

access

**BOARD OF DIRECTORS MEETING
MONDAY, FEBRUARY 26, 2018**

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.***

	<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><u>Anticipated Litigation: Gov. Code §54956.9 (b)</u></i>	
(i) <i>Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9</i>	
(b) <i>a situation where, based on the advice of counsel taking into account "existing facts and</i>	

circumstances, "there exists a "significant exposure to litigation"

2. Pending Litigation:

1. *Reynaga v. LACMTA, Access et al. BC673040*

B) *CALIFORNIA GOV. CODE §54957 (b) - PERSONNEL MATTERS*

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|---|--|
| <p>4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 22, 2018 (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> <p>a) Consideration to Extend Term and Increase Funds - ATBOS Software Licensing Agreement (AS-1250) (page 18)</p> <p>b) Consideration to Extend Term and Increase Funds - Information Technology Consulting Services Contract (AS-1288) (page 20)</p> <p>c) Consideration to Award Contract for Data Communication Services (AS-4069) (page 22)</p> <p>[Staff Recommendation: Approve Consent Calendar.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>9. CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: NORTHERN REGION (AS-4059) (page 24)
[Staff Recommendation: Authorize staff to execute a contract for transportation service in the Northern Region service area beginning March 1, 2018 and ending July 31, 2023, with MV Transportation in an amount not to exceed \$185,789,905 for the five year base period.]</p> | <p>PRESENTATION/
ACTION
[Vote required: majority of quorum by roll call]</p> |

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| <p>10. CONSIDERATION TO AWARD CONTRACT FOR TRAVEL TRAINING SERVICES (AS-4051) (page 31) - <i>Held over from the January 22, 2018 Board meeting</i></p> <p>[Staff Recommendation: Authorize staff to execute a three (3) year base contract beginning March 1, 2018 and ending February 28, 2021 with Mobility Management Partners (MMP) in an amount not to exceed \$2,558,009.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. CONSIDERATION TO AWARD CONTRACT FOR LEGAL SERVICES (AS-4039) (page 46)</p> <p>[Staff Recommendation: 1. Authorize staff to execute a three (3) year base contract beginning April 1, 2018 and ending March 31, 2021 with Alvarez-Glasman & Colvin in an amount not to exceed \$567,000. 2. Authorize staff to execute a one (1) year contract beginning April 1, 2018 and ending March 31, 2019 with Jones & Lester at current rates in an amount not to exceed \$100,000 with a mutual option to extend the contract for another year.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>12. UPCOMING BOARD ITEMS (page 51)</p> | <p>INFORMATION</p> |
| <p>13. 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 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 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 22, 2018
12:09 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Nalini Ahuja at 12:09 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Dolores Nason, Doran Barnes, Martin Gombert and Angela Nwokike. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Giovanna Gogreve and Legal Counsel Jim Jones.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost.

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: Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to this matter. The Board also discussed certain significant exposures to potential litigation. No reportable action was taken with respect to this matter.

Mr. Jones then explained the public comment process.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 11, 2017

Motion made by Director Nason to approve the minutes as submitted, seconded by Director Nwokike. Via Roll Call all were in favor, motion passed.

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Conrad, Chair of the Community Advisory Committee (CAC), stated that since the committee did not meet in January he had nothing to report for that month but the following items were discussed at the December 12, 2017 meeting: Board of Directors report , Customer Service Satisfaction Survey, Draft Strategic Plan, the Jerry Walker Commitment to Quality Service Award runner ups and a presentation about enabling audio recording on Access vehicles provided by Randy Johnson. Mr. Conrad stated that they had to skip a couple items on the agenda because they ran out of time. He concluded his report by announcing that committee member Dov Cohen resigned from the CAC due to medical reasons and the committee would truly miss him.

Giovanna Gogreve, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), stated that TPAC held their meeting on December 14, 2017 and the following topics were discussed: Customer Service Satisfaction Survey, Eligibility Process, presentation on the "Where's My Ride" app, enabling Audio Recording on Vehicles and an Operations Update.

Ms. Gogreve added that they also received a draft Strategic Plan update and the project was being broken out into four different areas - Safety, Customer Service, Funding, and Partnerships and Coordination. She also stated that TPAC has established a subcommittee to review the Strategic Plan. Ms. Gogreve concluded her report by stating that the subcommittee met in early January and made several recommendations to staff for their consideration.

6. GENERAL PUBLIC COMMENT

William Zuke made public comment by stating that he had an opportunity to look at the design of the new Access vans. He stated that with his current wheelchair he was barely able to maneuver his chair in and out of the vehicle and, if there were other passengers in the vehicle, he would not be able to move. Mr. Zuke stated that he talked to the vendor of the vehicle and it seemed to be a trend

where the roads were getting narrower and narrower, which would explain the width of the vehicle.

Mr. Zuke also stated that many of the buildings in the Downtown Civic Center area were beginning to be problematic for him and many other riders due to the drop-off and pick-up locations. He stated that he spoke to the people at the law library about this issue and they were willing in the future if funds became available to modify ramps and entrances into the library. They also explained to him that Access decided on where they wanted their pick-up and drop-off locations to be.

Mr. Zuke concluded his public comment by stating that particular locations were difficult for him and some planning should be thoughtfully made as to the pick-up and drop-off locations in the Civic Center area.

Access' Deputy Executive Director of Operations and Safety, Mike Greenwood, was assigned to assist Mr. Zuke.

Renee Madera made public comment by providing positive feedback on a driver she had this morning. She stated that the driver had to deal with a lot of traffic and she really appreciated it. She also mentioned that the driver was a recent Superior Service award recipient, so she asked that staff give the driver a pat on the back for a job well done.

Ms. Madera also stated that she had Beyond the Curb service permanently put on her record, which meant that the driver must approach the passenger. She felt that she did not have to explain her disability every time a driver arrived at her location and ask them to please approach her. She also added that she had many witnesses that would see this take place. Ms. Madera added that most recently, on January 16, she and her PCA were picked up at a Walmart in Porter Ranch, Northridge and the driver was parked far away. She stated that she had to explain everything word for word to get the driver to start doing their job, which also took place at the drop-off location. She also mentioned that she was told many times by Access that she had an attitude problem but she felt that she only complained when she had a reason to.

Ms. Madera concluded her public comment by stating that she was getting very tired of complaining about the same issue over and over again, she asked that staff please look into this issue because the drivers need to approach her when they arrive at her pick up location.

Access' Project Administrator Fayma Ishaq was assigned to assist Ms. Madera.

7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

San Gabriel Transit Driver Diana Sanchez was the Superior Service Award recipient.

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 - Data Services Contract (AS-3705).

8-b Consideration to Establish an Ad Hoc Budget Subcommittee for Fiscal Year 2018/19.

8-c Consideration to Approve Audio Recording on Access Vehicles.

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

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

Item 8-c Secretary DeVera stated that she was all in favor of having audio recording in the vehicles but when she was talking to a Road Supervisor, the supervisor told her that if there was audio recording in the vehicle the drivers would be afraid of being terminated for what they might say in the vehicles. Secretary DeVera asked would audio recordings or videos only be pulled if a report or incident occurred. Mr. Greenwood replied, yes that was correct. Staff would only listen to the recordings when investigating collisions, incidents or complaints. He added that Access did not have adequate staff to review random recordings.

Secretary DeVera stated that during the driver's time in the vehicle that would be their only time to vent and she did not want to see anyone fired for speaking freely. Mr. Greenwood stated that staff did not want the drivers venting to the riders but it would ultimately be the contractor's decision on how they would discipline, retrain or terminate the driver. He added that very few drivers would likely be terminated for what staff might have heard on a video but it was a possibility.

Secretary DeVera added that drivers spend around 8 to 10 hours in a vehicle away from their families and if that was the only time they had to release what was on

their mind, she did not want to see anyone terminated for what they may have said.

Chair Ahuja requested that staff have some kind of training and procedures in place when staff introduces this new feature and how the information was going to be used. Mr. Greenwood replied that the implementation of the feature was going to be delayed until sometime in March so staff could educate the riders, drivers and contractors on the guidelines of the new feature.

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

9. **CONSIDERATION TO AWARD CONTRACT FOR VOICE OVER INTERNET PROTOCOL SYSTEM (AS-4055)**

Recommendation: Authorize staff to execute a three (3) year base contract beginning February 1, 2018 and ending January 31, 2021 with Packet Fusion in an amount not-to-exceed \$273,757.71.

Public Comment

Buddy Chancellor from Accurate Telecom made public comment by stating that the RFP references the goal mentioned in the Comprehensive Operational Review of eventually replacing the multiple telephone systems and automatic call distribution functionality called for an ACD at each of the provider sites with a single system. The VoIP service that was being considered today would be the initial investment in that process. The RFP only contained one descriptive paragraph with no questions related to ACD functionality or cost. Replacing approximately 260 telephones and adding ACD functionality for 260 agents would probably cost at least an additional 60 to 100% of what was being approved today.

Mr. Chancellor added that the decision today would lock Access Services into the chosen manufacturers functionality and pricing. The RFP did not discuss reporting systems for automatic call distribution and details nor are there any functionality or pricing questions. There was also no mention in the RFP regarding call recording which was currently a feature provided by the provider systems and under a single system, call recording would be provided by Access Services. The change in design and scope, the RFP refers to core software being installed at both the Eligibility Center in Commerce and at Access' headquarters in El Monte as well as physical connectivity to cloud-based telephone systems used by two Access contractors. If the software was not to be installed at the Commerce data

center it would represent a significant design change. The proposed connectivity to the contractors' cloud system would likely need to change as well. The proposed replacement service for the providers did not match the quantity currently in use.

According to Mr. Chancellor, in March of last year, Accurate Telecom presented an analysis of the savings that would result in VoIP project based on actual cost of Access Services' usage. The annual saving of the VoIP system was estimated at approximately \$480,000 per year but today's agenda item quotes an annual savings of over \$1 million. The "Where's My Ride" app would no doubt reduce the VoIP system capacity needs and the savings resulting from the VoIP project. The Mitel Connect system proposed for today's approval was renamed ShoreTel Connect system. ShoreTel was recently acquired by Mitel for reasons easily found online by searching ShoreTel Advisory Committee.

Mr. Chancellor also stated that originally the RFP tentatively allowed for 20 business days from the date vendor questions were answered until the RFP was due. The vendor questions were answered during the Thanksgiving week, five business days prior to the RFP submission deadline. The next day Accurate Telecom sent an email asking if there was going to be an extension of the submission deadline. According to Mr. Chancellor, the day before the submission deadline, Accurate Telecom received an email with a response that the deadline was not changing.

Mr. Chancellor concluded his public comment by respectfully requesting that the Board delay the approval of this item and allow 30 days so that all vendors could resubmit and provide an accurate proposal that addressed Access current and future needs properly.

Chair Ahuja requested a response from staff. Mr. Pascual replied that Accurate Telecom did not meet the deadline cutoff time so their proposal was not considered. As for the technical part of the Scope of Work, there is a section in the RFP that provides for protest or objections to the technical specifications that need to be submitted five business days before the due date of the proposal submission date. Mr. Pascual stated that staff did not receive any protest with the specifications, and at that time, staff could have addressed Mr. Chancellor's objections. Mr. Pascual also stated that the deadline to submit those questions was October 29, 2017. Staff responded with an addendum on November 14, 2017, which was two weeks after the due date. The tentative schedule for the RFP stated that the response time to the questions were a week later but that was a tentative schedule. However, staff received 86 questions and staff had to respond to each of them. Staff tried their best to respond in a timely manner but was late

by a week so after November 14 there was still two weeks for the proposal deadline date.

Mr. Pascual added that four proposers were able to meet the deadline in advance of the due date. He also added that staff did not receive any requests to extend the deadline prior to the due date.

Motion made by Treasurer Turner to approve staff recommendation, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

10. CONSIDERATION TO AWARD CONTRACT FOR TRAVEL TRAINING SERVICES (AS-4051)

Recommendation: Authorize staff to execute a three (3) year base contract beginning March 1, 2018 and ending February 28, 2021 with Mobility Management Partners (MMP) in an amount not-to-exceed \$2,558,063.

The rates for the three year term are as follows -

	3/2018-2/2019	3/2019-2/2020	3/2020-2/2021
Fixed Monthly	\$22,496.84	\$23,171.74	\$23,866.89
Travel Training per Individual	\$1,353.06	\$1,393.65	\$1,435.46
Travel Training per Group	\$1,524.92	\$1,570.67	\$1,617.79
Post Eligibility Follow-Up per Call	\$6.84	\$7.05	\$7.26

After Board discussion on this item, Treasurer Turner stated that she would like to see what other agencies were doing regarding this Travel Training Program. Chair Ahuja stated that since staff had been providing this service for many years she would like to see some criteria or performance measurement tools that would show if this program was useful and where the individuals were now. Mr. Haack replied that staff studies the effectiveness of the program and part of the program was to also follow-up with the individuals that were trained.

Chair Ahuja recommended that staff bring this item back to Board at the next Board meeting after staff has provided more data on this program and include other individuals such as seniors who were having difficulty using fixed route systems.

Public Comment

Tonni Yee-Hemphill made public comment by stating that she requested travel training when she first started using Access and until this day, she has not had any training. She also added that someone called her about a year ago from a different contractor and the way the person spoke to her on the phone was very unprofessional and they treated her like she was ignorant. The individual interviewed her, asked many questions and performed a background check. Ms. Hemphill concluded her public comment by stating that she did not see how spending all this money was helping and she still did not receive the proper training.

Motion made by Treasurer Turner to table this item until next month's Board meeting and refer it back to staff to include updated information on the cost of this program. Seconded by Secretary DeVera. Via Voice Vote - all were in favor, motion passed.

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341)

Recommendation: Authorize the addition of funds by \$1,127,330 and change in the fixed rate, the variable per trip rates and a change in the scope of work to add liquidated damages for ETA Calls for the Northern Region Service Provider, MV Transportation, Inc.

Authorize the Extension of the base contract by up to four months through November 30, 2018 so that a provider transition, should that become necessary, can occur during a period of non-peak rider demand.

The rates are as follows:

	Year 5 7/1/2018- 11/30/2018
Variable per trip	\$27.70
% change from old rate	4.6%
Fixed Monthly Fee	\$572,953
% change from old rate	3.2%

The liquidated damage thresholds for ETA calls, effective July 1, 2018, is:

KPI	CONTRACTUAL STANDARD	LD THRESHOLD	PROPOSED LD
Telephone Hold Time -ETA Calls	The percentage of ETA calls that are on hold five minutes or longer before being answered.	10%	\$5K-> 10.0%-15.0% \$10K - 15.1%-20.0% %25K - exceeds 20.0%

Motion made by Treasurer Turner to approve staff recommendation, second by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

12. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)

Recommendation: Authorize the addition of funds by \$1,680,802 and a change in the fixed rate, the variable per trip rates and a change in the scope of work to add liquidated damages for ETA Calls for the Eastern Region Service Provider, San Gabriel Transit.

The rates are as follows:

	Year 5 7/1/2018-3/31/2019
Variable per trip	\$28.57
% change from old rate	2.3%
Fixed Monthly Fee	\$679,851
% change from old rate	6.5%

The liquidated damage thresholds for ETA calls, effective July 1, 2018, is:

KPI	CONTRACTUAL STANDARD	LD THRESHOLD	PROPOSED LD
Telephone Hold Time - ETA Calls	The percentage of ETA calls that are on hold five minutes or longer before being answered.	10%	\$5K -> 10.0%-15.0% \$10K - 15.1%-20.0% \$25K - exceeds 20.0%

Motion made by Director Nwokike to approve staff recommendation, second by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

13. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

Recommendation: Authorize the addition of funds by \$2,637,214 and a change in the fixed rate, the variable per trip rates and change in the scope of work to add liquidated damages for ETA Calls for the Southern Region Service Provider, Global Paratransit, Inc.

The rates are as follows:

	Year 7 7/1/2018 - 8/31/2018	Year 8 9/1/2018 - 6/30/2019
Variable per trip	\$26.76	\$27.32
% change from old rate	2.9%	2.6%
Monthly Fixed Fee:	\$764,573	\$774,574
% change from old rate	11.3%	11.4%

The liquidated damage thresholds for ETA calls, effective July 1, 2018, is:

KPI	CONTRACTUAL STANDARD	LD THRESHOLD	PROPOSED LD
Telephone Hold Time - ETA Calls	The percentage of ETA calls that are on hold five minutes or longer before being answered.	10%	\$5K ->10.0%-15.0% \$10K - 15.1%-20.0% \$25K - exceeds 20.0%

Motion made by Director Nason to approve staff recommendation, second by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

14. CONSIDERATION TO APPROVE CONTACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364)

Recommendation: Authorize the addition of funds by \$110,689 and change in the variable per trip rates.

The rate is as follows:

	Year 10 7/1/2017 - 10/31/2017
Variable per trip rate	\$29.94
% change	2.0%

Motion made by Director Nwokike to approve staff recommendation, second by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

15. CUSTOMER SERVICE UPDATE

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

16. UPCOMING BOARD ITEMS

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

17. EXECUTIVE DIRECTORS REPORT

Access' Executive Director, Andre Colaiace, began his report by stating that service year-to-date was good, and on-time performance was at 91.1% and for the month of January, it was currently at 93% on-time. He stated that on Thursday, January 18th, twenty Access employees participated in the Emergency Preparedness exercise and the exercise tested Access' EOC and involved two scenarios, an active shooter at a contractor facility and a large earthquake with regional effects. As witnessed during the fires, the exercises demonstrated Access' commitment to be prepared for emergencies and ensure the safety of our customers.

Mr. Colaiace also went over the "Where My Ride" app update by stating that Access had 290 customer signed up for the program which was an increase from 84 in December 2017. He stated that the program was going to be implemented more widely in the Northern and Southern regions over the next week, so staff expects the numbers to increase. Staff will continue to monitor the app and customer satisfaction as the numbers increase.

Mr. Colaiace concluded his report by stating that he and Chair Ahuja met with Metro's CEO, Phil Washington, to discuss Access Services. He stated that it was a

good discussion and he was able to fill him in on what was going on with the agency. Mr. Washington expressed an interest in visiting Access Services.

BOARD MEMBER COMMUNICATION

Ms. Gogreve wished everyone a Happy New Year.

Director Barnes also wished everyone a Happy New Year.

Director Nason wished everyone a Happy New Year.

Treasurer Turner also wished everyone a Happy New Year and stated that she was looking forward to a wonderful 2018.

Vice Chair Ida thanked staff for all their hard work in 2017 and stated that every year was a challenge and he looked forward to this coming year. He also thanked the contractors for their work and the riders because without them there would be no Access Services or Board of Directors.

Secretary DeVera thanked Ruben Prieto for all his work on the "Where My Ride" app and stated that the app was amazing, looked professional and was working great. She also stated that she did not know why we did not think of doing this ten years ago. Secretary DeVera also thanked the providers that helped with the evacuations during the fires and wished everyone a Happy New Year.

Director Gombert concurred with Vice Chair Ida's comment thanking staff, contractors and customers. He also stated that he agreed with Secretary DeVera's comment regarding the "Where's My Ride" app and stated that Mr. Prieto provided him with a test account to log into the app and try it out, which he thought was really nice.

Director Gombert concluded his comment by stating that he hoped that this was just the start of moving out of the Jurassic era of technology because the feedback that staff received on the WMR app was amazing so he hoped that we would just keep moving forward in 2018.

Chair Ahuja concurred with Director Gombert on the technology comment and stated that Access had been stuck on the old technology and she felt it was time to move on.

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

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

19. **ADJOURNMENT**

Motion made by Director Nason, second by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:23 p.m.

Approved

Theresa DeVera, Secretary

Date

FEBRUARY 19, 2018

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 - ATBOS
SOFTWARE LICENSING AGREEMENT (AS-1250)**

ISSUE:

Board action is required for the extension and increased funding of the software licensing agreement (AS-1250) for the Integrated Transit Software Solutions (ITSS) ATBOS software that is used for data reconciliation and reporting.

RECOMMENDATION:

Authorize \$250,008 in funds and an extension in the period of performance for one (1) year, from October 1, 2018 through September 30, 2019 for AS-1250.

IMPACT ON BUDGET:

The costs associated with this licensing will be programmed in the FY2018/19 budget and will be allocated appropriately in subsequent fiscal years. This action will result in an increase of the contract not-to-exceed amount from \$6,753,736 to \$7,003,744. The per site license cost (no increase) is listed as follows:

Site	License Fees
Eastern	\$4,060
West Central	\$4,060
Southern	\$4,060
San Fernando Valley	\$4,060
Antelope Valley	\$347
Access	\$3,900
Santa Clarita	\$347
Monthly Total	\$20,834

The funding for this agreement comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

Access' service providers are evaluating/implementing a variety of software for reservations, scheduling and dispatching. Until this process is complete, staff does not recommend replacing the existing ATBOS system. This will be a continuation of the existing licensing of a sole source contract.

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:

ITSS ATBOS software provides a computerized program management, trip archiving and billing solution to an Access Services contractor via the data generated by the dispatching system. The licensing is based upon a "per site" basis, and a total of six licenses are currently in use.

An additional license is in use at Access' administrative office and provides data consolidation in a data repository (warehouse) with the following additional functionality:

- Centralized repository for comprehensive client data
- Centralized repository for consolidating trip data across service providers
- Centralized repository for consolidating trip sheet data across service providers
- Electronic Data Interface specification for data exchange with service providers
- National Transit Database Reporting
- Enhanced data audit features (geo-validation, detailed tracking of changes)
- Graphical user interface with map enabled trip audit features
- Open Database Connectivity access to data for creation of custom reports and applications

The funds and extension requested will cover the existing licenses currently in use.

FEBRUARY 19, 2018

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 -
INFORMATION TECHNOLOGY CONSULTING SERVICES CONTRACT
(AS-1288)**

ISSUE:

Board action is required for the extension of software modification and implementation services provided by Integrated Transit Software Solutions (ITSS).

RECOMMENDATION:

Authorize \$50,000 in funds and an extension in the period of performance for one (1) year, from October 1, 2018 through September 30, 2019 for AS-1250.

IMPACT ON BUDGET:

The costs associated with this licensing will be programmed in the FY2018/19 budget and will be allocated appropriately in the subsequent fiscal year. This action will result in an increase of the contract not-to-exceed amount from \$660,500 to \$710,500. There are no changes to the hourly rates for this extension. The funding for these services comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this sole-source contract specifically addresses consulting services related to the ITSS ATBOS software.

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:

This software service contract covers programming modifications and implementation services (i.e. new provider start-ups) for the ATBOS system. Its contract duration must mirror AS-1250 since only ITSS can make modifications to the ATBOS system under the lease agreement.

FEBRUARY 19, 2018

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO AWARD CONTRACT FOR DATA
COMMUNICATION SERVICES (AS-4069)**

ISSUE:

Board approval is required for the funding of the data connection services contract (AS-4069) for the new Voice over Internet Protocol (VOIP) phone service.

RECOMMENDATION:

Authorize staff to execute a three (3) year base contract beginning April 1, 2018 through March 31, 2021 with AT&T in an amount not to exceed \$360,000 through the State of California Department of Technology CALNET3 joint procurement contract.

IMPACT ON BUDGET:

The costs associated with this contract were budgeted in the current fiscal year and will be allocated in future budgets. The monthly rate of \$10,000/month is fixed throughout the three-year service period.

The funding for these services comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

None. The Board, at its option, could direct staff to competitively solicit the services through the issuance of its own Invitation for Bid (IFB). Staff, however, does not recommend doing so because it would be more cost effective to utilize the existing State of California Department of Technology contract.

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 with AT&T for the provision of data connection services upon terms and conditions no less favorable to Access Services than those proposed

above. 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 Access' legal counsel.

BACKGROUND:

At the January 2018 Board meeting, the Board approved the award of the Voice over Internet Protocol (VoIP) contract, the first phase towards centralizing Access' 800 and administrative telephony system. This contract approval is for the data services to carry the 800 phone traffic between Access and the service providers' reservation centers. Staff will be bringing back further approvals for support equipment and services and 800/local/long distance services in April and May.

The State of California Department of Technology issued a joint procurement for telecommunications and network business services with state, local government and educational entities. The current contract, entitled "CALNET3", has an agreement with both AT&T and Verizon to provide data connections. The CALNET3 contract is available to other government agencies, including public entities such as Access.

FTA Circular 4220.1F encourages the use of joint procurements to procure goods and services. The California Public Contract Code and Access' own Procurement Policy Manual allows for joint procurements and/or intergovernmental agreements in procuring goods and services to take advantage of volume pricing.

The use of joint procurements also saves Access time and resources where Access does not need to issue its own competitive solicitation.

FEBRUARY 19, 2018

TO: BOARD OF DIRECTORS

**FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS AND SAFETY
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION**

RE: CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: NORTHERN REGION (AS-4059)

ISSUE:

Board approval is required for the selection of a contractor to provide service in the Northern Region service area beginning March 1, 2018, with a start-up period of five (5) months and revenue service beginning August 1, 2018.

RECOMMENDATION:

Authorize staff to execute a contract for transportation service in the Northern Region service area beginning March 1, 2018 and ending July 31, 2023, with MV Transportation in an amount not to exceed \$185,789,905 for the five year base period.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's five year base term. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access' consultant HDR Engineering Inc. Payment terms of the contract will be start-up costs, a firm fixed monthly fee, a variable fixed rate per trip and a fixed rate per hour (as-needed basis only). Subject to Board approval, the contract may be extended for up to an additional four (4) years in one (1) year increments. In order to ensure full staffing levels, a contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5
Fixed	\$625,650	\$664,975	\$716,207	\$784,430	\$851,851
Variable	\$34.13	\$35.37	\$36.63	\$38.28	\$39.86
Hourly	\$38.06	\$40.03	\$42.79	\$45.50	\$47.76

ALTERNATIVES CONSIDERED:

The current contract with MV Transportation (AS-3341) has five (5) option years remaining in one (1) year increments. The Board could direct staff to execute the first of the five option years. Staff is not recommending this given the Board’s action in August 2017 authorizing staff to issue requests for proposals for all service provider contracts at the end of their current contract term. In addition, the option year does not contain a number of customer service improvements that are contained in the current RFP and outlined below.

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 MV Transportation as the Northern Region Service area provider 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 August 2017, as mentioned above, the Board authorized staff to issue requests for proposals for all service provider contracts at the end of their current contract term due to issues related to real estate (facilities), continuing issues with minimum wage and wage compression and the need to update contractual language to include additional Key Performance Indicators (KPIs) and liquidated damages.

The Northern service region contract is in the last year of its five (5) year base term and therefore staff issued a Request for Proposals (RFP) on October 6, 2017. The scope of work provides for the provision of three (3) types of trips: next day ADA trips, standing orders and Access-to-Work service.

Before the issuance of the RFP, staff sought input from various constituencies including CAC, TPAC and the Board of Directors. As a result, there were major changes to the contractual requirements stipulated in the RFP.

Listed below are some of the major changes:

- Key Performance Indicators (KPIs) and Liquidated Damages
 - Increased the number of KPIs from 5 to 15
- Increased the number of Road Supervisors from 5 to 11
- Added a Starter at Olive View Medical Center to facilitate transfers between the Los Angeles basin and the North County
- Added a Safety Manager position
- Added a Call Center Manager position
- Added a Warranty/Parts Clerk position
- Formalized that complaint investigations are the responsibility of the contractor
- Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost.

Following a pre-proposal conference on October 16, 2017 and the release of four (4) addenda to the original RFP, a total of four (4) proposals were received on November 28, 2017. Of the four (4) proposals, only three (3) were deemed responsive to the RFP. The three responsive proposals were from: (1) MV Transportation, (2) Ride Right and (3) Transdev. The Procurement Department preliminarily reviewed the three responsive proposals and found them to be also responsible proposals. The one proposal deemed not responsive proposed a brokerage model, which was not the model specified in the Scope of Work.

The proposals were then evaluated by a multi-agency panel comprised of five (5) Access staff members and two (2) representatives of local transit and member agencies for a total of seven (7) evaluation panel members. In reviewing the proposals, the panelists brought a blend of talents and experience in the field of transportation and paratransit, specifically in the areas of operations, finance and information technology. All are familiar with ADA paratransit service and the work of Access and appreciate the importance of carefully selecting a vendor who can properly serve Access' customers and the community as a whole.

Proposers were interviewed on January 24, 2018 and follow up questions, including requests for a Best and Final Offer (BAFO), were forwarded to the proposers.

The criteria considered in evaluating the proposals and the weight attached to each criterion were:

Quality of Technical Approach	15 points
Qualifications and Availability of Proposed Staff	10 points
Quality of Proposed Operating Facility	5 points
Cost/Price Proposal	20 points
Employee Pay and Benefits	20 points
Financial Qualifications of the Proposer	5 points
Proposer's Paratransit Operating Experience	15 points

Agreement to Retain Existing Employees

10 points

TOTAL

100 points

Based on the evaluation criteria delineated in the RFP and following the submission of BAFOs, the evaluation team scored the proposals as follows:

PROPOSER

EVALUATION CRITERIA	MV	Transdev	Ride Right
1. Quality of Technical Approach	13.31	11.44	10.24
2. Qualifications and Availability of Proposed Staff	9.13	7.20	6.47
3. Quality of Proposed Operation Facility	4.35	3.32	3.26
4. Cost/Price Proposal	20.00	19.37	16.23
5. Employee Pay and Benefits	15.60	14.80	13.80
6. Financial Qualifications of the Proposer	4.00	3.20	3.60
7. Proposer's Paratransit Operating Experience	14.23	12.43	10.80
8. State Mandated Employee Retention Preference	10.00	10.00	10.00
TOTAL SCORE	90.62	81.76	74.40

Scores for Employee Pay and Benefits and Financial Qualifications of the Proposer were determined by Access Finance Department staff. For Employee Pay and Benefits, staff compared the three proposals in terms of comparability of pay to other organizations in the industry, regularity of increases (based on tenure or merit), quality of health care plan (including percentage of premiums paid by employer vs. employee), number of vacation, sick, PTO days, nature of educational reimbursement program, availability and nature of 401K/pension/retirement plan and other benefits. For Financial Qualifications of the Proposer, staff reviewed the audited financial statements submitted by each proposer and rated the proposer's financial strength using various financial ratios.

The score for the cost proposals was determined by a strict formula in which the proposer with the lowest cost proposal earns the maximum 20 points and other proposer earns points based on how close their five year cost is to that of the proposer with the lowest bid. The formula is as follows:

$$(Lowest Proposed Cost/Proposed Cost of Proposal Being Evaluated) X (0.2)$$

It should be noted that in calculating scores for the cost criterion, staff included the cost of start-up.

In keeping with the recommendation in the Comprehensive Operational Review that Access acquire its own real estate, the RFP, for the first time, included a new requirement that the successful proposer may assign the facility lease agreement to Access upon completion of the start-up period. This means that Access could be the direct tenant to the landlord instead of the contractor. This provides Access an economic advantage where, should the need ever arise, it can turn-over the contract to another contractor without the issue of locating a suitable facility.

The table below details the final submitted proposed costs after the Best-and-Final Offers:

Proposer	Startup Costs (S/U)	Total 5 Year Service Cost (incl. S/U)
MV Transportation	\$337,514	\$185,789,905
Transdev	\$2,030,145	\$191,566,436
Ride Right	\$2,844,823	\$228,737,200

Over the five year base term, the average year-to-year change to the fully loaded cost per trip will remain 3.4% (see Table 1 below). Additionally, in the first year of the contract, the proposed annual cost is 19.4% higher than the current rate and the proposed rates for the fixed monthly and variable per trip are 9.2% and 23.2% higher respectively than the current rates (see Table 2 below). These rates are higher compared with the most recent year-over-year increase in the Consumer Price Index (CPI) for the Los Angeles region, which is below 2% (*U.S. Department of Labor, Bureau of Labor Statistics*).

TABLE 1

ANNUAL INCREASE % vs. PRIOR YEAR				
	Year 2	Year 3	Year 4	Year 5
Fixed Cost	0.3%	1.3%	2.9%	2.0%
Variable Cost	3.6%	3.6%	4.5%	4.1%
Total Contract	2.8%	3.0%	4.1%	3.6%
Average	3.4%			

TABLE 2

CURRENT RATES vs. PROPOSED RATES			
	Current MV Contract	Proposed MV Contract	% Change
Total Estimated Annual Trips	675,922	675,922	
Fixed Costs Total - Year 1	\$6,875,436	\$7,507,800	9.2%
Variable Rate - Year 1	\$27.70	\$34.13	
Variable Cost - Year 1	\$18,723,039	\$23,069,218	23.2%
Year 1 Annual Cost - Primary Service	\$25,598,475	\$30,577,018	19.4%

The chart below shows the proposed fully-loaded per trip rates for Year 1 for the three proposers, as well as the fully-loaded per trip rate for the current Northern Region contractor.

**FULLY-LOADED PER TRIP RATES:
ACCESS SERVICE CONTRACTORS**

<u>Service Area</u>	<u>Contractor</u>	<u>Rate</u>
Northern Region Current	MV	\$37.87
Northern Region Year 1	MV	\$45.17
	Transdev	\$47.71
	Ride Right	\$57.07

The following comments highlight just a few of the strengths gleaned by the panelists as they reviewed the proposals:

- The facility proposed is the same as the current facility. It is located in Van Nuys, which is within the service area and close to the freeways. The facility has ample parking.
- The proposed management team has extensive experience operating in the service area.

Since beginning its partnership with Access, MV Transportation has consistently shown its reliability and flexibility in providing safe and reliable transportation. Throughout the term of their most recent contract, AS-3341, MV Transportation has regularly exceeded Access performance standards in the key areas of on-time performance, excessively late trips and telephone hold time. Year-to-date, MV Transportation has delivered over 323,761 trips with an on-time performance of 92%. Over the same period, MV Transportation has had a very low complaint rate of 1.7 per 1,000 trips.

Based upon its receipt of the highest evaluation score among the three responsive proposers and lowest overall cost, staff recommends award of contact AS-4059 to MV Transportation for the period and under the terms specified above. This recommendation is consistent with Board-adopted contracting principles. The contract will also contain an option to extend the period of performance, upon Board approval, in one year increments for up to four additional years.

Should the Board approve this recommendation, staff will insert additional clauses in the contract allowing Access to recapture the unused cost of vacant staff positions from the contractor in the event the proposed staffing levels for the new contract are not maintained and positions remain vacant after a period of time.

FEBRUARY 19, 2018

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, SENIOR MANAGER, PLANNING AND
COORDINATION**

**RE: CONSIDERATION TO AWARD CONTRACT FOR TRAVEL TRAINING
SERVICES (AS-4051)**

ISSUE:

Board approval is required for the selection of a firm to conduct travel-training services of Access eligible customers beginning on March 1, 2018.

The Board requested that staff return after its January 2018 presentation with additional information on Travel Training services, which is included in this Board item.

RECOMMENDATION:

Authorize staff to execute a three (3) year base contract beginning March 1, 2018 and ending February 28, 2021 with Mobility Management Partners (MMP) in an amount not to exceed \$2,558,009.

IMPACT ON BUDGET

The cost for these services is programmed in the current FY 2018 budget and will be programmed in future years budget for FY 2019 through FY2021. The funding will come from Prop C 40 Local and Measure M funds.

The Request for Proposal provides for up to two (2) one-year extensions following the successful completion of the three-year base period. Staff may request the Board to grant a one-year extension of the contract based on rates set forth in MMP's proposal for the option years.

ALTERNATIVE CONSIDERED

No alternatives were considered. Travel training services have been an important tool in reducing overall paratransit trip demand by providing specialized instruction to customers on how to safely and effectively use local public transit resources.

Travel Training is a specialized field that requires extensive experience in working with persons with physical and cognitive disabilities. Staff does not possess the expertise to perform this function in-house.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Staff requests authorization from the Board to negotiate a contract with Mobility Management Partners (MMP) on 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 Services has had a Travel Training Program since 2005. Access' principal focus has been on one-on-one (or individual) travel training sessions. These trainings provide instructions and in-the-field experience to Access-eligible customers to develop the skills and confidence necessary to use accessible fixed route public transportation. A narrative will be provided below that details the elements that go into performing an individual travel-training session.

In the new contract, Access will require its contractor to perform three-hundred (300) one-on-one travel training sessions for ADA paratransit-eligible customers annually.

This new contract - in addition to the three-hundred (300) one-on-one travel training sessions - will also provide for as many as twelve (12) Group Travel training workshops as well as at least twelve (12) outreach events with Access Services annually. Information shared at these Group Travel Training workshops and outreach events will be provided to both Access and non-Access-eligible customers.

Independent Research on Travel Training Cost Saving Benefits

In February 2012, the Washington, D.C. based, Easter Seals, Project Action published an article describing the benefits of Travel Training as it not only can increase the mobility options for seniors and persons with disabilities, but travel training can reduce paratransit costs. "Travel training for ADA paratransit customers is a means of reducing

transportation agency costs by equipping and encouraging these customers to travel on the fixed-route system.” (“Can Travel Training Services Save Public Transportation Agencies Money?” Transportation Research News, Feb. 2012, p. 36).

The Transportation Cooperative Research Program (TCRP) released its Report 168 “Travel Training for Older Adults” in May 2014. In the nationwide study, TCRP researched the practices of twenty (20) different agencies. TCRP’s analysis revealed that travel training programs have the potential to reduce the growth of costs of ADA paratransit services. “[T]ravel training has the potential to save agency costs by encouraging seniors who experience challenges to independent travel to use fixed route transit or transportation options other than ADA paratransit services for at least some of their travel needs.” (TCRP Report 168, May 2014, p. 7).

Additionally, in May 2014, transportation consulting firm Nelson/Nygaard released the final report of the Los Angeles County Social Services Transportation Inventory & Survey. The final report included an independent analysis of the travel training program operated by Access Services. In performing this evaluation, Nelson/Nygaard also researched the travel training programs of other systems including Chicago, Illinois; King County, Washington, and Spokane, Washington. From comparing Access’ program with other systems, it was determined that not only was Access’ travel training program competitively priced, but it was an effective means of reducing ADA paratransit costs.

The conclusion of the evaluation of Access’ Travel Training program was that -

“travel training is a sound investment that should be considered for expansion. . . . Based on the experience of cost savings at other large systems, even a conservative analysis of fixed-route trip increases post-training is likely to result in significant cost savings after training contract costs are taken into account.” (Social Services Transportation Inventory & Survey, May 2014, P. 4-5).

In the 2016-2019 Coordinated Public Transit - Human Services Transportation Plan for Los Angeles County (Coordinated Plan) a variety of strategies were listed to address improving mobility options for seniors and persons with disabilities. The first strategy listed under services to provide and/or expand in order to increase transportation options for seniors and persons with disabilities was to “Increase resources for travel training programs, and related rider campaigns, to encourage the use of fixed route transportation by seniors and persons with disabilities when feasible.”

Measure M Guidelines to Expand Travel Training

Following the approval of Measure M by the voters of Los Angeles County in November 2016, guidelines were developed for program objectives and projects seen as ideal for expansion.

Section XXIII of the Measure M guidelines addresses funding for ADA Paratransit and Metro Discounts for Seniors and Students. In addition to providing funding directly for ADA paratransit services and discounted fare options, Travel Training was listed as an additional eligible use for such funds.

“Up to 10% of the ADA paratransit funds (75% for ADA paratransit) may also be used for activities that encourage the use of other transportation options (besides ADA paratransit) by older adults and people with disabilities, such as **Travel Training** [emphasis added] and other innovative programs in coordination with Metro.”

In addition, among the Program Objectives for the funding for ADA paratransit and Metro senior and student discounts, the Measure M guidelines state the following:

“This program will aim to bridge the mobility gap for older adults by designing programs to providing older adults and people with disabilities with the knowledge, practice and confidence to safely and independently travel on public transportation.”

This objective is achieved by Access’ proposed continuation and expansion of its existing Travel Training program.

Elements of an Individual Training

One-on-one travel training is a very labor-intensive process in which a single instructor (hereinafter Transit Mobility Specialist) provides a wealth of information to an individual (hereinafter a Travel Training applicant) interested in using fixed route services for some of their transportation needs.

Access’ travel training program focuses specifically on providing this training to individuals with physical and/or cognitive disabilities which - understandably - requires an additional level of sensitivity and recognition of potential barriers that an individual may encounter when using fixed route services.

Steps Prior to In-Field Travel Training

A Transit Mobility Specialist will spend between 4 ½ and 9 hours prior to in-field training, preparing for an applicant's training.

1. Initial telephone interview

Prior to meeting with the travel training applicant interested in travel training, a Transit Mobility Specialist will do extensive preparation work. This will include gathering information from the applicant through an initial telephone call/interview with the applicant. During this initial telephone interview, the Transit Mobility Specialist will gather a variety of important information, including:

- What destination or destinations does the applicant frequently travel to?
- Does the applicant know where their nearest bus stop is?
- Are there any barriers that may prevent the applicant from reaching the nearest bus stop or rail station?
- Does the applicant have any prior experience with riding fixed route?
- What is the applicant's interest in travel training? Are they a good candidate for travel training?

2. Route Plan Design

A comprehensive route plan is developed for each travel training applicant. This plan documents the origin, destination, bus numbers, directions of travel, stop locations and times, and walking directions to and from the bus stop(s). Route plans are completed prior to in-field travel training.

During the in-field travel training, the Transit Mobility Specialist follows the route spelled out in the Route Plan Design.

Trainings are structured around the travel training applicant's abilities and limitations. Additional training time may be needed if a travel training applicant would be faced with an environmental barrier which due to the applicant's disability, would not be able to overcome without this additional training.

The Transit Mobility Specialist will review the path of travel for the in-field travel training both through internet resources such as Google Maps as well as a prior field visit to sites which may be challenging for an applicant.

In-Field Travel Training with Travel Training Applicant

In-Field Training can take multiple days depending upon the applicant's physical and/or cognitive disabilities, path to and from a stop or station, and the complexity of the transit route itself.

3. Transportation Needs Evaluation

Next, the Travel Mobility Specialist and the travel training applicant will have a Transportation Needs Evaluation at a location of the applicant's choosing. At this stage the travel trainer can gather better information about the applicant in areas that are important to how travel training will be conducted:

- Why does the applicant want to be trained and what is their level of motivation for being successful in the training;
- What specific conditions or limitation does the applicant have that may impact their ability to successfully use fixed route service;
- What mobility device (or devices) does the applicant use, which is important to determining the route and type of transit to offer the applicant;
- What is the applicant's previous experience with fixed route service, if any;
- Understanding the applicant's best form of communication and learning style as this will help in customizing the individual training.

This meeting is also a good opportunity to determine the specific functional abilities and type of disabilities the applicant may have, including physical and/or cognitive disabilities, which would also will be incorporated into the individualized training.

4. In-Field Transit Walk and Transit Usage

The bulk of the training will be occupied in introducing the applicant to elements of riding fixed route and then accompanying the travel training applicant on the predetermined transit route plan.

The Transit Mobility Specialist provides an introduction to using fixed route transit, including an overview of safe practices. This is followed by reinforcement of the elements discussed in the introduction. This introduction not only includes knowledge of the route and path to the bus stop, but also several safety elements for the applicant to be familiar with.

The Transit Mobility Specialist and applicant will walk to the nearest bus stop (using a destination and path that the travel trainer has already researched prior to the In-Field Transit Walk). During this Transit Walk, the Transit Mobility Specialist will observe the

applicant's ability to travel using a mobility device and/or take note of any safety concerns such as instability, rapid fatigue, and/or over-exertion.

At this point, the Transit Mobility Specialist has gathered valuable information about the applicant. By this point, the most important information gathered is whether the applicant remains a good candidate for travel training.

Travel Training will involve the Transit Mobility Specialist traveling with the applicant on the fixed route service. This will progress to where the Transit Mobility Specialist "shadows" the applicant, often sitting in a separate part of the same bus or train. The Transit Mobility Specialist may conduct a shadowing practice where the Transit Mobility Specialist may follow the bus in a separate vehicle.

All of these steps are designed to help the applicant feel confident with using fixed route independently.

Steps Following Completion of In-Field Travel Training

A Transit Mobility Specialist will spend between two and four hours following a complete in-Field Training summarizing the training and following-up with the trained applicant.

Once the in-field travel training is completed, the Transit Mobility Specialist is required to prepare a follow-up summary of the training, reviewing successes and opportunities for improvement with future trainings.

The Transit Mobility Specialist will also perform follow-up telephone calls with the travel training applicant at one week, one month, two months, and six months following the completion of the in-field training. These calls are performed to not only record the applicant's progress in taking fixed route, but to also respond to any questions or concerns the applicant may have with respect to taking fixed route transit independently.

As laid out in this section, there are multiple steps involved in conducting one-on-one individual travel trainings of persons with physical or cognitive disabilities.

EXTENDING TRAVEL TRAINING BENEFITS TO NON-ACCESS CUSTOMERS AND OTHER INTERESTED PERSONS

Access will be taking a number of steps in order to reach a broader audience than Access-eligible customers with travel training information. Below are a series of methods where Access intends to reach a larger population of seniors and persons with disabilities with valuable information.

Group Travel Training

In addition to the individual travel training (which will be provided for Access-eligible customers), Group Travel Training workshops will be offered to a broader public. Group Travel Training workshops generally are performed at senior centers or at other social service centers for clients of these centers.

Some customers may be eligible for Access, however, part of the intention of these Group Travel Training workshops are designed to provide information on how to safely travel by fixed route to individuals who are not Access customers. Although the workshop setting is not designed to be as tailored to a person's individual fixed route travel as individual one-on-one training, the Group Travel Training workshops provide a level of instruction for individuals where they may choose to take fixed route transit and ultimately delay or not pursue applying for Access Services.

Under this new contract, Access proposes as many as twelve (12) Group Travel Training workshops annually.

Outreach Event Attendance with Access

Access Services attends multiple outreach events annually to describe to the general public what Access Services is and how Access fits as part of a larger network of transit operations. In the past, Access had requested that its Travel Training contractor attend some outreach events annually, but it was not a fixed number of outreach events per year.

At outreach events, it is important for Access to describe what paratransit service is, but these outreach events throughout Los Angeles County can serve as important venues where information about fixed route service in an area can also be shared.

In this new Travel Training contract, Access has set a standard that the Travel Training contractor will attend at least twelve (12) outreach events annually.

Coordination with Other County-wide Travel Training Programs

In this new Travel Training contract, Access expanded the number of individual travel training sessions, and it reduced the number of Group Travel Trainings. The reason for this change was that Access did not want to duplicate the efforts of other regional Travel Training partners who already perform Group Travel Training services.

Access staff has already reached out to Metro's On the Move program to discuss ways that Access can assist Metro's On the Move program by promoting Group Travel Training workshops that On The Move will host throughout the County.

Access staff is excited about the opportunity to work with On the Move, which has more of a focus towards senior participants. Access feels that in combination with its own Travel Training efforts, by expanding coordination efforts, valuable travel training information can be shared with a larger audience than Access may have been able to initially reach.

Access would also like to work with other Travel Training/Travel Ambassador programs operating through partner transit agencies throughout Los Angeles County, again with the interest of reducing overall paratransit demand and also increasing use of existing fixed route services.

COST COMPARISON OF ONE-ON-ONE TRAVEL TRAININGS FROM AGENCIES ACROSS UNITED STATES

A request from Access' Board of Directors was to examine costs associated with Travel Training regionally and nationally to see if the costs associated with the proposed contract were comparable to the market.

1. Access Services RFP Procurement Process

First, Access Services released a Request for Proposals (RFP) on September 27, 2017 to all vendors registered on the Access website. The RFP was also posted on Access' eProcurement system called Public Purchase. Questions from potential proposers were received and two (2) addenda were issued.

Three (3) proposals were received: (a) Innovative Paradigms (a division of Paratransit, Inc.), (b) Medical Transportation Management (MTM); and (c) Mobility Management Partners (MMP).

PROPOSER	INDIVIDUAL TRAVEL TRAINING (PRE-BAFO)	INDIVIDUAL TRAVEL TRAINING COST (POST-BAFO)
Mobility Management Partners (MMP)	\$1,256.96	\$1,353.06
Innovative Paradigms	\$1,907.35	\$1,819.35
Medical Transportation Management (MTM)	\$1,864.00	\$2,114.00

Following a public procurement process, Access received three proposals from potential bidders. The competitive RFP process is designed to draw out what is the competitive cost range for sought-after services. Both before and after the Best and Final Offer (BAFO) process, MMP illustrated a lower per-training cost than its competitors.

2. National Individual Travel Training Cost Comparison

Access staff reached out to other agencies throughout Southern California and across the nation to determine if their per-training costs were similar to that of what was proposed through Access’ RFP process.

Access staff reached out to the following systems in California and across the United States:

1. RTA, Chicago, IL
2. Omnitrans, San Bernardino, CA
3. City and County of Honolulu, HI, Department of Transportation Services
4. OCTA, Orange County, CA
5. VCTC, Ventura County, CA
6. JTA, Jacksonville, FL
7. Massachusetts Bay Transportation Authority (MBTA), MA
8. Stanislaus Council of Governments, Modesto, CA
9. Spokane Transit Authority, Spokane, WA
10. WMATA, Washington, D.C.

Of the agencies that Access reached out to for further information, Access received responses from six agencies. Two of the systems (VCTC, Ventura, CA and JTA, Jacksonville, FL) had travel training as one service that was part of a larger mobility management contract and the cost of an individual travel training could not be broken out as a separate cost.

Of the other four agencies who responded, their per-training costs were very similar or higher to those proposed for Access Services, as shown in the table below.

AGENCY	COST PER INDIVIDUAL TRAVEL TRAINING	NUMBER OF ANNUAL TRAININGS
RTA, Chicago, IL	\$3,533 - \$5,500	100-150
Omnitrans, San Bernardino, CA	\$1,600.00	150
City and County of Honolulu, Hawaii Department of Transportation Services	\$1,306.74	89
OCTA, Orange County, California	\$1,296.00	75
Access Services*	\$1,353	300

*The proposed costs associated with Access' travel training are very similar to that proposed by the bidders to Access' Travel Training RFP.

PERFORMANCE DATA

Travel Training Objectives

The objectives of the Access Travel Training program are as follows:

- (a) Provide an additional transportation option for Access eligible customers other than paratransit travel; and
- (b) Reduce Access' overall operating/per trip costs by empowering customers to use fixed route services when they otherwise would have been reliant exclusively on paratransit for their public transportation needs. Access' Free Fare program incentivizes paratransit-eligible customers, if they are able, to use existing seat capacity on buses and trains.

Analyzing the Effects of Travel Training

The Travel Training program has been available to those Access Services customers who have gone through the eligibility process. The program has effectively trained

thousands of clients to use fixed route bus and rail service throughout Los Angeles County.

Access staff has regularly conducted a cost-benefit analysis of the travel training program by analyzing post-training data provided by Access' contractor as well as examining Access trip and Free Fare TAP data. The results generally reveal that customers, who complete individualized travel-training sessions, will use fixed route resources for some of their trips and utilize paratransit resources less frequently than the average paratransit-riding customer.

Summarizing FY 2017 One-on-One Travel Training Data

For example, staff studied the patterns of graduates from one-on-one travel training sessions in FY 2017. The 128 Access-eligible customers took approximately 17,500 fixed route trips during the fiscal year according to TAP data received from Metro. This resulted in a savings of nearly \$605,000 assuming that one fixed-route trip replaced a comparable paratransit trip at \$35 a trip. Additionally, these Travel trained customers on average used Access just under 2.4 times per month. This was far less than the average 8.5 trips per month, which is the average for Access customers who take paratransit trips.

Summarizing FY 2016 One-on-One Travel Training Data

Studying the patterns of graduates from one-on-one travel training sessions in FY 2016, the 198 Access-eligible customers took approximately 41,110 fixed route trips during FY 2016 (the first year upon completing their Travel Training) according to TAP data. In FY 2017, the year after completing travel training, these customers took 48,296 fixed route trips according to TAP data. This resulted in a savings of \$1,438,850 in FY 2016 and an additional savings of \$1,690,360 in FY 2017 assuming a paratransit trip at \$35 a trip.

Through travel training, these customers have been introduced to a transportation option which they can access when they choose to. These customers also take Access very infrequently (at a rate of 1.4 trips per month in FY 2016 and 1.7 trips per month in FY 2017).

Procurement Process

A Request for Proposals (RFP) was issued on September 27, 2017 to all vendors registered on the Access' website. The RFP was also posted on Access' eProcurement system called Public Purchase. Questions from potential proposers were received and two (2) addenda were issued.

Three (3) proposals were received: (a) Innovative Paradigms (a division of Paratransit, Inc.), (b) Medical Transportation Management (MTM); and (c) Mobility Management Partners (MMP). All proposals were reviewed and were deemed responsive and responsible to the RFP. Proposals were evaluated using the following criteria:

- 1) Qualifications and Availability of Proposed Staff - 40 pts.
- 2) Quality of Technical Approach - 30 pts.
- 3) Qualifications of the Firm - 10 pts.
- 4) Financial Qualifications of the Proposer - 5 pts.
- 5) Cost/Price Proposal (Including BAFO) - 15 pts.

An evaluation panel was formed comprised of two (2) Access in-house staff and one (1) outside rater who is from an Access member agency.

All three (3) proposers were invited to interview with the evaluation panel. After the interviews, best-and-final offers were requested from all three (3) proposers. The resulting scores are as follows:

PROPOSER	TECHNICAL	COST SCORE AFTER BAFO *	TOTAL SCORE
Mobility Management Partners (MMP)	76.40	15.00	91.40
Innovative Paradigms	60.80	12.82	73.62
Medical Transportation Management (MTM)	50.43	9.07	59.50

* Cost Score is determined by using the following formula taking into account the proposed costs for both the base year and the two (2) option years:

Points = $\frac{\text{Lowest Cost Proposal}}{\text{Cost Proposal of Proposer Under Consideration}} \times 100\%$

COST PROPOSALS SUMMARY:

PROPOSER	COST PROPOSAL RANKING FROM LOWEST TO HIGHEST (BASE YEARS ONLY)

Mobility Management Partners (MMP)	\$2,558,009
Innovative Paradigms	\$3,029,769
Medical Transportation Management (MTM)	\$4,349,947

Based upon receiving the highest total score among the three (3) proposers, staff recommends award of contract AS-4051 to Mobility Management Partners for the period and under the terms specified above.

The successful bidder will be tasked with the following assignments for Access Services under their contract:

- 1) Individual Travel Training - MMP will be responsible for conducting three-hundred (300) one-on-one individual travel trainings annually. These trainings will provide instructions and in-the-field experience to Access-eligible customers to develop the skills and confidence necessary to use accessible fixed route public transportation. MMP will also conduct follow-up telephone surveys with graduates of the individual travel training programs at 1 week, 1 month, 2 months and 6 month intervals to respond to any questions the graduate may have and to record the frequency that the graduate is using fixed route following the training.
- 2) Post-Eligibility Evaluation Follow-Up Calls - MMP will be responsible to conduct seventy-five (75) completed telephone calls per weekday of applicants who recently have gone through the Access evaluation assessment - up to as many as 19,500 calls per year. MMP educates and informs these applicants regarding all transit options available to them that they may not have been aware of when initially applying for Access.
- 3) Participate in at least twelve (12) outreach events with Access Services annually.
- 4) Optional Task: Group Travel Training - Access may request MMP to provide up to twelve (12) group travel-training workshops per year, if a community, social service agency, or similar organization demonstrates demand for such workshops. Group travel training includes classroom and practical application sessions.

MMP will also provide monthly documentation of the results of their Individual Travel Trainings, post-training telephone surveys, and Post-Eligibility Evaluation calls. This data will provide insight in Access' ongoing evaluation on the success of the Travel Training program.

FEBRUARY 19, 2018

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER, PROCUREMENTS AND CONTRACTS
ADMINISTRATION
ANDRE COLAIACE, EXECUTIVE DIRECTOR

RE: CONSIDERATION TO AWARD CONTRACT FOR LEGAL SERVICES (AS-
4039)

ISSUE:

Board approval is required for the selection of a firm to provide legal services for Access beginning on April 1, 2018 and to authorize a secondary contract to incumbent firm Jones & Lester to facilitate the smooth transition of legal services and to handle existing and potential litigation.

RECOMMENDATIONS:

1. Authorize staff to execute a three (3) year base contract beginning April 1, 2018 and ending March 31, 2021 with Alvarez-Glasman & Colvin in an amount not to exceed \$567,000.
2. Authorize staff to execute a one (1) year contract beginning April 1, 2018 and ending March 31, 2019 with Jones & Lester at current rates in an amount not to exceed \$100,000 with a mutual option to extend the contract for another year.

IMPACT ON BUDGET:

The cost for these services is programmed in the FY 2018-FY2021 budget. If staff exercises the option years, the cost will be programmed in the appropriate year's budget request. The Request for Proposal provides for up to two (2) one-year extensions following the successful completion of the three-year base period. Access may request the Board to grant a one-year extension of this agreement based on negotiated rates that shall not exceed the change in the U.S. Department of Commerce, Bureau of Labor Statistics Consumer Price Index-Urban Metropolitan Los Angeles County.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff believes that contracting with an outside law firm is the most effective way to obtain quality legal services for Access.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Staff requests authorization from the Board to negotiate a contract with Alvarez-Glasman & Colvin and Jones & Lester on terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to these contracts unless they are incorporated into formal written agreements executed by all parties thereto and approved as to form by the independent legal counsel for this procurement.

BACKGROUND:

Access has traditionally employed an outside law firm to act as its general counsel representing Access on general and transactional matters and certain litigation matters. Current legal counsel was procured in 2001 and no re-solicitation has been issued since. Pursuant to Access' Procurement Policy and based on the Federal Transit Administration's (FTA) Best Procurement Practice Manual, all required goods and services must be procured through a competitive bidding process and resolicited periodically.

A Request for Proposals (RFP) was issued on September 1, 2017. The RFP was published in both local newspapers of general circulation (i.e. Los Angeles Times and Metropolitan News), legal publications (The Daily Journal) and publications specific to the public transit industry (i.e. Transittalent.com and Passenger Transport). The RFP was also posted on the Access website and eProcurement system called Public Purchase. Questions from potential proposers were received and two (2) addenda were issued.

Access received a total of eight (8) proposals: (1) Alvarez-Glasman & Colvin; (2) Best Best & Krieger; (3) Colantuono Highsmith Whatley; (4) Ivie, McNeill & Wyatt; (5) Jones & Lester; (6) The Reddock Law Group; (7) Sedgwick LLP; and (8) Thompson Coburn. All proposals were reviewed and deemed responsive and responsible to the RFP.

Proposals were evaluated using the following criteria:

Evaluation Criteria	Possible Points
Law Firm's Qualifications	40
Relevant Work Experience	20
Responsiveness to Legal Needs and Quality Service	20
Cost/Price Proposal	20
Total	100

An evaluation panel was assembled pursuant to the Board's directive comprised of three (3) members of the Access Board, the Executive Director of Access and two (2) outside raters (one is a retired judge and the other is an attorney with the Los Angeles County Office of the County Counsel). An independent legal counsel (a retired attorney and former general counsel for the City of Los Angeles, Department of Transportation), who was not an interested proposer to the RFP, was retained to provide legal counsel to the procurement process.

Due to the large number of proposals received, an initial evaluation of all eight (8) proposals was conducted in order to establish a competitive range. The initial evaluations were as follows:

INITIAL EVALUATION

Firm	Total Score
1. Alvarez-Glasman & Colvin	90.60
2. Jones & Lester	87.32
3. Ivie, McNeill & Wyatt	85.70
4. Colantuono Highsmith Whatley	83.93
5. Best Best & Krieger	80.98
6. Sedgwick LLP	76.93
7. Thompson Coburn	75.70
8. The Reddock Law Group	73.21

Based on the total scores, the firms with the top five (5) total scores were invited to interview with the evaluation panel. Firms who did not score in the top five (5) total scores were notified. The five (5) finalists were (1) Alvarez-Glasman & Colvin, (2) Best Best & Krieger, (3) Colantuono Highsmith Whatley (4) Ivie, McNeill & Wyatt and (5) Jones & Lester.

The following is a brief description of the five (5) finalists as presented in their RFP proposals:

1. Alvarez-Glasman & Colvin is a law firm that has provided legal services for more than twenty (20) years. They specialize in public agency law and represent various municipalities, school districts and other government agencies. The firm also represents or has represented a number of public transit agencies

including Long Beach Transit, Montebello Bus Lines and Alameda-Contra Costa Transit District. The firm is headquartered in the City of Industry and has a Northern California location in Napa Valley/Yountville. Alvarez-Glasman & Colvin is a minority-owned firm.

2. Best Best & Krieger has provided legal services to cities, counties, special districts, transit agencies and joint powers authorities for over 100 years. The firm is comprised of over 200 attorneys and has several offices in Southern and Northern California; the firm also has a location in Washington, D.C.
3. Colantuono Highsmith Whatley is a municipal law firm with offices in Pasadena and Grass Valley. The firm represents various public clients throughout California in all aspects of public law. The firm is comprised of over 20 attorneys.
4. Ivie, McNeill & Wyatt is a Minority Business Enterprise law firm that mainly focuses on civil litigation on behalf of government entities such as the Los Angeles Unified School District, Los Angeles County Metropolitan Transportation Authority, City of Los Angeles and others. The firm has offices in Los Angeles and the Inland Empire.
5. Jones & Lester is a full service business law firm with offices in Los Angeles and Oxnard, California. The firm has represented numerous public agencies and for-profit and non-profit entities. The firm, and its predecessor, Knapp, Marsh, Jones & Doran, is the incumbent law firm and has represented Access since the inception of the agency. The proposed lead lawyer for the firm is James G. Jones who has over 47 years of legal experience in complex regulatory, transactional law and litigation and who also served as Access general counsel since 2000.

Interviews were conducted on December 15, 2017; all five (5) finalists were interviewed on the same day. The initial evaluation scores were discarded and the evaluation panel scored the five (5) finalists anew. Best-and-Final Offers were not solicited. The final scores were as follows:

FINAL EVALUATION

Firm	Technical Score	Cost Score	Total Score
1. Alvarez-Glasman & Colvin	73.70	20.00	93.70
2. Jones & Lester	74.57	12.72	87.28
3. Colantuono Highsmith Whatley	64.43	17.63	82.06
4. Best Best & Krieger	66.50	14.08	80.58
5. Ivie, McNeill & Wyatt	61.40	18.86	80.26

COST PROPOSAL

Firm	Cost Proposal (3 Base Years) *
1. Alvarez-Glasman & Colvin	\$567,000.00
2. Ivie, McNeill & Wyatt	\$601,200.00
3. Colantuono Highsmith Whatley	\$643,195.80
4. Best Best & Krieger	\$805,425.00
5. Jones & Lester	\$891,756.00

* Note: total cost proposals were based on the average hourly rates multiplied by 720 retainer hours per year on general counsel matters and 180 hours per year on litigation matters.

Based upon receiving the highest total score, staff recommends award of contract AS-4039 to Alvarez-Glasman & Colvin.

Alvarez-Glasman & Colvin (AGC) proposes Vincent C. Ewing as the General Counsel for Access. Mr. Ewing is a partner at AGC and has over 23 years of law practice experience. He is the City Attorney for Chico, General Counsel to Long Beach Transit and Special Counsel to Butte Regional Transit, Commerce Bus Lines, Hawaiian Gardens Transportation and Montebello Bus Lines. He previously served as City Attorney for East Palo Alto and General Counsel for AC Transit. Mr. Ewing specializes in litigation, contracts and labor and employment law. Mr. Ewing received his law degree from Howard University School of Law and his undergraduate degree from UCLA.

To assist Mr. Ewing, AGC proposes Roger Colvin (named partner and senior partner at the firm) as Assistant General Counsel and Sharon Medellin (partner at the firm) as Deputy General Counsel. Mr. Colvin has over 40 years of law experience in the municipal and public sector areas. He specializes in civil liability/public entity defense, premises liability and ADA claims in both federal and state courts. Ms. Medellin has over 17 years of law experience in the areas of general litigation, public agency/municipal law, construction law and business litigation.

As previously mentioned, Mr. Ewing is the current General Counsel for Long Beach Transit (LBT). LBT's Board meetings are scheduled to be held on the same day and time as the Access Board meetings. On those occasions when the two Boards meet simultaneously, AGC proposes Arnold M. Alvarez-Glasman, Managing Partner, as the back-up to Mr. Ewing in representing Access at its monthly board meetings. Mr. Alvarez-Glasman is the founder of AGC and has over 39 years of experience in public agency/municipal/special district law, public contracts and the Brown Act. Mr. Alvarez-Colvin received his law degree from Loyola University Law School and undergraduate degree from California State Polytechnic University at Pomona.

FEBRUARY 19, 2018

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 2018 at the regularly scheduled Board meetings.

March 26, 2018

Board Meeting - El Monte

Agenda Items:	Disposition:
Strategic Plan	Workshop

April 23, 2018

Board Meeting - El Monte

Agenda Items:	Disposition:
Passenger Opinion Survey Services Contract Extension	Action
Vehicle Inspection Services Contract Extension	Action
Renewal of Employee Health and Benefit Insurance Contracts	Action
Santa Clarita Service Region Contract Award	Action

May 21, 2018

Board Meeting - Metro

Agenda Items:	Disposition:
Financial Audit Services Contract Award	Action
Architectural Services Contract Award	Action
Renewal of SIR Program	Action
Renewal of Commercial Package Insurance	Action