

access

BOARD OF DIRECTORS MEETING

MONDAY, JUNE 25, 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) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
1. Anticipated Litigation: Gov. Code §54956.9 (d)(2)	
(i) A point has been reached where, in the opinion of Access Services Board of Directors, on the advice of its legal counsel,	

*based on existing facts and circumstances,
there is a significant exposure to litigation
against Access Services.*

2. Pending Litigation: Gov. Code §54956.9(d)(1)

(i) *Litigation, to which Access Services is a
party, has been initiated formally.*

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

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| 4. REVIEW & APPROVAL OF MINUTES FROM THE
BOARD MEETING ON MAY 21, 2018 (page 5)
[Staff Recommendation: Approve minutes as written.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 5. REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 6. GENERAL PUBLIC COMMENT | INFORMATION |
| 7. SUPERIOR SERVICE AWARD | PRESENTATION |
| 8. CONSENT CALENDAR

a) Consideration to Approve Extension of Term and
Increase Funds for Website Services (AS-3221)
(page 16)

[Staff Recommendation: Authorize an additional
\$85,000 in funds and an extension in the period of
performance for one year, from December 1, 2018
through November 30, 2019.]

b) Consideration to Award Contract for Voice
Communication Services (AS-4445) (page 18)

[Staff Recommendation: Authorize staff to execute a
three (3) year base contract beginning July 1, 2018
through June 30, 2021 with AT&T in an amount not to
exceed \$3,600,000 through the California Department
of Technology CALNET3 joint procurement contract.]

[Staff Recommendation: Approve Consent
Calendar] | ACTION
[Vote Required:
majority of quorum
by roll call] |

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| <p>9. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2018/19 (page 20)</p> <p>[Staff Recommendation: Approve the FY 2018/19 budget as presented.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote required:
majority of quorum
by roll call]</p> |
| <p>10. PARENTS WITH DISABILITIES PILOT PROGRAM (page 23)</p> <p>[Staff Recommendation: Authorize an additional \$356,720 in funds and an extension in the period of performance from July 1, 2018 to June 30, 2019 with MV Transportation (AS-3403) to continue the Parents with Disabilities pilot program.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. CONSIDERATION TO ADJUST SERVICE PROVIDER PROCUREMENT SCHEDULE (page 32)</p> <p>[Staff Recommendation: Authorize staff to negotiate contract extensions with the Southern and Eastern region service providers.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote required:
majority of quorum
by roll call]</p> |
| <p>12. KEY PERFORMANCE INDICATORS</p> | <p>INFORMATION</p> |
| <p>13. UPCOMING BOARD ITEMS (page 36)</p> | <p>INFORMATION</p> |
| <p>14. EXECUTIVE DIRECTOR’S REPORT</p> | <p>INFORMATION</p> |
| <p>15. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>17. 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 that 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**

**Los Angeles County Metro Board Room
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012**

**Monday, May 21, 2018
12:07 p.m.**

CALL TO ORDER

Meeting called to order by Director Turner at 12:07 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Treasurer Turner, Secretary Theresa DeVera, Directors Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Angela Nwokike. Ex Officios: Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Chair Nalini Ahuja, Vice Chair Art Ida, Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Giovanna Gogreve

1. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments

2. CLOSED SESSION REPORT

Access Services Legal Counsel Vince Ewing briefed the audience on the outcome of the closed session. The Board met in closed session and discussed the following item: Reynaga v. LACMTA, Access et al. No action was taken and no direction was given.

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 26, 2018

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

There were no Ex-Officios present at the Board meeting.

5. GENERAL PUBLIC COMMENT

Victor Dominquez reported many riders are still experiencing problems with the Spanish line cutting off calls in the Southern region.

Access' Project Administrator Fayma Ishaq was assigned to assist Victor Dominquez after the meeting.

Renee Madera stated that it is noted on her profile that she requires a seat belt extension. She suggested drivers should carry additional seat belt extensions in order to accommodate other riders. Secondly, many drivers throughout the regions do not approach other riders and she is very concerned about that issue. Lastly, Ms. Madera stated that drivers should take the time to read their monitor and be more sensitive toward riders' trip accommodations.

Access' Project Administrator Faustino Salvador was assigned to assist Ms. Madera after the meeting.

Daniel Garcia asked what is Access going to do with the Metro allocated Measure M funding.

Access' Community Liaison Louis Burns was assigned to meet with Mr. Garcia after the meeting.

Lisa Anderson reported that she constantly has to repeat herself several times when booking her ride. She stated that reservations failed to note her specified pick up location and the driver arrived somewhere else other than what she requested. Ms. Anderson suggested that drivers should contact dispatch and the passenger anytime

they are not able to locate a rider. In addition, she stated that taxi cab drivers are constantly on their cell phone while driving and she does not feel safe.

Access' Project Administrator Alex Chrisman was assigned to assist Ms. Anderson after the meeting.

6. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

David Foster Project Administrator presented Stephanie Rodriguez from Alta Resources with the Superior Service Award.

7. CONSENT CALENDAR

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

7-a Consideration to Approve Revisions to No-Show Policy

7-b Consideration to Award Contract for Voice Communications Services.

Public Comment:

Mr. Gary DeLong from TMSI requested that the Board not approve Item 7-b. Mr. DeLong stated that TMSI has been a vendor to Access Services for many years providing both voice and data network services. He stated that several months ago they were surprised when staff brought forth an agenda item to install a second data network to support the voice over internet protocol technology at the cost of a half million dollars for three years. The cost to expand Access' existing data network would have been 60 percent less if they had used the existing TMSI network and yet they were not allowed to provide a quote. He also stated that in January 2018 staff assured TMSI that they would give them the opportunity to provide a competitive bid for the voice network portion which did not occur. Mr. DeLong stated that he believes staff did not provide accurate information to the Board and what concerns him is the lack of transparency by a public agency. He stated that, according to staff, the Board of Directors told staff to utilize only the GSA or CALNET. Staff also informed him that information was only provided by Board members in private and not publicly and, had this occurred, it would have been a Brown Act violation. He stated as a former elected official both he and the Board members know how important it is to maintain the public trust.

Director Barnes requested that Item 7-b be pulled for the purpose of discussion.

Motion made by Director Nason to approve Item 7-a on the consent calendar, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

Item 7-b Director Barnes requested to pull Item 7-b for the purposes of clarity based on the public comment received. He stated that he certainly appreciates different procurement methods and he thinks partnering with other organizations who have done procurements can certainly allow us to save time and it would be helpful with a little background from staff to make sure we have correct information before we take action.

Michael Pascual, Manager of Procurement and Contract Administration, stated that several months ago Access started the Voice over Internet Protocol (VOIP) project. Most of the items that pertain to this particular program were brought to the Board for approval already. Staff decided to go with the CALNET3 procurement schedule offered through the California Department of Technology. Staff selected this particular method for the following reasons: (1) the CALNET3 schedule provides the quickest turn-around; (2) there is no need to issue individual procurements; (3) the vendors that were selected had already gone through the competitive bidding process.

William Tsuei, Director of Information Technology stated that the CALNET3 schedule is more than 50 percent less than what we are paying to our existing vendor. Access would save approximately \$900,000 per year by switching voice services to the proposed vendor.

Michael Pascual added that the CALNET3 schedule has a direct contract with Verizon, rather than individual tiered or brokerage type of service.

Director Nason stated that we heard from Mr. DeLong stating that his contract would have been less money had they been considered. She asked staff did they consider anyone else or just only one vendor. Michael Pascual replied the service provider that is used through the outside third party contractor is through Verizon. We only compared that pricing with the existing vendor and it was more cost effective to go with Verizon through the CALNET3 schedule. The item is to get approval from the Board so that staff can start the negotiating process.

Treasurer Turner asked staff the following questions: 1) Did staff utilize the State schedule? 2) Do negotiations begin once staff is given authorization by the Board? and 3) Is there a savings and the possibility that we could save even more money? Both Michael Pascual and William Tsuei replied yes to her questions.

Director Nason asked does the savings come from duplication of services. Michael Pascual replied the savings comes from contracting directly with the service provider. William Tsuei replied the new rate from CALNET is \$0.0123 versus the current rate of \$0.027 per minute. That alone is more than a 50 percent savings.

Motion made by Director Barnes to approve item 7-b on the Consent Calendar, seconded by Director Nwokike. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO APPROVE PURCHASE OF 20 VEHICLES FOR PARATRANSIT SERVICE FROM CREATIVE BUS SALES, INC. (AS-4054)

Recommendation: Authorize staff to purchase through a contract with Creative Bus Sales, Inc. up to 20 CNG - powered Lonestar Promaster paratransit vehicles at a cost not to exceed \$2,488,535. Additionally, authorize staff to allow other agencies to purchase up to 80 additional paratransit vehicles from this procurement.

Public Comment

Daniel Garcia stated that many people are concerned about the Promaster vehicle. Riders would have to climb over another seat in order to transfer from a wheelchair into a seat. He would like the concern to be addressed in order to be sure it is safe.

Director Nason asked a question pertaining to the transfer seat. She asked does the arm come up?

Access Senior Manager of Fleet Design and Maintenance, Rick Streiff, replied yes the arm does come up.

Andre Colaiace assigned Rick Streiff to meet with Mr. Garcia after the meeting.

Secretary DeVera commented that she has been to a couple of providers' yards and noticed that there are a lot of MV1 vehicles not being used. She sees this new model, which is mainly geared toward ambulatory riders, and that it can only accommodate two wheelchair riders.

Rick Streiff replied we have over seven hundred vehicles in our fleet, including cutaways that are set up for 5-6 mobility devices at one time and we like to carry as many as we can. We are trying to get 20 vehicles out there so that we can serve some areas, for example in Hollywood Hills, where you cannot get a cutaway in those areas. The reason MV1s are around the yards so much is because they can only carry one mobility device at one time and they have a regular sedan door and a longer ramp to get into the vehicle.

Secretary DeVera stated that she tried the vehicle at the Access Annual Meeting and it could only seat two wheelchairs and the rest were ambulatory and with the step up you would have a liability with someone tripping. Rick Streiff replied in order to get into a cutaway you would have 3 steps going into the vehicle unless you going to ride the lift up.

In addition, Secretary DeVera stated that her concern is that the vehicle is huge and it doesn't make sense to purchase this vehicle since it can only accommodate just two wheelchairs. Andre Colaiace stated that an important thing to consider is that the grant requires us to purchase CNG vehicles and that it is the only model available. He stated that he understands her comments and we will continue to work with the community on future designs.

Director Barnes stated that he noticed that we had gone out with a procurement requesting up to 100 vehicles and we are authorizing only 20. He asked did we include all of the federal requirements. Staff replied yes we did include all of the federal requirements.

Treasurer Turner asked if the wheelchair lift ramp is manual. Mr. Strieff replied the Promaster ramp is manually operated.

Secretary DeVera stated that when this was presented at CAC, Terri Lantz asked why can't we design something for couples who can sit together during the whole trip rather than separate them and are we addressing the needs of the riders. Mr. Streiff replied we would have to work with someone from the manufacturing side that understand our needs a little better. Andre Colaiace thanked Director De Vera for her comment.

Director Gombert stated that staff came up with a very creative response to a very difficult issue and thanked the staff for the work in trying to fit multiple mobility devices into a vehicle.

Motion made by Director Gombert to approve staff recommendation, seconded by Director Barnes. Via Voice Vote - all were in favor, motion passed.

9. CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM

Recommendation: Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,964,000 determined in accordance with GASB Statement No. 10 as required for public entities.

Public Comment

None.

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

10. CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

Recommendation: Authorize the Executive Director to: Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2019 through June 20, 2020; Enter into a one-year policy agreement with James River Insurance Company for the first excess layer; Enter into a one-year policy agreement with National Union/AIG for the second excess layer; Enter into a one-year policy agreement with Scottsdale Insurance Company for the third excess layer; Authorize an amount not to exceed of \$3,800,000 for all of the above insurance layers.

Public Comment

None.

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

11. CONSIDERATION TO APPROVE SERVICE CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: SANTA CLARITA REGION (AS-4064)

Recommendation: Authorize staff to execute a contract for transportation services in the Santa Clarita Region service area for a three (3) year, eleven (11) month base contract beginning August 4, 2018, and ending June 30, 2022, with the City of Santa Clarita in an amount not to exceed \$8,904,572.30.

Public Comment

None.

Treasurer Turner asked for clarifications on hours of service, number and shared use of road supervisors, and ridership totals. Mr. Adrian Aguilar from the City of Santa Clarita and Hector Rodriguez confirmed the information.

Secretary DeVera expressed a concern about riders using Santa Clarita fixed route service trying to attend the Triumph Organization events. Adrian Aguilar reiterated the City's efforts in supporting the events as they occur.

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

12. PARENTS WITH DISABILITIES PROGRAM UPDATE

Public Comment

Yael Hagen stated the Parents with Disabilities riders were all eligible riders prior to this program and will continue to be Access' riders. She asked the Board to please direct staff to continue this service and continue the search for funding sources and partners. She stated that we need more time to pursue funding for this program. Lastly, Ms. Hagen asked the Board to continue the dialog and work that has been done and to please not let this program end.

CAC Member Gordon Cardona stated that he has been an Access rider for over 22 years. Many of his friends in the San Fernando Valley use the Parents with Disabilities service in order to take their children to school and back home. We really need this service in the Valley and it should be expanded to other service areas. There is no other service like this in LA County and he hoped that staff would seriously consider funding this important service.

CAC Member Dina Garcia thanked the Board for listening to her comments. She has been in this program since the beginning and it has been a wonderful service. We all know being a parent can be difficult and not being able to drive is difficult. This service made being a mom a lot more manageable. This service provides her the opportunity to ride together with her son in a non-shared ride. Ms. Garcia stated that she would like to see this program in other regions and asked the Board to extend this program for the parents and their children in order to make their lives a lot more manageable.

Daniel Garcia stated that we need an extension in order to continue this program. This program makes his life easier to manage and without this program, his travel time would be much longer. Mr. Garcia asked the Board to please not fail the parents and their children and allow this service to continue. He thanked the Board for listening to his comment.

Ms. Rocio Robledo shared that she has an 18-year-old daughter that needs this service for numerous doctor appointments. She asked the Board to please consider extending this program for their children and for all those in the disabled community. She thanked the Board for listening to her comment.

Ms. Sheila Biglang thanked the team and especially Eric Haack for working hard to keep this program. Being a totally blind parent without this service would make it difficult to find someone to pick up and drop off her children. Her four children's safety and their commute are very important. Ms. Biglang asked the Board to please consider extending this program.

Cynthia Samano thanked the Board for allowing her to speak concerning the Parents with Disabilities program. Ms. Samano has been an Access rider for several years, and she has several limitations. She has a four-year-old and the Parents with Disabilities program has been such a great help. This program allows her the independence to help with her daughter's transportation. She doesn't just use the service to get to school and back but she also takes her to medical appointments and this program allows her to do so in a safer way. The drivers make her feel safe and this is her primary transportation. She asked the Board to please continue this program.

Omar Luna shared that he has used this program for a couple of years. This program allows him to take his son to a school which is far away from his home. Without this program he would not be able to take his child to school. He thanked the Board for listening to his comment.

Wilma Ballew stated that this program is the first of its kind. Ms. Ballew asked the Board to make a motion to move this item to the next meeting in order to allow time for the continuation of this program. She also asked staff to continue working on this program.

Secretary DeVera asked Access staff member Mr. Eric Haack about his meeting with the City of Los Angeles Department of Disabilities. He stated he met with them last week because he just got that person's contact information. He is still trying to find partners to continue the benefits of this program.

Director Nason stated we should be able to partner with someone to provide this service and would like staff to return next month with alternatives.

Secretary DeVera reiterated her support for the program and stated that being a parent is a twenty-four hour a day job. The lack of grant funding should not be a barrier to continuing this program. Access should look into its obligations to its riders for this program. She also would like this brought back to the next Board meeting.

Treasurer Turner expressed support for both comments. She also commented that transit pilot projects that are successful still need to identify appropriate funding for long term operations. She requested staff to look at options to potentially change the

parameters of the program and suggested that those who commented on this item should reach out to their own public representatives to secure funding for the program.

Director Troost commented that he would like the program expanded to all service areas eventually.

Director Barnes stated that he would like staff to ensure that we are meeting appropriate regulations, especially those that touch on civil rights.

Motion made by Director Nason to request staff to bring this item back to the next Board meeting, seconded by Secretary De Vera. Via Roll Call Vote - all were in favor, motion passed.

13. INFORMATION TECHNOLOGY UPDATE

Treasurer Turner reminded the Board that this was an information item only and no action was needed.

14. UPCOMING BOARD ITEMS

Treasurer Turner reminded the Board that this was an information item only and no action was needed.

15. EXECUTIVE DIRECTORS REPORT

Executive Director Andre Colaiace noted that service was performing well, and he was planning on meeting with the Paratransit Riders' Coalition next month.

16. BOARD MEMBER COMMUNICATION

Director Nason noted she attended the previous CAC meeting and wanted to note that the CAC provides a valuable service to the Board.

Secretary De Vera thanked the attendees for their comments on the Parents with Disabilities item.

Director Troost also thanked the attendees for their comments on the Parents with Disabilities item.

17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

18. ADJOURNMENT

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

Approved

Theresa DeVera, Secretary

Date

JUNE 18, 2018

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

**RE: CONSIDERATION TO APPROVE EXTENSION OF TERM AND
INCREASE FUNDS FOR WEBSITE SERVICES (AS-3221)**

ISSUE:

Board approval is necessary to exercise the third option year of contract AS-3221 with Trinet Internet Solutions, Inc. (Trinet), Access Services' website service consultant.

RECOMMENDATION:

Authorize an additional \$85,000 in funds and an extension in the period of performance for one year, from December 1, 2018 through November 30, 2019.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$350,000 to \$435,000. This action is consistent with Access' proposed budget for FY2018/19 and will be programmed for FY2019/20. Based on feedback from the Community Advisory Committee and Website Redesign Focus Group, additional functionality related to providing transit connection information, rider alerts subscription, advanced search and a full Spanish version website is being added to the scope of work at an estimated cost of \$35,000. The remaining \$50,000 is programmed for the annual hosting and maintenance of the website.

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

ALTERNATIVES CONSIDERED:

The Board, at its option, could request that these services be put out to bid. However, 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 amend the written contract with Trinet upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the 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 October 2012, Trinet was selected, through a competitive procurement process, to continue providing website services, including hosting Access' website. In past years the website has been continuously updated with relevant information such as meeting agendas, Access stand locations, policy updates and community events. The website also allows for individuals to purchase coupons on-line and begin initial eligibility enrollment.

Access Services' website is currently undergoing a redesign process utilizing Web Content Accessibility Guidelines (WCAG) to address the accessibility needs of our riders and other individuals. The inclusion of the Spanish version website, transit connection information, rider alert subscription and advanced search functions will further enhance the newly redesigned website that will be launched in Winter 2018.

JUNE 18, 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 VOICE
COMMUNICATION SERVICES (AS-4445)**

ISSUE:

Board approval is required to change vendors (AS-4445) for voice communication services (800 toll-free and related agency telephone lines) from Verizon to AT&T through the California Department of Technology CALNET3 joint procurement contract.

RECOMMENDATION:

Authorize staff to execute a three (3) year base contract beginning July 1, 2018 through June 30, 2021 with AT&T in an amount not to exceed \$3,600,000 through the California Department of Technology CALNET3 joint procurement contract.

IMPACT ON BUDGET:

The costs associated with this contract will be allocated in the proposed FY2018/19 and subsequent budgets. This request to switch vendors from Verizon to AT&T has no additional financial impact beyond the costs outlined in the previously approved Board item on May 21st, 2018.

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

ALTERNATIVES CONSIDERED:

The Board, at its option, could direct staff to contract the voice communication services with Verizon, the previously approved vendor, through the CALNET3 joint procurement contract. Staff, however, does not recommend doing so because it would be more cost effective to contract with AT&T because AT&T owns the physical last mile voice communication services and circuits.

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 a contract with AT&T for the provision of voice communication 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 this entity's legal counsel.

BACKGROUND:

At the May 21st Board meeting, the Board approved the award of voice communication services to Verizon through the California Department of Technology CALNET3 joint procurement contract. While negotiating with Verizon, staff discovered that Verizon owns neither Access Services' present voice communication accounts nor the physical voice communication circuits and that Access Services' voice communication accounts are held by Telecom Management Service, Inc. (TMSI), Access' current vendor, and the underlying physical circuits are owned by AT&T.

To eliminate this complex structure, staff is recommending to contract directly with AT&T through the California Department of Technology CALNET3 joint procurement contract, instead of Verizon. This switch will allow Access Services to deal with AT&T directly and has no additional financial impact compared to the previously approved Board item on May 21st, 2018.

The current contract, entitled "CALNET3", has an agreement with both AT&T and Verizon to provide voice communication services. 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.

JUNE 18, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2018/19

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2018 through June 30, 2019.

RECOMMENDATION:

Approve the FY2018/19 budget as presented.

BACKGROUND:

The proposed FY2018/19 budget is based on demand projections conducted by Access' demand analysis consultant HDR, available funding, existing programs and capital needs. The proposed budget has been presented to an ad hoc Board Committee consisting of Board Members Ida, Gombert, Treasurer Turner and Chair Ahuja. Overall the budget is based on a funding level of \$184.3 million of which Paratransit Operations represents over 85% of the total budget. The budget will provide for delivery of 4.57 million passengers and 32.4 million contract revenue miles.

The following provides a high-level narrative of funding and program expenses by cost center. Full budget detail is available for download at www.accessla.org/about_us/publications.html - Board Meeting Attachments.

Funding

Funding sources include \$66.0 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program; \$9.6 million from passenger fare revenues; estimated carryover of a Section 5310 capital grant of \$12 million; Access to Work grant of \$0.67 million, carryover/prepaid insurance of \$6.9 million, \$420,000 from the sale of depreciated vehicles and earned interest on cash

deposits, and, for the first time, it also includes \$24.0 million of Measure M funds. The remaining \$64.6 million comes from the Proposition C Local Sales Tax discretionary fund account allocated to Access under an annual Memorandum of Understanding (MOU) with the Los Angeles County Metropolitan Transportation Authority (Metro). The subsidy proposed by Metro for FY2018/19 meets the mean expected results for the level of transportation service projected by HDR's trip demand analysis as well as the other Access Services' programs and administrative costs.

Paratransit Operations

The total cost of \$156.3 million for this program (84.79% of total funding) is a 6.5% increase (\$9.5 million) from the FY2017/18 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$136.1 million (\$124.7 million FY 2017/18)
- Insurance - \$7.1 million (\$7.0 million FY 2017/18)
- Free Fare Program - \$3.5 million (\$3.5 million FY 2017/18)

The main cost driver within the purchased transportation program are the continuing escalating costs due to higher minimum wage requirements and the effects of wage compression.

Eligibility Determination

The total cost of \$8.5 million for this program (4.6% of total funding) is a 32.3% decrease (\$4.1 million) from the FY2017/18 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - \$4.2 million (\$8.2 million FY2017/18)
- Certification Trips - \$1.5 million (\$1.9 million FY2017/18)

Eligibility costs were impacted by a variety of factors. Staff had anticipated a higher rate of eligibility applications/renewals along with a higher rate of appeals for FY2017/18 due to changes in the eligibility process. Instead the actual number of eligibility applications/renewals are approximately 24% lower than the previous year and the level of appeals have remained consistent. Additionally, eligibility transportation costs are lower due to this decrease.

Consolidated Transportation Services Agency and Ride-Info

The total cost of \$0.65 million for this program (0.35% of total funding) is an 18% increase (\$99,020) from the FY2017/18 budget.

Administration

The total cost of \$6.9 million for this program (3.7% of total funding) is a 2.3% decrease (\$164,214) from the FY2017/18 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - \$4.7 million (\$4.9 million FY2017/18)
 - The budget calls for a 3% salary increase.
- Professional Services - \$0.52 million (\$0.52 million FY2017/18)

Capital Projects

The total cost of \$12 million (6.51% of total funding) remains flat when compared to the FY2017/18 budget. Please note that the capital budget is an estimate of the total amount of available grant funding that will be carried over from FY2017/18 to the proposed FY2018/19 budget.

Capital projects include -

Vehicle Acquisition (149 vehicles)	\$12,000,000
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Next Steps

The Metro Board of Directors will consider the request of Access' funding for FY2018/19 at the Finance, Budget and Audit Subcommittee on June 20, 2018 and its regular Board meeting on June 28th. The overall Metro budget (which includes funding for Access) was approved at Metro's regular Board meeting in May 2018. Upon approval, staff will execute a funding MOU with Metro.

JUNE 18, 2018

TO: BOARD OF DIRECTORS

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

RE: PARENTS WITH DISABILITIES PILOT PROGRAM (AS-3403)

ISSUE:

At the May 2018 Board of Directors meeting, the Board directed Access staff to explore alternatives related to continuing the Parents with Disabilities pilot program. With the current contract ending on June 30th, the parties wish to amend it to continue the Parents with Disabilities pilot program benefits for up to one year (through June 30, 2019).

This one-year contract extension would allow for -

- (a) staff and program customers to work together to find funding or service partnerships to continue the program;
- (b) ensure that there is no service suspension while different options are explored.

RECOMMENDATION:

Authorize an additional \$356,720 in funds and an extension in the period of performance from July 1, 2018 to June 30, 2019 with MV Transportation (AS-3403) to continue the Parents with Disabilities pilot program

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$1,544,840 to \$1,901,560. The rate per trip will increase from \$47.57 to \$54.88. Staff will amend the FY2018/19 budget consistent with Board direction.

The funding for these services will likely be allocated from Measure M funds which will be included in the Memorandum of Understanding (MOU) with the Los Angeles County Metropolitan Transportation Authority (Metro).

ALTERNATIVES CONSIDERED:

As requested by the Board, staff investigated a number of alternatives for providing service and also their respective cost impact.

1) One Year Extension of Contract with No Service Modifications (Recommended Alternative)

Access and MV Transportation discussed alternative ways to continue the benefits of the Parents with Disabilities program. In this first alternative, the service would continue to operate as it currently does with no changes to the current program model. Although the service would remain unchanged from the customer's perspective, there would be a 13% increase in cost associated with providing this service.

With no changes to the service as currently operated, MV proposed that it could perform these trips for the cost of \$54.88/per trip. With an estimated annual trip number of 6,500, the total annual cost for this option would be \$356,720.

2) One Year Extension of Contract with One Service Modification

MV Transportation, in discussing alternative ways to continue the benefits of the Parents with Disabilities program, proposed that in one alternative they could reduce the per-trip costs with one program modification. In this alternative, MV Transportation proposed a single change be incorporated into the current service model during this next year of service:

- a) Allow for a reduction in dwell time permitted at intermediary stops (such as school locations for child pick-ups and drop-offs) from 20 minutes to 10 minutes.

With this change, MV proposed that it could perform these trips for the cost of \$52.13/per trip. With an estimated annual trip number of 6,500, the total annual cost for this option would be \$338,845. This would be a savings of \$17,875 over the proposed annual cost of service with no service modifications.

3) One Year Extension of Contract with Two Service Modifications

MV Transportation proposed one additional alternative where most of the Parents with Disabilities program benefits could be preserved, while containing costs

associated with the program. In this alternative, per-trip costs would be similar – and slightly lower – than the current \$47.57/per trip cost. This would be achieved if two changes were incorporated into the current service model during the year of service:

- a) Allow for a reduction in dwell time permitted at intermediary stops (such as school locations for child pick-ups and drop-offs) from 20 minutes to 10 minutes (same suggestion in previous alternative); and
- b) Remove the current no-share ride service restriction and permit Parents with Disabilities trips to be shared with other Access passengers, the same as traditional paratransit trips operated by Access.

If these changes are adopted, MV proposed that it could perform these trips for the cost of \$47.44/per trip. With an estimated annual trip number of 6,500, the total annual cost for this option would be \$308,360.

This would be a savings of \$30,485 over the proposed annual cost of service for alternative two. This alternative would also provide a savings of \$48,360 over the proposed alternative with no service modifications (Alternative one).

Fare Modification Alternatives

An additional consideration for each of the proposed alternatives would be to change the current per trip fare paid by Parents with Disabilities customers.

The current per trip fare paid by Parents with Disabilities customers is \$1 per passenger over 5 years of age (not including personal care attendants, who ride for free).

The purpose of a fare change would be that the customer would pay a larger share of the per trip cost, thus reducing Access' per-trip cost. An example of this would be in Alternative 1 where the per-trip cost is \$54.88. Access pays \$53.88 per trip as the customer pays \$1 per trip. Were the fare to change to \$2 per passenger trip, Access' cost would be \$52.88. Were the fare to change to \$2.75, which is the current fare of a standard Access next day trip, Access' cost per trip would be reduced to \$52.13.

The same argument would apply to the other alternatives. Please see the tables accompanying this Board Item to illustrate the impact of a fare change on Access' overall costs.

Future Request for Proposal (RFP) Alternatives

The traditional approach in anticipation of a contract concluding (June 30, 2019) is to issue an RFP and seek interested bidders to award a contract.

The prospective RFP options are as follows:

- 4) Issue an RFP for services to continue to operate within the Northern region for the current active PWD customer community.
- 5) Issue an RFP for services to launch the program throughout all six regions of Access' service area.

As requested by the Board, staff has performed a preliminary analysis of how Access could launch this program throughout all of Access' six regions. The first step would be to issue an RFP for this service and seek one or more bidders to propose providing the already defined benefits of the Parents with Disabilities pilot program. Access would propose that this program would be started as a county-wide "pilot." In that way, the number of participants could initially (during the pilot phase) be restricted to 10 to 20 families per region.

Access currently anticipates that the operating cost of the service in the other service regions would be similar to what Access has experienced in the Northern Region for the past four and a half years. As shown in the attached table, the cost of the service would be expected to be approximately \$2.3 million annually.

POSSIBLE FUTURE PARTNERSHIPS

Prior to the May 2018 Board meeting, Access staff had reached out to multiple agencies and organizations in order to determine if these agencies would have interest in entering into partnerships with Access as funding or as service partners to help continue the benefits of the Parents with Disabilities Pilot program.

Staff from the following organizations were contacted prior to the May 2018 Board meeting, though none of the organizations expressed interest in partnering with Access on this project.

- 1) Los Angeles Unified School District
- 2) Through the Looking Glass
- 3) East Los Angeles Regional Center
- 4) Jewish Family Federation
- 5) California State University, Northridge, Department of Special Education
- 6) City of Los Angeles Department on Disabilities
- 7) Harbor Regional Center

Following the May 2018 Board meeting, staff again reached out to each of the contacts at these organizations again. However, again, these organizations did not express interest in partnering with Access to continue the program benefits.

BACKGROUND:

The Parents with Disabilities (PWD) pilot program's history began after Access customers – parents – brought to Access' attention that there were certain types of child-care related trips that were difficult to take using ADA paratransit. An example of a trip where paratransit was less-than-optimal to use were trips designed to take a child to school and/or picking a child up from school.

In September 2010, Access applied for and was awarded an FTA New Freedom grant to partially cover the costs of three new accessible vehicles as well as the costs of operating the pilot program. The grant award was designed to provide funding assistance for the program for three years.

Throughout 2012 and 2013, Access staff developed policies for the PWD program which would ensure safe and reliable service for its customers.

Access also issued two Requests for Proposals (RFP) to seek contractors who would be willing to operate this service for Access. The first RFP was withdrawn as no bids were received on the RFP. A second RFP was issued following some revisions and the contract was awarded to MV Transportation as the successful bidder.

In December 2013, the first customers were transported as part of the PWD program. Since its start, the program has operated without interruption for the past four and a half years.

The PWD program provides service only in Access' Northern Region (San Fernando Valley) with as many as 44 eligible customers signed up for the program. The largest single-use for the service by customers was in parents dropping off their children at school and in picking them up at the end of the day.

In FY2017, Access staff anticipated that the New Freedom grant funding for the PWD program would be exhausted in late calendar year 2017. Knowing that many PWD customers were using the service for school drop-offs and pick-ups, staff sought and received approval from the Board to continue the program beyond the grant funding through the end of the fiscal year (June 2018). In conjunction, Access and its contractor, MV Transportation, worked on an agreement to extend the program through the end of the academic calendar. In June 2017, Access' Board of Directors approved a contract extension between Access Services and MV Transportation, and authorized up to \$198,272 of local funds to be used to continue PWD service through June of 2018.

In January 2018, Access spent the last of the original New Freedom grant funds on trips for the PWD service, over four years since the program's first trips in December 2013. From January 2018 to present, PWD trips have been funded completely with Access' local (Prop C) funds.

On June 30, 2018, the current contract between Access and MV Transportation to provide PWD trips will end, and the existing PWD program will cease.

TABLE 1 - SERVICE ALTERNATIVES COMPARISON - ONE-YEAR EXTENSION CONTRACT ALTERNATIVES

Alternative 1		Alternative 2	
One-Year Extension Contract -- No Changes to Service Provision		One-Year Extension Contract -- One Change to Service Dwell Time	
Operating Period:	July 1, 2018 to June 30, 2019	Operating Period:	July 1, 2018 to June 30, 2019
Operating Area:	Northern Region/San Fernando Valley	Operating Area:	Northern Region/San Fernando Valley
Customers Served:	Current Active Customers - 18	Customers Served:	Current Active Customers - 18
Estimated Annual Trips:	6,500	Estimated Annual Trips:	6,500
Proposed Changes to Current Service:	No proposed changes to service	Proposed Changes to Current Service:	Reduce intermediary stop dwell period from 20 minutes to 10 minutes
Per-trip Cost:	\$54.88	Per-trip Cost:	\$52.13
Estimated Annual Costs:	\$356,720.00	Estimated Annual Costs:	\$338,845.00
Fare Change Alternative Maintain \$1/trip fare Access' per trip cost \$53.88	Access' annual cost \$350,220.00	Fare Change Alternative Maintain \$1/trip fare Access' per trip cost \$51.13	Access' annual cost \$332,345.00
Propose \$2/trip fare Access' per trip cost \$52.88	Access' annual cost \$343,720.00	Propose \$2/trip fare Access' per trip cost \$50.13	Access' annual cost \$325,845.00
Propose \$2.75/trip fare Access' per trip cost \$52.13	Access' annual cost \$338,845.00	Propose \$2.75/trip fare Access' per trip cost \$49.38	Access' annual cost \$320,970.00

TABLE 1 (CONTINUED) - SERVICE ALTERNATIVES COMPARISON - ONE-YEAR EXTENSION CONTRACT ALTERNATIVES

Alternative 3	
One-Year Extension Contract -- Two Changes to Dwell Time and Share Rides	
Operating Period:	July 1, 2018 to June 30, 2019
Operating Area:	Northern Region/San Fernando Valley
Customers Served:	Current Active Customers - 18
Estimated Annual Trips:	6,500
Proposed Changes to Current Service:	Reduce intermediary stop dwell period from 20 minutes to 10 minutes AND Permit Trips to be Share Ride trips with other Access-eligible customers
Per-trip Costs:	\$47.44
Estimated Annual Costs:	\$308,360.00
Fare Change Alternative Maintain \$1/trip fare Access' per trip cost \$46.44	Access' annual cost \$301,860.00
Propose \$2/trip fare Access' per trip cost \$45.44	Access' annual cost \$295,360.00
Propose \$2.75/trip fare Access' per trip cost \$44.69	Access' annual cost \$290,485.00

**TABLE 2 - SERVICE ALTERNATIVES COMPARISON - TRADITIONAL RFP (3 YEARS)
NORTHERN REGION ONLY OR ALL SIX SERVICE REGIONS**

Alternative 4		Alternative 5	
Traditional RFP - 3 Year Contract - San Fernando Valley Only		Traditional RFP - 3 Year Contract - Expansion to All Access Regions	
Operating Period:	November 1, 2018 - October 31, 2021	Operating Period:	November 1, 2018 - October 31, 2021
Operating Area:	Northern Region/San Fernando Valley	Operating Area:	All Access Service Areas
Customers Served:	Current Active Customers - 18	Customers Served:	Current Active Customers - 18 AND 10 to 20 families in each of the other five regions
Estimated Annual Trips:	6,500	Estimated Annual Trips:	42,000
Proposed Changes to Current Service:	No proposed changes to service	Proposed Changes to Current Service:	No proposed changes to service delivery, only expansion to new regions
Per-trip Cost (estimated):	\$55.00	Per-trip Cost (estimated):	\$55.00
Estimated Annual Costs:	\$357,500.00	Estimated Annual Costs:	\$2,310,000.00
Estimated Total 3-year Contract cost;	\$1,072,500.00	Estimated Total Contract cost;	\$6,930,000.00
Fare Change Alternative Maintain \$1/trip fare Access' per trip cost \$54.00	Access' annual cost \$351,000.00	Fare Change Alternative Maintain \$1/trip fare Access' per trip cost \$54.00	Access' annual cost \$2,268,000.00
Propose \$2/trip fare Access' per trip cost \$53.00	Access' annual cost \$344,500.00	Propose \$2/trip fare Access' per trip cost \$53.00	Access' annual cost \$2,226,000.00
Propose \$2.75/trip fare Access' per trip cost \$52.25	Access' annual cost \$339,625.00	Propose \$2.75/trip fare Access' per trip cost \$52.25	Access' annual cost \$2,194,500.00

JUNE 18, 2018

TO: BOARD OF DIRECTORS

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO ADJUST SERVICE PROVIDER PROCUREMENT
SCHEDULE**

ISSUE:

At this time, staff believes it is prudent to negotiate extensions with the two largest regions to allow time to address facility issues, optimal trip volume for the regions as well as to provide greater time separation between the issuance of RFPs for the two largest regions whose current terms end within five months of each other in 2019. In addition, staff believes that the majority of the recommendations of the Comprehensive Operational Review (COR) related to KPIs and other service improvement issues can be negotiated into contract amendments.

The COR contained several recommendations related to real estate (facilities), minimum wage and wage compression and the need to update contractual language to include additional Key Performance Indicators (KPIs) and liquidated damages.

RECOMMENDATION:

Authorize staff to negotiate contract extensions with the Southern and Eastern region service providers.

ALTERNATIVES CONSIDERED

The current procurement schedule could still be followed with new competitively bid contracts in place by April 1, 2019 and September 1, 2019 for the Eastern and Southern regions respectively.

BACKGROUND:

Staff believes that it is prudent to seek extensions of the two largest regions in the service area. The factors influencing the decision are the (1) timing of these two contracts as they are now separated by only a few months, (2) allow time for staff to more fully explore options for securing operational facilities, (3) ability to integrate most of the recommendations of the COR and (4) explore the optimization of service levels for these regions. Each of these needs to be addressed.

Contract Extension Timing

Due to a variety of past contractual actions, the current terms of these two contracts expire within 5 months of each other in 2019. Staff is concerned that the potential turnover of two contracts that carry over 50% of the service could cause significant impacts on day-to-day operations and financial resources. Negotiating the end terms to more appropriate dates would address this issue.

Real Estate

In December 2016, the Board approved a contract with Nelson\Nygaard to conduct a comprehensive review of operations. The goals of the review included evaluating existing paratransit functions, including the costs, delivery, efficiency, and performance measures; assess and quantify the current functions considered above and beyond ADA guidelines; and identify solutions and recommendations for improved operational efficiencies based on the operational review and industry best practices.

One key issue identified was the need to provide operating facilities in each of the six service areas. Access has long followed the procurement practice of requiring service contractors to provide their own operating facility. Due to a variety of factors, including the scarcity of appropriately sized facilities, participation in service region procurements by vendors has steadily decreased over the last ten years. A case in point, the West/Central region procurement only had two vendors bid on the service and an informal survey of other potential proposers indicated that the main reason for not participating was the lack of available facilities. Incumbent contractors possess an advantage against other bidders because they can lock in a long-term lease contract with a landlord and, in effect, prevent competitors any access to the facility.

The COR made the following recommendation - *"To provide stability and to potentially increase the number of proposers, Access should either (1) procure its own facilities over time; or (2) consider adding contract language that would allow the agency to assume the facility lease if the contract is awarded to another firm. Preliminary analysis indicates that the potential for savings can lead to substantial operational cost savings over the useful life of a real estate asset.*

Staff broached this subject with the Budget Subcommittee whose members suggested that staff explore alternative options such as obtaining federal grant funding; exploring the potential long-term leasing of operational facilities from Metro or the purchase of surplus facilities/land from Metro, and/or explore the availability of facilities/land from other member agencies and or cities in the County. The staff proposal would give Access more time to explore these opportunities

Minimum Wage/Wage Compression

There have been three service provider contracts that have been rebid since the legislative changes to the minimum wage have been in effect. Each of these contracts have had double digit cost increases. Staff believes that it can effectively address the minimum wage impact via contract amendments while also addressing components of the COR like KPIs.

Contractual Key Performance Indicators (KPIs)

When staff issued the RFPs for the Northern and West/Central regions the following performance standards were added to the scope of work:

- Calls on hold (COH) >5 minutes - reservations and ETAs
- Denials (reservations)
- Complaint rate
- Preventative maintenance inspections (PMIs)
- Miles between road calls
- Drug & alcohol audit
- Missed trips
- Preventable incident rate
- Excessive travel time

Staff believes that most, if not all, of these changes can be incorporated into the existing contracts via contract amendments.

Service Optimization

Staff is analyzing the trip volume distribution between the four basin service regions. Currently the Southern and Eastern regions handle 32% and 27% of the overall service respectively whereas the West/Central region only handles 16%. Staff is considering potentially redistributing the service demand in a more balanced manner.

Next Steps

Staff will initiate negotiations based on current contract end dates as listed below and exercise options years as appropriate.

Service Area	Contractor	Current Term End	Proposed End Term
Eastern	San Gabriel Transit	3/31/2019	3/31/2023
Southern	Global Paratransit	8/31/2019	8/31/2021

ITEM 12

JUNE 18, 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 September 2018 at the regularly scheduled Board meetings.

July 23, 2018

Board Meeting - Metro

Agenda Items:	Disposition:
No Items	

August 27, 2018

Board Meeting - El Monte

Agenda Items:	Disposition:
Board Officer Elections	Action
Board of Directors' Committee Appointments	Action
Customer Service Contract Extension	Action
Community Advisory Committee Member Appointment	Action
Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services	Action
Establishment of DBE Goal for 2019-2021	Action

September 17, 2018
Board Meeting - El Monte

Agenda Items:	Disposition:
Eastern Region Service Provider Contract Extension	Action
Southern Region Service Provider Contract Extension	Action