Performance Monitoring Committee
March 9, 2020
Presentations

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Item 3
Consideration to Award a Contract for Insurance Third Party Administratior (TPA) Services
(AS-4124)

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Third Party Administrator (TPA)

- Claim Administration

- Coordination with multiple parties
  - Legal counsel, contractors and insurance companies

- Processing of claims against Access

- Record keeping and maintenance

- Distribution and payment to multiple parties as required

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TPA Procurement

- RFP Issue December 16, 2019

- Responses received January 21, 2020

- Five (5) responses received

- Corvel received the highest overall score and was also the lowest cost proposer
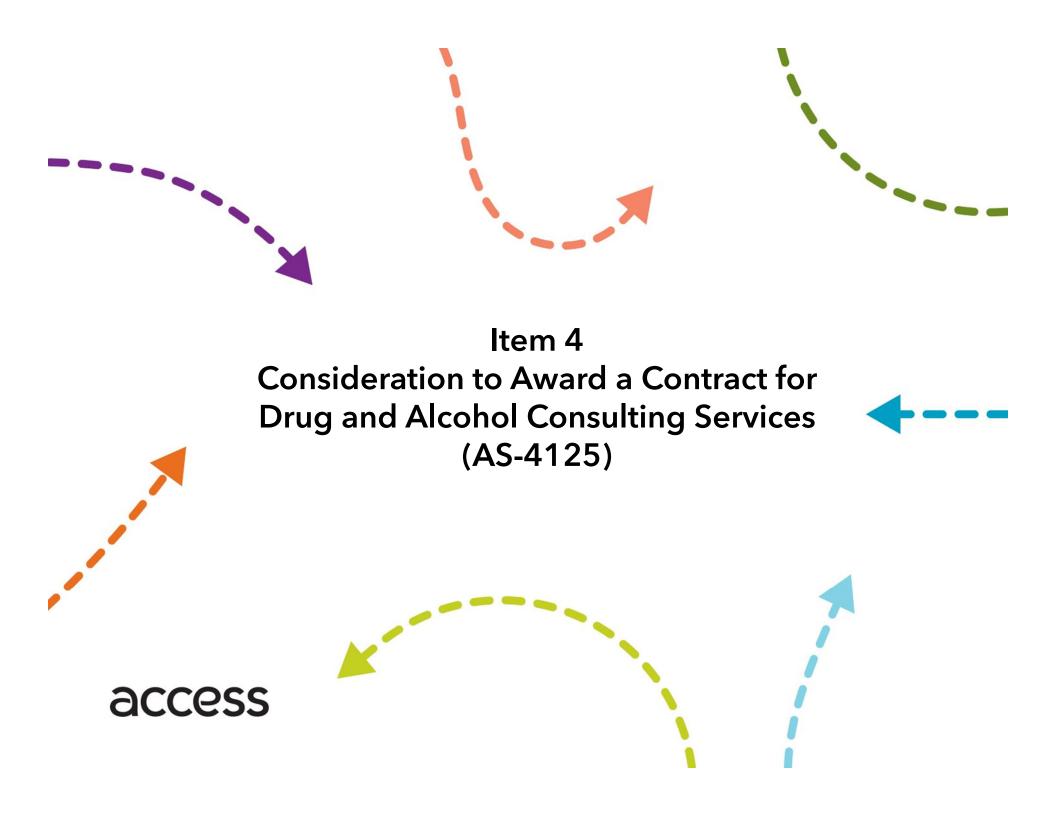
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Recommendation

Authorize the award of a contract to CorVel Enterprise Comp, Inc. (CorVel) for the period July 1, 2020 through June 30, 2023 in an amount not to exceed $680,265.00 for the three year period.

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Item 4
Consideration to Award a Contract for Drug and Alcohol Consulting Services (AS-4125)

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FTA Drug and Alcohol Regulations

49 CFR PART 655
- Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations

49 CFR PART 40
- Procedures for Transportation Workplace Drug and Alcohol Testing Programs

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Testing Categories

"Gatekeeper" Tests
- Pre-employment
- Return-to-duty

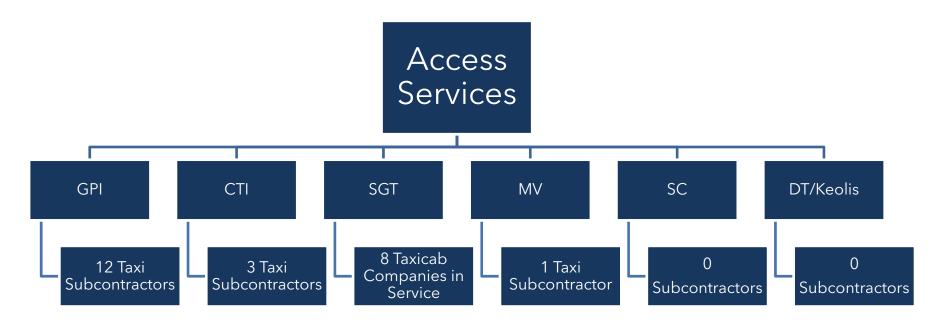**"Preventative" Tests**
- Random
- Follow-up

"Responsive" Tests
- Post-accident
- Reasonable-suspicion
- Follow-up

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Contractors and Safety Sensitive Positions

```
                        Access
                        Services

   GPI        CTI        SGT        MV         SC      DT/Keolis

  12 Taxi    3 Taxi   8 Taxicab   1 Taxi        0          0
Subcontractors Subcontractors Companies in Subcontractor Subcontractors Subcontractors
                          Service
```

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Monitoring and Compliance

- Program Policy for Safety Sensitive Employees
- Education and Training
- Testing program performed in accordance with the procedures defined in USDOT rule, 49 CFR Part 40

- Program Consultant
  - Monitor records for over 20 reporting entities, for over 2,500 safety sensitive staff

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Procurement

- RFP Issued on December 17, 2019

- Responses received on January 21,2020

- One (1) response received

- Market Survey was conducted to better understand the reasons for the lack of response which reflected one of two issues:
    - Lack of resources to prepare an adequate response
    - Lack of staff that met the minimum requirements

- Delta's proposal was deemed responsive and the firm itself deemed responsible.
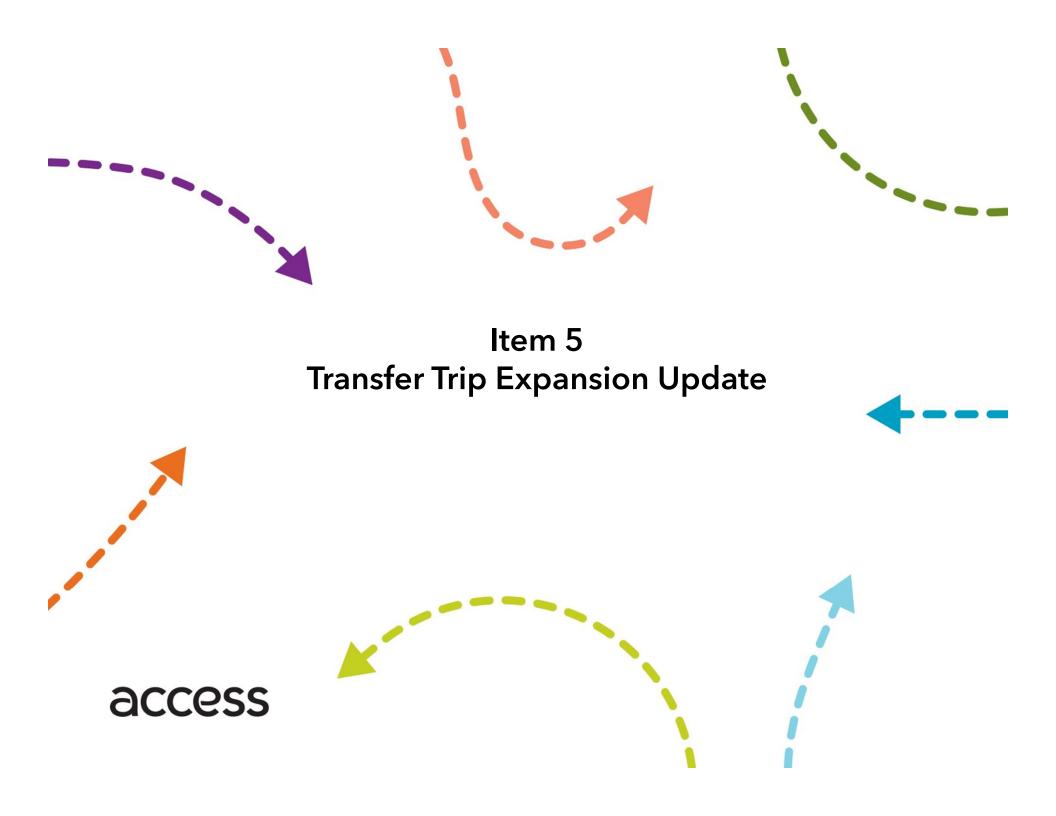
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Recommendation

Authorize the award of a consulting services contract to Delta Services Group, Inc. (Delta) for the period July 1, 2020 through June 30, 2025 in an amount not to exceed $513,939.60 for the five year period.

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Item 5
Transfer Trip Expansion Update

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Overview

- Expansion approved by Board in March 2019

- Expansion implemented on July 1st, 2019

- Transfers occur at Olive View Medical Center in Sylmar

- Added a starter to accommodate service expansion

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New Transfer Schedule

CURRENT WEEKDAY SCHEDULE	CURRENT WEEKEND SCHEDULE
600am	-
730am	730am
1000am	-
1230pm	1230pm
300pm	-
430pm	-
600pm	600pm
800pm	-

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Fare Reduction

- Transfer trip fares were reduced from $6 and $7 to $2.75 and $3.50

- Riders have provided positive feedback regarding the lowered fares, especially at community meetings

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Ridership Growth

Antelope Valley trips have increased by 93% compared to the same period last year

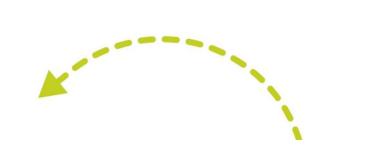| Antelope Valley Total Monthly Volume			
Month	**FY 19**	**FY 20**	**Change**
July	647	942	+45.6%
August	717	1,102	+53.7%
September	528	1,206	+128.4%
October	668	1,188	+77.8%
November	594	1,314	+121.2%
December	519	1,176	+126.6%
January	535	1,272	+137.8%

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Ridership Growth

Santa Clarita trips have increased by 90% compared to the same period last year

Santa Clarita Total Monthly Volume			
Month	FY 19	FY 20	Change
July	221	374	+69.2%
August	254	441	+73.6%
September	208	467	+124.5%
October	251	473	+88.4%
November	209	540	+158.4%
December	267	497	+86.1%
January	270	565	+109.3%

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Ridership Trends

- The most popular weekday ridership times for Antelope Valley riders include the 730am, 1230pm and 600pm times.

- The most popular weekday ridership times for Santa Clarita riders include the 730am, 1230pm and 300pm times.

- Weekend ridership is significantly lower than ridership during the week and this is a product of the reduced schedule.

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Starter Expansion

- Added additional starter (Transportation Coordinator) to the Olive View Transfer Point as of July 1st
- Facilitates connections between regions, riders and drivers
- Responds to operational concerns as appropriate
- Helps resolve customer concerns
- Confirms no-shows and cancelations
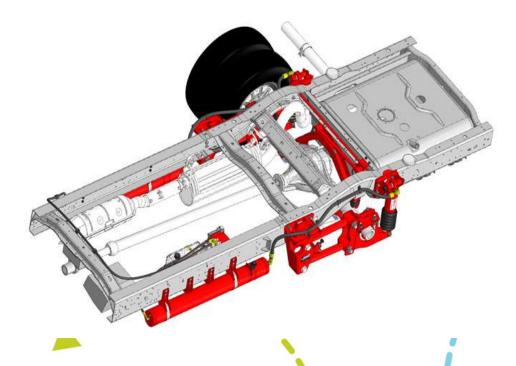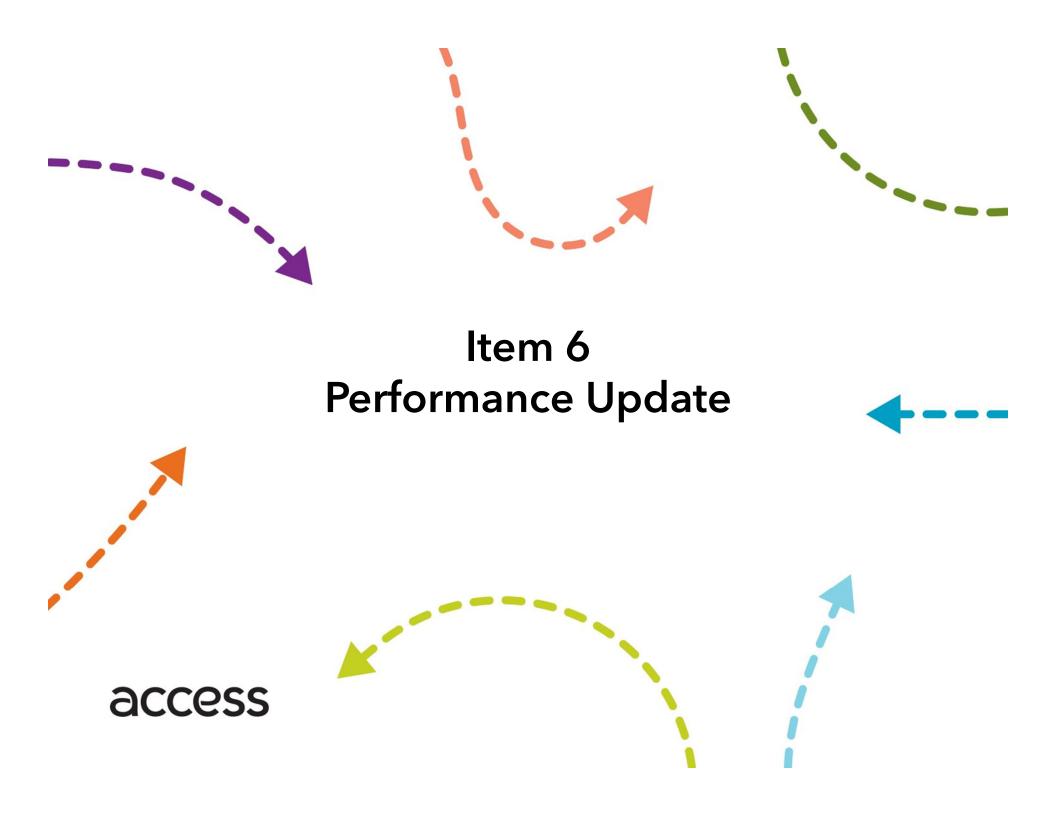- Can transport riders as a last resort

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Upgraded Suspension

- Two Antelope Valley vehicles participating in upgraded "Liquid Spring" suspension pilot

- Results are being used to optimize future upgrades to the entire cutaway fleet for the comfort of all riders

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Item 6
Performance Update

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Operating Statistics FY19 vs FY20

	FY19 Jul18 – Jan19	FY20 Jul19 – Jan20	Percent Difference
Vehicle Trips Completed	2,013,003	2,192,108	9%
Passenger Trips Completed	2,606,785	2,809,829	8%
Reservation Calls Answered	1,836,060	1,788,929	-3%
Online Reservations Made	-	129,272	-
ETA Calls Answered	379,069	335,028	-12%
WMR ETAs Requested	2,450,099	2,611,736	7%

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Operating Statistics
January 2019 vs January 2020

	January 2019	January 2020	Percent Difference
Vehicle Trips Completed	279,759	313,463	12%
Passenger Trips Completed	342,080	398,990	17%
Reservation Calls Answered	256,662	254,363	-1%
Online Reservations Made	-	23,047	-
ETA Calls Answered	47,271	43,860	-7%
WMR ETAs Requested	202,965	380,790	88%

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Financial Performance Report Card – through December 2019

Budget-to-Actual Comparison	FY20	
Vehicle Trips Completed	10.6% over budget	🟥
Average Trip Distance	9.05 miles (0.24 miles under budget)	🟩
Total Cost per Passenger	$39.76 (0.7% under budget)	🟩

Green is good, **yellow** is cautiously optimistic, **red** is NOT meeting standard

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System Performance Report Card

Key Performance Indicator	Standard	FY20 through January	
On Time Performance	≥ 91%	91.8%	🟩
Excessively Late Trips	≤ 0.10%	0.11%	🟨
Excessively Long Trips	≤ 5%	3.3%	🟩
Missed Trips	≤ 0.75%	0.46%	🟩
Denials	≤ 0	12	🟨
Access to Work On Time Performance	≥ 94%	95.4%	🟩
Average Hold Time (Reservations)	≤ 120	75	🟩
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.5%	🟩
Calls On Hold > 5 Min (ETA)	≤ 10%	4.6%	🟩
Complaints Per 1,000 Trips	≤ 4.0	2.5	🟩
Preventable Incidents	≤ 0.25	0.23	🟩
Preventable Collisions	≤ 0.50	0.78	🟥
Miles Between Road Calls	≥ 25,000	48,188	🟩

Green is good, **yellow** is cautiously optimistic, **red** is NOT meeting standard
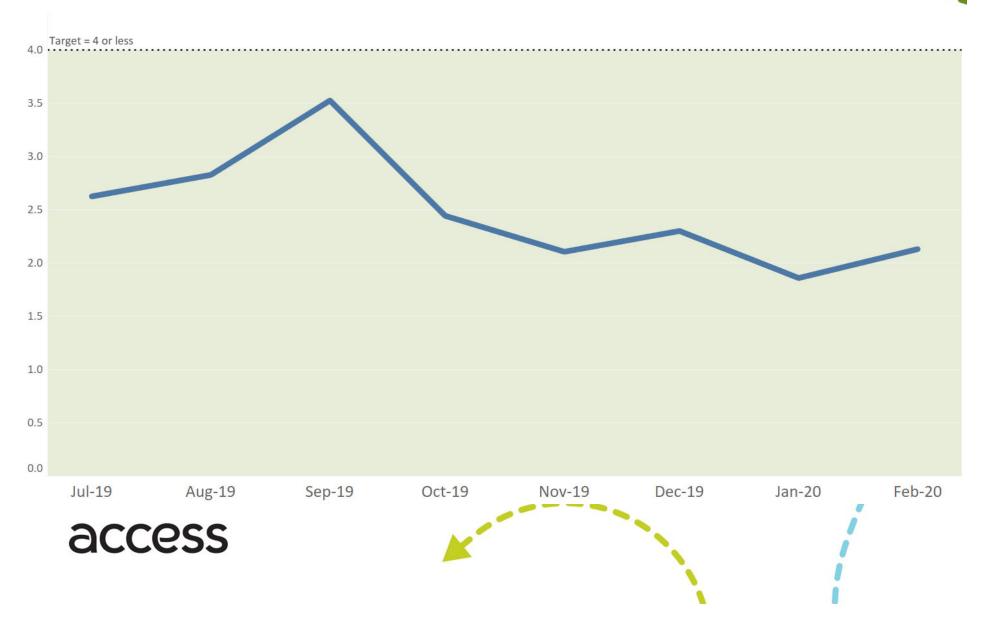
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On Time Performance - System

Excessively Long Trips- System

Complaints Per 1,000 Trips - System

Preventable Collisions per 100,000 Miles - System

| | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 |

Industry Standard - 1 or less

Target = 0.5 or less