

access

BOARD OF DIRECTORS MEETING
MONDAY, FEBRUARY 27, 2017
Closed Session: 12:00 p.m.
General Session: Immediately Following
The meeting is expected to end by or
before 3:00 p.m.

ACCESS SERVICES HEADQUARTERS
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731

MISSION STATEMENT

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

7233 La Palmas Drive
Fontana, CA 92336

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>	
1. <i>Anticipated Litigation: Gov. Code §54956.9 (b)</i>	

- (i) *Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9*
(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure to litigation"

2. Pending Litigation:

- (i) *Erik Washington v. Access Services LASC # BC645044*
- (ii) *Lynch v. Access Services et al LASC # KC068609*
- (iii) *Reynaga v. LACMTA, Access et al. BC673040*

B) *CALIFORNIA GOV. CODE §54957 - GENERAL COUNSEL*

1. *PUBLIC EMPLOYMENT/PUBLIC EMPLOYEE PERFORMANCE EVALUATION*

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| <p>4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 23, 2017 (page 5)
 [Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
 [Vote Required: majority of quorum by roll call]</p> |
| <p>5. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>6. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |
| <p>7. SUPERIOR SERVICE AWARD</p> | <p>PRESENTATION</p> |
| <p>8. CONSENT CALENDAR</p> <ul style="list-style-type: none"> a) Consideration to Appoint Community Advisory Committee (CAC) Member (page 15) b) Consideration to Extend Term and Increase Funds - Data Services Contract (AS-3705) (page 22) c) Consideration to Extend Local Vehicle Inspection Contract (AS-2985) (page 24) d) Consideration to Approve Contract Assignment - Information Technology Services Contract (AS-3039) (page 26) <p>[Staff Recommendation: Approve Consent Calendar]</p> | <p>ACTION
 [Vote Required: majority of quorum by roll call]</p> |

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|---|--|
| <p>9. CONSIDERATION TO AWARD CONTRACT FOR ADA ELIGIBILITY AND MOBILITY EVALUATION SERVICES (AS-4030) (page 28)</p> <p>[Staff Recommendation: Authorize staff to execute a three (3) year base contract with Medical Transportation Management, Inc. (MTM) in an amount not to exceed \$16,866,943 beginning March 1, 2017 and ending June 30, 2020.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>10. CONSIDERATION TO AWARD TENANT IMPROVEMENT CONSTRUCTION SERVICES CONTRACT (AS-4037) (page 35)</p> <p>[Staff Recommendation: Authorize staff to execute a seven (7) month contract with Norm Wilson & Sons Inc. (NWS) in an amount not to exceed \$1,005,825 beginning March 1, 2017 and ending September 30, 2017.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. NELSON\NYGAARD – COMPREHENSIVE OPERATIONAL REVIEW UPDATE</p> | <p>PRESENTATION</p> |
| <p>12. UPCOMING BOARD ITEMS (page 38)</p> | <p>INFORMATION</p> |
| <p>13. INTERIM EXECUTIVE DIRECTOR’S REPORT</p> | <p>INFORMATION</p> |
| <p>14. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE ACTION</p> |
| <p>16. ADJOURNMENT</p> | <p>ACTION</p> |

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 those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and **supplementally prior to the meeting at the agency's offices** located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to 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 yellow 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 the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is 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 comment 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

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012
Monday, January 23, 2017
12:01 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Nalini Ahuja at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Valerie Gibson, and John Troost. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Linda Evans, and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) VIA TELECOMMUNICATION

Present Via Telecommunication: Director Angela Nwokike.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

Access Services Legal Counsel Jim Jones briefed the audience on the outcome of the closed session. Mr. Jones stated that the Board met in closed session and discussed the following items: Erik Washington v. Access Services, Lynch v. Access Services, and Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to these matters.

Mr. Jones explained the public comment process and how it could be exercised. He also mentioned the general three minute limitation on public comment and said that anyone who, by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation, should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement.

4. **SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

Global Paratransit Inc. Call Taker Regina McCray was the Superior Service Award recipient.

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 12, 2016**

Approval of the minutes from the Board of Directors meeting held on Monday, December 12, 2016.

Motion made by Vice Chair Nason to approve the minutes as submitted, seconded by Secretary DeVera. Via Roll Call Vote all were in favor, motion passed.

6. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC's meeting held on Tuesday, December 13, 2016 and Tuesday, January 10, 2017. Mr. Conrad stated that at the December meeting Secretary DeVera provided the Board report; Monica Harris from TruConnect provided a presentation on the free phones for people who qualify through Life Line and other services that were available through TruConnect; and Jack Garate provided a presentation on routing and dispatch. Mr. Conrad also announced that CAC member Howard Payne resigned from the committee because he had other projects that he wanted to spend more time on. Ms. Rochele Goeman moved from the QSS committee to the CAC to fill Mr. Payne's spot.

Mr. Conrad continued his report by stating that at the January 10, 2017 meeting Director Martin Gombert provided the Board report and Cynthia Perkins-Stevenson and Luis Pacheco provided a Safety and Awareness presentation. Mr.

Conrad concluded his report by stating that Randy Johnson provided an Operations System Performance Report.

Linda Evans, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, January 12, 2017 where the following discussions took place: Interim Executive Director's report, provided by Andre Colaiace; Operations Performance report, provided by Randy Johnson; and a Stand Sign Redesign presentation, provided by Alex Chrisman and Josh Southwick.

Ms. Evans concluded her report by stating that Matthew Avancena provided a status update on the Free Fare Program since the implementation of the reimbursement cap.

7. GENERAL PUBLIC COMMENT

Frances Emily Dawson Harris made public comment by thanking Vice Chair Nason for inviting her to the Board meeting to make her public comment. Ms. Dawson Harris stated that Access Services was a blessing to her and was a superb service but on January 12, 2017, she had a very important trip booked for a 1:10 pick-up time. When the driver arrived, he told her that he could not take her because he had an oversized wheelchair in the vehicle and she would not fit. The driver then told her that Access was sending another vehicle that should arrive in about two hours, which did not work for her because she would not make her very important doctor's appointment.

Ms. Dawson Harris asked the driver if she could try to see if she could fit in the vehicle and she was able to fit in the back corner of the vehicle. She also stated that she brought this issue up because not everyone would know to ask the driver if they could try to fit in a vehicle and, since it was Access Services' fault for sending a vehicle with an oversized wheelchair in it, they should send an emergency vehicle so the rider was not late for any appointments.

Ms. Dawson Harris also added that she called Access Services to request a current coupon order form and, when she received it, she sent a check to Access to purchase more coupons on December 11, 2016. Since she had not received her coupons, she called Access to find out where they were. She was told that she did not send enough money and she still owed \$2.50. Ms. Dawson Harris stated that, since Access made the mistake and did not send her the current coupon form, they should honor the price that was on the form they sent. She also stated that she talked to someone in the finance department and was told that they could not honor the price so she asked that they remove one of the coupons out of the book so she did not have to owe anything and they said that

they could not do that either. They also told her that they returned her check in the mail but she had not received it.

Ms. Dawson Harris concluded her public comment by stating that she still had not received any coupons.

Access Services Operations Manager Randy Johnson was assigned to assist Ms. Dawson Harris.

Victor Dominguez made public comment by stating that he had a trip booked to go to the Braille Institute but on recognized holidays the standing order department is closed. He thought that his ride was going to be canceled since the Braille Institute was also closed but he found out it was not when the vehicle showed up and he was not there. Now he had a no-show and wanted to know what he could do about it. He also stated that he was a little confused with the reservations lines for the Western, Southern, and Eastern regions, and he asked if there was a way to fix it.

Mr. Dominguez concluded his public comment by stating that he noticed when the taxi drivers arrive at their pick-up location, they are not waiting for the appropriate time, they wait five minutes and then they leave. He requested that staff look into this issue.

Access Services Project Administrator Fayma Ishaq was assigned to assist Mr. Dominguez.

Rochele Goeman made public comment by thanking staff for the improvements made across the board for riders with service animals. She added that she also noticed the lack of Access signs at Metro and she knew it was not Access' fault because it would be up to Metro to allow for more Access Signs. Ms. Goeman stated that because of the lack of signage she and other riders were almost left behind on two occasions. She also stated that the Access minivans did not have a problem getting up the hill past the Metro Security Guards but the taxi cab drivers were being told that they could not enter and she did not understand why because they had the Access Logo on their vehicles.

Ms. Goeman concluded her public comment by stating that she hoped that the drivers received maps of the pick-up and drop-off locations at Metro because the drivers that have never been to Metro had no idea where they were supposed to drop-off or pick-up and visually impaired or blind riders would be unable to tell them.

Access Services Project Administrator Jack Garate was assigned to assist Ms. Goeman.

John Randell made public comment by stating that when riders point out that some call takers and/or drivers were not doing their jobs, staff seemed to take their staff's side and would tell the rider(s) that they were being belligerent and not being nice to the worker. He also stated that if a call taker adds the wrong information to the rider's file such as special notes of what not to do and the rider gets upset about it, staff tends to get mad at the rider for getting upset about it.

Mr. Randell concluded his public comment by asking how staff could get the call takers and drivers to do their jobs correctly so the riders don't get upset with the staff and possibly get suspended for getting upset.

Access Services Senior Manager Client Relations Sherry Kelley was assigned to assist Mr. Randell.

Lisa Anderson made public comment by stating that every time she called to book a ride she asked that the driver please approach her especially if it was a taxicab. She added that sometimes it takes the driver about five minutes to approach her and sometimes they do not bother approaching her. Ms. Anderson also mentioned that sometimes the drivers do not wear their seatbelts properly as they would buckle their seatbelts behind them. She added that some drivers are driving with a cell phone in their hand and looking at their GPS while driving.

Ms. Anderson concluded her public comment by stating that she thanked god that she had her vision so she could see what the drivers were doing.

Access Services Project Administrator Rogelio Gomez was assigned to assist Ms. Anderson.

8. CONSENT CALENDAR

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

- 8-a Consideration to Extend Term and Increase Funds - Voice Telecommunications Contract (AS-3205)
- 8-b Consideration to Extend Term and Increase Funds - Mobility Device Marking Services Contract (AS-4010)
- 8-c Consideration to Establish an Ad Hoc Budget Subcommittee for Fiscal Year 2017/18

8-d Consideration to Extend Term and Increase Funds - General Counsel (AS-3243)

8-e Consideration to Appoint Community Advisory Committee Member

Secretary DeVera requested that Item 8-e be pulled for purposes of discussion.

Motion made by Treasurer Turner to approve the remaining Items, 8-a thru 8-d on the consent calendar, Seconded by Director Gibson. Via Roll Call Vote all were in favor, motion passed.

Item 8-e: Secretary DeVera stated that she was concerned with staff's recommendation regarding the new CAC member Ms. Olivia Almalel. She stated that Ms. Almalel had a personal blog. Secretary DeVera also noticed that Ms. Almalel's blog did not mention how Access Services had helped her or how she would be beneficial to the CAC. She stated her blog was very negative towards Access Services.

Secretary DeVera added that she could remember when each of the Board members would appoint members to the CAC, which she preferred because each Board member was responsible for their appointees' actions and the CAC members were responsible for reporting back to their appointing Board member. Secretary DeVera stated that she felt that since this blog was out there for everyone to read, she felt that it did not portray Access Services in a positive light.

Vice Chair Nason stated that she knew someone that had submitted his name a few times for consideration and had not been considered. She asked what the criteria was for selecting one person over the other. Vice Chair Nason also stated that she felt that the Board was not provided enough information and was expected to approve staff recommendation with no background on the individual that was being considered.

Motion made by Director Troost to table item 8-e and bring it back to the Board for consideration at a future Board meeting. Seconded by Vice Chair Nason. Via Roll Call Vote all were in favor, motion passed.

9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-2602)

Recommendation: Authorize an additional \$1,200,000 in funds, a change of rates, and an extension in the period of performance for one year, from August 4, 2017 through August 3, 2018 for Contract AS-2602 with the City of Santa Clarita.

The rates are as follows -

	Year 10 8/4/2017-8/3/2018
Variable per trip rate	\$18.07
% change	1.82%
Fixed monthly rate	\$33,394.71
% change	1.82%

Motion made by Vice Chair Nason to approve staff recommendation, Seconded by Secretary DeVera. Via Roll Call Vote all were in favor, motion passed.

10. MID YEAR OPERATIONS REVIEW

Chair Ahuja stated that with all the community meetings conducted in the different regions would it be possible for the Board to get a summary of all the comments and questions received and staff's responses to those questions for future meetings. She also added that she was curious to hear what the comments were and how staff was responding to those comments and were they done in a timely manner. Chair Ahuja also stated that she would like to know if the meetings were useful, and asked whether staff should make them more frequent or less frequent.

Treasurer Turner congratulated staff on the stand sign revamp program. Treasurer Turner stated that she had staff meet her at the Norman Houston Park, which was a troublesome spot for the providers. She stated that she would like to see a stand sign added to that location if possible. She also stated that staff indicated that there were 78 stand signs throughout the County and asked if staff intended to place more stand signs out there and finally does staff analyze the complaints stating that the stand signs were hard to find.

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

11. WHERE'S MY RIDE UPDATE AND DEMONSTRATION

Public Comment

Rochele Goeman made public comment by stating that she was part of the beta testing program for Where's My Ride, she had been using this app since September 2016, and she loved it. She also added that the program had its problems but Ruben Prieto and his team in the Access IT department worked most of the problems out. Ms. Goeman stated that for someone like her that was blind and did not want to stand out in the rain or extreme weather the app was great for that. She concluded her public comment by stating that everyone that uses a smart phone needed to use this app.

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

12. UPCOMING BOARD ITEMS

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

13. INTERIM EXECUTIVE DIRECTOR'S REPORT

Access Services Interim Executive Director, Andre Colaiace, began his report by thanking Access staff and the provider staff for providing safe quality service to Access customers particularly under the extreme weather we were having. Mr. Colaiace provided an update on Measure M by stating that Metro was forming a Policy Advisory Council to aid in the development and implementation of the Measure M master guidelines. The guidelines are going to address the administration of Measure M and the Council will provide insight and input on the guidelines. He also stated that he was happy to report that Access was given a dedicated seat on this Council and he would be serving as the agency representative, with Hector Rodriguez, Access Services Deputy Executive Director of Finance, serving as the agency's alternate. The draft guidelines are to be completed by the end of March 2017 at which time the council will review and comment. He thanked Chair Ahuja and Metro's CEO Mr. Washington for giving Access a seat at the table.

Mr. Colaiace concluded his report by stating that he was pleased to report that Iliana Mena, a Customer Service Representative from ALTA Resources, was selected as one of the five finalists for APTA's 2017 Call Center Challenge and she will be competing on Tuesday, February 28th at the 2017 Marketing and Communications workshop in Tampa, Florida. He congratulated Ms. Mena,

ALTA Resources and Sherry Kelley and stated that this showed that we had some great people at ALTA Resources.

14. BOARD MEMBER COMMUNICATION

CAC Chair Conrad stated that he hoped for a great year for the CAC.

Director Barnes stated that he had the opportunity to attend the inauguration in Washington, DC. He added that he also attended the Conference of Mayors' winter meeting and he ran into our lobbyist Len Simon. Director Barnes stated that between the work that our lobbyist was doing and what staff and the Board was doing it was going to be critical to remain active and engaged.

Treasurer Turner stated that based on what Director Barnes mentioned, we have our work cut out for us this year, so she was looking forward to working with staff to ensure that Access continues to provide the great service that they do.

Vice Chair Nason stated that Mr. Colaiace mentioned during his report that Access had a seat at the Measure M table. She also wanted to announce that she also had a seat at the Measure M table because she worked for the Disabled Resources Center but unfortunately and because she had many other things on her plate at this time, she was nominating someone else to take her seat but she felt it was an honor and very important.

Secretary DeVera thanked the providers that worked so diligently during the rain ensuring that the riders were picked up on-time and arrived at their destination. Secretary DeVera also wanted to thank MV Transportation and one driver in particular for being as humble and giving as he was. She wished that more drivers would be like him.

Director Troost thanked Mr. Colaiace for his involvement and stated that he really enjoyed the presentation on the Where's My Ride app. He stated that it really sounds like a great program.

Director Gombert thanked staff for the presentations at today's meeting. He also thanked the contractors for the good work they have done during the rain and added that he was on the Gold Line and MetroLink on Saturday and, if Access ran into even a little bit of traffic that he experienced, they did a great job especially in the West Central Region.

TPAC Vice Chair Evans stated that with Access on the move it really challenges the rest of us to step up our game. She stated that she and others would always want to commend staff for the hard work they do and the TPAC committee was looking forward to an outstanding 2017.

Director Nwokike thanked staff for helping her with her rides and for calling her to see how she was doing. She stated that she was getting better every day and hoped to see everyone soon.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

16. ADJOURNMENT

Motion made by Vice Chair Nason, Seconded by Secretary DeVera. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:03 p.m.

Approval

Theresa DeVera, Secretary

Date

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS
FROM: SHERRY KELLEY, SENIOR MANAGER, CUSTOMER RELATIONS
RE: CONSIDERATION TO APPOINT COMMUNITY ADVISORY
COMMITTEE (CAC) MEMBER

ISSUE:

There is currently one vacancy on the CAC. Per the by-laws, the CAC Nominations Subcommittee, comprised of five CAC members, has reviewed applications to identify members who can best represent Access customers, both in terms of various disabilities and in scope of influence and representation.

RECOMMENDATION

The CAC bylaws require Board appointment of CAC members. Staff requests the Board to appoint the CAC member below under Group B:

- Ms. Olivia Almalel

IMPACT ON BUDGET

None

BACKGROUND

The CAC Bylaws, adopted by the Board in 2011, outline the process for membership application and selection as cited below:

ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Section 1 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 3 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 4 - Following this in-person meeting, CAC application(s) may be presented to the Board of Directors for potential review and approval.

CAC Membership applications (of which an example is attached) are received for initial review by the CAC subcommittee. The current CAC Nomination Subcommittee is comprised of the following CAC Members: Michael Conrad, Maria Aroch, Kurt Baldwin, Terri Lantz and Gordon Cardona. The Subcommittee and Access Staff Liaison interviewed five (5) candidates for the open position. Ms. Olivia Almalel received the highest ranking on her interview by the CAC Subcommittee, and is being recommended to the Board of Directors for consideration.

Ms. Almalel has been an Access customer since 2009, and frequently uses the service for work, church, and other events. She attends CAC meetings and enjoys being an advocate for riders and drivers of the services. She is involved with The Triumph Foundation (www.triumph-foundation.com), a community of wheelchair users that offer support and supplies to individuals to assist them in recovery and to re-establish their life. Ms. Almalel currently works as a pharmacy technician for Cedars Sinai Medical Center.

At the January Board meeting, concerns were raised about a blog that Ms. Almalel has established for paratransit users. Staff reviewed the blog and found it contained both complimentary and constructive feedback as it relates to Access. Staff expressed concerns that the site's URL (www.accessla.blogspot.com) could lead someone to believe that the blog is an official Access web publication given its similarity to Access's web site (www.accessla.org). In response, Ms. Almalel changed the name of her blog to www.paratransitlalaland.blogspot.com.

In addition, staff will work with the CAC on a plan to better publicize future CAC openings to ensure people with disabilities and their advocates are aware of future opportunities to serve.

Access Services Community Advisory Committee (CAC)

APPLICATION FOR MEMBERSHIP

Contact Access Services for further application details

The CAC was formed to provide community input and advice to Access Services Board of Directors & staff concerning operational policy issues. The CAC has direct impact upon the improvement of the Access Services transportation program. The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for membership and a personal interview by the Access Services Senior Manager of Customer Service. CAC members are also expected to serve on subcommittees and appeals boards as needed. The CAC meets on the second Tuesday of every month.

1. Contact Information

- a. Are you a resident of Los Angeles County? Yes No

- b. Full Name (Last, First): _____

- c. If an Access customer, provide your Access ID number: _____

- d. Mailing Address: _____

- e. City and Zip Code: _____

- f. County: _____

- g. Preferred Telephone #: _____ Home Work

- h. Preferred E-Mail Address: _____

i. Employer Name (if applicable): _____

j. Your Job Title: _____

2. It is a requirement to attend at least 2 (two) CAC Meetings. Have you fulfilled this requirement? Yes No

3. CAC members are asked to attend one (1) two hour committee meeting each month. Additionally, CAC members are sometimes asked to participate in Subcommittee Meetings, Working Groups and Appeals Boards. Will you be able to make this commitment? Yes No

4. Please check each disability where you have experience, education, or expertise. For each area checked, indicate years of experience.

	Functional Need	Years of Experience
<input type="checkbox"/>	Ambulatory Disabilities (without use of wheelchair)	
<input type="checkbox"/>	Users of Manual Wheelchairs	
<input type="checkbox"/>	Users of Power Wheelchairs or Scooters	
<input type="checkbox"/>	Persons who are Blind	
<input type="checkbox"/>	Persons who are Partially Sighted	
<input type="checkbox"/>	Persons with a Cognitive Disability (i.e., memory)	
<input type="checkbox"/>	Persons with an Intellectual Disability	
<input type="checkbox"/>	Persons with a Psychiatric Disability	
<input type="checkbox"/>	Persons with a Verbal Communication Disability	
<input type="checkbox"/>	Persons who are Deaf or Hearing Impaired	
<input type="checkbox"/>	Check here for "Other" disability/disabilities that you have experience in but are not listed above	

If "Other", explain the specific disability that you represent not listed above:

5. What area of Los Angeles County do you feel that you best represent?

6. Do you understand how Access Services operates or are you familiar with the services provided? Yes No

If yes, please explain:

7. Please summarize your experience with the disability community or with persons with disabilities. Name any community activities in which you regularly participate (or used to participate in) that would be relevant to the work of the Access CAC.

8. What qualifications make you an ideal Access CAC member and how do you see yourself contributing to the work of this committee? Please give specific examples.

9. List any references you would like to provide (optional).

10. What is your preferred format for receiving information?

Standard Print (12 font size)

Large Print (14 font size)

Audio (CD)

Braille:

E-Mail

I have read and understood the enclosed information and do hereby submit this application for membership to the Access Services Community Advisory Committee (CAC). I further understand that this application will expire one year after its submission.

Print Your Name: _____

Sign Your Name: _____

Today's Date: _____

Please MAIL or FAX your completed application to:

Access Services

Attn: Community Advisory Committee

PO Box 5728

El Monte, CA 91734

Fax Number: 213-270-6055

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - DATA
SERVICES CONTRACT (AS-3705)

ISSUE:

Board action is required for the extension and increased funding of the data services contract AS-3705 with Telecom Management Services Inc. (TMSI).

RECOMMENDATION:

1. Authorize a one (1) year extension to the contract from June 1, 2017 to May 31, 2018.
2. Authorize an additional \$120,000 in funds thereby increasing the maximum contract value from \$350,000 to \$470,000.

IMPACT ON BUDGET:

These services are budgeted in the FY2016/17 budget and will be allocated appropriately in the FY2017/18 budget. There is no change in existing site rates for this extension.

The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access maintains a fiber network that utilizes Multiprotocol Label Switching (MPLS). This is a mature and secured standard technology that is designed for high performance data delivery and superior reliability with smart intelligence built-in for easy management. This network is the backbone that handles data traffic between Access' administrative offices and all of our service providers.

In accordance with procurement practices, this contract was procured through competitive pricing in May 2014 for a three-year term with an option of renewing the agreement for up to three one-year terms with Board approval. This is the first option year available with the contract. These services are being evaluated as part of the Comprehensive Operational Review.

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO EXTEND LOCAL VEHICLE INSPECTION
CONTRACT (AS-2985)

ISSUE:

Board approval is required for the extension of the vehicle inspection services contract (AS-2985) with Transit Resource Center (TRC).

RECOMMENDATION:

Authorize an extension in the period of performance for one (1) year from March 1, 2017 through February 28, 2018 and increase the rates per the contract that allows for a year-over-year increase based on the Bureau of Labor Statistics Consumer Price Index for Urban Metropolitan Los Angeles County as follows:

- Inspection Services - increase from \$133.17 to \$135.69 per vehicle.
- Re-inspection Services - increase from \$40.26 to \$41.02 per vehicle.

IMPACT ON BUDGET

The costs associated with this contract have been programmed in the FY2016/17 budget and will be allocated in the following fiscal year. There is sufficient funding that had been previously authorized by the Board to cover the one-year extension. The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVE CONSIDERED

No alternatives were considered due to option years being available on the contract and satisfactory performance of the vendor.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND

On December 6, 2010, Access Services issued a Request for Quotations (RFQ) for "turnover audit" vehicle inspection services. Transit Resource Center was awarded the contract under an initial three-year term, commencing on March 1, 2011 and concluding on February 28, 2014 with six (6) option years.

Since the appointment of Transit Resource Center, over 450 fleet vehicles have gone through a "turnover audit" prior to a contract turnover. TRC has been instrumental in this process and staff has been pleased with the performance of the contractor.

It is staff's recommendation to exercise option year four of six in light of the recently issued Request for Proposals for Specialized ADA Paratransit Services in Access' West Central Region. A "turnover audit" will be required when the new contract is awarded.

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT ASSIGNMENT –
INFORMATION TECHNOLOGY SERVICES CONTRACT AS-3039

ISSUE:

PDSA, Inc. (PDSA) has been purchased by Fairway Technologies. Under the terms of Access' contract with PDSA, any change of control requires Board approval.

RECOMMENDATION:

Pursuant to Section 33.0 of the subject contract, authorize staff to execute a contract amendment effective February 1, 2017 consenting to the change of control and the technical assignment of Contract AS-3039.

IMPACT ON BUDGET:

This item will have no impact on the approved FY 2016/17 budget as the terms and conditions of the contract will not change following the assignment. The funding for these services comes from the Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

If approved, this contract will be operated by Fairway Technologies with all terms and conditions of the existing contract remaining intact and therefore no alternatives were considered.

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

BACKGROUND:

PDSA is the vendor that designed and supports the Rider360 application that stores rider information, including rider profiles, complaints, tickets and a variety of other enterprise-wide data. Rider 360 is also the core business application that provides rider information to the various reservation and dispatching systems at service provider sites. The contract was awarded to PDSA in February 2011 and was recently extended by the Board through April 2018.

Fairway Technologies is a technology firm based out of La Jolla, CA whose staff of 60 has provided a variety of consulting work since 2002. Fairway's expertise also ranges from programming skills (Java, .NET, Web, and more), to business technology integration and implementation solutions (CRM, CMS, ERP, Collaboration, Oracle, SAP, Salesforce, etc.), in addition to next-generation innovations such as mobile computing, cloud computing, and open source. The existing PDSA staff who have designed, developed and supported Rider360 will be employees of this firm and will continue being the direct point of contact for the duration of the contract.

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
GEOFFREY OKAMOTO, MANAGER, ELIGIBILITY
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO AWARD CONTRACT FOR ADA ELIGIBILITY
AND MOBILITY EVALUATION SERVICES (AS-4030)

ISSUE:

Board approval is required for the selection of a contractor to provide ADA Eligibility and Mobility Evaluation Services beginning July 5, 2017 with the start-up beginning March 1, 2017.

RECOMMENDATION:

Authorize staff to execute a three (3) year base and four (4) month start-up contract with Medical Transportation Management, Inc. (MTM) in an amount not to exceed \$16,866,943 beginning March 1, 2017 and ending June 30, 2020.

IMPACT ON BUDGET

The recommended action will be appropriately budgeted in FY2017/18 and subsequent fiscal years. Funding for these services has been allocated from Proposition C 40% Discretionary Funds. Following the successful completion of the three-year base period, staff may ask the Board to grant a two-year extension of this agreement (up to a total of two two-year extensions) based on rates set forth in the proposal. The monthly fixed costs and monthly fixed tier rates for in-person, paper review, marking and tethering and fulfillment are attached to the end of this item. Start-up costs of \$940,662 are included in the above requested amount.

ALTERNATIVES CONSIDERED

No alternatives were considered. The current contract for eligibility and mobility evaluation services with C.A.R.E Evaluators will end on June 30, 2017. The existing contract may be extended for up to two months but this is contingent on tenant improvements being completed at the new eligibility evaluation site in Commerce.

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 service 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 had a base three-year term from July 2008 with seven (7) possible option years through June 2018. The decision not to exercise the final option year of the current eligibility contract was done in order to align the startup of Access' new eligibility facility in the City of Commerce with the implementation date of the new eligibility contract so that both occur in July 2017.

Accordingly, a Request for Proposal (RFP) was developed based on federal regulations, recommendations from the comprehensive review of Access' eligibility program that was conducted in 2015, Agency policies and procedures, and feedback from a vendor forum. The Scope of Work is structured into four primary cost centers - 1) in-person evaluations 2) application reviews 3) safety orientation and marking/tethering and 4) mail fulfillment. The RFP was issued on October 21, 2016 to all vendors registered on the Access Services website via Access' eProcurement system called Public Purchase. In addition, it was also advertised in the following publications: TransitTalent.com, Los Angeles Times and Passenger Transport. Potential bidders submitted questions to which Access issued three (3) addenda.

Following a pre-proposal conference on November 1, 2016 and the release of addenda to the original RFP, five proposals were received on January 10, 2017. The five firms that submitted proposals were ADARide, C.A.R.E. Evaluators, Innovative Paradigms, MTM, and Mobility Management Partners. The proposals submitted were preliminarily reviewed by staff and the Mobility Management Partners proposal was deemed non-responsive.

The responsive proposals were then evaluated by a multi-agency panel comprised of four Access staff members and three representatives of local transit agencies. In reviewing the proposals, the seven panelists brought a blend of talents and experience in the field of transportation and paratransit, specifically in the areas of eligibility determination, procurement and planning. All are familiar with ADA paratransit service

and the work of Access and appreciated the importance of carefully selecting a vendor who can best serve Access customers and the community as a whole.

Proposals were evaluated using the following criteria:

- 1) Quality of Technical Approach and Work Plan (evaluation of the quality of the proposer's specific plans for providing eligibility services) - 25 pts.
- 2) Qualifications and Availability of Proposed Staff (evaluation of the proposer's Staffing Plan, including the proposer's capability of and plans for providing qualified and well trained staff and personnel for the services to be provided) - 25 pts.
- 3) Cost/Price Proposal (formula applied to proposed "Best and Final" (BAFO) cost for base period of contract) - 20 pts.
- 4) Employee Pay and Benefits (evaluation of comparability of pay to other organizations in the industry, regularity of increases, quality of health care plan, number of vacation, sick, PTO days, availability and nature of 401K/Pension /retirement plan and other benefits) - 10 pts.
- 5) Financial Qualifications of the Proposer (overall financial health of the Proposer, including its liquidity, its overall financial capacity, its financial reserves, and its credit worthiness) - 5 pts.
- 6) Qualification of the Proposer (evaluation of the proposer's demonstrated experience in performing eligibility and mobility evaluation services work) - 15 pts.

The proposals were scored as follows:

	MTM	Innovative Paradigms	CARE	ADA Ride
Quality of Technical Approach & Work Plan	23.32	22.57	18.29	16.89
Quality & Availability of Proposed Staff	23.07	20.43	16.71	15.39
Employee Pay and Benefits	8.86	8.99	7.03	7.67
Financial Qualifications of the Proposer	4.20	4.40	3.40	3.60
Qualifications of the Proposer	13.89	12.69	10.35	8.74
Technical Score	73.34	69.08	55.78	52.29
Cost Score (without Start-up Cost)	16.76	12.71	20.00	17.26
Total Score	90.10	81.79	75.78	69.55

Based on the average scoring by evaluation panel members of all four (4) proposals, MTM and Innovative Paradigms received the two highest technical scores. With both being considered as within the competitive range and having less than 5 points between them, Best and Final Offer (BAFO) letters were sent requesting a reconsideration of costs. The response to the BAFO would adjust the Cost Score part only and not the technical score. C.A.R.E. Evaluators and ADARide were eliminated from further consideration based on their technical scores.

Original cost proposals prior to BAFO

PROPOSER	COST (Base Years)
C.A.R.E. Evaluators	\$16,462,217
ADARide	\$18,129,155
MTM	\$19,499,735
Innovative Paradigms	\$25,471,505

BAFO cost proposals of competitive range proposers

PROPOSER	COST (Base Years)
MTM	\$16,866,943
Innovative Paradigms	\$25,303,755

Cost Score is determined by using the following formula - Points = Lowest Cost Proposal ÷ Cost Proposal of Proposer Under Consideration x 100%

SCORES AFTER BAFO:

PROPOSER	TECHNICAL SCORE	COST SCORE (w/out Start-up Costs)	TOTAL SCORE	RANK
MTM	73.34	20.00	93.34	1
Innovative Paradigms	69.08	13.36	82.44	2

MTM is 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.

In response to the RFP, MTM will be implementing their "On the Move" program, which draws upon their extensive functional assessment and travel training background, as well as a thorough understanding of ADA paratransit eligibility requirements. They have proposed a well-qualified staff (including experienced healthcare professionals to conduct the ADA evaluations), appropriate corporate and implementation support, processes based on the nationally recognized standards and methodologies of expert organizations such as the National Transit Institute (NTI), the Association of Travel Instruction (ATI), and Easter Seals Project ACTION (ESPA), a commitment to working in a transparent, consultative partnership with Access and the ability to be flexible with program changes as implemented by Access.

In the evaluation of MTM's proposal, the panel made a number of comments highlighting areas where it excelled. This included -

- The proposal provided a clear communication of MTM's values and commitment to accomplish the job.
- Proposal was well put together and thorough. The staff training manual is on target for conducting staff training.
- Shows a high quality pay and benefit program.
- MTM's key personnel provided their extensive and relative backgrounds in education as well as experience specific to the eligibility related environment where they have shown to work on other projects as well as individual accomplishments and responsibilities.
- Very good quality assurance program to maintain and improve the process.
- The proposed key staff and proposed minimum qualifications of staff is excellent.
- Demonstrated corporate support was clearly evident in the proposal and interviews.
- Provision for online applications and customized web portal which is available for Access staff and other external stake holders. Integration of tablets into Mobility Assessment allows real-time data input and streamlined process.

Based on the scores by the evaluation panel members and the BAFO, staff recommends MTM for contract award. MTM's proposal encompasses all of the tasks required under the Scope of Work for this RFP. Annually it is projected that MTM will perform 48,000 in-person and 24,000 paper recertification evaluations.

Contract Rates

Monthly Fixed Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

Base Term 7/1/2017 - 6/30/2020			Option 1 Term 7/1/2020 - 6/30/2022		Option 2 Term 7/1/2022 - 6/30/2024	
Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
\$ 111,971.86	\$ 113,233.99	\$ 115,885.61	\$ 118,627.05	\$ 121,461.22	\$ 124,391.12	\$ 127,419.89

In-person Tier Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

In-Person Monthly Volume	Monthly Fixed Rate Base Term 7/1/2017 - 6/30/2020	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022	Monthly Fixed Rate Option Term 2 7/1/2022 - 6/30/2024
2,500 - 3,000	\$ 189,737.45	\$ 203,170.42	\$ 215,342.88
3,001 - 3,500	\$ 224,049.30	\$ 239,925.60	\$ 254,310.66
3,501 - 4,000	\$ 258,362.81	\$ 279,789.57	\$ 296,573.71
4,001 - 4,500	\$ 299,666.76	\$ 320,899.17	\$ 340,137.41
4,501 - 5,000	\$ 334,760.12	\$ 358,489.70	\$ 379,990.83
5,001 - 5,500	\$ 369,831.41	\$ 396,031.28	\$ 419,771.02
5,501 - 6,000	\$ 405,739.16	\$ 434,496.02	\$ 460,551.26
6,001 - 6,500	\$ 441,648.65	\$ 472,960.75	\$ 501,331.50
6,501 - 7,000	\$ 477,904.72	\$ 511,773.02	\$ 542,459.77

Paper Recertification Tier Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

Paper Recert. Monthly Volume	Monthly Fixed Rate Base Term 7/1/2017 - 6/30/2020	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022	Monthly Fixed Rate Option Term 2 7/1/2022 - 6/30/2024
1,001 - 1,500	\$ 34,696.54	\$ 37,134.39	\$ 39,344.30
1,501 - 2,000	\$ 51,862.67	\$ 56,143.97	\$ 59,495.38
2,001 - 2,500	\$ 61,831.60	\$ 66,196.27	\$ 70,150.82
2,501 - 3,000	\$ 71,433.57	\$ 76,479.67	\$ 81,051.22
3,001 - 3,500	\$ 88,179.79	\$ 94,414.19	\$ 100,063.15
3,501 - 4,000	\$ 97,866.49	\$ 104,763.39	\$ 111,013.40
4,001 - 4,500	\$ 114,866.70	\$ 122,971.76	\$ 130,315.61

Marking and Tethering Tier Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

MAT Monthly Volume	Monthly Fixed Rate Base Term 7/1/2017 - 6/30/2020	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022	Monthly Fixed Rate Option Term 2 7/1/2022 - 6/30/2024
2,501 - 3,000	\$ 5,544.21	\$ 5,908.92	\$ 6,241.60
3,001 - 3,500	\$ 5,583.62	\$ 5,950.65	\$ 6,285.46
3,501 - 4,000	\$ 5,619.46	\$ 5,988.97	\$ 6,326.00
4,001 - 4,500	\$ 5,663.77	\$ 6,035.54	\$ 6,374.66
4,501 - 5,000	\$ 5,704.53	\$ 6,078.70	\$ 6,420.02
5,001 - 5,500	\$ 5,745.76	\$ 6,122.36	\$ 6,465.89
5,501 - 6,000	\$ 5,787.46	\$ 6,166.52	\$ 6,512.30
6,001 - 6,500	\$ 5,829.65	\$ 6,211.19	\$ 6,559.24
6,501 - 7,000	\$ 5,872.32	\$ 6,256.38	\$ 6,606.73

Fulfillment Tier Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

Fulfillment Monthly Volume	Monthly Fixed Rate Base Term 7/1/2017 - 6/30/2020	Monthly Fixed Rate Option Term 1 7/1/2020 - 6/30/2022	Monthly Fixed Rate Option Term 2 7/1/2022 - 6/30/2024
3,001 - 4,000	\$ 11,445.04	\$ 12,190.98	\$ 12,867.62
4,001 - 5,000	\$ 11,875.91	\$ 12,636.42	\$ 13,326.52
5,001 - 6,000	\$ 12,306.77	\$ 13,081.86	\$ 13,785.43
6,001 - 7,000	\$ 12,854.58	\$ 13,652.71	\$ 14,377.38
7,001 - 8,000	\$ 13,467.78	\$ 14,290.30	\$ 15,037.40
8,001 - 9,000	\$ 14,068.31	\$ 14,915.36	\$ 15,684.97
9,001 - 10,000	\$ 14,682.79	\$ 15,554.96	\$ 16,347.61

Innovative Cost

Name of Proposer: Medical Transportation Management, Inc (MTM)

Personnel Fixed Costs	Base (Years 1-3)			Option - 1 (Years 4-5)		Option - 2 (Years 6-7)	
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Innovative Cost per Hour	\$ 72.00	\$ 75.00	\$ 78.00	\$ 81.00	\$ 84.00	\$ 87.00	\$ 90.00

FEBRUARY 16, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO AWARD TENANT IMPROVEMENT
CONSTRUCTION SERVICES CONTRACT (AS-4037)

ISSUE:

Board approval is required for the selection of a contractor to provide tenant improvement construction services for Access' eligibility facility in Commerce, CA.

RECOMMENDATION:

Authorize staff to execute a seven (7) month contract with Norm Wilson & Sons Inc. (NWS) in an amount not to exceed \$1,005,825 beginning March 1, 2017 and ending September 30, 2017.

IMPACT ON BUDGET

The recommended action will utilize funds budgeted for FY2016/17. Impact to the budget will be \$478,825 as there is a tenant improvement allowance of \$527,000 which will be reimbursed by the landlord after the completion of construction activities. Funding for these services has been allocated from Proposition C 40% Discretionary Funds.

ALTERNATIVES CONSIDERED

No alternatives were considered. The services are necessary to build out the facility for eligibility evaluation services in time for an occupancy date of June 1, 2017.

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 NWS under terms that are no

less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

In June 2016 the Board authorized the lease of a facility to conduct eligibility evaluations. The facility, located at 5747 Rickenbacker in the City of Commerce, is a 17,460 square foot single story building and was previously occupied by the Los Angeles County Sherriff's Department for a number of years. Accordingly, in order to make the space usable for eligibility evaluations, an extensive tenant improvement process must be undertaken prior to the scheduled occupancy date of June 1, 2017.

In conjunction with Access' architectural firm, Ex Novo, and construction project management firm, JLL, preliminary engineering design documents were developed which maximized the use of the facility with an open concept plan. The base blueprint was included in the procurement of the eligibility evaluation and mobility services contractor so as to elicit feedback from the proposers on the general design of the facility.

Accordingly, a Request for Proposal (RFP) for tenant improvement construction services was issued and a job-walk and pre-bid conference was conducted on February 6, 2017. The scope of the services include general contracting services to complete the work outlined in the architectural and electrical plans. This excludes furniture and low voltage cabling as those items will need to be further refined with the eligibility evaluation and mobility services contractor in the next few months.

A total of five (5) bids were received and evaluated on the following criteria -

- The understanding the firm has of the purpose, scope, schedule and budget of the project and of the work to be accomplished.
- The firm's general approach and methodology for meeting the requirements of the project.
- Ability of the firm to successfully accomplish the project based on factors such as staff resources, technical expertise, project management, organizational commitment, and understanding of the project schedule.
- Cost proposal for the services requested.
- Construction completion schedule.
- Experience with projects of similar scope and complexity.
- Proposed project team.
- Compliance of proposal with RFP requirements.

PROPOSER	COST
NWS	\$1,005,825
Bay View Construction	\$1,049,547
Sierra Pacific	\$1,252,369
Esplanade	\$1,299,563
JDM	\$1,315,903

After evaluation, staff is recommending NWS for award as -

- Their proposal is the lowest qualified bid.
- Their bid response is comprehensive - with a detailed scope document, schedule and bid form.
- The schedule meets the required project schedule.
- They are recommended by the location's Property Manager and have performed construction services in other buildings on the campus.
- The team proposed has the required experience.

FEBRUARY 16, 2017

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 May 2017 at the regularly scheduled Board meetings.

March 27, 2017
Board Meeting - El Monte

Agenda Items:	Disposition:
Consideration to Extend Term and Increase Funds - Software License Agreement	Action
Consideration to Extend Term and Increase Funds - Information Technology Consulting Services Contract	Action
Consideration to Approve Furniture Purchase and Installation - Eligibility Facility	Action

April 17, 2017
Board Meeting - Metro

Agenda Items:	Disposition:
Consideration to Approve Modifications to Procurement Policies	Action
Consideration to Approve Employee Health Insurance Policies	Action
Free Fare Survey Results	Presentation

May 22, 2017
Board Meeting - Metro

Agenda Items:	Disposition:
Consideration to Award Contract for Specialized ADA Paratransit Service: West Central Region	Action
Consideration to Extend Term and Increase Funds - Passenger Opinion Survey Services Contract	Action
Consideration to Approve Renewal of Commercial Business Package Insurance	Action
Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program	Action
Comprehensive Operational Review Update	Action