

access

BOARD OF DIRECTORS MEETING

Monday, June 17, 2019

General Session: 12:00 p.m.

Closed Session: Immediately Following

The General Session is expected to end by or
before 2:00 p.m.

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

MISSION STATEMENT

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 13, 2019 (page 5) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION
5. SUPERIOR SERVICE AWARD	PRESENTATION

<p>6. CONSENT CALENDAR</p> <p> a) Consideration to Approve Extension of Term for Executive Director Employment Contract (page 14)</p> <p> [Staff Recommendation: Authorize the extension of the contract with Andre Colaiace to February 1, 2020.]</p> <p> b) Consideration to Approve Change in Scope of Work for Santa Clarita Service Provider Contract (AS-4064) (page 15)</p> <p> [Staff Recommendation: Authorize an amendment to the Santa Clarita Region contract to adjust liquidated damage amounts to be proportional to the size of the contract.]</p> <p> c) Consideration to Award Eligibility Appeals Contract (AS-4101-7) (page 18)</p> <p> [Staff Recommendation: Authorize staff to execute Contract No. AS-4101-7 with Lori Petrie, Ph.D. (Dr. Petrie) for a total contract amount not-to-exceed \$810,500. The contract period of performance will be five (5) years, commencing on September 1, 2019.]</p> <p> [Staff Recommendation: Approve Consent Calendar]</p>	<p>ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p>
<p>7. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2019/20 (page 21)</p> <p> [Staff Recommendation: Approve the FY 2019/20 budget as presented.]</p>	<p>PRESENTATION/ ACTION</p> <p>[Vote required: majority of quorum by roll call]</p>
<p>8. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR WEBSITE SERVICES (AS-3321) (page 24)</p> <p> [Staff Recommendation: Authorize an additional \$50,000 in funds and an extension in the period of performance for one year, from December 1, 2019 through November 30, 2020.]</p>	<p>PRESENTATION/ ACTION</p> <p>[Vote required: majority of quorum by roll call]</p>
<p>9. SAME DAY PARATRANSIT SERVICE OVERVIEW</p>	<p>PRESENTATION</p>
<p>10. UPCOMING BOARD ITEMS (page 26)</p>	<p>INFORMATION</p>
<p>11. EXECUTIVE DIRECTOR’S REPORT</p>	<p>INFORMATION</p>

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| 12. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 13. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 14. | CLOSED SESSION

A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>

1. <u><i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></u>
(i) <i>A point has been reached where, in the opinion of the Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against Access Services.</i>

2. <u><i>Pending Litigation: Gov. Code §54956.9 (d)(1): one case</i></u>
(i) <i>Litigation, to which Access Services is a party, has been initiated formally</i>
<i>Case Number: 01-18-0002-5391</i>

B) <i>CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR</i> | DISCUSSION/
POSSIBLE
ACTION |
| 15. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 16. | ADJOURNMENT | ACTION |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public Comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request that an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



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

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

Monday, May 13, 2019

12:00 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:15 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice-Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Dolores Nason, and John Troost. Ex-Officio: CAC Chair Maria Aroch, TPAC Chair Giovanna Gogreve. Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Angela Nwokike

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 22, 2019**

Recommendation: Approval of minutes as written.

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

3. **REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON MARCH 22, 2019**

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

Transportation Professionals Advisory Committee Chair Giovanna Gogreve reported on the May 9 TPAC meeting. She stated that Executive Director Andre Colaiace gave a report on the implementation of SB1376 which is the TNC Access for All Act. The soft launch of the online reservations platform was discussed and TPAC members were interested in receiving more updates on this as well as the Rider360 2.0 program. Operations Service Monitor Jessica Volanos and Operations Manager Rogelio Gomez gave a presentation on the Standing Order process and they outlined the program structure. Deputy Executive Director Hector Rodriguez gave a FY2019/20 budget presentation. Rogelio Gomez also presented the Ops Report for the months of March and April.

Community Advisory Committee Chair Maria Aroch reported on the April 9 CAC meeting. She stated that there was a presentation by Via, a transportation company that has partnered with Metro on its Mobility on Demand project. David Moreno, representing Via, went over the three areas that are part of the pilot program and stated that they are looking into expanding very soon. The April 2019 Superior Service Award was presented by Project Administrator Megan Mumby to Jose Diaz from MV Transportation. Mr. Diaz was given this award because of his excellent work ethic and dedication. ADA Coordinator Rycharde Martindale asked CAC Members to ratify the nomination of Wilma Ballew for a QSS Appointment.

Ms. Aroch also stated that a discussion of the CAC Goals Retreat and recommendations resulted in a motion to create subcommittees to examine the CAC by-laws, as well as Access operational issues. Additionally, CAC Member Yael Hagen made two motions, one proposing to add an item to a future agenda and one to ask the QSS for recommendations on certain issues to be decided on by the CAC members.

5. GENERAL PUBLIC COMMENT

Ms. Renee Madera made a public comment by stating that drivers need more training. They do not know how to treat riders and they need to be made aware of the equipment the riders use. The issue of long hold times for reservation calls is also a concern. Ms. Mumby was assigned to speak to Ms. Madera on this issue.

Ms. Uasami Elisara made a public comment by stating that she is very grateful to the Southern Region for everything they have done for her. She is appreciative of the reservationists and drivers. She understands there are issues with other riders but she still has not encountered issues herself. She feels that the riders do not treat the drivers well and she encourages them to be respectful and kind. The only thing she can think of is recommending better routing of the trips.

A written comment was submitted by Immelda So that stated that a scheduled ride she had booked in Claremont never came and she had to pay \$75 for private transport back home with Uber. She tried to contact the area contractor many times to no avail. She recommends that the taxi company that was supposed to pick her up train their people or that more qualified people are hired. One of her greatest fears with Access is to be left stranded. She is a senior and is not adaptable to sudden changes. She has no other means of getting home safely and she asks that the issue of stranding be taken seriously.

6. SUPERIOR SERVICE AWARD

Strategic Planner Eric Haack presented Monica Marroquin from Mobility Management Partners with the Superior Service Award.

7. CONSENT CALENDAR

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

CONSENT CALENDAR

- a) Consideration to Renew Self-Insured Retention Automobile Liability Program
- b) Consideration to Approve Renewal of Commercial Business Package Insurance
- c) Consideration to Increase Funds for Voice Over Internet Protocol (VoIP) Phone System Contract (AS-4055)
- d) Consideration to Extend Term and Increase Funds For Telecommunications Consulting Services Contract (AS-3419)
- e) Consideration to Approve Renewal of Employee Health and Benefit Insurance Contracts
- f) Consideration to Award Contract For Fleet Inspection Services (AS-4104)

Public Comment: None

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

8. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)**

Authorize an additional \$55,025,485 in funds, a change of rates for contract year 10, and an extension in the period of performance for one (1) year, from September 1, 2020 through August 31, 2021 for Contract AS-2967 with Global Paratransit.

Public Comment

Ms. Maria Aroch made a public comment by stating that many of the people at her resource center have mentioned that service has improved drastically. Since Global has their new system, they have noticed a big change. They are always willing to help and support the Downey community.

Ms. Yael Hagen made a public comment by lending her support to Global because although she is not using them, she has heard a lot of positive feedback from the community. She believes that it is not only due to the software issue that was fixed but also the management and staff have improved their standards.

Ms. Dina Garcia made a public comment by stating that many of her friends have positive feedback because they feel the staff is really listening to the riders and making the appropriate changes to improve.

A written comment was submitted by Myrna Cabanban that expressed her appreciation for the Southern Region's efforts to improve their service. She understands that Global Paratransit has adopted new software. As a frequent rider, she has noticed a difference in the shared rides. She was able to visit the premises and she feels that she gained a better insight into the challenges of providing approximately 4,000 rides daily, such as driver shortages, traffic and system breakdowns. She sat in a live training session which covered policy and procedures and wheelchair securement training. She is confident that the management team is putting forth their best effort to maintain high standards.

Board Member Comments

Director Gombert asked when this service region would go out to bid and Deputy Executive Director Hector Rodriguez responded that this would be sometime in the spring of 2020. This allows enough time to put it out to bid with some latitude in case they need to push the schedule a bit.

Treasurer Turner stated that in the presentation it was stated that the customers provided feedback about the quality of service and she was wondering how they captured this information. Mr. Rodriguez responded that he was referring to the amount of complaints per 1,000 trips and this represents direct feedback from the customers. This is a barometer of the quality of service that Access delivers. There are many factors taken into account but if the amount of complaints decreases then it shows that the service is improving.

Chair Ahuja stated there were some performance issues in March for some of the service areas. Mr. Colaiace stated that he would address this during his report.

Secretary DeVera stated that Global Paratransit is like family to her because when she was going to college, they continued to pick her up at the school and take her home. She is very grateful for their service and for them always being so professional.

Director Nason stated that in her paratransit committee she has a Global representative and the feedback towards them is always very positive.

Director Barnes stated that seeing an improvement in Global's numbers and hearing the positive comments is excellent. He is looking forward to seeing their performance improve this coming year.

Chair Ahuja stated that she hopes that Global doesn't take all the good comments for granted and continues with their good service.

Motion made by Secretary DeVera to approve Item 8, seconded by Director Troost. Via Roll Call Vote - all were in favor, motion passed.

9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

Authorize an additional \$15,611,904 in funds, a change of rates and an extension in the period of performance for two (2) years, from May 1, 2020 through April 30, 2022 for Contract AS-3116 with Keolis.

Public Comment

None.

Board Member Comments

Director Turner asked, in regards to the performance report, why the missed trips were above standard for the period in question. Mr. Rodriguez stated that the contractor had a few days that were impacted by software issues. Since the number of trips performed

daily is relatively small, those few days have a disparate impact on performance. The variance, however, is relatively small.

Motion made by Treasurer Turner to approve Item 9, seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.

10. CONSIDERATION TO AWARD RIDER360 VERSION 2.0 CONTRACT (AS-4105)

Authorize staff to award contract AS-4105 for Rider360 Version 2.0 for the firm fixed price of \$1,499,291 to Cambria Solutions, Inc. The period of performance for the contract will be five years with an option for a two-year extension.

Public Comment

None.

Board Member Comments

Director Barnes asked if they could elaborate a bit more on the price reduction. It seems that it is a big amount and he would like to know more details. It worries him that they will see change orders come back to them and they will have to put the money back in. Procurement Administrator David Chia stated that their price reduction is based on fine tuning the scope requirements. They went through the scope with Cambria to do this. Mr. Chia pointed out that Cambria proposed the highest amount of qualified experts and have worked on quite a few management systems. Director of Information Technology Bill Tsuei stated that Cambria offered the best deal. Chair Ahuja asked if they were changing firms and Mr. Tsuei confirmed they were.

Giovanna Gogreve stated that she was concerned that since Cambria has the online application process and now Rider 360, they will be spread too thin. She wants to make sure they have enough resources to complete the work.

Mr. Tsuei stated that he believes that Cambria is up for the job since they have already proven themselves with some projects they have already worked on.

Director Barnes asked if Cambria has completed these processes on time and with no hidden fees and Mr. Tsuei stated this was correct. Mr. Tsuei informed them that they are located in Sacramento but have an existing branch in Los Angeles and they are also doing work for Metro.

Motion made by Director Nason to approve Item 10, seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.

11. CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM - INFORMATION TECHNOLOGY CONSULTING AND SERVICES CONTRACT (AS-3039)

Authorize an additional \$70,000 in funds and an extension in the period of performance with Fairway Technologies from May 1, 2019 through October 31, 2019.

Public Comment

None.

Board Member Comments

None.

Motion made by Vice-Chair Ida to approve Item 11, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

12. FY2019/20 BUDGET OVERVIEW

Receive and file.

Public Comment

Ms. Yael Hagen made a public comment by stating that she has been working with Access Services staff and the community and has had great success. She wants to be sure that the budget is reflective of the work they have been doing so that they can continue with these wonderful improvements.

Ms. Dina Garcia made a public comment by thanking staff and the Board for listening to the riders on ideas for making things better through the budget process.

Board Member Comments

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

Director Nason asked if they were taking into account the popularity of Lyft and Uber on ridership projections. Mr. Rodriguez responded that the HDR firm compiles these projections by looking at the economy, the cost of fares and other factors. Uber and Lyft do not have as many accessible vehicles as Access.

Mr. Colaiace stated that Access is open to any other options that will increase mobility for riders. They would like to ensure that these companies have accessible vehicles.

Director Barnes stated that the graphs were very enlightening in terms of cost. They look great compared to some of the other cities listed. He had a question concerning the timeline on the process. He was wondering why they were so far advanced in the

budgeting process. He was hoping to get an earlier preview next time this comes up so that the Board is involved in the whole process, not just at the end. In terms of Metro, he asked Chair Ahuja if they are on track. She confirmed that they are on track and that Access has been meeting very closely with the staff at Metro.

Chair Ahuja agreed with Director Barnes that the Board should be more involved earlier in the whole process.

13. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell announced that the next Board meeting will be taking place at Metro on Monday, June 17, 2019. The next two Board meetings will take place in July at Access and at Metro in August.

14. EXECUTIVE DIRECTOR'S REPORT

Mr. Colaiace stated that the Eastern and West/Central regions had issues in March related to their software and some driver issues but they have already bounced back in the month of April. He noted that the West/Central, Southern and Eastern regions had the soft launch of online reservations. They look forward to making this tool more widely available to reduce cost and calls. The online applications process is slated to go live in June 2019. The California legislature passed Senate Bill 1376 that is in process of being implemented. It will expand the requirement for TNCs to have ADA accessible vehicles. There will be a per trip fee until certain benchmarks are met. The per trip fee will then fund these improvements and they are working together with Metro to facilitate this.

Giovanna Gogreve asked what the hiccup in March was with 5M and if it was a serious concern. Mr. Colaiace responded that, as with any complex paratransit software, there will be hiccups in performance. He stated that they had one major incident only and so far it has not happened again. They are working closely with the software company and are tracking it.

15. BOARD MEMBER COMMUNICATION

Giovanna Gogreve wished everyone a happy spring.

Maria Aroch thanked everyone for coming to the meeting and she really appreciated the community engaging.

Treasurer Turner thanked staff for their presentations.

Director Nason was sad to miss the last meeting last month because in eight years she has never missed a meeting.

Director Gombert thanked staff and everyone for a good meeting.

Director Barnes thanked everyone and confirmed that he has never seen Director Nason miss a meeting.

Director Ida thanked everyone and wished everyon happy belated Mother’s Day.

Director DeVera stated that Ms. Nason had been on the Board for more than 10 years since she was here before her.

Director Troost thanked staff for their work as well as thanking those who attended the Commission on Diasbilities fund raiser event.

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

17. CLOSED SESSION REPORT

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

18. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

19. ADJOURNMENT

Motion made by Secretary DeVera, seconded by Director Barnes. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:56 p.m.

Approved

Theresa DeVera, Secretary

Date

JUNE 10, 2019

TO: BOARD OF DIRECTORS

FROM: VINCE EWING, LEGAL COUNSEL

RE: CONSIDERATION TO APPROVE EXTENSION OF TERM FOR EXECUTIVE DIRECTOR EMPLOYMENT CONTRACT

On May 13, 2019, in closed session the Board unanimously directed the General Counsel to draft a six-month extension by amendment to the employment contract of Andre Colaiace as Executive Director. Said contract, set to expire on August 1, 2019, as amended shall expire on February 1, 2020. All other terms and conditions of said contract previously negotiated by the Compensation Committee and approved by the Board of Directors shall remain in full force and effect.

RECOMMENDATION

Authorize the extension of the contract with Andre Colaiace to February 1, 2020.

EFFECT OF APPROVAL OF COMPENSATION COMMITTEE RECOMMENDATION

If this recommendation is approved by the Board, the parties specified will be authorized, but not required, to extend the contract with Andre Colaiace under terms that are no less favorable to Access than those proposed and approved 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.

IMPACT ON BUDGET

No material impact on the budget is anticipated.

JUNE 10, 2019

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER

RE: CONSIDERATION TO APPROVE CHANGE IN SCOPE OF WORK FOR SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-4064)

ISSUE:

In October 2017, the Board approved the adoption of 13 key performance indicators and standards, which have since been added to operating contracts through the RFP process or negotiation with contractors. Associated with KPIs are liquidated damages (LDs), which are applied quarterly for contractors not meeting the KPIs. Over the last 18 months, it has become apparent that a “one-size-fits-all” approach does not work for LDs due to the large disparity in the size of contracts.

RECOMMENDATION:

Authorize an amendment to the Santa Clarita Region contract to adjust liquidated damage amounts to be proportional to the size of the contract.

IMPACT ON BUDGET:

There is no anticipated impact to the budget.

ALTERNATIVES CONSIDERED:

Making no change to the LDs was considered but that would put an unfair financial burden on the contractor performing the service for the City of Santa Clarita. An adjustment to right-size the LDs to be proportional to the size of the contract is reasonable. For example, the Southern Region operation performs more than 4,000 trips per weekday; the Santa Clarita Region performs about 200 trips per weekday. While a \$25,000 quarterly penalty for not meeting standard is reasonable for a large contract, it is not appropriate for a small 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 amend the written contract with Santa Clarita Transit for specialized transportation services on terms and conditions set forth in the existing

contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The Santa Clarita Region Contract, AS-4064, was awarded to the City of Santa Clarita on May 21, 2018. The contract introduced Board-approved key performance indicators, standards and liquidated damages per the Board's direction in 2017. Each KPI has applicable industry-consistent standards and liquidated damages for not meeting contractual requirements. In March 2019, the Board approved similar changes to the Antelope Valley Region Contract.

The table below highlights the specific Santa Clarita Region KPIs and the associated liquidated damages proposed for each one:

PERFORMANCE CRITERIA	PERFORMANCE STANDARD	CURRENTLY CONTRACTUAL	LIQUIDATED DAMAGES RANGE
On-time performance (next-day trips)	91% or higher	YES	89.0%-90.0% = \$1,000; 87.0%-88.9% = \$2,500; less than 87.0% = \$5,000
On-time performance (Access-to-work trips)	94% or higher	YES	92.0%-93.0% = \$1,000; 90.0%-91.9% = \$2,500; less than 90.0% = \$5,000
Excessively late trips	0.10% or lower	YES	0.11%-0.19% = \$1,000; 0.20%-0.29% = \$2,500; above 0.29% = \$5,000
Calls on hold > 5 minutes (ETA calls)	10% or lower	YES	10.1%-15.0% = \$1,000; 15.1%-20.0% = \$2,500; above 20.0% = \$5,000
Calls on hold > 5 minutes (reservation calls)	5% or lower	YES	5.1%-10.0% = \$1,000; 10.1%-15% = \$2,500; above 15% = \$5,000
Average initial hold time (reservation calls)	120 seconds or lower	YES	121-180 seconds = \$1,000; 181-240 seconds = \$2,500; above 240 seconds = \$10,000
Trip denials	zero	YES	\$100 for each denied trip
Complaint rate	4.0 per 1,000 trips or lower	YES	4.5-5.0 = \$1,000; 5.1-5.5 = \$2,500; above 5.5 = \$5,000
Preventable collision rate	0.50 per 100,000 miles or lower	YES	0.76-1.00 = \$1,000; 1.01-1.25 = \$2,500; above 1.25 = \$5,000
Preventable incident rate	0.25 per 100,000 miles or lower	YES	0.51-0.75 = \$1,000; 0.76-1.00 = \$2,500; above 1.00 = \$5,000
Miles between road calls	25,000 or higher	YES	\$1,000 for any quarter in which miles between road calls is below 25,000
Missed trips	0.75% or lower	YES	0.76%-1.00% = \$1,000; 1.01%-1.25% = \$2,500; above 1.25% = \$5,000
Excessive travel time	5% or lower	YES	5.1%-10.0% = \$1,000; 10.1%-15.0% = \$2,500; above 15.0% = \$5,000

JUNE 10, 2019

TO: BOARD OF DIRECTORS

**FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD ELIGIBILITY APPEALS CONTRACT (AS-
4101-7)**

ISSUE:

Board approval is required to exercise the award of a contract to an eligibility appeals specialist with an expertise in the field of mental health.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4101-7 with Lori Petrie, Ph.D. (Dr. Petrie) for a total contract amount not-to-exceed \$810,500. The contract period of performance will be five (5) years, commencing on September 1, 2019.

IMPACT ON BUDGET:

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

ALTERNATIVES CONSIDERED:

Access is mandated by the Americans with Disabilities Act (ADA) to provide eligibility appeals services. With award of this contract, the agency will be able to continue to meet the anticipated demand for this service over the next several years. Access currently has one appeals specialist in the field of mental health, Dr. Petrie. If demand so dictates, we can also call upon a team member of another appeals specialist, Dr. Alfred Glover, who is a psychotherapist.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed herein. Access would not

be legally bound to the proposed contract unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Request for Quotations (RFQ) No. AS-4101 was issued on August 30, 2018, and seven (7) Appeals Specialists responded thereto. Based on date of submission, the Board approved contract award to six (6) of the seven (7) proposers at our January and March 2019 meetings. The proposal currently under consideration represents the seventh response to the RFQ.

Dr. Petrie is a licensed clinical psychologist in private practice in West Los Angeles with fifteen years of experience working with Access eligibility appellants and almost thirty years in the field of psychology. Among her professional roles, Dr. Petrie has worked with clients of all ages in a variety of clinical settings and has served as Associate Professor in the Department of Psychiatry at Harbor-UCLA Medical Center.

Dr. Petrie's proposal was deemed both responsive and responsible. Her performance has been consistent with the expectations, requirements, and terms of the three contracts which she has had with Access. Her proposed rates for each of the five years of the new contract term (as outlined below) are identical to the rates charged under her current contract with Access and thus deemed fair and reasonable.

The above listed contract cost is based on the following rates.

Year 1	Year 2	Year 3	Year 4	Year 5
\$500 per Evaluation	\$500 per Evaluation	\$500 per Evaluation	\$500 per Evaluation	\$500 per Evaluation
\$100 Per Late Cancellation / No Show	\$100 Per Late Cancellation / No Show	\$100 Per Late Cancellation / No Show	\$100 Per Late Cancellation / No Show	\$100 Per Late Cancellation / No Show

The projected number of evaluation appeals for Dr. Petrie (September 1, 2019- August 31, 2024) is as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Dr. Petrie	300	312	324	336	349	1,621

Based on an evaluation of her written proposal, the quality of her work with Access applicants, and the experience Access staff has had working with Dr. Petrie over many years, staff recommends the award of a contract to Dr. Petrie per the terms outlined above.

JUNE 10, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2019/20

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2019 through June 30, 2020.

RECOMMENDATION:

Approve the FY2019/20 budget as presented.

BACKGROUND:

The proposed FY2019/20 budget is based on demand projections conducted by Access' 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 as well as the full Board at the May meeting. Overall the budget is based on a funding level of \$193.2 million of which Paratransit Operations represents over 85.5% of the total budget. The budget will provide for delivery of 4.57 million passengers and 31.8 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 \$71.0 million from a Federal (FTA) Surface Transportation Block Grant (STBG) program; \$10.1 million from passenger fare revenues; estimated carryover of capital funds of \$8.8 million; \$12.9 million from Measure M funds; \$0.51 million from the sale of depreciated vehicles, earned interest on cash deposits and other revenue. Approximately \$90.3 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 FY2019/20 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.

Administration

The total cost of \$7.2 million for this program (3.7% of total funding) reflects a 3.9% increase from the FY2018/19 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - \$4.8 million (\$4.6 million FY2018/19)
 - The budget calls for a 3% salary increase.
- Professional Services - \$0.83 million (\$0.93 million FY2018/19)

Contract Operations and Management

The total cost of \$165.2 million for this program (85.5% of total funding) is a 5.3% increase (\$8.2 million) from the FY2018/19 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$148.7 million (\$141.0 million FY 2018/19)
- Insurance - \$6.8 million (\$7.1 million FY 2018/19)
- Free Fare Program - \$3.5 million (\$3.5 million FY 2018/19)

Increasing costs within the purchased transportation program are mainly due to higher minimum wage requirements, which have led to higher costs for contracted services.

CTSA (Consolidated Transportation Services Agency)

The total cost of \$0.46 million for this program (0.3% of total funding) is a 40% decrease (\$198,817) from the FY2018/19 budget.

Eligibility Determination

The total cost of \$11.0 million for this program (5.7% of total funding) is a 42% increase (\$3.3 million) from the FY2018/19 budget.

Eligibility costs are expected to be impacted by a variety of factors. HDR has projected a higher number of new applicants. This projection is consistent with year-to-date data that reflects a significant increase in applicants over the budgeted number of applicants in FY2018/19. The higher projection for new applicants has a ripple effect across this

function: more applicants translate into a higher number of appeals, increased transportation costs as well as a higher number of in-person eligibility interviews. All of these effects add to the higher expected costs for FY2019/20.

Capital Projects

The total cost of \$9.3 million (4.8% of total funding) is a reduction when compared to the FY2018/19 budget amount of \$12 million. Please note that the capital budget is an estimate of the total amount of available grant funding that will be carried over from FY2018/19 to the proposed FY2019/20 budget.

Capital includes -

IT Project	\$488,000
Vehicle Acquisition (115 vehicles)	\$8,767,055

Next Steps

The overall Metro budget (which includes funding for Access) was approved at Metro’s regular Board meeting in May 2019. The Metro Board of Directors will also consider Access’ funding request for FY2019/20 at the Finance, Budget and Audit Subcommittee on June 19, 2019 and at their regular Board meeting on June 27, 2019. Upon approval, staff will execute a funding MOU with Metro.

JUNE 10, 2019

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR WEBSITE SERVICES (AS-3321)

ISSUE:

Board approval is necessary to add \$50,000 and extend contract AS-3321 with Trinet Internet Solutions, Inc. (Trinet), for website services.

RECOMMENDATION:

Authorize an additional \$50,000 in funds and an extension in the period of performance for one year, from December 1, 2019 through November 30, 2020.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$435,000 to \$485,000. This action is consistent with Access' proposed budget for FY2019/20 and will be programmed for FY2020/21.

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

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.

Trinet is presently working on the website redesign and will deliver the brand new design by the end of October 2019. The new design will include different wire frames that are in compliance with the WCAG (Web Content Accessibility Guidelines) 2.0 and functionality related to providing transit connection information, rider alerts, advanced search and a full Spanish version website.

The existing contract was awarded in 2012 and currently expires on November 30, 2019. Since the new website will launch just before contract expiration, staff recommends extending the contract for an additional year to support the newly developed website.

Staff will then issue a Request for Proposals in early 2020 to solicit vendors for a new contract.

JUNE 10, 2019

TO: BOARD OF DIRECTORS
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
 RE: UPCOMING BOARD ITEMS

ISSUE:

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

July 15, 2019
Board Meeting - El Monte

Agenda Items:	Disposition:
"Where's My Ride" Software Contract Extension	Action

August 19, 2019
Board Meeting - Metro

Agenda Items:	Disposition:
Renew Agency Insurance Policies	Action
Appointment of Transportation Professionals Advisory Committee (TPAC) Members	Action

September 16, 2019
Board Meeting - Metro

Agenda Items:	Disposition:
Transportation Brokerage Services Contract Award	Action