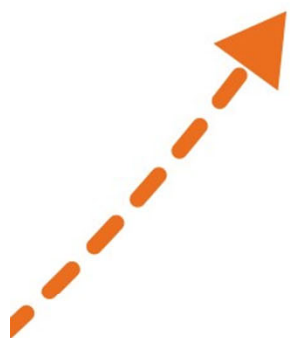
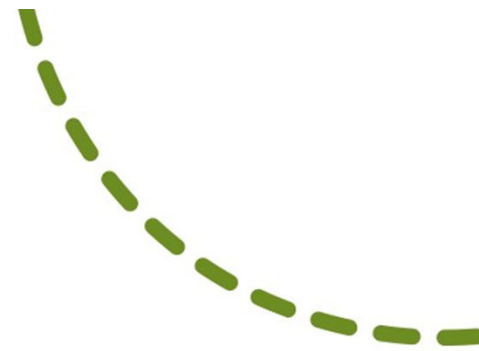
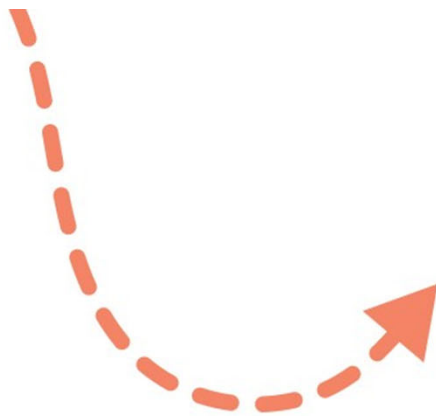
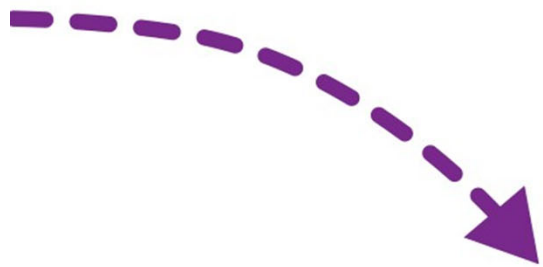
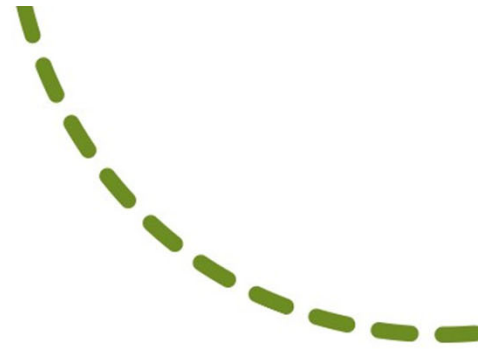
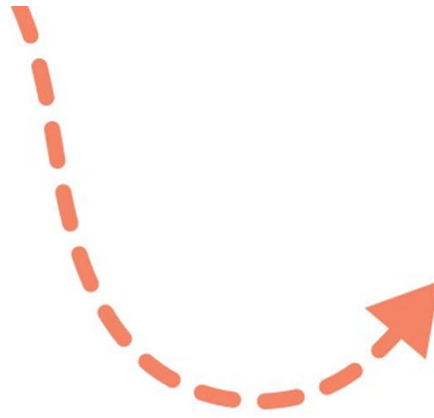
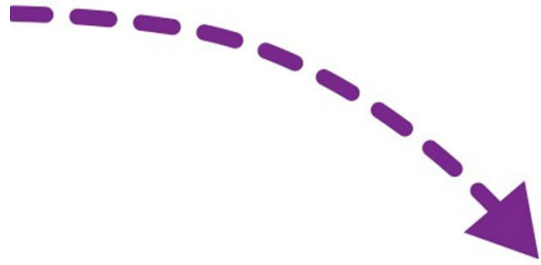


**Board of Directors
January 13, 2020
Presentations**



access

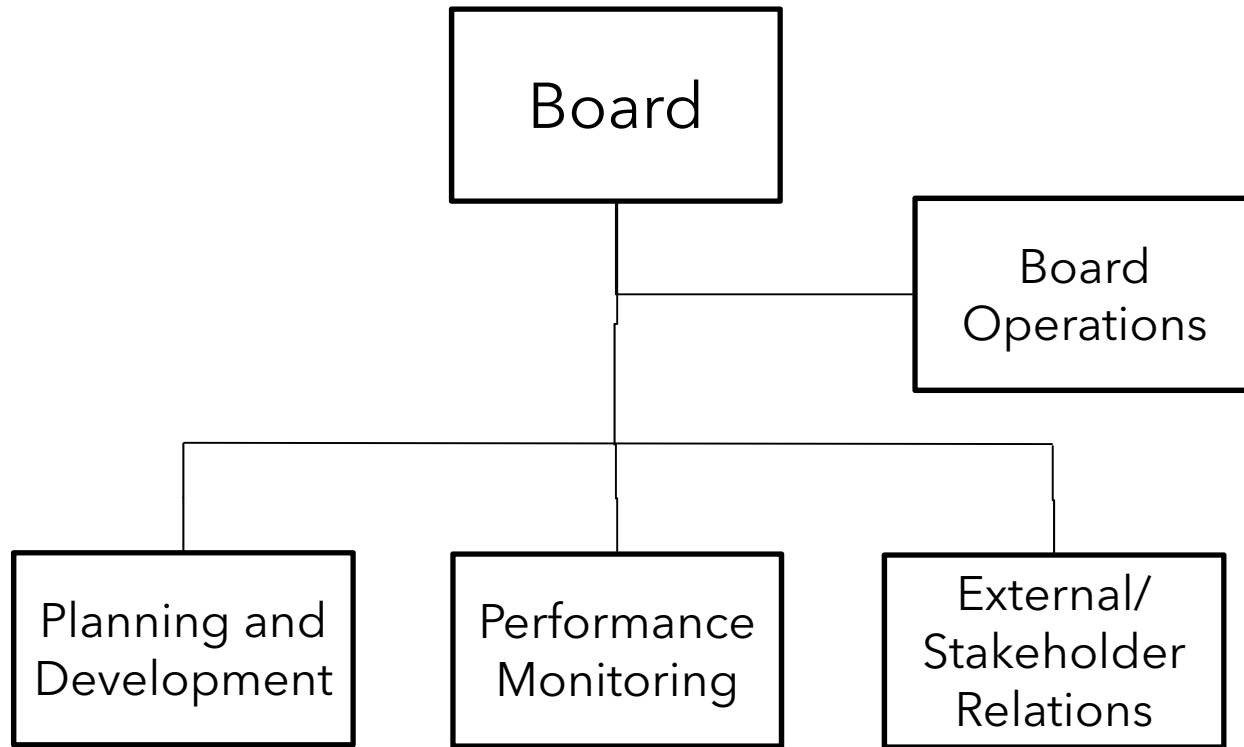
**Item 6
Board Standing Committee
Orientation**



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Standing Committee Organization



access



Access Services
Board of Directors Committee Structure

Board Operations

<u>Chair</u>	<u>Vice Chair</u>	<u>Treasurer</u>	<u>Secretary</u>	<u>Liaison</u>	<u>Meeting Time</u>	<u>Meeting Dates</u>
Nason	Gombert	Barnes	DeVera	Colaiaice	10am-11am	Mar 23, May 26, Jul 27, Sep 28, Nov 23

Planning and Development

<u>Chair</u>	<u>Director</u>	<u>Director</u>	<u>Liaison</u>	<u>Meeting Time</u>	<u>Meeting Dates</u>
Gombert	Wisdom	Nason	Rodriguez	9am - 10 am	Mar 9, May 11, July 20, Sep 21, Nov 16

Performance Monitoring

<u>Chair</u>	<u>Director</u>	<u>Director</u>	<u>Liaison</u>	<u>Meeting Time</u>	<u>Meeting Dates</u>
Barnes	Del Castillo	Burner	Greenwood	11am - 12pm	Mar 9, May 11, July 20, Sep 21, Nov 16

External/Stakeholder Relations

<u>Chair</u>	<u>Director</u>	<u>Director</u>	<u>Liaison</u>	<u>Meeting Time</u>	<u>Meeting Dates</u>
DeVera	Gibson	Troost	Johnson	130p - 230p	Mar 9, May 11, July 20, Sep 21, Nov 16

Note - The PD, PM and ESR committee meeting dates fall on the previously approved Board meeting dates for 2020 except Nov 16 which is a new date.

The Board Operations committee is slated to meet 1-2 weeks after the other committees so as to review and set the Board Meeting Agenda. These dates are proposed.

Board Meeting Dates - Jan 13, Feb 10, Apr 13, Jun 15, Aug 17, Oct 19, Dec 7

Annual Meeting - Nov 17

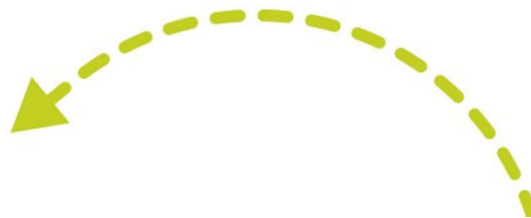
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Standing Committees -

- Ensure complex issues receive adequate attention
- Make Board meetings more productive
- Provide Board members with a satisfying governing experience
- Be vehicles for mapping out Board engagement processes

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Board Operations Overview



- Headed by the Board Chair and consisting of the other Board Officers and Executive Director
- Responsible for the management and coordination of the Board of Directors and the Board-Executive Director working relationship
- Members
 - Nason (Chair)
 - Gombert
 - Barnes
 - DeVera
 - Colaiace (Liaison)

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Board Operations Functions

- Coordinating the functioning of the Access Services Board of Directors and the Board's standing committees
- Keeping the Board Governing Mission updated, setting Board member performance targets and standards, and monitoring the performance of the Board as a whole and of individual Board members.

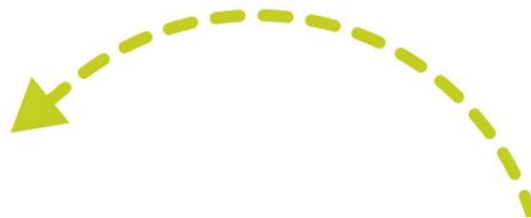
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Board Operations Functions

- Advising the Board Chair on the appointment of standing committee members.
- Developing the regular Board meeting agenda.
- Recommending revisions in Access Services Bylaws to the full Board in the interest of stronger governance and management of the affairs of Access Services.

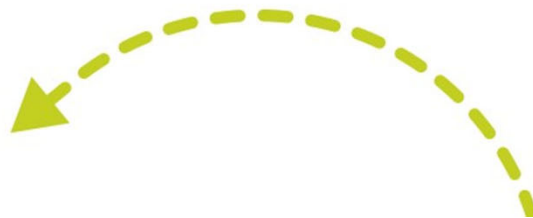
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Board Operations Functions

- Developing and updating Board governing policies.
- Developing and keeping updated a profile of desirable Board member attributes and qualifications
- Fashioning and executing strategies to promote the appointment and election of qualified Board members.

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Board Operations Functions

- Developing and overseeing execution of a formal Board member capacity building program
- Ensuring that the Executive Director employment contract and position description are updated as necessary to reflect the changing leadership needs, priorities, and circumstances of Access Services.

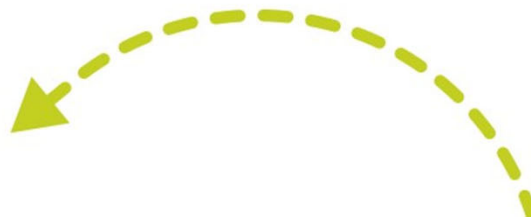
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Board Operations Functions

- Annually negotiating Executive Director performance targets
- Annually or semi-annually evaluating Executive Director progress in achieving these targets
- Determining the Executive Director's compensation.

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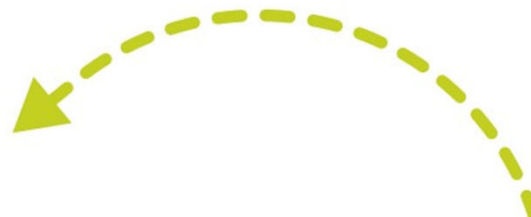


Planning and Development Overview



- Chaired by the Board Vice Chair
- Responsible for designing (working with the Executive Director) Access Services' strategic and operational planning/budget development processes, overseeing Board members' involvement in planning, and recommending Board adoption of planning documents such the annual budget.
- Members
 - Gombert (Chair)
 - Wisdom
 - Nason
 - Rodriguez (Liaison)

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Planning and Development Functions



- Reaching agreement with the Executive Director on the detailed design of the planning and budget development cycle - with special attention to the Board's role in planning - and on the annual planning calendar
- Ensuring that the Board participates fully and proactively in the planning process

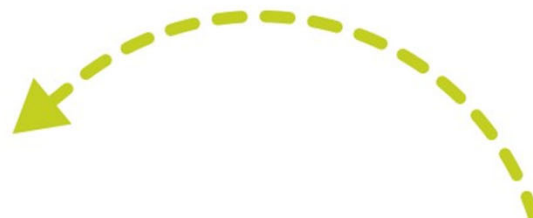
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Planning and Development Functions

- Overseeing preparation for, and hosting, any Board of Directors-Executive Management Team strategic work sessions that are held as part of the annual planning cycle
- Recommending to the Board of Directors the strategic issues that Access Services strategic planning should focus on

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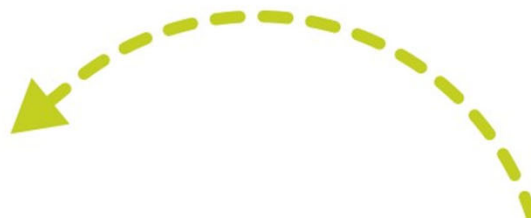


Planning and Development Functions



- Reviewing and recommending to the Board such critical planning products as updated values, vision, and mission statements, operational planning priorities, the annual budget, and other strategic and policy-level products that merit Board attention
- Ensuring - as part of the annual operational planning/budget preparation process - that all program plans include both financial and programmatic performance targets

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Performance Monitoring Overview



- Chaired by the Board Treasurer
- Responsible for working with the Executive Director in updating the content and format of performance reports to the Board, reviewing performance reports, and presenting the reports at the regular Board business meeting.
- Members
 - Barnes (Chair)
 - Del Castillo
 - Burner
 - Greenwood (Liaison)

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Performance Monitoring Functions



- Reaching agreement with the Executive Director on the key elements of the Access Services operational and financial reporting process, including the content, format, and frequency of performance reports to the Board
- Overseeing implementation of the process.

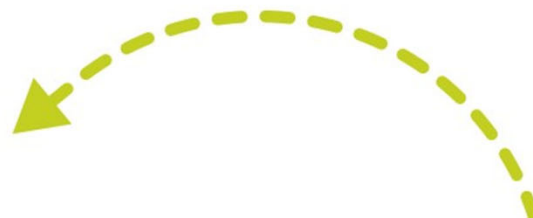
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Performance Monitoring Functions

- Reviewing performance reports in committee meetings and reporting operational and financial performance to the Board at its regular business meetings
- Reviewing operational policies meriting the Board's attention (such as policies to govern the accounting system and practices of Access Services), identifying the need for revision, and recommending policy revisions to the full Board.

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Performance Monitoring Functions

- Presenting an overall assessment of the past fiscal year's financial and operational performance at annual strategic planning work sessions involving the full Board of Directors
- Providing counsel to the Executive Director on major internal administrative system upgrades involving significant costs
- Serving as Access Services' Audit Committee.

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External/Stakeholder Relations Overview



- Chaired by the Board Secretary
- Responsible for overseeing the development and implementation of strategies and plans for Access Services' image building, stakeholder and legislative relations, marketing, and volunteer engagement.
- Members
 - DeVera (Chair)
 - Gibson
 - Troost
 - Johnson (Liaison)

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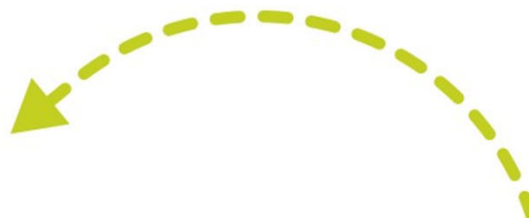


External/Stakeholder Relations Functions



- Ensuring that the desired image of Access Services is regularly updated
- Overseeing the development and implementation of strategies for Access Services image building, marketing and public relations efforts and for maintaining close, positive relationships with key external stakeholders.

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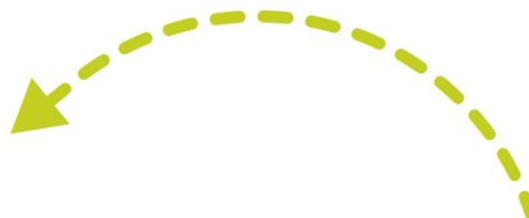


External/Stakeholder Relations Functions



- Overseeing the development and implementation of legislative/governmental relations policies and strategies
- Recommending to the Board positions on legislative issues
- Coordinating Board member speaking in appropriate forums on behalf of Access Services

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External/Stakeholder Relations Functions



- Fashioning strategies and plans intended to enhance internal and external communication
- Fashioning strategies and plans to promote non-Board volunteer involvement in Access Services advisory bodies.
- Monitoring non-Board volunteer involvement, identifying opportunities for improvement, and ensuring that such opportunities are taken into consideration in the Access Services planning process.

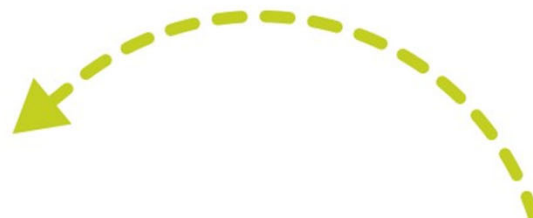
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Chief Staff Liaison Overview

- An Executive Team member appointed by the Executive Director
- Responsible to the Executive Director, the standing committee chair, and the Executive Team for ensuring that his/her standing committee receives the support necessary to function effectively.

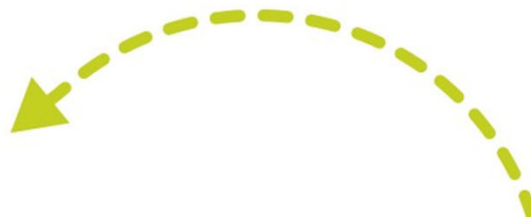
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Chief Staff Liaison Functions

- Developing future committee agendas
- Reviewing future committee agendas with the Executive Team sitting as the Governance Coordinating Committee and his or her standing committee chair
- Ensuring that his or her committee chair is well-prepared to lead committee deliberations

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Chief Staff Liaison Functions

- Preparing for a regularly scheduled session of the Executive Team sitting as the Governance Coordinating Committee
- Leading discussion of upcoming committee agendas at these meetings
- Facilitating agreement on Executive Team responsibilities for preparing material for upcoming standing committee meetings.

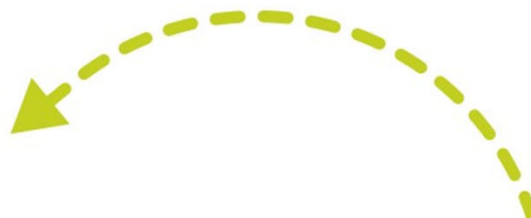
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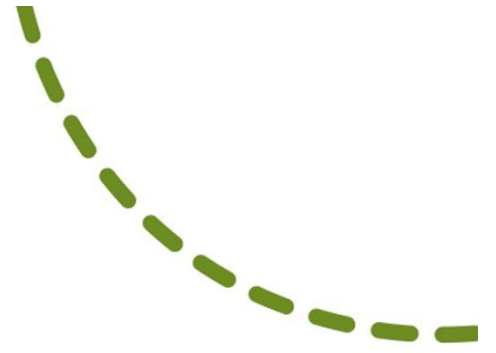
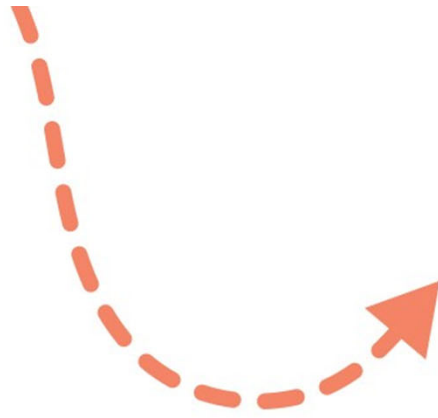
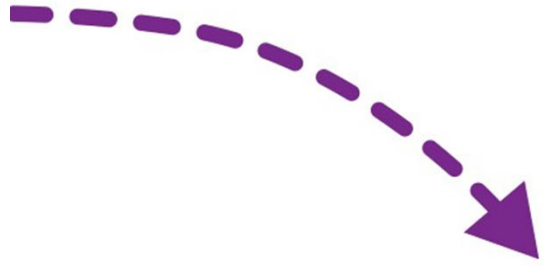


Chief Staff Liaison Functions

- Overseeing the preparation of written material and oral briefings for committee meetings.
- Following up on standing committee meetings by preparing the standing committee report to the full Board, including for-information and action items

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Item 7
Quarterly Financial Update



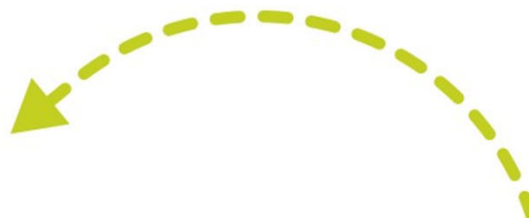
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Investments

Access Services				
Schedule of Sweep, Government Money Market and Treasury bills (Investments and Interest/Gain)				
as of 12/31/19	Investments	Interest & Gain		Interest & Gain
Sweep Account	Amount	For the month	Inception to Date	FY19 - 20
Dreyfus Fund	\$ 4,571,810	\$ 2,145	37,709	33,998
Brokerage Account				
City National Rochdale Govt MMKT CLN	\$ 859	\$ -	3,297	1,425
US Treasury Bills Zero coupon	\$ 15,084,190	\$ 18,405	55,630	55,630
US Treasury Bills Zero coupon	\$ 10,050,877	\$ 12,468	33,985	33,985
US Treasury Bills Zero coupon	\$ 17,056,318	\$ 16,773	16,773	16,773
US Treasury Bills Zero coupon	\$ 10,050,574	\$ 1,660	1,660	1,660
US Treasury Bills Zero coupon	\$ 12,053,155	\$ -	-	-
Sub-total - Brokerage Account	\$ 64,295,973	\$ 57,022	456,818	268,058
Grand Total - Investments	\$ 68,867,783	\$ 59,167	513,399	302,056

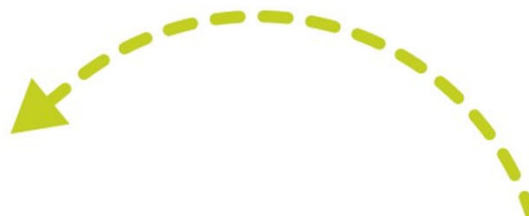
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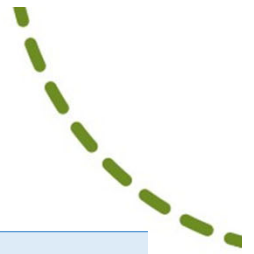
Investments - Detail

Access Services				
Schedule of Sweep, Government Money Market and Treasury bills (Investments and Interest/Gain)				
	as of:	12/30/19		Investments
Sweep Account	Security ID	Purchase Date	Redemption Date	Amount
Dreyfus Fund				\$ 4,571,810
Brokerage Account				
City National Rochdale Govt MMKT CLN	CNGXX			\$ 859
US Treasury Bills Zero coupon	912796RT8	10/04/19	1/2/2020	\$ 15,084,190
US Treasury Bills Zero coupon	912796TA7	10/10/19	1/9/2020	\$ 10,050,877
US Treasury Bills Zero coupon	912796WL9	12/03/19	12/31/2019	\$ 17,056,318
US Treasury Bills Zero coupon	912796WS4	12/20/19	2/11/2020	\$ 10,050,574
US Treasury Bills Zero coupon	912796SD2	12/27/19	2/27/2020	\$ 12,053,155
Sub-total - Brokerage Account				\$ 64,295,973
Grand Total - Investments				\$ 68,867,783

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Draft Financials - First Half FY20



Expenses	Actuals Total	Budget Total	YTD B/(W)
OPERATIONS-DIRECT Sub-Total	\$85,647,026	\$79,646,253	(\$6,000,773)
OPERATIONS-INDIRECT Sub-Total	\$1,842,939	\$1,911,019	\$68,080
OPERATIONS TOTAL:	\$87,489,965	\$81,557,272	(\$5,932,693)
ELIGIBILITY Total:	\$5,011,568	\$5,371,705	\$360,137
CTSA / Ride-Info Total:	\$226,440	\$233,452	\$7,012
ADMINISTRATION Total:	\$3,703,544	\$3,703,370	(\$174)
Total Expenses for Quarter One FY20:	\$96,431,518	\$90,865,799	(\$5,565,719)

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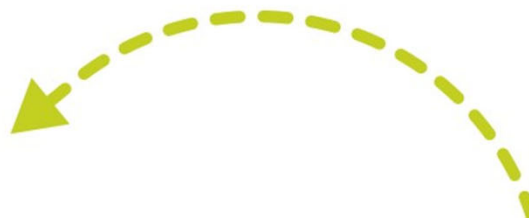


HDR Historical Data

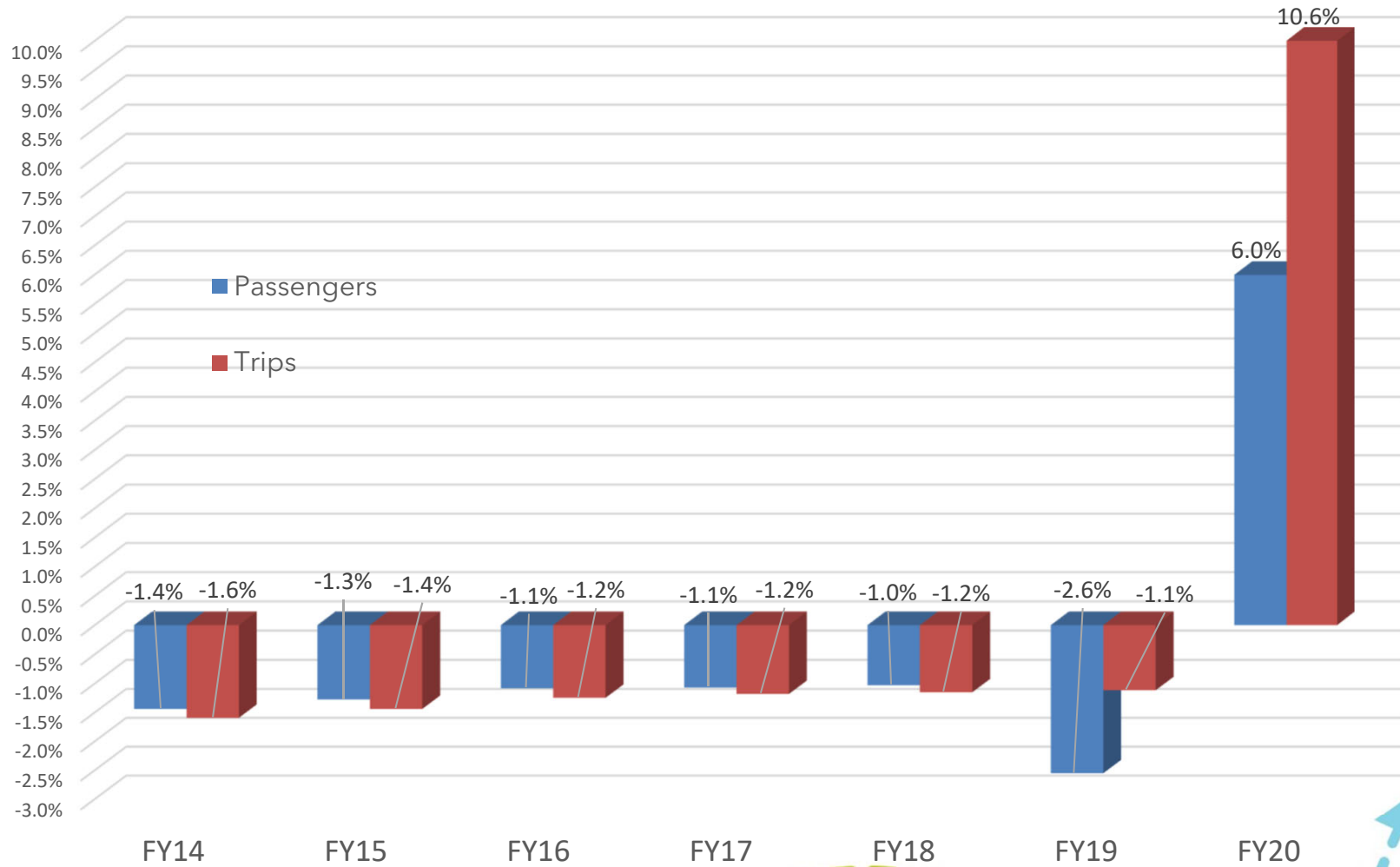


Year	Actual Passengers	HDR Projected Passengers	% Difference
FY14	3,740,313	3,794,923	-1.44%
FY15	4,040,485	4,092,766	-1.28%
FY16	4,287,943	4,334,872	-1.08%
FY17	4,343,048	4,389,944	-1.07%
FY18	4,383,105	4,428,762	-1.03%
FY19	4,457,931	4,574,728	-2.55%
FY20	1,636,917	1,544,353	5.99%

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Passengers and Trips



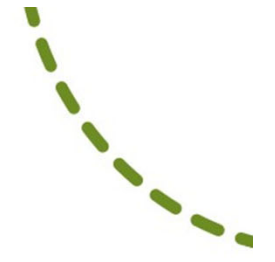
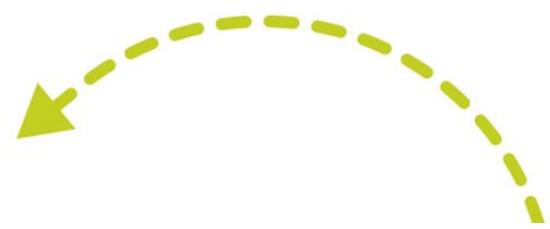
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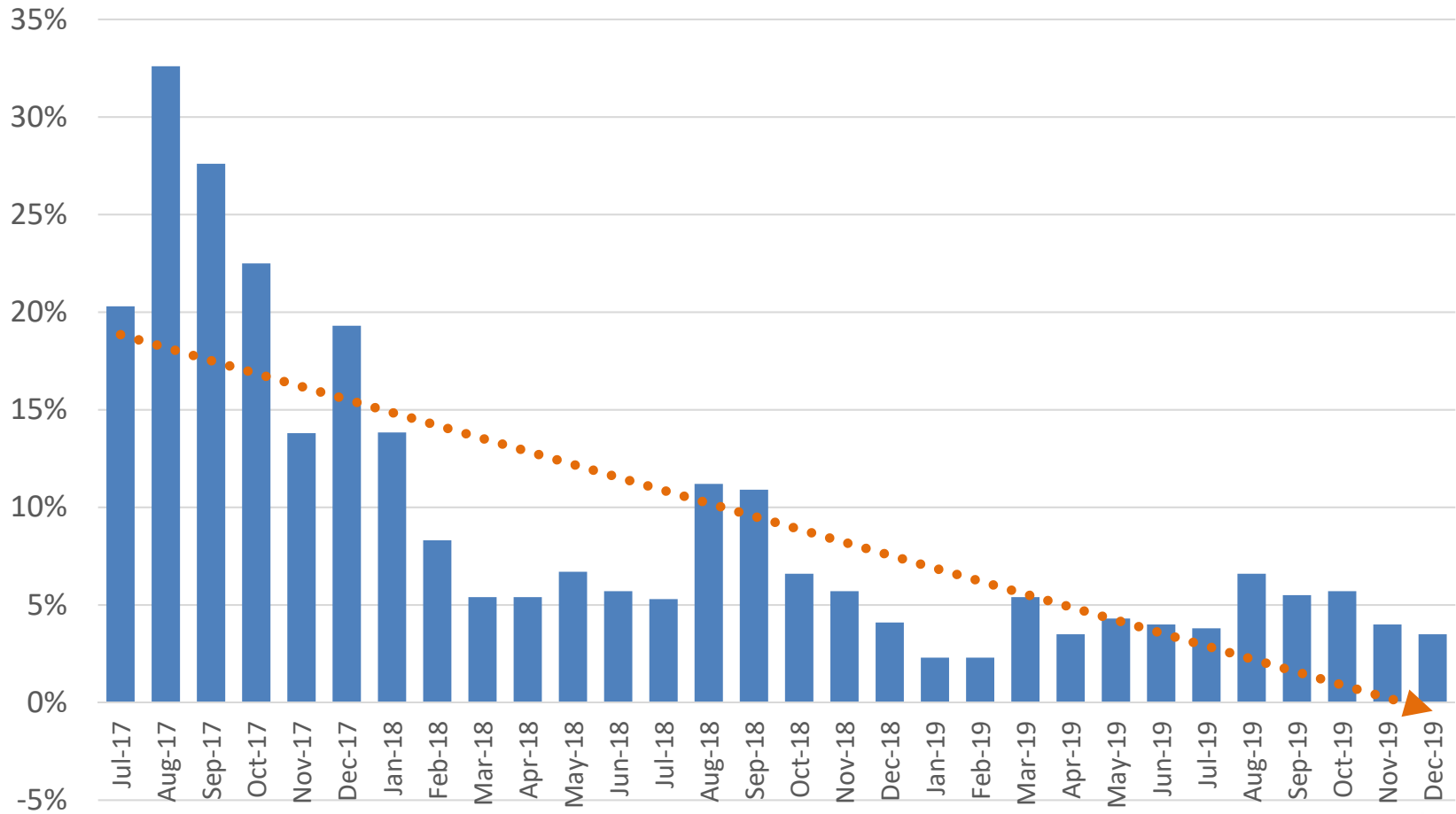
FY20 Service Demand Drivers

- Key Performance Indicators (KPIs)
- Global Paratransit Inc. (GPI) Performance
- Technology

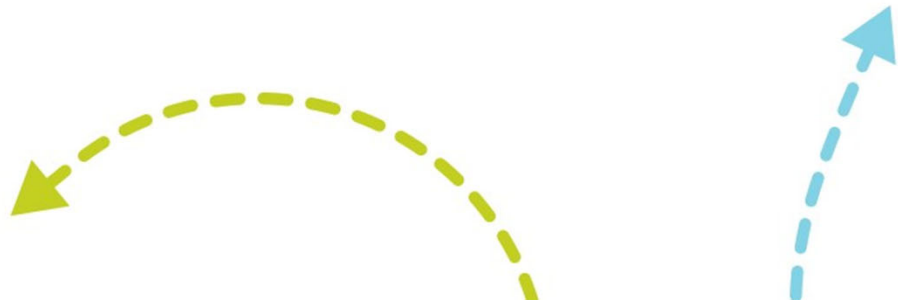
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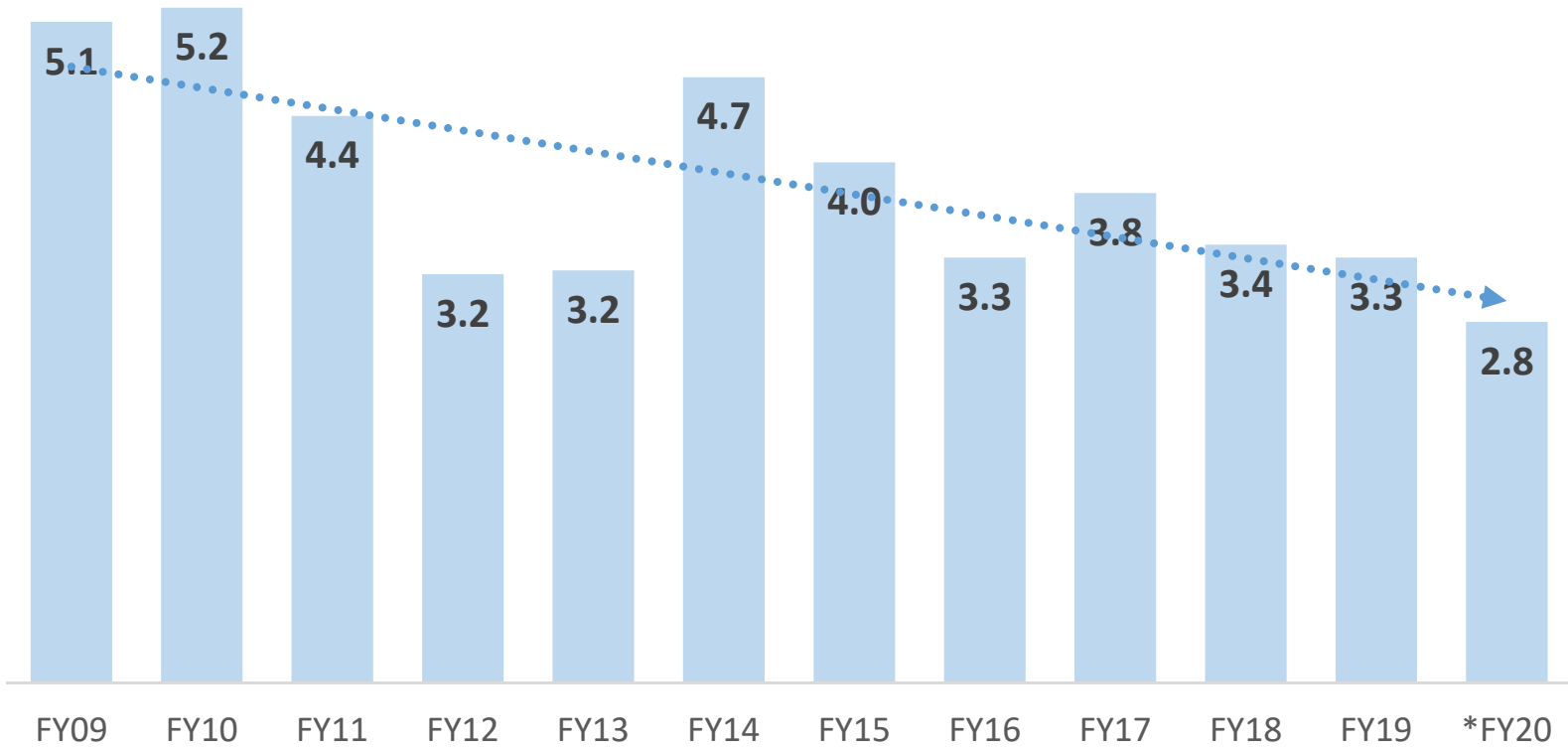
Calls On Hold (ETA)



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Service Complaints per 1,000 Trips

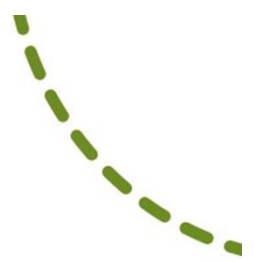
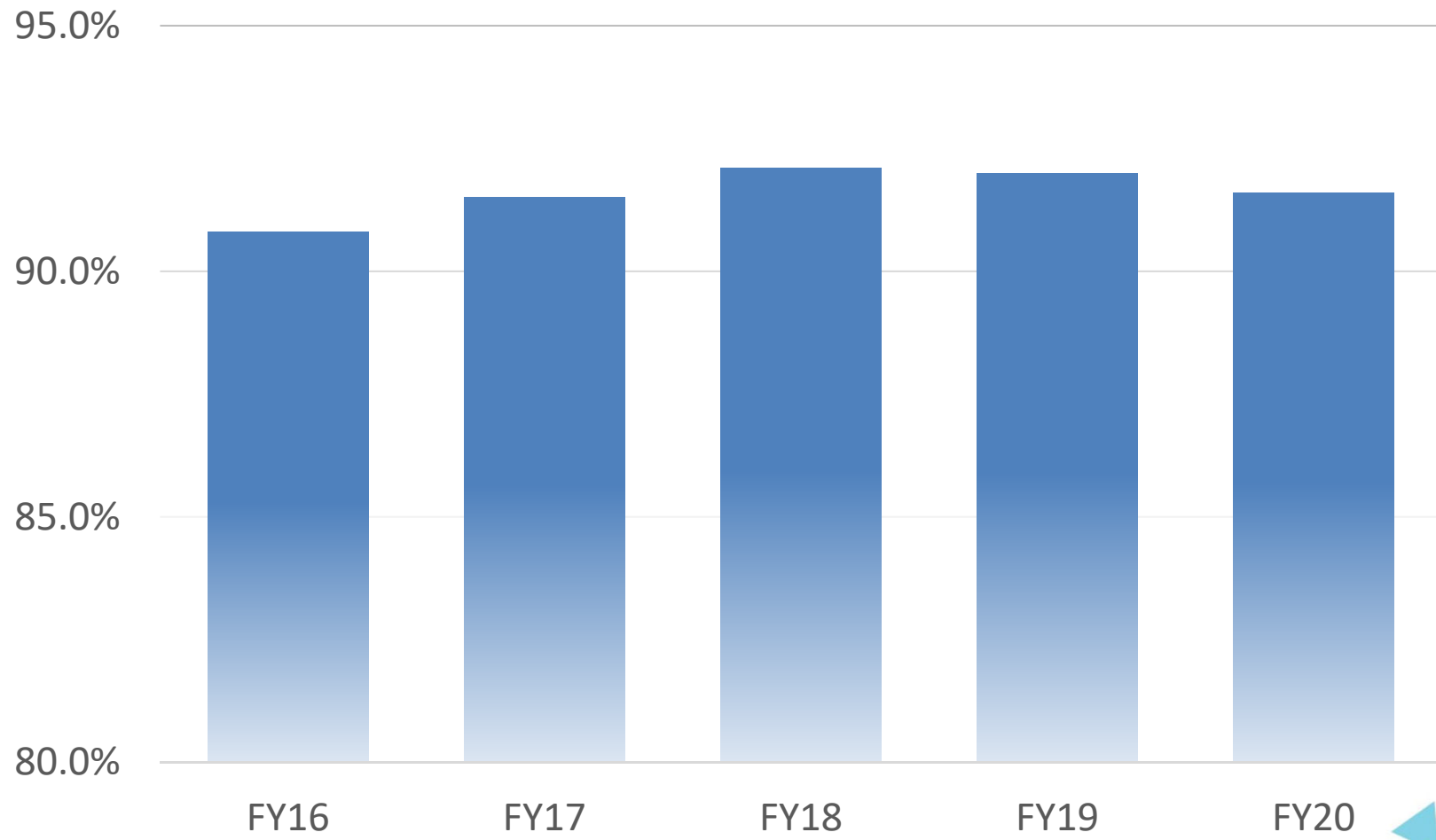


*as of 11/30/19

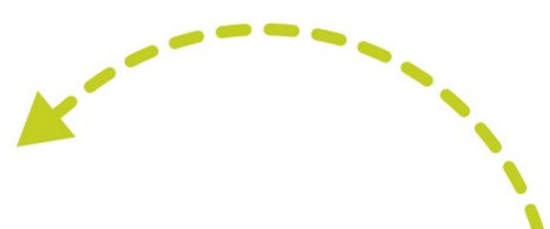
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On Time Performance



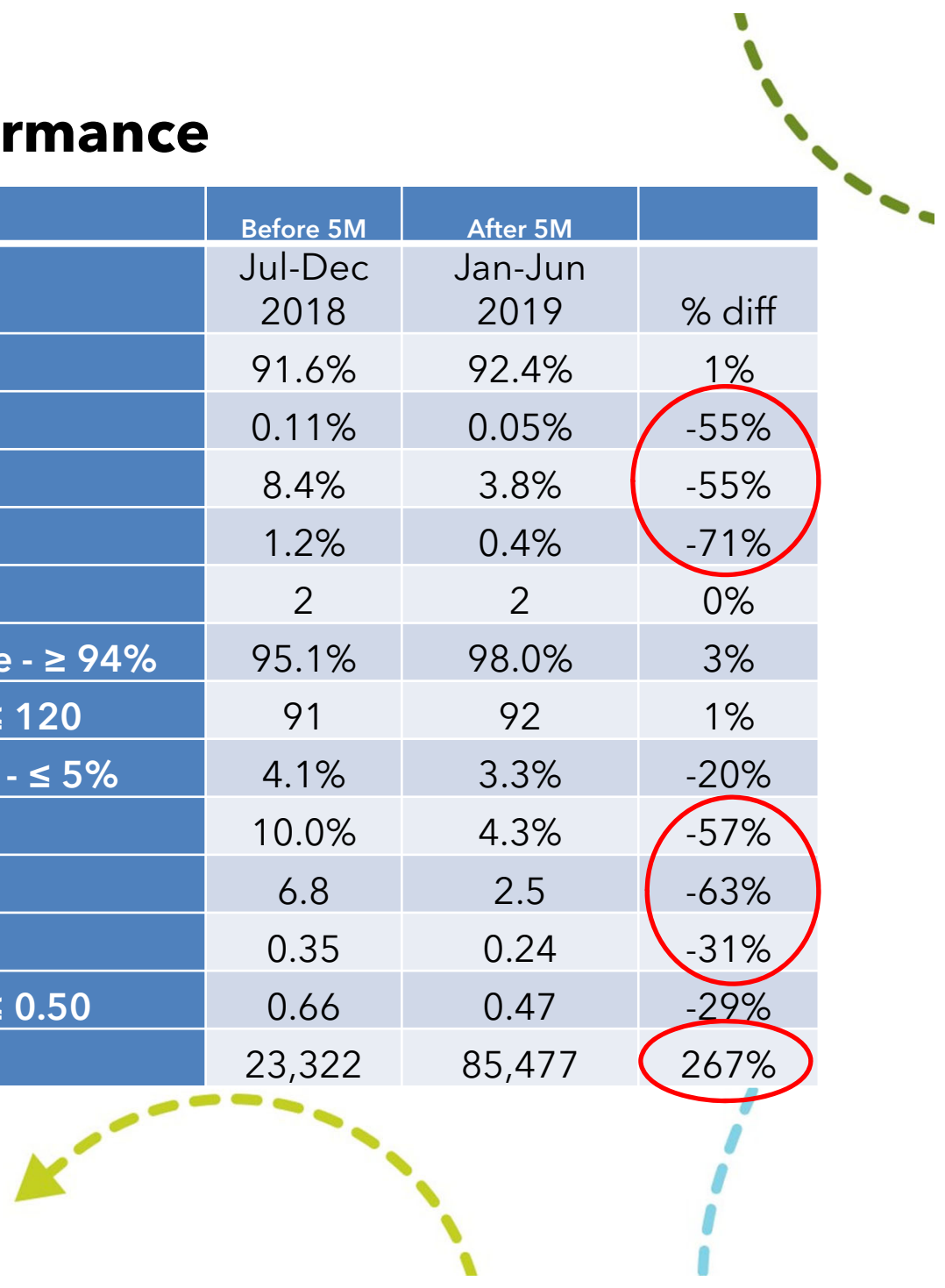
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Southern Region Performance

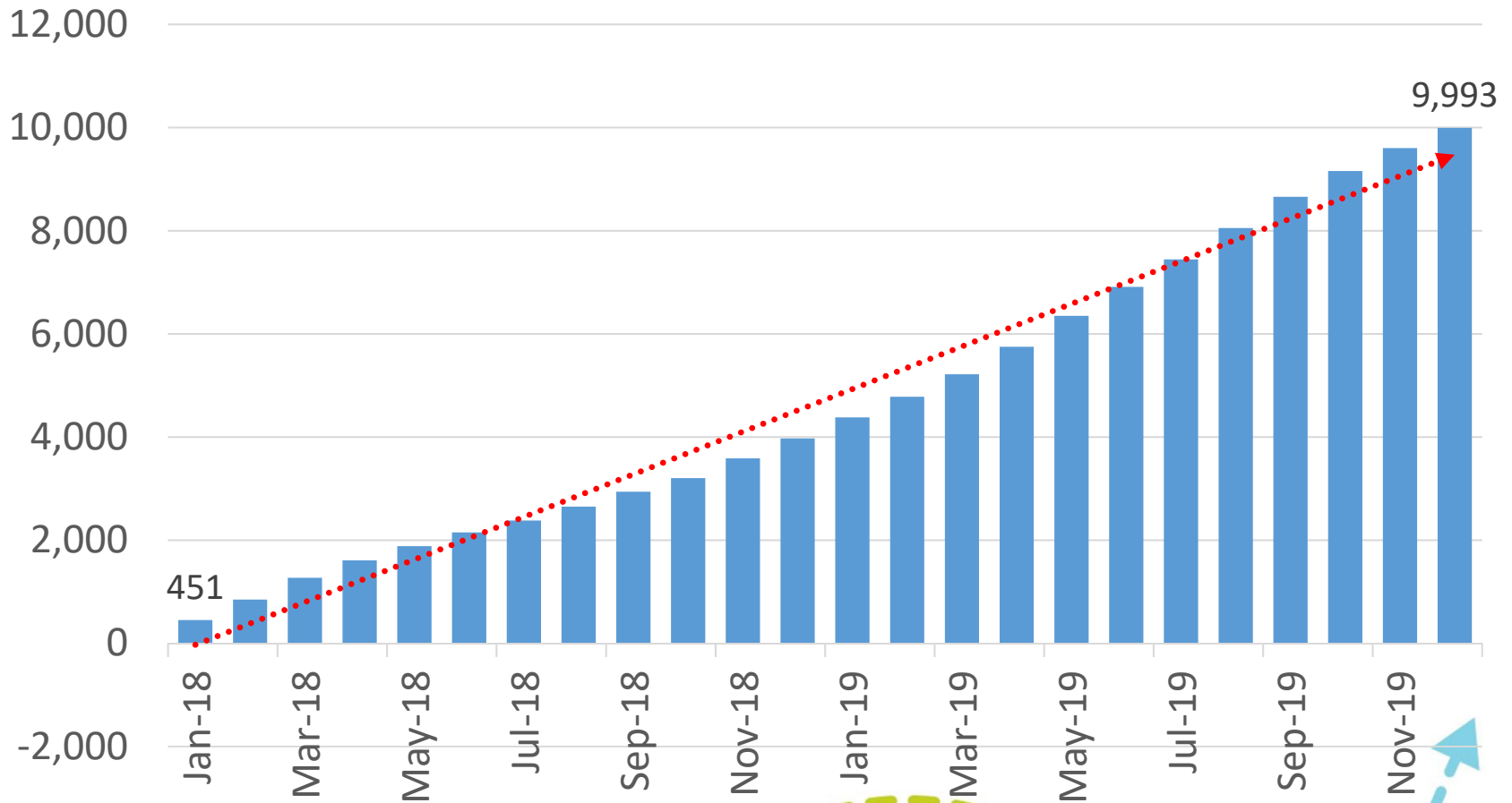
	Before 5M	After 5M	
	Jul-Dec 2018	Jan-Jun 2019	% diff
On Time Performance - $\geq 91\%$	91.6%	92.4%	1%
Excessively Late Trips - $\leq 0.10\%$	0.11%	0.05%	-55%
Excessively Long Trips - $\leq 5\%$	8.4%	3.8%	-55%
Missed Trips - $\leq 0.75\%$	1.2%	0.4%	-71%
Trip Denials ≤ 0	2	2	0%
Access to Work On Time Performance - $\geq 94\%$	95.1%	98.0%	3%
Average Hold Time (Reservations) - ≤ 120	91	92	1%
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	4.1%	3.3%	-20%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	10.0%	4.3%	-57%
Complaints Per 1,000 Trips - ≤ 4.0	6.8	2.5	-63%
Preventable Incidents - ≤ 0.25	0.35	0.24	-31%
Preventable Collisions (Weighted) - ≤ 0.50	0.66	0.47	-29%
Miles Between Road Calls - $\geq 25,000$	23,322	85,477	267%

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WMR User Growth

Jan 2018 - December 2019

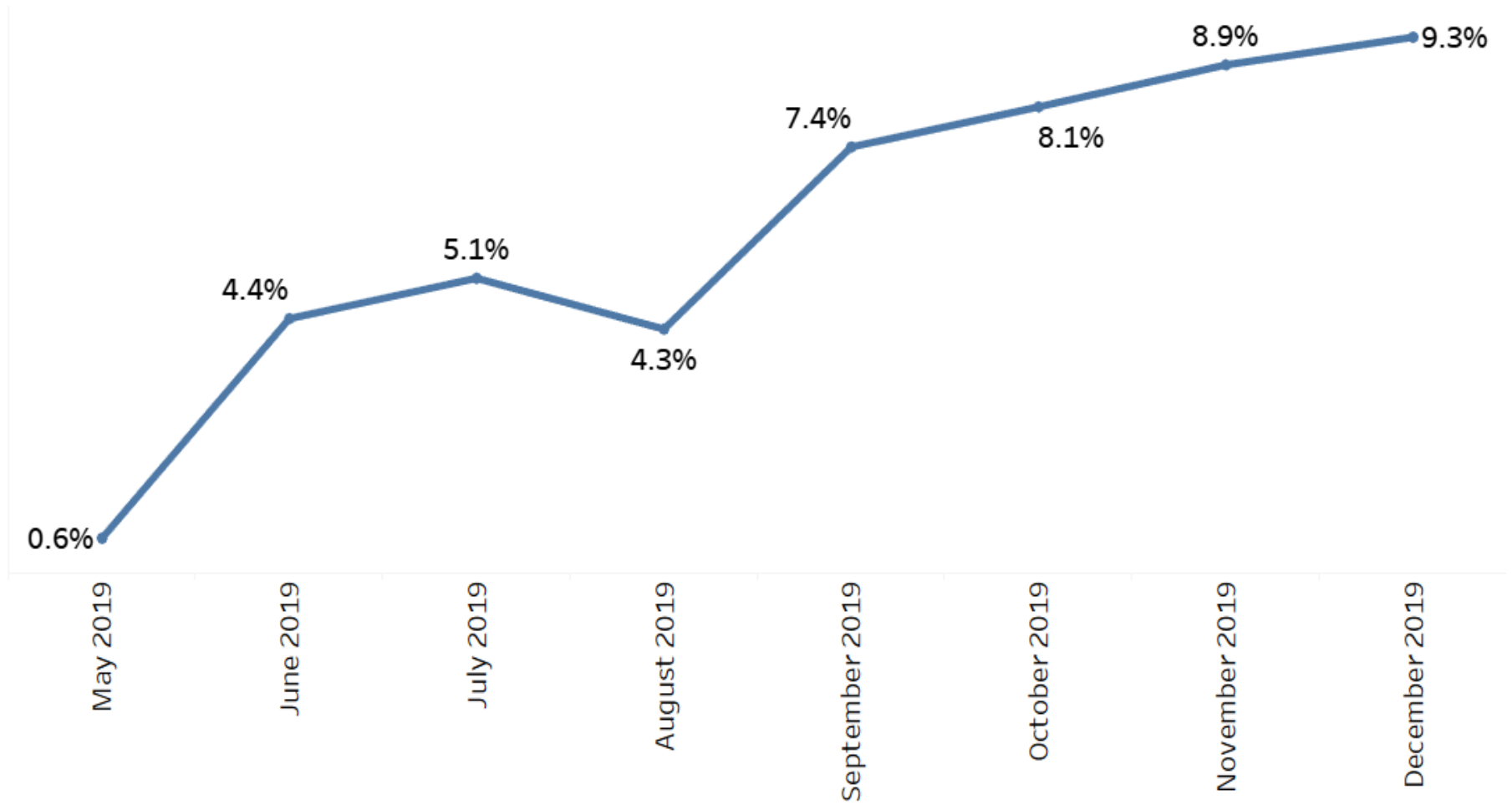


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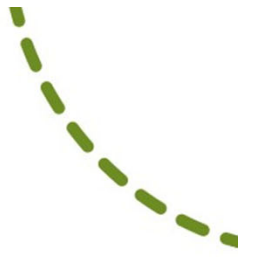


Web Booking

Percent of Total Trips Booked in Online Reservations



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Cost Savings Measures

Access Model

- Significant use of Taxi Subcontractors
- Minivans vs Cutaways
- Lease of Metro Facility
- Integrated Mobility Management as part of Eligibility process

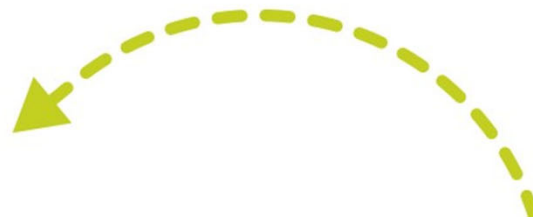
Current Initiatives

- VoIP
- TripDB

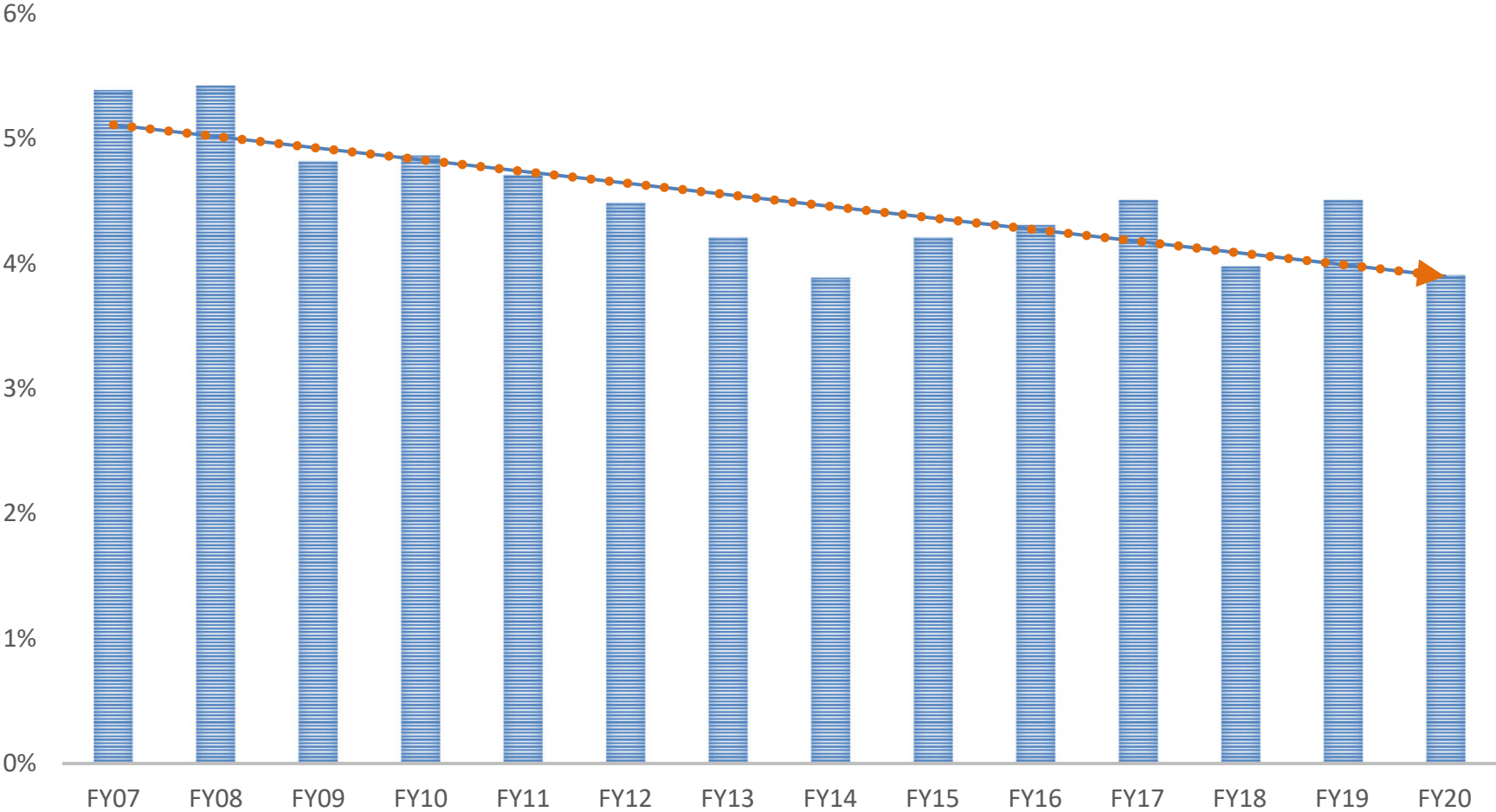
Future Initiatives

- Facilities

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Administration Costs



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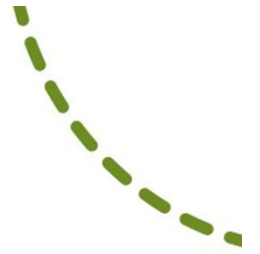
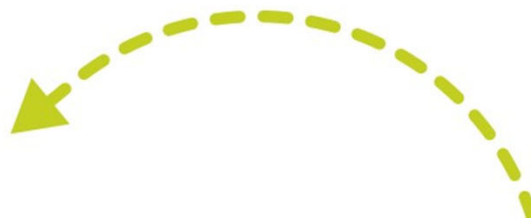
Revenue Generation

Medi-Cal Program

Investment Policy

- Sweep Account -
- Treasury Bill Investment program

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Next Steps



FY20 Supplemental Request

- January - Submit supplemental funding request to Metro
- March/April - Amend FY20 Budget

FY21 Budget Development

- January - Budget meeting with Planning Committee
- February - Present proposed FY21 budget to Board
- March - Budget submittal due to Metro

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