



**PLANNING & PROGRAMMING COMMITTEE
OCTOBER 18, 2006**

**SUBJECT: QUARTERLY UPDATE ON IMPLEMENTATION OF IMMEDIATE
NEEDS TRANSPORTATION PROGRAM (INTP) AUDIT
RECOMMENDATIONS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and File this quarterly update on the implementation of the Immediate Needs Transportation Program (INTP) audit recommendation that was conducted partially by Thompson, Cobb, Bazilio and Associates (TCBA) and the remaining by the staff.

ISSUE

The INTP was audited by TCBA and the audit results were presented to the Board in May 2006. At that time, the Board directed staff to report the progress on implementation of the audit recommendations on a quarterly basis. This is the first quarterly update.

DISCUSSION

The INTP was established in May 1992 following urban unrest in Los Angeles. Since 1993, Metro has budgeted \$5 million annually to the INTP and allocated \$2.5 million each to First African Methodist Episcopal Church (FAME) and International Institute of Los Angeles (IILA), agencies administering the program. In total, the two brokers work with approximately 600 agencies to distribute taxi vouchers and bus tokens to persons with limited other transportation resources. Taxi vouchers and bus tokens are used for trips to medical, shelter, case management, job search/job interview, food and other essential destinations.

Update on the progress on the implementation of the audit recommendations:

As the first step, staff in cooperation with the program brokers' FAME and IILA, and County Council, strengthened the language in the Fiscal Year 2007 agreements with Metro, FAME and IILA. The new agreements require the brokers to carefully monitor the taxi company billings and impose progressive sanctions against the taxi companies. Brokers are also required to withhold from taxi company billings, any unsubstantiated charges plus any

imposed monetary sanctions. The brokers are required to reimburse Metro 100% of such recovered/withheld funds.

In our last report, we informed the Metro Board that we will form a working group to review and revise various elements of the INTP program as recommended by the audit. A working group consisting of representatives from the City of Los Angeles, Department of Transportation, City of Monterey Park, Shelter Partnership, Jewish Family Services, FAME and IILA was formed and is reviewing the program.

We also presented a proposed schedule for the tasks necessary to review and revise the program. The following matrix is an update, indicating the progress to date on the tasks and schedule presented in our last report.

Tasks	Timeline	Progress to Date
Establish working group consisting of Metro staff and stakeholders	July 2007	Completed. Working group was formed in August and since then we have had three working group meetings on August 3, August 30, and September 20, 2006.
Review and strengthen the taxi company agreements	July 2006 to September 2006 to develop language. Brokers to incorporate into taxi agreements as quickly as possible	The new language is at its last stage of being finalized and is expected to be completed within next 30 days. The new language stipulates more severe penalties by the brokers for inaccurate billings by the taxi companies. A progressive sanctioning process begins with probation at first offense and escalates to monetary sanctions, suspensions and possible expulsion from the program. Once the language is finalized the agreements with taxi companies will be revised to reflect the new language.
Review the mission statement and clarify the eligibility criteria	July 2006 to September 2006	Completed. The working group has finalized the mission statement and eligibility criteria as follows; Mission statement: To provide supplemental transportation assistance to individuals with limited resources to meet their basic human needs.

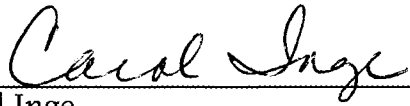
		Eligibility Criteria: Los Angeles County residents, who meet the Los Angeles County poverty guidelines, who would be using the INTP fare media to meet their basic medical, shelter/housing and job search needs.
Re-evaluate the mix of the token and taxi program based on the program's mission and target population	July 2006 to January 2007	The working group in the next few months will evaluate the mix of the token and taxi program, based on the revised mission statement and eligibility criteria.
Explore coordination and streamlining opportunities to minimize duplication with other programs and improve effectiveness of the program	July 2006 to January 2007	The working group has been reviewing the scope of the other programs. The working group is also working on defining and understanding the target population. These efforts will allow us to streamline the INTP program and minimize duplication with other programs. Expected completion: December 2006.
Procure agency(s) to administer the program	February 2007 to October 2007	Waiting for completion of the tasks mentioned above.
Board approval to award contract	July 2008 (new budget year)	Waiting for completion of the tasks mentioned above.

NEXT STEPS

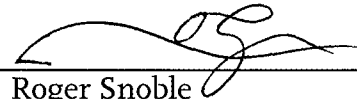
We will continue to work with working group to implement the audit recommendations. Staff will report on the progress made in the next quarterly report.

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