the region over the past three plus years. The Agreement provides maximum flexibility to take advantage of the interconnected nature of the many included entities and each agency's individual capabilities. Meanwhile, it ensures each agency maintains control of its assets and is appropriately protected.

To facilitate and enable Access to join TransMAC, it is advisable to empower the Executive Director to act on Access Services' behalf to take necessary actions without the normal protocols.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER
MARK GLANZMAN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS –TELEPHONE
MAINTENANCE AND SERVICES CONTRACT (AS-3032)

ISSUE:

Board action is required for the extension and increased funding of the telephone maintenance contract (AS-3032) that covers the system in use at Access Services' administrative facility.

RECOMMENDATION:

Authorize \$40,000 in funds and an extension in the period of performance for one year, from March 25, 2014 through March 24, 2015.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

IMPACT ON BUDGET:

These maintenance services were budgeted for FY2014 and will also be allocated in FY2015. This action will result in an increase in the total contract amount from \$110,000 to \$150,000.

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.

BACKGROUND:

The telephone system at Access Services' administrative office is used to support not only day-day office usage but also the complex menu routing and recording for Access' Customer Service Center. This system has historically been maintained through a maintenance service agreement with an outside vendor that covers existing hardware (phone systems, handsets, servers, etc.) as well as software maintenance, including version updates.

In accordance with procurement practices, staff released a Request for Quotations (RFQ) in December 2010. The contract was awarded to Accurate Telecom for a three year period that began in March 2011. This contract also provided the option of renewing the agreement for up to five one-year option years subsequent to Board approval. This is the first option year available with the contract.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY
MARK GLANZMAN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO AWARD ELIGIBILITY APPEAL CONTRACT (AS-3578)

ISSUE:

Board approval is required to exercise the award of one (1) individual contract for Eligibility Appeals Services.

RECOMMENDATION:

Authorize staff to execute a contract to one (1) contractor for Eligibility Appeal Services with the Appeals Specialist outlined below. The contract period of performance will be for five (5) years.

Contract No.	Contractor	Type of Appeals	Contract Amount Not to Exceed	Contract Start Date
AS-3578	USC PT Associates	Physical Therapy	\$140,000	February 1, 2014

IMPACT ON BUDGET:

The estimated costs associated with this contract have been included in the FY2013/2014 budget and will be appropriately budgeted for the applicable subsequent out years.

ALTERNATIVES CONSIDERED:

This was a competitive bid process and as such no other alternatives were considered.

BACKGROUND:

Eligibility Appeal Services are procured through an open Statement of Qualifications/Request for Quotations (SOQ/RFO) process which allows qualified contractors to bid on the services at any time. This allows for Access to have a "bench" of vendors to use for these types of services. The current SOQ/RFO was issued on October 4, 2013, and to date five contracts have been

awarded. This item recommends a contract award to USC PT Associates which is an incumbent Appeals Specialist.

The University of Southern California (USC) PT Associates has been providing physical therapy evaluations for Access Services since February 2001. USC PT is represented by Director Dr. Johnathan Sum, PT, DPT. USC PT is an outpatient physical therapy practice specializing in Orthopedic, Neurologic, Cardiopulmonary, Geriatric, Balance and Gait disturbances. Many of its physical therapists are board-certified specialists in neurology and orthopedics. Most have doctoral degrees and all are faculty members of the USC Department of Bio kinesiology and Physical Therapy.

The aforementioned contract costs are based on the following rates per appeal specialist:

	Year 1	Year 2	Year 3	Year 4	Year 5
Price per Appeal	\$123.60	\$127.31	\$131.13	\$135.06	\$139.11
Late Cancellation Fee	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00

Projected Appeals:

Professional Field	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Physical Therapy	141	168	200	240	289	1,038

This appeals specialist has been providing effective, quality appeal evaluations for Access Services. They have developed appropriate procedures for evaluating appeals and creates high quality documentation. Staff is confident that the quality of service will continue and as such, recommends the execution of the contract as outlined above.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO EXTEND THE SOCIAL SERVICES TRANSPORTATION INVENTORY AND SURVEY CONSULTANT CONTRACT (AS-3342)

ISSUE:

Board authorization is required to extend the term for contract AS-3342 with Nelson/Nygaard Consulting Associates (Nelson/Nygaard) to complete the social services transportation inventory and survey (SSTI) for Access Services.

RECOMMENDATION:

Authorize an extension in the period of performance with Nelson\Nygaard for five months from February 1, 2014 through June 30, 2014.

IMPACT ON BUDGET:

The cost associated with this contract (\$100,000) was included in the FY 2013 budget and carried over in the FY 2014 budget. There is sufficient funding under the current contract agreement to cover the five month extension.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff feels the tasks completed by the consultants thus far have yielded important information about the current state of social service agency-provided transportation in the County. This information is valuable to Access and its stakeholders alike and will be incorporated in Access' local transportation resources directory.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

In January, 2013 the Board authorized a 12 month consulting contract, for a not to exceed amount of \$100,000, with Nelson/Nygaard to conduct a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents. The State requires Consolidated Transportation Service Agencies (CTSA) to conduct this inventory every four to six years. Access serves this function for Los Angeles County.

Data gathered from the inventory and survey will be used by the Access' Mobility Management program to update its directory of specialized transportation providers. Access will also use survey data to update its listing of all fixed route service operators and any Dial-a-Ride services provided in the County to increase the mobility options for persons with disabilities, older adults, and people with low incomes.

As part of the project, Nelson/Nygaard was also tasked to assess the efficacy of Access's CTSA education and training programs and offer recommendations on additional trainings, programs and/or services that could be implemented. This project includes a peer review of other CTSA's in the State that provide specialized transportation or paratransit services.

Due to a delay in sending the survey notices to stakeholders, the consultants started the project later than scheduled, thus pushing back the completion date by a few months. The consultants have completed the social service transportation survey and a draft report of the CTSA peer review.

The project is expected to be completed by April 2014. Staff is requesting an extension through June so that staff may schedule consultant presentations of the final report to Access' Board, advisory committees and other stakeholders, if requested.

JANUARY 20, 2014**TO: BOARD OF DIRECTORS****FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER****RE: CONSIDERATION TO ESTABLISH AN AD HOC BUDGET COMMITTEE FOR
FISCAL YEAR 2014/2015**

ISSUE:

In past years, the Board has established an Ad Hoc Budget Committee to provide input and advise staff on the draft budget to be presented in June. Staff requests that the Board again authorize the appointment of up to four of its members to meet with staff to review and advise on the draft budget that will be presented to the full Board in June.

RECOMMENDATION:

Appoint Chairperson Doran Barnes, Director Martin Gombert, Treasurer, and Directors Art Ida and Dan Levy to serve on the Ad-Hoc Budget Committee to review the draft FY2014/2015 Access Services operating budget.

BUDGET IMPACT:

There is no impact on the budget.

BACKGROUND

In order to facilitate board participation and understanding of the operating budget, an ad hoc committee of the Board should be established to review and advise staff regarding the proposed budget in preparation for the draft budget approval. This process has been helpful in the past and staff requests that the Board once again establish this ad hoc committee. There will be 2 to 3 working sessions of the ad-hoc committee in the upcoming months to discuss major cost centers of the budget. It is then anticipated that the ad hoc committee would have a full budget review in May. Staff will subsequently present a final budget for approval during the June 2014 Board meeting, by which time it is anticipated that the annual Metro Memorandum of Understanding (MOU) regarding funding for FY2014/2015 will have been completed.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: FUEL COST IMPACT ON FY2013/2014 BUDGET

ISSUE:

Access maintains a policy of accounting for the volatility of fuel prices by establishing a baseline cost per gallon in each of its service providers' contracts. If the cost of fuel varies more than 15% in a quarterly period then a service provider is either reimbursed or assessed the calculated difference based upon the total number of gallons purchased by the provider for the contract services in the quarter. Accordingly Access budgets this difference as a supplemental gas item for the fiscal year.

BACKGROUND

In Access' service provider contracts fuel is based on a cost that is established in the proposal process. This is applicable to all Access-owned and Contractor-owned, 100% dedicated revenue vehicles. This provides not only a common factor in the evaluation of the cost of the contract but also a baseline cost that is used to properly compensate the service provider if the cost of fuel varies due to market conditions.

The baseline cost is compared to the three-month average cost of Los Angeles, CA Regular Reformulated Retail Gasoline Prices (Cents per Gallon) less the \$0.06 Motor Vehicle Use tax. A variance of 15% will trigger either a reimbursement or deduction that occurs on the next monthly payment cycle of the service provider.

As part of the budgetary process, staff evaluates fuel trends and determines a cost per gallon that is used to project the cost of this policy for the next fiscal year. For FY2013/2014 the cost per gallon estimate of \$4.50 was used. In the first quarter of the fiscal year the actual average cost of gasoline was \$3.99 such that there is currently a projected budget surplus for this item.

Due to the quarterly reporting of this policy, the impact of the cost savings has been included as part of purchased transportation in the monthly Board Box financial statements. Per Board request, the fuel cost will be reported as a separate line item beginning with the February 2014 Board Box. However it is important to note that the cost savings and/or impact will be based on a projected accrual.

The table below provides a breakdown by service contractor –

	Jul-13	Aug-13	Sep-13	Total
Eastern Region				
Base Cost - \$2.79/gallon				
Actual - SGT#1928	\$41,130	\$40,317	\$40,020	\$121,467
Budget	\$61,086	\$65,131	\$64,397	\$190,615
Variance Over (Under) Budget	\$(19,956)	\$(24,814)	\$(24,377)	\$(69,148)
Southern Region				
Base Cost - \$3.25/gallon				
Actual - GPI#2967	\$41,228	\$41,701	\$34,885	\$117,814
Budget	\$64,753	\$69,059	\$68,277	\$202,088
Variance Over (Under) Budget	\$(23,525)	\$(27,358)	\$(33,391)	\$(84,274)
Northern Region				
Base Cost - \$3.50/gallon				
(\$4.25/gallon as of 8/1/2013)				
Actual - MVT#2492	\$23,603	-	-	\$23,603
Budget	\$48,408	-	-	\$48,408
Variance Over (Under) Budget	(24,805)	-	-	(24,805)
West/Central Region				
Base Cost - \$2.94/gallon				
Actual - CTI#2364	\$23,812	\$24,040	\$22,608	\$70,460
Budget	\$38,402	\$40,948	\$40,487	\$119,836
Variance Over (Under) Budget	\$(14,590)	\$(16,908)	\$(17,878)	\$(49,376)
Antelope Valley Region				
Base Cost - \$3.75/gallon				
Actual - DT#3116	-	-	-	-
Budget	\$5,019	\$5,354	\$5,293	\$15,667
Variance Over (Under) Budget	\$(5,019)	\$(5,354)	\$(5,293)	\$(15,667)
Monthly Total - Actual	\$129,773	\$106,058	\$97,514	\$333,345
Monthly Total - Budget	\$217,668	\$180,492	\$178,454	\$576,614
Monthly Variance Over (Under) Budget	\$(87,895)	\$(74,434)	\$(80,940)	\$(243,269)

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF OPERATING OFFICER

RE: CONSIDERATION TO APPROVE FISCAL YEAR 2014/2015 FUNDING REQUEST

ISSUE:

Annual funding that Access receives from Metro in its capacity as Regional Transportation Planning Agency(RTPA) has traditionally been determined by a 12 year projection model that was established in 2004. The dollar value projections at Metro have not been modified to meet the growth in service or the capital needs that Access has experienced over the last few years. This funding shortfall has generally been addressed through deferment of capital vehicle replacements on an on-going yearly basis which tends to exacerbate issues related to increased service demand.

RECOMMENDATION:

Authorize staff to submit a funding request to Metro of \$132,784,180. This amount includes FY2014/2015 service demand projections, agency program expenses, capital fleet replacement and expansion, and projected FY2013/2014 budget shortfall.

BUDGET IMPACT:

Approval of this funding request will allow for the development of a fully funded draft FY2014/2015 budget. If the funding is not fully recognized by Metro, then staff and the Ad Hoc Budget Subcommittee will need to develop a restricted budget that ensures sufficient funding to meet the minimum ADA paratransit regulations obligation.

BACKGROUND

Under Title II B of the ADA, public fixed route operators are required to provide or certify that there is provided ADA paratransit service meeting specified minimum service criteria and that is complementary with the fixed routes they operate. That paratransit service must be designed, funded and implemented to fully meet all projected demand for next-day service and be operated so as to be free of capacity constraints. [49 C.F.R.37.131 (b) and (f)] The Los Angeles County public fixed route operators have elected to do that by joining in and supporting the Los Angeles County Coordinated Paratransit Plan which is administered by Access Services.

Metro, in its role as RTPA, allocates Federal STP funds and discretionary Proposition C funds to Access through an annual MOU process. The funds so provided combined represent 91% of

available funding for Access for a fiscal year (the remaining 9% of funding consists of grants, fare revenue, and other income). The funds requested are based on budgets and plans which are highly dependent on sophisticated demand projections. Once demand projections are completed in January/February (through a demand forecasting process developed by HDR Engineering) Access staff begins the budget development process. For Fiscal Year FY2015 Metro staff has requested budget numbers from Access earlier than in the past. Accordingly Access staff is bringing forward this request for \$132,784,180 for Board approval. The request is based on the following:

Ridership	3,917,734	(8.1% increase)
Total Expenses	\$ 130,651,848	
Total Capital expenditures	\$ 10,819,718	Replacement and expansion
Grand Total	\$ 141,471,566	
Expected Revenue	\$ 9,957,386	
Metro 5310 FY15 Budget Amount	\$ 60,600,000	Federal Dollars already allocated
Metro Prop C Budget Amount for FY 15	\$ 70,914,180	
FY 2013/2014 Projected Shortfall	\$ 1,270,000	As of 11/30/14
Net Request	\$ 132,784,180	

It is important to note that this is a preliminary amount and that it may fluctuate with the delivery of the service over the next few months. Staff will continue to work closely with Metro to finalize the funding marks and will move forward with the development of the FY2014/2015 budget with the advice and input of the Board budget subcommittee.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR

RE: REPORT ON METRO'S REVIEW OF ACCESS SERVICES

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. Metro's Office of Management and Audit retained the consulting firm Bazilio Cobb and Associates to perform the review.

RECOMMENDATION:

None. The final report was presented before MTA's Finance, Budget and Audit and Executive Management Committees on January 15th and 16th respectively. The report (a copy of which is on the Access website at www.accessla.org) was discussed and placed under Receive and File by the Subcommittees with the understanding that an independent survey and a series of focus groups of Access customers will be conducted over the next few months.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

No alternatives were considered. The report was placed under Receive and File.

BACKGROUND:

In June 2013 the Metro Board directed Metro staff to conduct an independent assessment of Access Services. The assessment addressed the following eight objectives:

- A review of the customer satisfaction survey conducted by Access Services of Access customers.
- Review and analysis of projected demand for Access for the next five years.
- Listing of all federal and state funds eligible for Access and their projected uses.
- Funding plan, including cost and demand mitigation strategies.

- Benchmarking Access' cost containment strategies against industry best practices and peer paratransit agencies.
- Performance and financial review of Access, including review of their eligibility certification criteria.
- Level of paratransit services being provided compared to ADA requirements.
- Longer-term strategy and options to apply future service changes to current Access clients.

The final report contained 13 findings and 12 recommendations including Access' Management Response to the recommendations. The findings and associated recommendations are detailed in the Metro Staff Report and Final Review located on www.accessla.org.

JANUARY 20, 2014

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: CONSIDERATION TO EXTEND AND ADD FUNDS TO THE FAIRFAX RESEARCH GROUP CONTRACT NO. (AS-3360)

ISSUE:

Board approval is required to award a consulting contract with The Fairfax Research Group for survey research, design, and consulting services beginning February 1, 2014.

RECOMMENDATION:

Authorize staff to execute a contract with The Fairfax Research Group for a not-to-exceed amount of \$150,000 for the base period February 1, 2014 through January 30, 2015. Subject to Board approval, the contract may be extended for up to (2) two additional one year options.

IMPACT ON BUDGET:

The costs for these consulting services were not programmed in the FY 2014 budget and will be covered with the \$150,000 budgeted for the volunteer driver program.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Survey design and administration is a highly specialized field that requires experience in both quantitative and qualitative research designs. Staff does not possess the expertise to perform this function in-house.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, staff will be authorized, but not required, to negotiate and enter into a contract with The Fairfax Research Group under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

In March 2012, Fairfax Research completed a comprehensive telephone opinion survey of Access customers to assess: (1) overall customer satisfaction and identify areas where it could improve the service and; (2) customer familiarity with the Free Fare program. In May 2013, Fairfax Research completed a telephone survey of Access customers who have used the Access TAP ID Card. The data derived from the survey results has proved invaluable to Access in implementing customer service improvements.

In June 2013, Metro's Office of Management and Audit retained the consulting firm Bazilio Cobb and Associates to conduct an independent review of Access Services. The final report was presented before Metro's Finance, Budget and Audit and Executive Management Committees on January 15 and 16, 2014, respectively. The report was discussed and placed under Receive and File by the subcommittees with the understanding that an independent survey and series of focus groups of Access customers be conducted over the next few months.

To ensure that a survey conducted on behalf of Access is statistically valid and free of potential bias and error, staff will task Fairfax Research to work closely with the survey firm selected by Metro to conduct the survey. Additionally, Fairfax Research will ensure that the next survey conducted on behalf of Access adheres to the recommendations set forth in the final report. The Metro recommendations relating to customer survey design and administration are noted below:

Recommendation 1: Access Services should improve its future customer survey design, administration and follow-up by:

- Presenting the draft survey questions and questionnaire to its Community Advisory Committee, Transportation Professionals Advisory Committee, and Metro Civil Rights for review and input prior to the survey questionnaire being finalized and administered.
- Providing a complete listing of its clients along with information required by the survey research firm to appropriately select the sample of clients to participate in the survey and to administer the survey.
- Ensuring that the final survey questionnaire includes a statement that responses are completely anonymous, individual responses will not be communicated to Access Services, and cannot impact eligibility or service provided. The contract with the survey research firm selected should also include a provision prohibiting the firm from sharing individual responses with Access Services.
- Requesting Metro Civil Rights to collaborate in the entire customer survey process, including presentation of the results to both the Access Services and Metro boards.
- Developing a formal action plan, in collaboration with Metro Civil Rights, to address issues and concerns identified through the customer survey. This action plan should be presented to the Access Services and Metro boards with the survey results.
- Ensure the Request for Qualifications or Proposals (RFQ/RFP) is distributed directly to the numerous survey research firms in the region, including colleges and universities, which could potentially provide the survey research service.

Fairfax Research provides extensive background and over 20 years of expertise in the field of market and survey research, which includes questionnaire development, sample design, and data processing/collection. Staff feels the firm is well qualified to provide expert survey consulting services to Access Services.