

access

BOARD OF DIRECTORS MEETING

Monday, October 21, 2019

General Session: 9:00 a.m.

Closed Session: Immediately Following

Los Angeles County Metro Board Room

One Gateway Plaza, 3rd Floor

Los Angeles CA 90012

MISSION STATEMENT

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JULY 15, 2019 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON SEPTEMBER 16, 2019 (page 16) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
4. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5. GENERAL PUBLIC COMMENT	INFORMATION

6. **SUPERIOR SERVICE AWARD**

PRESENTATION

7. **CONSENT CALENDAR**

ACTION

[Vote Required:
majority of quorum
by roll call]

- a) Consideration to Approve Title VI Plans (page 18)

[Staff Recommendation: Approve Access Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan.]

- b) Consideration to Approve DBE Consulting Services Contract Award (page 21)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4106 with GCAP Services, Inc. (GCAP) for a period of five (5) years with the option to extend for up to five (5) additional years, in one (1) year increments, in an amount not to exceed \$224,534.85.]

- c) Consideration to Extend Term and Increase Funds for Transitional Voice Communication Services Contract (page 25)

[Staff Recommendation: Authorize an additional \$1,600,000 in funds and an extension in the period of performance through March 31, 2020 with TMSI.]

- d) Consideration to Approve Additional Deferred Compensation Providers (page 30)

[Staff Recommendation: Authorize the Executive Director to negotiate and execute agreements with ICMA-RC to provide deferred compensation plans for employees and authorize the Treasurer/Secretary to sign the required resolutions.]

- e) Consideration to Approve 2020 Board of Directors Meeting Calendar (page 35)

[Staff Recommendation: Review and approve the proposed Board Meeting calendar for 2020.]

- f) Consideration to Approve Purchase of Vehicles for Paratransit Service (page 37)

[Staff Recommendation: Authorize staff to purchase fifty-one (51) low-emission ADA-accessible paratransit vehicles with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of \$2,690,000.]

[Staff Recommendation: Approve Consent Calendar]

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| 8. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ADA ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-4030) (page 39) | [Staff Recommendation: Authorize an additional \$5,179,884 in funds and extend the term for Contract AS-4030 with Medical Transportation Management, Inc. (MTM) from July 1, 2020 through June 30, 2022.] | PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call] |
| 9. QUARTERLY FINANCIAL REPORT | | INFORMATION |
| 10. UPCOMING BOARD ITEMS (page 45) | | INFORMATION |
| 11. EXECUTIVE DIRECTOR'S REPORT | | INFORMATION |
| 12. BOARD MEMBER COMMUNICATION | | INFORMATION |
| 13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | | DISCUSSION/
POSSIBLE
ACTION |
| 14. CLOSED SESSION | | DISCUSSION/
POSSIBLE
ACTION |
| A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i> | | |
| 1. <u><i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></u> | | |
| (i) <i>A point has been reached where, in the opinion of the Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against Access Services.</i> | | |

*B) CALIFORNIA GOV. CODE §54957.6 - PERSONNEL
MATTERS: PUBLIC EMPLOYEE EVALUATION -
EXECUTIVE DIRECTOR*

- | | | |
|-----|--|-------------|
| 15. | PUBLIC COMMENT WITH RESPECT TO CLOSED
SESSION ITEMS | INFORMATION |
| 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 for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any 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 the 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 goldenrod Public Comment Form and submit it to the Secretary of 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 an 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 at 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 may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



STATEMENT OF PROCEEDINGS FOR THE
MEETING OF THE ACCESS SERVICES
BOARD OF DIRECTORS

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

July 15, 2019

12:00 p.m.

1. **CALL TO ORDER**

Meeting called to order by Secretary DeVera at 12:10 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Secretary Theresa DeVera, Directors Doran Barnes, Lee Burner, Martin Gombert, Dolores Nason, Angela Nwokike, and John Troost. Ex-Officio: CAC Chair Maria Aroch, TPAC Chair Giovanna Gogreve, and Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Jonaura Wisdom

2. **BOARD OFFICER ELECTIONS**

Recommendation: Elect Officers [Chairperson, Vice Chairperson, Executive Director, Secretary, Treasurer] as provided in Bylaws Article VII B to serve for a term beginning July 15, 2019 and ending June 30, 2020 or the election of their successor, whichever last occurs.]

Legal Counsel Vince Ewing stated the intent of this item and asked if there were any nominations from the floor. Director Troost nominated Secretary DeVera for the position of Secretary. Mr. Ewing stated that the Board would need to vote to suspend the term limit policy for Secretary.

- a) Motion to suspend the term limit policy for Secretary

Motion made by Director Troost, Seconded by Director Gombert. A Roll Call vote took place and the following Directors voted in favor - Burner, DeVera, Gombert, Nason, Nwokike, and Troost. Directors Barnes and Gibson voted not in favor. Motion passed.

- b) Motion to approve the election of Director Nason for Chair of the Board.

Via Voice Vote all were in favor, motion passed.

- c) Motion to approve the election of Director Gombert for Vice Chair of the Board.

Via Voice Vote all were in favor, motion passed.

- d) Motion to approve the election of Director Barnes for Treasurer of the Board.

Via Voice Vote all were in favor, motion passed.

- e) Motion to conduct the election between Directors DeVera and Gibson for Secretary of the Board.

A Roll Call vote took place for Directors DeVera and Gibson for Secretary. The following Directors voted in favor of Director DeVera - Burner, DeVera, Gombert, Nason, Nwokike, and Troost.

The following Directors voted in favor of Director Gibson. Barnes and Gibson. Via Roll Call vote Director DeVera was elected 6 to 2.

3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON JUNE 14, 2019

Recommendation: Approval of minutes as written.

Motion made by Secretary DeVera to approve the minutes, seconded by Director Troost. Via Roll Call, Director Gibson abstained, all others were in favor, motion passed.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 17, 2019

Recommendation: Approval of minutes as written.

Motion made by Secretary DeVera to approve the minutes, seconded by Director Burner. Via Roll Call, Directors Gibson and Troost abstained, all others were in favor, motion passed.

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Community Advisory Committee Chair Maria Aroch reported on the June 17th, 2019 and July 9th, 2019 meetings. During the June meeting the CAC discussed four issues - improving routing and avoiding mismatched rides, improving the stand sign program, minimizing missed trips and no shows, and avoiding excessively long rides. A subcommittee was also formed to examine the Bylaws as well as the process for communicating information between the CAC and QSS. Access Chief Operating Officer Mike Greenwood presented an update on the Stranding Policy. He outlined the stranding policy guidelines and clarified the definition of being "stranded". Deputy Executive Director Hector Rodriguez presented the FY 2020 draft budget. He discussed the Metro requirements when submitting the budget to them. A discussion ensued when Member Baldwin wondered why the quality of the contractor's service was considered an enhancement for purposes of Measure M funding. Access Strategic Planner Eric Haack requested feedback from the CAC members for recommendations on the survey questionnaire.

At the July 9th meeting, Access Director of Information Technology Bill Tsuei presented the new Access website to the CAC members. He explained the differences between the old and new website and answered the members' questions. Some of the questions were about appeals, curb to curb and other pertinent issues that riders look for in the website. Access Strategic Planner Eric Haack presented 10 recommendations made by CAC members related to the upcoming survey and additional suggestions were made by the CAC. Chief Operating Officer Mike Greenwood gave a brief update on the CAC's two subcommittees. The Operations subcommittee is focusing on rider stranding and long trips. Members Kurt Baldwin and Yael Hagen provided an update of the CAC Subcommittee conference call. Member Hagen stated that they are currently reviewing the Bylaws and welcome any ideas from the subcommittee members.

Transportation Professionals Advisory Committee Chair Giovanna Gogreve reported that they had their last meeting on Thursday, July 11 and they also welcomed a new TPAC member. His name is Martin Tompkins and he is from the Antelope Valley Transit Authority. Access Executive Director Andre Colaiace reported on the FY 2020 budget that the Metro Board passed in June, and he also updated TPAC on the launch of the online reservations platform and on Where's My Ride application. TPAC members asked a lot of detailed questions about the recent launch of online reservations as well as the updates on Where's My Ride. They also asked for an update on the additional transfers that are taking place in the North County. Access Project Administrator Faustino Salvador presented the operations report. Access Director of Planning and Coordination Matthew Avancena went over the process that takes place each year when nominating officers for the TPAC. A nominating committee was formed

comprised of Kevin McDonald from Foothill Transit and Jose Medrano from Montebello Transit. Director of Administration F Scott Jewell gave a presentation on the online eligibility application. TPAC members asked to receive an update on the statistics of this program. Access Director of Information Technology Bill Tsuei gave a website update presentation and the TPAC requested a live demonstration at the next meeting. For the next meeting, TPAC requested an online booking presentation and updates on the Access to Work program.

6. GENERAL PUBLIC COMMENT

Ms. Renee Madera made a public comment by stating that when making reservations she understands there is a certain reservation script that needs to be followed but it is a little off-putting. When you are going from one region for pickup, and ending up in another region, you end up getting dropped off but not picked up by that second region. The reservation script needs to be redone, to explain how it is not a same-day service, informing the rider that they will have to call other regions to coordinate travel based on their route. It would be nicer for the reservationists, especially for the San Fernando Valley region, to not have to repeat themselves each time. Access Project Administrator Megan Mumby was assigned to speak to her on this issue.

Mr. William Zuke made a public comment by stating that Access Services is a lifesaving organization. He is on the Quality Services Subcommittee. There is also a Community Advisory Committee, but there is some frustration among the QSS people on the communication between the two. He stated that he recently read the preface of Robert's Rules of Order and he felt the spirit of them was not to force people into doing things they did not want to do, but to get a plan of action from individuals who have agreement. He mentions that because he thinks there are people who would like them to be more aggressive on the issues with communication from people with very particular issues that get neglected. He was going to suggest that there be more of a planned regular reporting from the QSS to the CAC, which in turn could be passed on to the Board. There are people who are doing work on the committee, but he thinks the lack of regular reporting and the knowledge that the CAC should be assigning issues to the QSS. However, the QSS should not feel that they are limited to only addressing those issues when they report to CAC. Access Chief Operating Officer Mike Greenwood was assigned to speak to Mr. Zuke on this issue.

7. SUPERIOR SERVICE AWARD

Manager of Eligibility Geoffrey Okamoto presented Liliana Mariona from Medical Transportation Management with the Superior Service Award.

8. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar (list of items provided below):

CONSENT CALENDAR

- a) Consideration to Appoint Transportation Professionals Advisory Committee (TPAC) Members
- b) Consideration to Renew Agency Insurance Policies
- c) Consideration to Approve Award for Vehicle Decal Printing and Installation Services Contract

Public Comment: None

Secretary DeVera requested that Item 8-c be pulled for the purpose of discussion.

Motion made by Vice Chair Gombert to approve Items 8-a, and b on the Consent Calendar, seconded by Treasurer Barnes. Via Roll Call Vote - all were in favor, motion passed.

Item 6-c

Public Comment: None

Board Member Comments:

Secretary DeVera stated that she fears that the new logo presented is very easy to copy. She asked how they can make it to where riders know that this is actually an Access vehicle and not a fake.

Access Communications Coordinator Josh Southwick explained that there is a watermark in the design.

Access Legal Counsel Vincent Ewing explained that the logo is Access' intellectual property. In the case of falsification by someone, he would submit a cease and desist letter and they would no longer be able to use it.

Access Executive Director Andre Colaiace stated that there were a lot of taxis out there with their old logos. The current design will be much better and easier to monitor in the field.

Secretary DeVera asked that this be sent out to all taxis as an announcement as well as the riders so they are aware of the change. Mr. Southwick responded that he would design a mailer to be sent out when it is ready.

Motion made by Secretary DeVera to approve Item 8-c on the Consent Calendar, seconded by Vice Chair Barnes. Via Roll Call Vote - all were in favor, motion passed.

9. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR WHERE'S MY RIDE (WMR) SOFTWARE AND SERVICES CONTRACT (AS-3998)

Authorize an additional \$249,091 in funds and an extension in the period of performance with IT Curves through February 21, 2021.

Public Comment

Ms. Yael Hagen made a public comment by stating that she lent her support to this item. She believes that Where's My Ride has been very a positive tool for riders to have a good experience with Access. She also wanted to suggest that it would be a good partnership to seek out places such as United Cerebral Palsy or Braille Institute to assist people in training them how to use it. These types of organizations serve populations that may have additional challenges in trying to navigate through the system.

Board Member Comments

Secretary DeVera stated that the Where's My Ride app has been an amazing tool, but wanted to know why you could not also book reservations through it.

Access Director of Information Technology Bill Tsuei responded that there is currently a difference between the two applications as the online booking is actually going through the current Access website. Staff is planning to have a single mobile interface so riders do not have to switch out of one to use the other.

Director Gibson stated that she's heard really positive things about the application. Riders are using it and the presentation was interesting. She was curious to know how the number of new users and the level of use compare to what Access originally projected when they were first looking at it.

Mr. Tsuei responded that it is actually better than they thought. Based on previous surveys, riders using smartphone devices was not high. However, once the app launched, usage increased quite substantially.

Motion made by Secretary DeVera to approve Item 9, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.

10. FY 2018/19 OPERATIONS OVERVIEW

Chief Operating Officer Mike Greenwood presented an overview of the operations report for FY 2018/2019.

Board Member Comments

Director Barnes thanked Mr. Greenwood for a great overview. He encouraged him to keep the number of trend lines looking positive. He is particularly struck by the commitment to safety in a number of different aspects, and while service quality has always got to be the goal, safety is the foundation of everything.

Secretary DeVera asked if they have seen fewer reservation calls because of online reservations.

Mr. Greenwood responded that it's too early to see if online reservations have had an impact. He expects it will. He stated that the use of Where's My Ride has led to a reduction in ETA calls. He thinks over time we should see a similar impact with the online reservations platform.

Secretary DeVera stated that, since online reservations, she has not had to call once and, although she likes speaking to customer service or the providers, it makes her life so much easier to just book a trip.

Director Gibson appreciates the information and the progress that has been made, especially the work on safety and she was particularly struck by the drop in claims. She was wondering if that was attributed to any one category of claim.

Mr. Greenwood explained that it was partially due to the types of collisions and incidents that were occurring. They are seeing fewer of the more serious collisions and incidents that they might have seen in previous years. He also thinks it has to do with them not accepting claims for accidents caused by uninsured motorists. He has to give credit to their claims adjuster, CorVel, as they do a great job of processing the claims and making sure that we are denying claims that might be frivolous.

Director Gombert asked for details on the vehicle video surveillance. Mr. Greenwood stated that the SmartDrive video system is supported by a 3G cellular signal, so they get almost instantaneous video through the web portal from the vehicles on the road. If a collision occurs at 1:36, they might be able to have access to it by 1:45 because there is a constant cell signal. By the end of 2020, 3G won't work anymore, so they have no choice but to go to the next generation video system. They are currently doing research on what systems are out there so that they can write their specs accordingly to get a good quality system.

11. UPCOMING BOARD ITEMS

Chair Nason reminded the Board that this was an information item only and no action was needed.

12. EXECUTIVE DIRECTOR'S REPORT

Mr. Colaiace announced that it was a great operations report for this past year. He thanked Mike Greenwood and his team for all of their hard work. He also wanted to thank the contractors and all the hard working men and women who put the service on the street every day. They look forward to keeping the momentum going throughout this fiscal year. In terms of the budget, the FY 2020 funding was unanimously approved on June 19 by Metro's Finance, Budget and Audit Committee and by the full Metro board on June 27. In terms of online reservations, it was launched in May 2019 in the Eastern, West/Central, and Southern regions. They currently have 856 users to date and 349 trips are being booked per day on average. The feedback has been very positive and they are looking to expand to the San Fernando Valley and Santa Clarita regions by the fall. Mr. Colaiace congratulated the new Board officers on their election and also welcomed new Board members, Valerie Gibson from Pasadena Transit, and Lee Burner from Long Beach Transit. Mr. Colaiace also wanted to welcome the newest Board member, Jonaura Wisdom, who serves as LA Metro's Chief Civil Rights Programs Officer.

13. BOARD MEMBER COMMUNICATION

TPAC Chair Giovanna Gogreve congratulated the incoming officers and also Theresa DeVera for her re-election as Secretary. She welcomed the new Board members. She wanted to congratulate the entire Board for moving the agency forward in a lot of the technology areas such as the Where's My Ride app, online reservations, and online eligibility. All of this really helps in operations and this Board had a lot to do with that. She thanked staff for all of their contributions to making the service improvements because they work really hard and it is really seen on a day-to-day basis.

CAC Chair Maria Aroch agreed with Giovanna and thanked staff for their input. She feels like she is a member of the Access family since she is so involved. She appreciates the time and input everyone in the room invests.

Director Barnes stated that he is honored to be a member of the Board for a number of years now and he will continue to push the envelope from a performance standpoint. He is looking forward to what the next year has to bring and that it is an honor to serve as Treasurer of the Board.

Secretary DeVera thanked staff for helping her book her trip to the APTA conference in Jacksonville. It is her first trip representing Access and she didn't know what to expect,

but she accepted because she wants to be the voice for the paratransit community. She thanked everyone for re-electing her as Board Secretary.

Director Gibson stated that it is an honor to be back. She is very happy to serve on behalf of the local operators and the relationship between the local operators and Access is a really critical one for the larger ecosystem serving folks throughout the County.

Vice Chair Gombert would like to echo the previous comments on welcoming the new slate of officers, including Chair Nason. He thanked staff members for the very informative presentations and also the customers and contractors for attending. Every time he gets out into the field in the last few months he sees Access contractors and staff working with the customers. He really sees what great quality of service is provided to the customers.

Director Burner looks forward to working with the Access Board of Directors, the Executive Director, and staff to continue providing such an important service to the region and to ensuring that our customers are certainly getting what they deserve. He is honored to be a part of this Board and he looks forward to moving efficiently toward the future.

Director Troost stated that he looks forward to getting back in person to regular meetings in the future.

Chair Nason stated that she agrees with what the Directors have said, also wanted to say thank you to the Board for their vote of confidence. She looks forward to working with the new officers and the rest of the Directors and she feels really privileged to be entrusted with the stewardship of the Board. She will do her very best to lead the Board in a positive direction and to also be a representative and an advocate for all of the Access riders in Los Angeles County. She expressed that her door is always open. Additionally, she thanked everybody that is in the audience.

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

15. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that the Board had been briefed on item 15A and no action was taken but direction was given to Legal Counsel.

16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

17. ADJOURNMENT

Motion made by Treasurer Barnes, seconded by Vice Chair Gombert. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:14 p.m.

Approved

Theresa DeVera, Secretary

Date



STATEMENT OF PROCEEDINGS FOR THE
SPECIAL MEETING OF THE ACCESS
SERVICES BOARD OF DIRECTORS

DoubleTree by Hilton Hotel

120 S Los Angeles St.

Los Angeles, CA 90012

September 16, 2019

10:00 a.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Nason at 10:00 a.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa DeVera, Directors Lee Burner, Andrew Del Castillo, Valerie Gibson, John Troost, and Jonaura Wisdom. Ex-Officio: CAC Chair Maria Aroch, TPAC Vice Chair Luz Echavarria. Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. **GENERAL PUBLIC COMMENT**

Ms. Yael Hagen made a public comment by thanking Access. She expressed that Access' services have improved so much lately and she is very grateful for all the positive changes that have been made and continue to be made.

3. **GOVERNING WORK SESSION**

Mr. Doug Eadie led the session which explored governance issues and brainstorming solutions.

4. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

5. **ADJOURNMENT**

Motion made by Secretary De Vera, seconded by Director Del Castillo. Via voice vote all were in favor, motion passed. The meeting adjourned at 5:48 p.m.

Approved

Theresa DeVera, Secretary

Date

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: ERIC J. HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, DIRECTOR OF PLANNING AND
COORDINATION

RE: CONSIDERATION TO APPROVE TITLE VI PLANS

ISSUE:

Federal regulations require that Access Services update its Title VI Plan every three years and receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan.

RECOMMENDATION

Approve Access Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan

IMPACT ON BUDGET

None

BACKGROUND

Title VI is a Federal law that was enacted to ensure that government-funded services are provided to communities in a non-discriminatory manner. Specifically, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (FTA C 4702.1B, II-1-2).

Following the guidance of FTA Circular 4702.1B (October, 2012) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Access Services is required to update its current Title VI reports every three years. Also, per requirements set forth in FTA Circular 4702.1B, Access must have Board approval for

its Title VI documentation as part of the final submission of these reports to FTA's Office of Civil Rights. Access' 2016 Title VI submission was reviewed and approved by the FTA in 2016 and reviewed again as part of the Agency's 2018 Triennial review.

Access' Title VI documentation is separated into distinct categories, which together make up Access' Title VI required documents. Each of these separate reports is described below.

Title VI Report

The Title VI Report demonstrates that Access complies with the separate elements contained in FTA Circular 4702.1B.

- a) Approval of Agency Title VI Policies by Access Board of Directors;
- b) Notification of Customers of Protection Under Title VI;
- c) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- e) Requirement to Record Minority Representation on Planning and Advisory Boards;
- f) Requirement to Monitor Subrecipients.

Public Participation Plan

The purpose of Access Services' Public Participation Plan (PPP) is to (a) illustrate how Access reaches out to its customers and to the larger disability community through Community Meetings and Outreach meetings; (b) how Access' public outreach methods serve to educate minority as well as non-minority communities about the services Access offers to the public and (c) to develop recommendations going forward as to how Access could improve its outreach activities in order to continue to ensure that agency services are available to all persons irrespective of race or gender throughout the agency's service area.

Access' PPP highlights many of the new and on-going public outreach efforts conducted since the last PPP update.

- 1) Ongoing community outreach conducted by Access' Customer Service, Mobility Management and Operations Departments;
- 2) Examples of Community Meetings conducted ahead of proposed Fare Changes.

- 3) Customer notification of upcoming meetings through Access Services' website and directed mailings;
- 4) Access' 2017 Customer Satisfaction telephone survey.

Limited English Proficiency Plan

Access' Limited English Proficiency Plan recognizes that there are many existing and potential Access customers who may not be proficient in English, but still need information about the services that Access provides to persons with disabilities. As per Federal guidance, Access must conduct a "four-factor analysis" and perform analyses of the population it serves as well as the overall community in Access' service area.

The Limited English Proficiency Plan then presents features that Access offers in order to effectively communicate with its customers and members of the public about the services that Access provides.

Access' LEP Plan provides information about the variety of services that Access provides to remove barriers to persons who may have limited proficiency in speaking or reading English. Among some of the services that Access provides for LEP persons discussed in the report are as follows:

- 1) Telephone interpreter services for over 240 languages are available to be accessed by Access' contracted call center staff; provider staff; eligibility and eligibility appeals staff. This allows LEP persons to communicate effectively.;
- 2) Google Translate is an embedded feature on Access' website. Information posted on the Access website, including the text of Access' Rider's Guide, can be viewed in English, Spanish or - through a Google Translate link on the Access website - can be translated into dozens of languages;
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at Access' Eligibility Center and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through these portable speaker phones (i.e. cell phones), the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course;
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English);

A PDF copy of Access Services' Title VI, Public Participation Plan and Limited English Proficiency Plan can be downloaded at the following -

https://accessla.org/about_us/publications.html, Board Meeting Attachments

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: ALVINA NARAYAN, MANAGER OF TRAINING AND COMPLIANCE
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO APPROVE AWARD OF DISADVANTAGED
BUSINESS ENTERPRISE (DBE) CONSULTING CONTRACT (AS-4106)

ISSUE:

Board approval is required to exercise the award of a contract to a consultant to assist Access Services with DBE Program compliance, monitoring and outreach beginning February 1, 2020.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4106 with GCAP Services, Inc. (GCAP) for a period of five (5) years with the option to extend for up to five (5) additional years, in one (1) year increments, in an amount not to exceed \$224,534.85.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for FY 2019-2020 and the subsequent out years. The funding for this service is allocated from Proposition C 40% Discretionary funds.

ALTERNATIVES CONSIDERED:

Current staffing levels are not adequate to meet the needs of the DBE compliance program. The staff position responsible for DBE compliance is also responsible for grants, overall compliance with all the FTA grants management requirements and Consolidated Transportation Services Agency (CTSA) functions. Due to the volume and scope of these duties, it is not feasible to manage the above functions in-house without additional outside assistance.

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 contract with GCAP upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the proposed contract unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Under Title 49 CFR Part 26, (Participation by Disadvantaged Business Enterprises in Department of Transportation (DOT) Financial Assistance Programs), administration of DOT assisted contracts shall establish and comply with the provisions of Part 26. The rule is in effect to assist small business owners (minority and/or women owned), controlled by socially and or economically disadvantaged individuals, providing them an equal opportunity for contracting opportunities on DOT assisted programs.

Access is required to certify DBE compliance in the form of a biannual report to the Regional Civil Rights Office. Access is also required to conduct a triennial analysis, where an annual DBE goal is established by estimating an anticipated amount of DBE participation on DOT assisted projects. Furthermore, transit entities are expected to conduct outreach on procurements to DBEs and small businesses.

Access has been utilizing the services of a qualified consultant to comply with DBE program requirements. The consultant provides monitoring and oversight to contractors and their sub-contractors to ensure the DBE program implemented by Access Services is compliant with DOT and FTA rules.

DBE services are also needed to develop recommendations for any corrective measures, and to provide proactive outreach and ensure good faith efforts toward greater utilization of DBEs.

A request for proposals was issued on June 25, 2019. On August 15, 2019 proposals were submitted by GCAP, DBE Worldwide (DBEW) and The LeFlore Group (TLG). The three proposers were determined to be responsive and responsible. The proposed cost breakdown is as follows:

Proposer	Year 1	Year 2	Year 3	Year 4	Year 5	Five Year Total
GCAP	\$42,440.40	\$42,797.85	\$43,917.47	\$45,125.78	\$50,253.35	\$224,534.85
TLG	\$117,480	\$52,140	\$66,000	\$52,140	\$52,140	\$339,900
DBEW	\$310,322	\$310,322	\$315,260	\$222,640	\$222,640	\$1,381,184

An evaluation of the proposals was conducted in accordance with Access' Procurement Policy. Technical proposals were evaluated by two members of the Access Planning and Coordination Department and one member of the Administration Department. After careful consideration, the evaluation team scored the proposals, according to four evaluation criteria. GCAP received the highest overall score and also scored highest among all proposers on the cost criterion and each of the three technical criteria.

Proposer	Cost (Max. 20 Pts.)	Qualifications and Availability of Proposed Staff (Max. 30 Pts.)	Quality of Technical Approach (Max. 20 Pts.)	Qualifications of Firm (Max. 30 Pts.)	Total Score (Max. 100 Pts.)
GCAP	20.00	28.80	18.73	28.70	96.23
TLG	13.21	24.30	16.60	25.00	79.11
DBEW	3.25	20.40	13.67	20.80	58.12

In terms of cost, GCAP, the incumbent DBE Consultant, proposed the lowest cost among the three proposers. The evaluation team deemed the proposed level of effort appropriate given the scope of the project. The proposed wages were deemed fair and reasonable. From the current contract year, which ends January 31, 2020, to the first year of the new contract, which would begin immediately thereafter, GCAP proposed an average increase in hourly staff rates of 2.5%. This change compares favorably with the most recent local year-over-year change in Wages and Salaries of 4.3% (*US Department of Labor, Bureau of Labor Statistics, Los Angeles Region, June 2019*).

GCAP has been providing DBE compliance and supportive services to a wide range of clients since 1997, working with large transportation agencies, including Los Angeles Metro and CalTrans. GCAP has served as Access' DBE Consultant since 2015 and has played a vital role in ensuring Access' compliance with the DBE program. GCAP successfully established Access' Triennial goal, including helping to develop program policy, and continues to monitor contractors while also providing critical support to the agency in preparing our semi-annual reports. GCAP has also assisted staff in preparation for the Triennial Review process, assisting with document collation and interview preparations. In addition, GCAP was pivotal in transitioning and streamlining

the contractors reporting process by integrating a web-based contract compliance system for the DBE program. The web-based reporting system allows Access and its partners to efficiently and accurately collect and report required contractor and subcontractor information for Access' federally funded projects.

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM FOR
TRANSITIONAL VOICE COMMUNICATION SERVICES (PO#1004933)

ISSUE:

Board approval is required to approve transitional voice communication costs due to the delayed implementation of AT&T's toll-free 1-800 Voice Over Internet Protocol (VoIP) phone services.

RECOMMENDATION:

Authorize an additional \$1,600,000 in funds and an extension in the period of performance through March 31, 2020 with TMSI.

IMPACT ON BUDGET:

This is a month-to-month agreement that will only be continued until the AT&T VoIP services are implemented. The funding for these services comes from Prop C discretionary funds. This action will result in an increase in the previously approved contract amount of \$1,980,000 to \$3,580,000.

Overall, staff still anticipates substantial savings on voice communication services in subsequent budget years. The existing per minute rate charged by TMSI is \$0.0365. After AT&T VoIP Services go live, the negotiated per minute rate will decline to \$0.0112. Staff believes that an annual savings of at least one (1) million dollars annually will be realized for the next ten years because of both lower rates and lower call volume due to the implementation of online and smartphone options for estimated times of arrival (ETAs) and reservations.

Once the new system is implemented, staff will prepare a final report for the Board outlining project results.

ALTERNATIVES CONSIDERED:

No other options were considered as toll-free 1-800 services are a mission critical application that allows riders to contact Access' service providers for a variety of needs.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access' 800 toll-free service for reservations, contracted through TMSI/Verizon, allows riders to select via a menu the service provider they wish to book a trip with. The system also allows for the rider, if they are traveling between regions, to be transferred to another service provider without the need to hang up and redial the 800 number. Migrating to a VoIP system will continue to provide these features but at a lower cost for the agency compared to the current system.

Access' transition of voice communication services (800 numbers) from TMSI to AT&T's VoIP network was originally scheduled to occur by August 1, 2018. An initial delay occurred when MV Transportation, Access' Northern Region provider, made a change to its proposed VoIP architecture by moving to a cloud based VoIP system hosted in Dallas, TX. As a result, staff has had to work with our VoIP vendor and MV's VoIP vendor to develop a new architecture. Further delays have occurred due to internal scheduling and delivery issues related to AT&T despite Access staff escalating these issues with AT&T executives. At the March 2019 Board meeting, the Board approved the TMSI contract extension to June 30, 2019 based on staff's and AT&T's projection. Staff was able to work with AT&T and successfully transitioned the data network to AT&T's Multi-Protocol Label Switching (MPLS) based Wide Area Network (WAN) in May 2019. Staff was also able to work with AT&T to move the El Monte headquarters office to the new VoIP system in June 2019.

Unfortunately, staff has continued to encounter configuration issues with AT&T at all service provider sites, except El Monte. AT&T has delayed the project timeline substantially due to internal staff turnover and communication issues between its divisions.

On September 26, 2019, staff met again with the AT&T project team members in person to discuss the project delays. AT&T has assigned a new Account Executive and restructured the internal resources assigned to the Access account. The new AT&T project team is updating Access on a daily basis. Considering the impact of resource availability during the holiday season, the new project completion date is set for February 29, 2020.

Below is a detailed timeline and diagram of events that outlines the transition of the voice communication services from TMSI to AT&T.

VoIP Project Overview

June thru October 2018

- AT&T network design and planning
- AT&T circuit and modem line installations for (9) sites (delays with orders)
- AT&T router deliveries (delays with orders)

November 2018 – February 2019

- AT&T testing for circuits
- AT&T modem line disconnections with no explanations. Tech had to be re-dispatched to reactivate
- AT&T milestone testing rescheduled due to equipment not being ready

March 2019

- AT&T to complete testing at HQ
- Begin testing new network
- Complete AT&T testing at (8) sites (including out of state), except Commerce
- Start work to port the 800 numbers for testing

April 2019

- Setup Commerce and schedule testing with AT&T
- Packet Fusion performs testing
- Configure new phone system at HQ
- Train Access staff on new phones

May 2019

- Packet Fusion testing new network for all sites
- Transfer HQ number (213) 270-6000 from Verizon to AT&T.
- Train Access staff on new phones at HQ
- AT&T issues with Dallas cross-connect task at MV Data Center

June 2019

- HQ VoIP Go-live
- AT&T order mix-up issue with Alta Wisconsin site
- AT&T issues with Dallas cross connect task (continued)

July 2019

- Network and VoIP testing with Alta

August 2019

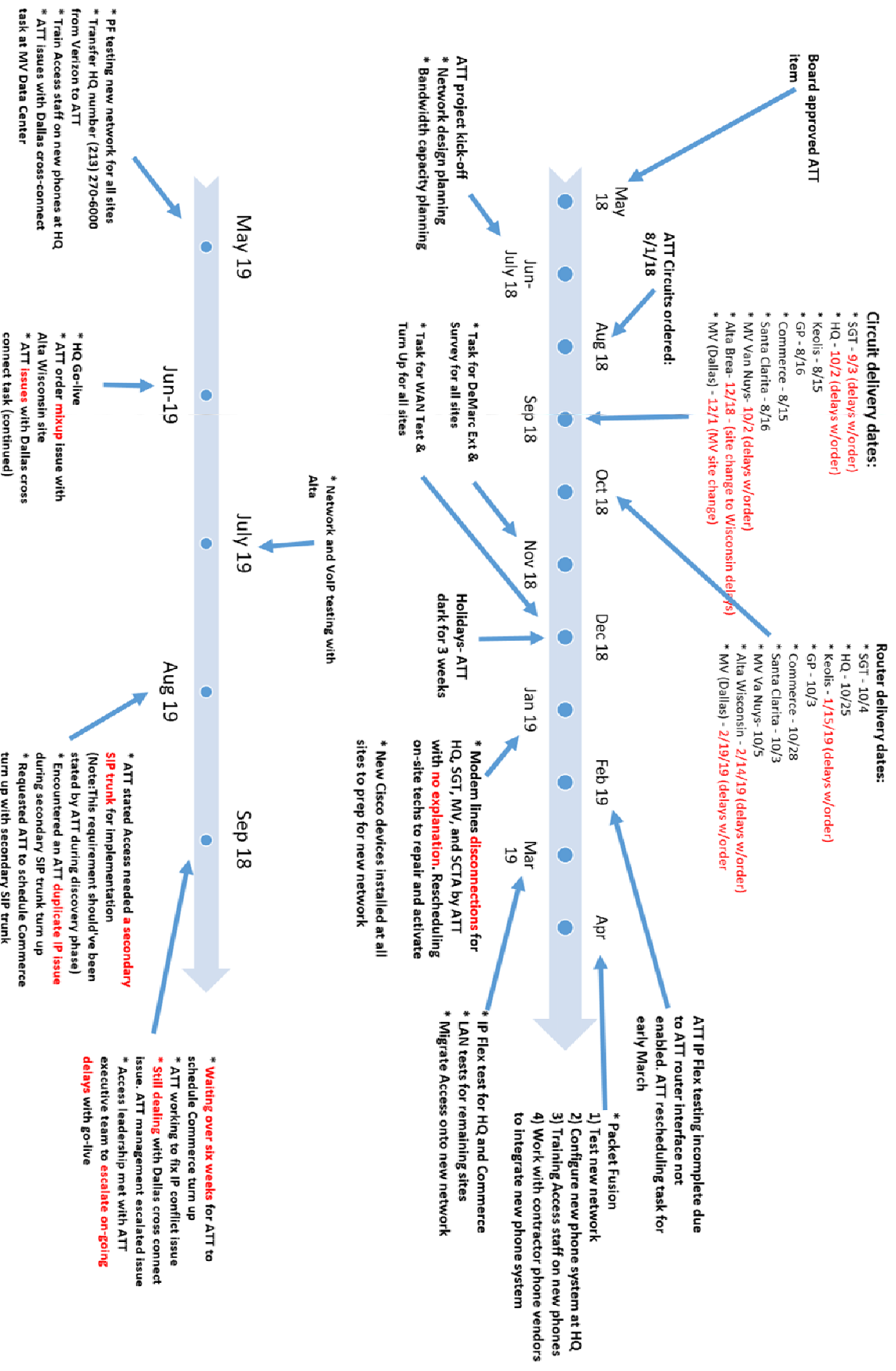
- AT&T stated Access needed a secondary SIP trunk for implementation (Note: This requirement should've been stated by AT&T during discovery phase.)
- Encountered an AT&T duplicate IP issue during secondary SIP trunk turn up
- Requested AT&T to schedule Commerce turn up with secondary SIP trunk

September 2019

- Waiting over six weeks for AT&T to schedule Commerce turn up
- AT&T working to fix IP conflict issue
- Still dealing with Dallas cross connect issue. AT&T management escalated issue
- Access leadership met with AT&T executive team to escalate on-going delays with go-live

The next page provides a graphical illustration of the AT&T events timeline.

AT&T Timeline of Events



OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE ADDITIONAL DEFERRED
COMPENSATION PROVIDER

ISSUE:

It is necessary for the Board to approve contracts with ICMA Retirement Corporation (ICMA-RC), our proposed provider to provide additional deferred compensation (403(b) and 457) plans.

RECOMMENDATION:

Authorize the Executive Director to negotiate and execute agreements with ICMA-RC to provide deferred compensation plans for employees and authorize the Treasurer/Secretary to sign the required resolutions.

IMPACT ON BUDGET

The cost of managing the programs is minimal. For 403(b) and 457 plans, the cost is entirely borne by employees. Employees are responsible for 0.55% annual fee based on the outstanding balance of their total investments.

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 contract with ICMA-RC upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the proposed contract unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access Services has been offering services with two other deferred compensation providers. However, in order to provide a wider choice of investment vehicles, staff explored many available options in the open market. After much research, staff opted to seek an agreement with ICMA-RC as they are very familiar with public agencies across California. In addition, ICMA-RC is a non-profit corporation that seeks to maximize returns on investment for its clientele.

Resolution approving Adoption of:

ICMA-RC 403(b) TAX-SHELTERED ANNUITY RETIREMENT PLAN

Account Number 40-

Name of Employer: Access Services

State: California

Title of Program Coordinator: Deputy Executive Director

WHEREAS, the Employer has employees rendering valuable services; and

WHEREAS, the establishment of a 403(b) tax-sheltered annuity retirement plan for such employees will serve the interest of the Employer by enabling it to provide reasonable retirement security for its employees, by providing increased flexibility in its personnel management system, and by assisting in the attraction and retention of competent personnel; and

WHEREAS, the Employer has determined that the establishment of a 403(b) tax-sheltered annuity retirement plan to be administered by the ICMA Retirement Corporation will serve the above objectives.

NOW THEREFORE BE IT RESOLVED that the Employer hereby adopts or has previously adopted the 403(b) tax-sheltered annuity retirement plan (the "Plan") in the form of:

The 403(b) Retirement Plan provided by ICMA Retirement Corporation

BE IT FURTHER RESOLVED the Employer acknowledges that compliance with Code section 403(b) remains the sole responsibility of the Employer unless specifically assumed by ICMA Retirement Corporation in the Administrative Services Agreement.

BE IT FURTHER RESOLVED that the Deputy Executive Director shall be the coordinator for this program; shall receive necessary reports, notices, etc. from the ICMA Retirement Corporation or the investment provider; may delegate any administrative duties relating to the Plan to the appropriate departments, and is authorized to execute all necessary agreements with the ICMA Retirement Corporation incidental to the administration of the Plan.

I, Theresa DeVera, Secretary of Access Services, do hereby certify that the foregoing resolution, proposed by staff, was duly passed and adopted by the Board of Access Services at a regular meeting thereof assembled this 21st day of October, 2019 by the following vote:

Ayes:

Nays:

Absent

Secretary, Access Services

Resolution Approving Adoption of:

ICMA-RC Supplemental Income 457 Plan

Access Services, State of California

Plan Number 30_____

WHEREAS, the Employer has employees rendering valuable services; and

WHEREAS, the establishment of a deferred compensation retirement plan serves the interest of the Employer by enabling it to provide reasonable retirement security for its employees, by providing increased flexibility in its personnel management system, and by assisting in the attraction and retention of competent personnel; and

WHEREAS, the Employer has previously executed the Declaration of Trust of VantageTrust, intending this execution to be operative with respect to any retirement or deferred compensation plan subsequently established, if the assets of the plan are to be invested in VantageTrust; and

NOW THEREFORE, as a duly authorized agent of the Employer, I hereby:

ESTABLISH the Employer's 457 deferred compensation plan (the "Plan") in the form of The ICMA Retirement Corporation Deferred Compensation Plan and Trust: and

SPECIFY that the Deputy Executive Director shall be the coordinator for the Plan; shall receive reports, notices, etc., from ICMA Retirement Corporation or VantageTrust; shall cast, on behalf of the Employer, any required votes under VantageTrust; may delegate any administrative duties relating to the Plan to appropriate departments; and is authorized to execute all necessary agreements with ICMA Retirement Corporation incidental to the administration of the Plan; and

AFFIRM that the Employer hereby agrees to serve as Trustee under the Plan

I, Theresa DeVera, Secretary of Access Services, do hereby certify that the foregoing resolution, proposed by staff, was duly passed and adopted by the Board of Access Services at a regular meeting thereof assembled this 21st day of October, 2019 by the following vote:

Ayes:

Nays:

Absent

Secretary, Access Services

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE 2020 BOARD OF DIRECTORS
MEETING CALENDAR

ISSUE:

The Metro Board room that is used for the Access Board of Directors meetings has limited availability in 2020. Accordingly, staff is proposing holding all Board meetings in El Monte for 2020.

RECOMMENDATION:

Review and approve the proposed Board Meeting calendar for 2020.

IMPACT ON BUDGET:

None.

DISCUSSION:

Staff has prepared the proposed 2020 Board meeting calendar. Due to a variety of holiday and other conflicts (such as APTA conferences), the Board meetings will occur on either the second or third Monday of a month. The only exceptions to this is the Annual Meeting (Thursday November 19, 2020) and the Monday December 7, 2020 Board meeting, which is being held earlier in the month due to there being no Board meeting in November. All meetings are subject to change based upon the necessary business and operational needs of Access Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board's attention by the Executive Director.

All meetings with the exception of the Annual meeting are scheduled to take place at Access Services located at 3449 Santa Anita Avenue in El Monte.

Board of Directors 2020 Board Meeting Calendar

<u>Date</u>	<u>Meeting Type</u>	<u>Location</u>
Monday, January 13 th	Board Meeting	El Monte
Monday, February 10 th	Board Meeting	El Monte
Monday, March 9 th	Board Meeting	El Monte
Monday, April 13 th	Board Meeting	El Monte
Monday, May 11 th	Board Meeting	El Monte
Monday, June 15 th	Board Meeting	El Monte
Monday July 20 th	Board Meeting	El Monte
Monday, August 17 th	Board Meeting	El Monte
Monday, September 21 st	Board Meeting	El Monte
Monday, October 19 th	Board Meeting	El Monte
Thursday, November 19 th	Annual Meeting	California Endowment Center
Monday, December 7 th	Board Meeting	El Monte

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

**FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE
DAVID CHIA, PROCUREMENT AND CONTRACTS ADMINISTRATOR**

**RE: CONSIDERATION TO APPROVE PURCHASE OF FIFTY-ONE (51)
REPLACEMENT VEHICLES FOR ACCESS TO WORK SERVICE**

ISSUE:

Board approval is required to purchase fifty-one (51) replacement vehicles for "Access to Work" paratransit service during Fiscal Year 2019-2020.

RECOMMENDATION:

Authorize staff to purchase fifty-one (51) low-emission ADA-accessible paratransit vehicles with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of \$2,690,000.

IMPACT ON BUDGET:

Funds for the purchase will come from the "Access to Work" grant. Additional matching funds will come from Proposition C. The matching funds needed for the purchase of the vehicles were included in Access' budget for Fiscal Year 2019-2020.

The estimated total expenditure for this procurement includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the proposed vehicles are needed to replace a similar number of vehicles that have surpassed their useful lifespans.

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 contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Each paratransit vehicle scheduled for replacement has accumulated approximately 250,000 miles. The Federal Transit Administration (FTA) assumes a useful life of four (4) years or 100,000 miles for vehicles that are the size of Access paratransit vehicles. Staff has obligated the funds necessary to purchase these vehicles with funds from Fiscal Year 2019/20.

Staff anticipates purchasing the vehicles through a cooperative contract schedule. A cooperative contract is preferred because the method expedites the purchasing process and ensures payment of competitive prices. With a cooperative contract schedule, product specifications have been identified and prices have been set at negotiated values.

If a cooperative contract schedule is used, Access proposes to purchase the vehicles through an approved vendor in the CalACT/Morongo Basin Transit Authority Purchasing Cooperative (Cooperative). The Morongo Basin Transit Authority (MBTA), a member of CalACT, is the lead agency of the Cooperative. Encouraged by many CalACT member agencies, MBTA and CalACT formed the Cooperative as an alternative to traditional state bidding processes to create a competitive marketplace for expedited vehicle purchases in the State of California. The Cooperative establishes a Local Government Schedule pursuant to FTA third-party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), which provides local governments the opportunity to purchase goods or services at established prices.

At this time, there is no contract schedule available from the state of California that includes ADA accessible vehicles.

OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

**FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ADA
ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-
4030)**

ISSUE:

Board approval is necessary to extend the eligibility and mobility evaluation services contract (AS-4030) for its first two-year option period.

RECOMMENDATION:

Authorize an additional \$5,179,884 in funds and extend the term for Contract AS-4030 with Medical Transportation Management, Inc. (MTM) from July 1, 2020 through June 30, 2022.

IMPACT ON BUDGET:

This action will result in an increase in the not to exceed contract amount from \$16,866,943 to \$22,046,827. Because sufficient funding remains in the existing approved contract amount to pay for the first option year and a portion of the second, the funding request is less than what would be expected for the two-year period. The recommended action will be budgeted in FY 2020/21 and the subsequent fiscal year. These services will be funded with Proposition C 40% Discretionary Funds and costs are based on rates set forth in MTM's original proposal. The monthly fixed costs, monthly fixed tier rate for in-person, paper review, marking and tethering and innovation costs are provided below.

Monthly Fixed Cost

Option-1 Term 7/1/2020 - 6/30/2022	
Year 4	Year 5
\$118,627.05	\$121,461.22

In Person Tier Cost

In-Person Monthly Volume	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022
2,500 - 3,000	\$203,170.42
3,001 - 3,500	\$239,925.60
3,501 - 4,000	\$279,789.57
4,001 - 4,500	\$320,899.17
4,501 - 5,000	\$358,489.70
5,001 - 5,500	\$396,031.28
5,501 - 6,000	\$434,496.02
6,001 - 6,500	\$472,960.75
6,501 - 7,000	\$511,773.02

Paper Recertification Tier Cost

Paper Recertification Monthly Volume	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022
1,001 - 1,500	\$37,134.39
1,501 - 2,000	\$56,143.97
2,001 - 2,500	\$66,196.27
2,501 - 3,000	\$76,479.67
3,001 - 3,500	\$94,414.19
3,501 - 4,000	\$104,763.39
4,001 - 4,500	\$122,971.76

Marking and Tethering Tier Cost

MAT Monthly Volume	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022
2,501 - 3,000	\$5,908.92
3,001 - 3,500	\$5,950.65
3,501 - 4,000	\$5,988.97
4,001 - 4,500	\$6,035.54
4,501 - 5,000	\$6,078.70
5,001 - 5,500	\$6,122.36
5,501 - 6,000	\$6,166.52
6,001 - 6,500	\$6,211.19
6,501 - 7,000	\$6,256.38

Innovative Tier Cost*

Personnel Fixed Costs	Option - 1 (Years 4-5)	
	Year 4	Year 5
Innovative Cost per Hour	\$81.00	\$84.00

*Hourly rate for change orders related to additional agency requested work.
No orders have been necessary since start of the contract.

ALTERNATIVES CONSIDERED:

The option of issuing a RFP remains available. However, staff has been satisfied with the level of service and the expertise provided by MTM and does not recommend issuing an RFP at this time.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a contract with MTM 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:

The Eligibility and Mobility Evaluation Services contractor has the primary task of conducting in-person complementary ADA paratransit eligibility determinations and also works with Access to develop and provide additional mobility assessment, education and training services that help applicants with disabilities access other accessible transportation options in the region. The existing contract for these services has a base three-year term from July 2017 with two (2) two-year options. Staff is asking the Board to extend the first two-year option term.

The current contractor is Medical Transportation Management Inc. (MTM), a national, privately held "S" Corporation and a certified woman-owned business enterprise incorporated in 1995. Based in Lake Saint Louis, Missouri, MTM provides ADA eligibility services for clients in Chicago, Illinois; San Diego, California; Portland, Oregon; Kansas City, Missouri; Atlanta, Georgia; Raleigh, North Carolina; and Austin, Texas. They also provide transportation management services to individuals with disabilities, older adults, and the transportation disadvantaged in 25 states and the District of Columbia.

All Access riders are required to have an initial in-person evaluation which is conducted at one of three locations - Commerce, Santa Clarita Transit, or Antelope Valley Transit Authority. MTM provides services at all three centers with Commerce handling all Los Angeles County basin evaluations. Additionally, all Access riders must go through a recertification process every three years. This is also managed by MTM, which,

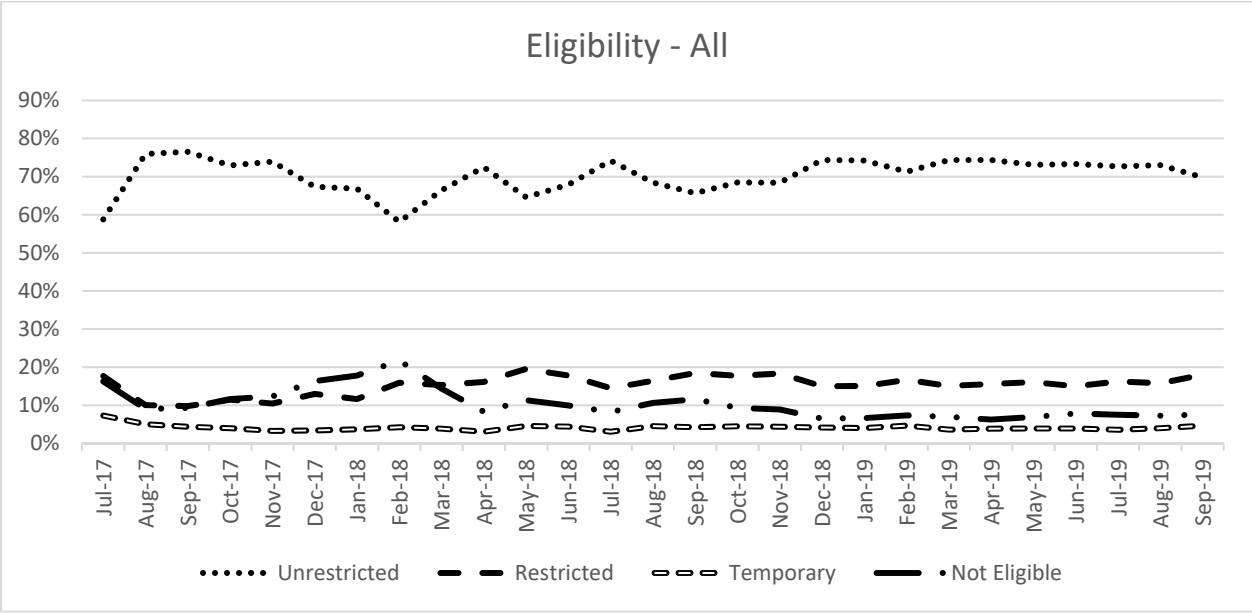
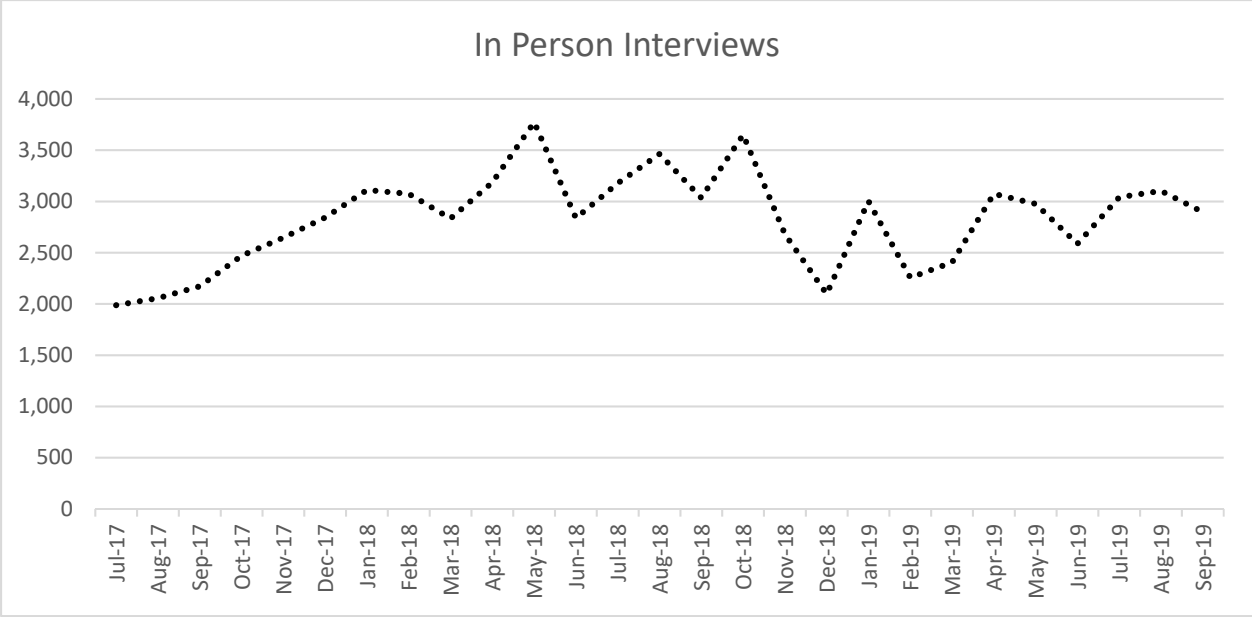
depending on the rider's disability, requires a paper mail renewal process or a subsequent in-person reevaluation. MTM also administers marking and tethering services in conjunction with an in-person orientation that goes over "What is Access" for every in-person evaluation. Since the start of the contract, MTM has conducted over 43,000 in-person assessments and over 44,000 paper reviews.

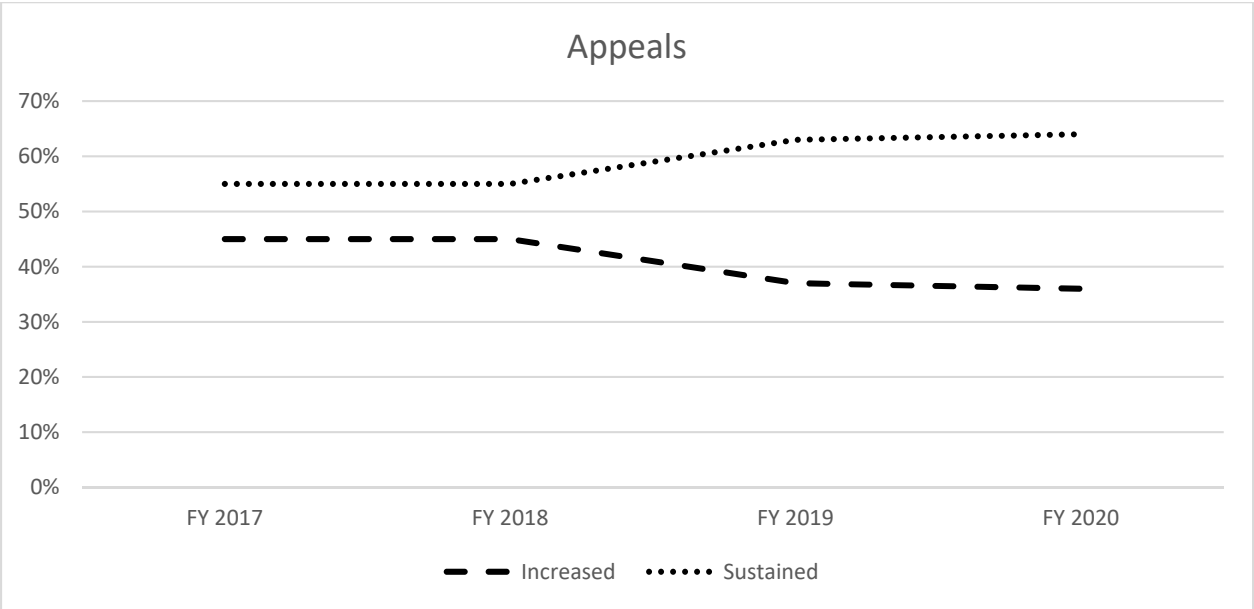
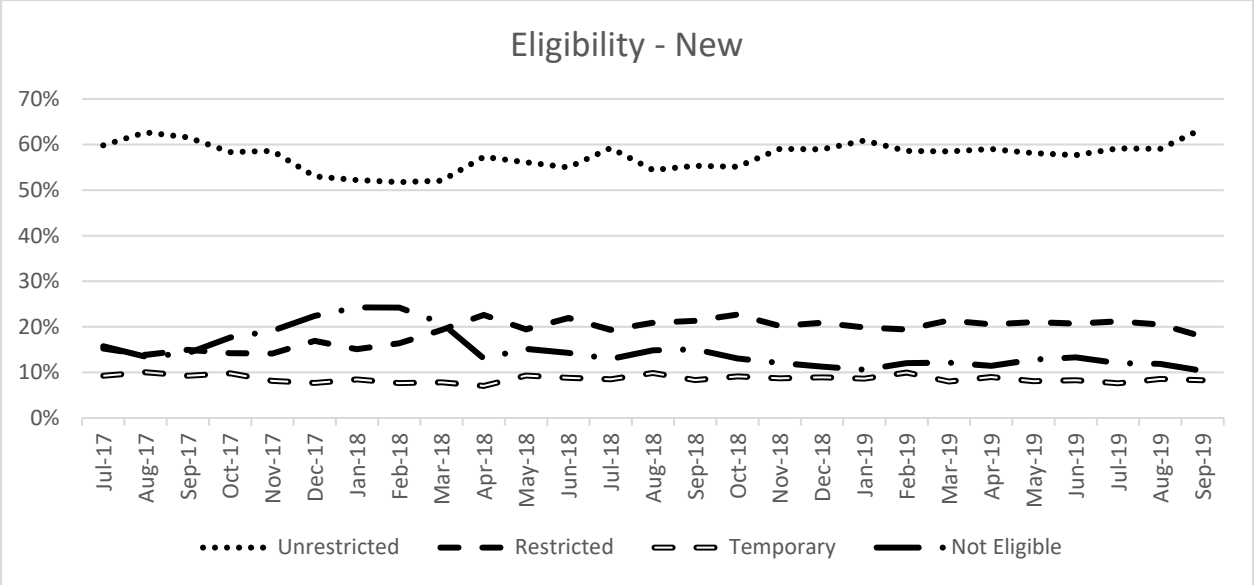
Statistically, eligibility determinations for new applicants have remained consistent over the previous year with 87% receiving some level of eligibility and 13% not receiving any eligibility. In terms of appeals, 63% of those who appealed did not receive any change in their eligibility determination.

This contract is monitored through regular on-site observations by Access staff as well as contractually required performance standards. These standards include penalties for late determinations, high appeal change rates, and customer service response rates. MTM has not been assessed for any of these in over a year. Those assessed previous to this were due to late determinations.

MTM, in conjunction with Access staff, has implemented a number of changes to improve the customer experience at the Commerce facility. These include introducing an online back-up American Sign Language (ASL) interpreter service; a pager system to communicate with and direct applicants; a 21-day advisory handout that immediately advises applicants of what will happen next or what is needed to complete the evaluation process. Staff has also worked with MTM to strengthen oversight and analysis such as appeal trend tracking at the mobility assessment evaluator level. This provides constructive feedback on the types of evaluations that are successfully appealed.

In terms of overall determinations, the tables below detail the trend since the start of the contract.





OCTOBER 14, 2019

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through December 2019 at the regularly scheduled Board meetings.

November 21, 2019***Annual Meeting - California Endowment***

Agenda Items:	Disposition:
None	N/A

December 2, 2019***Board Meeting - Metro***

Agenda Items:	Disposition:
Brokerage Services Contract Award	Action
CAC Member Reappointments	Action
Demand Forecasting Services Contract Extension	Action
State Advocacy Services Contract Award	Action

January 13, 2020***Board Meeting - El Monte***

Agenda Items:	Disposition:
Local Advocacy Services Contract Award	Action