

access

BOARD OF DIRECTORS MEETING

Friday, March 22, 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.

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. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 15, 2019 (page 7) [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

6. **CONSENT CALENDAR**

ACTION

[Vote Required:
majority of quorum
by roll call]

- a) Consideration to Exceed Aggregate Procurement Limit For Printing Vendor (page 20)

[Staff Recommendation: Authorize staff to exceed the \$75,000 aggregate procurement limit with Dual Graphics for an amount not to exceed \$100,000.]

- b) Consideration to Extend Term and Increase Funds - Legal Services Contract (AS-4072) (page 22)

[Staff Recommendation: Authorize an additional \$250,000 in funds and extend the term for Contract AS-4072 with Jones and Lester from April 1, 2019 through March 31, 2020.]

- c) Consideration to Award Appeals Services Contract (AS-4101-6) (page 24)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4101-6 with Alfred L. Glover, DPM (Dr. Glover) for a total contract amount not-to-exceed \$535,900. The contract period of performance will be five (5) years, commencing on May 1, 2019]

- d) Consideration to Extend Term and Increase Funds - Parents with Disabilities Pilot Program (AS-3403) (page 27)

[Staff Recommendation: Authorize a change in rate and an extension in the period of performance for twelve months from July 1, 2019 to June 30, 2020 with MV Transportation.]

- e) Consideration to Increase Funds and Extend Term for Transitional Voice Communication Services (PO#1004933) (page 31)

[Staff Recommendation: Authorize an additional \$900,000 in funds and an extension in the period of performance through June 30, 2019 with TMSI.]

[Staff Recommendation: Approve Consent Calendar]

7. **CONSIDERATION TO APPROVE CHANGE IN TRANSFER TRIP PROGRAM** (page 34)

[Staff Recommendation: Authorize staff to proceed with an expansion of transfer trip service and negotiate supporting contract amendments for the Antelope Valley and Northern service regions.]

PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]

8. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS FOR NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)** (page 37)

[Staff Recommendation: Authorize an additional \$50,000 annually for AS-4059 for the addition of a second Starter position for MV Transportation to supervise transfer trips at Olive View Medical Center in Sylmar.]

PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]

9. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, CHANGE IN SCOPE, INCREASE FUNDS AND EXTEND TERM FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)** (page 39)

PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]

1. [Staff Recommendation: Authorize a change in the fixed monthly and variable trips rates based upon the table below:

Period of Performance	Fixed Monthly Rate	Variable Trip Rate
July 1, 2018 - April 30, 2019	\$187,342	\$22.41
May 1, 2019 - June 30, 2019	\$216,545	\$23.31
July 1, 2019 - April 30, 2020	\$216,545	\$24.56

2. Authorize a rate for transfer trips based upon the table below:

Period of Performance	Transfer Trip Rate
July 1, 2019 - April 30, 2020	\$28.14

1. Authorize the addition of funds by \$379,364 thereby increasing the maximum contract value from \$34,223,886 to \$34,603,250.]

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| <p>10. CONSIDERATION TO AUTHORIZE FINANCIAL INSTITUTION CHANGE (page 45)</p> <p>[Staff Recommendation: Approve a new contract with City National Bank (CNB) to provide banking services and authorize the Treasurer/Secretary to sign new banking agreements and designate the titles of check signatories.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. CONSIDERATION TO APPROVE AGENCY INVESTMENT POLICY (page 48)</p> <p>[Staff Recommendation: Approve the draft investment policy.]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote required:
majority of quorum
by roll call]</p> |
| <p>12. TRANSPORTATION SERVICES BROKERAGE SCOPE OF WORK (page 49)</p> | <p>INFORMATION</p> |
| <p>13. UPCOMING BOARD ITEMS (page 51)</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> |

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| <p>17. CLOSED SESSION</p> <p>A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i></p> <p>1. <u><i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></u></p> <p>(i) <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.</i></p> <p>2. <u><i>Pending Litigation: Gov. Code §54956.9 (d)(1): one case</i></u></p> <p>(i) <i>Litigation, to which Access Services is a party, has been initiated formally</i>
<i>Case Number: 01-18-0002-5391</i></p> <p>B) <i>CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR</i></p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>18. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p> | <p>INFORMATION</p> |
| <p>19. 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 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 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

Tuesday, January 15, 2019

12:06 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice-Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors' Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Ex-Officio: CAC Vice-Chair Michael Arrigo, TPAC Vice-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 OCTOBER 26, 2018**

Recommendation: Approval of minutes as written.

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

3. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 5, 2018**

Recommendation: Approval of minutes as written.

Motion made by Treasurer Turner to approve the minutes, seconded by Director Barnes. Via Roll Call, Director DeVera abstained, all others were in favor, motion passed.

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

Community Advisory Committee Chair Maria Aroch provided a brief report of the December 11, 2018 meeting: Director of Administration F Scott Jewell presented a report on Transportation Brokerage and Special Services. Communications Coordinator Josh Southwick presented the improvements that will be made to the Access website. Business Analyst Melissa Mungia did a presentation on the Web Booking pilot. She explained the functionality and improvements this app would bring to Access riders. Lastly, Project Administrator Alex Chrisman presented the Jerry Walker Runner-up Award to Margie Morales of California Transit.

Transportation Professionals Advisory Committee Chair Giovanna Gogreve reported on the November 8, 2018 and January 10, 2019 TPAC meetings that they received a report from Executive Director Andre Colaiace, with the year-to-date operation statistics as well as a brief update on a letter he received from the FDA on the ADA Paratransit Compliance Review. There was also an operations report. At the TPAC Officer elections, she was voted in as the new Chair for FY20. There was a presentation on the Where's My Ride app, and System Administrator Ruben Prieto reported that as of January 2018, there are 3,200 users. There was also a presentation on the Customer Service Working Group from Mr. Jewell. At the January 10th meeting, there was an Executive Director's report from Mr. Colaiace, concerning the web-booking project along with a presentation. TPAC has requested an ongoing update for the web-booking project, which is expected to go live in March. TPAC had many recommendations for the Special Transportation Services RFP and she hoped the staff would take those recommendations into consideration when implementing this project. There was a presentation from Manager of Training and Compliance Alvina Narayan and CTSA Analyst Onnika Payne on the CTSA Safety Program and the new schedule. An operations report given by Manager of Operations Rogelio Gomez was asked to be amended so they can have further information and make some recommendations to staff. There was a detailed report on Medi-Cal reimbursement and how state legislation is preventing Access from being reimbursed.

5. GENERAL PUBLIC COMMENT

Angie Smith made a public comment by stating that she was bringing to the Board's attention that she'd presented an issue at the CAC meeting about the possibility of making last minute changes in routes. When she goes to a doctor's appointment and is transported to another facility, this changes her return route with Access. She wants the Board to be made aware of this issue. Project Administrator Faustino Salvador was assigned to meet with her to discuss the issue.

John Randall made a public comment by stating that being able to use coupons for the service is wonderful. He wanted to report that there is a driver who sells coupons. He wondered if the drivers are reselling people's unused coupons or those they find on the floor and asked if drivers were allowed to sell coupons. He thought the coupons could only be purchased at designated places or by mail. Chief Operations Officer Mike Greenwood was assigned to meet with him.

Rene Madera made a public comment by stating that when she calls for an ETA and it is before reservation hours, she is transferred to speak with a dispatch representative, i.e. Karen from MV Transportation. She does not have the Where's My Ride app on her phone yet and she would like a clear answer. All she wants is the representative to do her job and give her an ETA so that she can go out there and meet the driver. Secondly, she was on a ride on the 3rd or the 4th of January, and had to be picked up at a restaurant. She exited early to meet her pick up time and still had to wait up to 40 minutes. When she called for an ETA because her ride was late, the representative was laughing at her. She doesn't need the app and the employees need to take the riders seriously. Manager of Operations Rogelio Gomez was assigned to meet with her.

6. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

Project Administrator Alex Chrisman presented Doug Campbell from Santa Clarita Transit 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 Approve Eligibility Appeal Contracts

- b) Consideration to Extend Term and Increase Funds - Oracle Support Services (AS-4046)
- c) Consideration to Extend Term and Increase Funds - Third Party Administration (TPA) Services (AS-3877)
- d) Consideration to Extend Term and Increase Funds - Demand Forecasting Services (AS-3393)
- e) Consideration to Extend Term and Increase Funds - Drug and Alcohol Consultant Services (AS-3876)
- f) Consideration to Extend Term and Increase Funds - Data Services Contract (AS-3705)
- g) Consideration to Reappoint Community Advisory Committee (CAC) Members
- h) Consideration to Increase Funds - Information Technology Consulting & Services Contract (AS-3039)

Public Comment: None

Treasurer Turner requested that Items 7-e and g be pulled for the purpose of discussion.

Director Nason requested that Items 7-e, f and h be pulled for the purpose of discussion.

Motion made by Director Troost to approve Items 7-a, b, c, and d on the Consent Calendar, seconded by Secretary Turner. Via Roll Call Vote - all were in favor, motion passed.

Item 7-e

Public Comment: None

Board Member Comments:

Treasurer Turner stated that she was made aware that the FTA mandated an increase in random drug testing and asked how it will affect this contract. Ms. Narayan responded that they anticipate the impact to take effect about six months into the testing, and then they would be able to provide an update. The new rule took effect in January 2019 so that is too recent for staff to forecast how it will affect the contract. Treasurer Turner asked what the percentage increase was. Ms. Narayan responded that it was from 25% to 50% percent. Treasurer Turner asked if each contractor was individually assessed for the 50% or if all of the Access contractors were assessed as a whole for a total of 50%. Ms. Narayan replied that the rule change is effective for all contractors, including subcontractors, and each entity has their own testing pool.

Director Nason added that the questions asked by Treasurer Turner were the same questions she had. However, she did want to know if Access was also responsible for checking drivers' licenses and insurance for staff and drivers. Director of Planning and Coordination Matthew Avancena replied that was indeed Access' responsibility and that this information was checked.

Motion made by Treasurer Turner to approve Item 7-e on the Consent Calendar, seconded by Director DeVera. Via Roll Call Vote - all were in favor, motion passed.

Item 7-f

Public Comment: None

Board Member Comments:

Director Nason asked if this proposed contract was in fact for June 1, 2019 to May 31, 2020. Director of Information Technology William Tsuei confirmed it was. She asked what kind of preparation Access staff is taking so that they don't have an issue with short expiration dates that force the Board to hurry up and vote on something.

Mr. Tsuei responded that this particular contract was competitively awarded back in May 2014. The contract won't end until May 31, 2019, and they are five months ahead on trying to renew this contract. Director Nason asked why they are being rushed to vote on this now. Mr. Tsuei responded that the typical practice is to bring items to the Board, four or five months before the end of contract.

Director DeVera asked if this item should be tabled. Director Nason mentioned that she was simply trying to point out that the Board was being forced to make decisions very quickly with not enough time to discuss them.

Mr. Colaiace responded that only the major operating contracts are brought to the Board up to 14 months before they expire. However, he said he is open to getting feedback from the Board in terms of the amount of lead-time they would like when making decisions about contracts.

Director Gombert stated that having enough lead-time is important and that contracts should be brought in soon enough so that there is enough time to review the options. Mr. Colaiace stated that the lead-time for this particular contract was preserved.

Director Turner stated that any contract should have sufficient time to be discussed because public dollars are being spent. She wants the Board to have time to review the contracts before just extending them each time.

Motion made by Vice-Chair Ida to approve Item 7-f on the Consent Calendar, seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.

Item 7-g

Public Comment: None

Board Member Comments:

Treasurer Turner wanted to congratulate and thank the members of the Community Advisory Committee for their leadership, input and the advice they provide to the Board. They could not do their job without the input from the actual users of the system or the people who know more about the business of the service than they do. Chair Ahuja asked Andre Colaiace if the CAC recommendations were taken into consideration. He confirmed that they were. Director DeVera mentioned that Olivia Almalel is not with CALIF but Dina Garcia is.

Motion made by Director Gombert to approve Item 7-g on the Consent Calendar, seconded by Director DeVera. Via Roll Call Vote - all were in favor, motion passed.

Item 7-h

Public Comment: None

Board Member Comments:

Director Nason asked why is there a \$70,000 increase for contracted projects that are already in progress and why does a decision need to be made in such a short time frame. Mr. Jewell stated that this contract is currently out to bid and would be brought to the Board in March or April for approval. The current contractor has projects that are in progress and staff wants to make sure they are finished in case there is a change of contractor with this procurement. One of the major projects that they are working on is the online eligibility application. Director Turner stated that the requested funds will be for closing out current projects such as Where's My Ride and Online Booking integrations but they heard today from one of the riders that they wanted to know not the actual ETA, but where the vehicle was located. Treasurer Turner would like to know if this is included in the Where's My Ride app. Mr. Colaiace replied that this option was already included in the app.

Motion made by Director Nason to approve Item 7-h on the Consent Calendar, seconded by Director 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 \$49,655,685 in funds, a change of rates for contract years 8 and 9, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.

Authorize staff to request \$440,302 from Metro from the FY18 carryover funds and increase the FY19 budget by \$440,302.

Public Comment

Yael Hagen stated that she wanted to lend her support to the Southern Region. She does not have a whole lot of experience with the Southern Region, but she does have experience with the riders that are in that community. Whatever performance issues exist, she commends the service provider for seeking input. She stated that riders do not need a disturbance in how things work. She believes that they are moving forward and that things are improving. The KPIs are improving as well as the standard expected, and they need to keep that momentum. The ability to have stable providers that are providing that service is what the community needs right now.

Carlos Benavides, Chair of the Los Angeles County Commission on Disabilities, stated that that he endorsed a new contract extension with Global Paratransit. Over the past year, he has worked with Global Paratransit to help develop better experiences for the patients at Rancho Los Amigos. They have been responsive to the patients' concerns, partnered with Rancho's Administration by holding monthly meetings, and opened the lines of communication. They would like to continue to work with Global Paratransit because they have worked towards continuous improvement. If they work with another company, their worst fear is that they would have to start all over again and these partnerships are long term. Although he is supportive, he will continue to keep Global Paratransit accountable.

Angie Smith stated that she wanted to express her appreciation for the new software system. She has heard feedback from the riders and the drivers. The drivers have been telling her how happy they are for reaching their destinations in a timely manner. She appreciates it and she knows it is overwhelming and there is a lot to take on but they are moving in the right direction.

Board Member Comments

Director Gombert wanted to ask a contractor-related question. He wanted to know if Global could confirm to the Board, and the customers in the room, that if awarded the modified contract they could meet the KPIs listed. Global General Manager Louie

Garcia assured him that the KPIs would be met if their contract was extended. Treasurer Turner asked what the increased number of staff members, such as road supervisors, would be doing and how this would help meet their KPI for on-time performance. Mr. Garcia stated that having more supervisors will allow for easier supervision of new drivers, which will improve performance and communication.

Secretary DeVera stated this was the first time that carryover money is being requested from Metro and hoped it does not become a trend. Deputy Executive Director Hector Rodriguez responded that Board asked what it would cost to implement the KPIs early. This would require funds that were not budgeted and the carryover funds were the only way to achieve this request. Mr. Colaiace stated that this would not become a habit.

Chair Ahuja stated the operational performance for Global has been worse than that of other providers. She stated that Global should not expect a contract renewal if the Board does not see an improvement in performance.

Motion made by Director Nason 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 EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)

Authorize an additional \$44,692,931 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2020 through March 31, 2021 for Contract AS-3421 with San Gabriel Transit.

Public Comment

None.

Board Member Comments

None.

Motion made by Vice-Chair Ida to approve Item 9, seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

10. TRANSPORTATION SERVICES BROKERAGE

Mr. Jewell stated that staff has identified certain services that may be operated more effectively in terms of rider convenience and possible cost containment. This would be achieved by establishing a transportation brokerage contract that in turn could

subcontract with a variety of transportation providers, including, but not limited to, non-emergency medical transportation providers, transportation network companies (e.g. Uber and Lyft), taxis and other related entities.

Public Comment

Yael Hagen stated that the CAC input was that whenever they can expand options and direct some of the trips into other systems it's always good for service. Exploring this idea as an option is good and the CAC agrees with it. The CAC wants to how to background checks would be handled amongst other issues.

Board Member Comments

Treasurer Turner discussed her sister's experience at the eligibility center. They had a good experience overall when she arrived at the center. It was the long wait after she was finished that was not good. She had to wait an extra two hours after finishing her eligibility process because she had to wait for everyone else on that ride to finish. The option of bringing an Uber/Lyft type of service into Access would have probably resolved this problem. Director Turner also mentioned that a PA system is also needed at the center to make operations run a bit smoother.

Director Gombert stated that the presentation states that 40-45% of the current trips are provided by taxis and asked if those drivers were in fact meeting the drug test, Live Scan and other criteria. Mr. Jewell replied affirmatively to these questions. Director Gombert asked if the taxi services currently provide some of the return trips from the eligibility center. Mr. Jewell stated that they do on an occasional basis. Mr. Jewell stated that the intent of this brokerage model is to be able to branch out and try to get better options in terms of providing that service. The low productivity associated with it makes it difficult to provide enough vehicles to be able to hit the entire county at the same time.

Treasurer Turner agreed with Director Gombert and doesn't understand why we can't require these background checks to move forward. Mr. Jewell responded that there are some tradeoffs. For example, TNCs do not have drug testing programs and do not meet those Federal requirements. The taxi services that are being used by Access now do meet the requirements but there are companies out there that would not. This is a discussion to have with the Board before moving forward.

Secretary DeVera suggested that some sort of buzzer be used at the eligibility center, similar to those in restaurants, to announce that it is their turn. This would be especially helpful for visually and hearing impaired riders. This would eliminate the "cattle call" experience at the eligibility center.

Mr. Colaiace stated that they have come a long way from the last eligibility center but will definitely do what they can to continually improve the center.

Chair Ahuja asked about the monitoring of the eligibility center. Mr. Jewell responded that staff went to the center at least once a week to monitor transportation, on-time performance, complaints and other areas. Chair Ahuja recommended that staff go to the eligibility center more often and talk to the future potential riders.

Treasurer Turner stated that the wait to leave the center was very long and it doesn't reflect well on Access. There should be a suggestion box in the reception area so that people can give feedback on the service.

Director Nason stated that people that go to the center will more than likely not complain because they are potential riders. She also said it makes no sense to have vans sitting outside of the building instead of using them. Mr. Colaiace stated that this is a valuable discussion and Access will be making some changes shortly.

Chair Ahuja stated that everyone should be involved in the scope when it is created. Before taking it to the Board, it is important to first discuss it and receive input to better determine what will be expected.

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ELIGIBILITY TRANSPORTATION SERVICES (EASTERN REGION SERVICE PROVIDER CONTRACT AS-3421)

Authorize an additional \$2,184,426 in funds, a change of rates and an extension in the period of performance for eligibility transportation services from April 1, 2019 through March 31, 2020 for Contract AS-3421 with San Gabriel Transit (SGT).

Public Comment

None.

Board Member Comments

Secretary DeVera asked why someone going to Commerce would have to share a ride with someone going to downtown L.A.. Mr. Jewell responded that the contractor also provides trips for the Eastern region and in some cases will route both types of trips together in order to efficiently manage their resources.

Treasurer Turner asked how an eligibility ride is billed to Access compared to a regular ride. Mr. Jewell responded that if an eligibility trip starts on an eligibility vehicle, then it is billed under the eligibility vehicle hour rate. If the eligibility trip is reassigned to an Eastern region vehicle, then it is billed under the per trip rate for the Eastern contract. The trip is never billed under both.

Director Gombert asked if the extension is approved, would this preclude staff from making any adjustments to the scope of work. Mr. Jewell responded that changes could still be made. Director Gombert asked how many people go through the eligibility center a day. Mr. Jewell stated that depending on the week, about 120-150 people and about 16% find their own transportation. Director Gombert wondered if there would be a way to adjust the scope so that the amount of waiting time could be diminished.

Chair Ahuja stated that she hopes these changes are made and that Access does not necessarily need the Board to pre-approve some of the changes suggested.

Treasurer Turner stated that she would like a look at complaints based on the facility's operation after the suggestion box is in place.

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

12. UPCOMING BOARD ITEMS

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

13. EXECUTIVE DIRECTORS REPORT

Mr. Colaiace stated that so far in 2019 through the middle of January, service is very strong at 92.3%, which is excellent. He thanked the contractors and drivers as well as the dispatchers, and everyone who puts the service on the street. At the TPAC meeting, staff stated that there were about 800,000 ETAs provided by Where's My Ride and 300,000 ETAs provided by phone. As far as online reservations, they hope to go live in the Eastern and West Central Regions by March of 2019. It is likely that Southern Region, which is also switching to the 5M platform, will go live soon thereafter. As was done for the Where's My Ride launch, they will do a soft launch to get people to test it some more. Mr. Colaiace also stated that the government shutdown has not affected Access since generally we spend the first part of a fiscal year drawing down a Federal grant. Staff will continue to monitor the situation and if the situation changes, they will give the Board substantial advance notice of that.

Secretary DeVera asked a question with regards to the Where's My Ride screenshots she had sent to Mr. Prieto. Mr. Colaiace responded that they are working on it and it seems to be some sort of bug that need to be checked.

14. BOARD MEMBER COMMUNICATION

CAC Chair Aroch stated that she is very happy to be there and will be setting up a subcommittee with the CAC to set some future goals.

TPAC Chair Giovanna Gogreve wished everyone a Happy New Year.

Director Nason wanted everyone to calendar the date of May 16 for the Disabled Resources Center Annual Award dinner at the Grand in Long Beach at 6:30pm. They will give awards to a number of outstanding people in the community that work with people with disabilities.

Director Gombert congratulated Maria Aroch and Giovanna Gogreve on their new positions on the CAC and TPAC committees. He requested that Access staff return to the Board within the next two months with an analysis of the Where's My App ratings. This would allow the Board to see the data and see a short explanation on the follow up on any issues.

Treasurer Turner congratulated the new Chairs and wished everyone a Happy New Year and thanked the staff.

Director Barnes stated that in discussing the major contracts and the fact that Access is a contracting organization, if they could get a periodic report of the timelines for those major contracts so that the Board can look at them globally. Nothing complex but maybe something that can be included in the Board Box and shows the expiration dates of major contracts. Chair Ajuha agreed with Director Barnes and stated that she would like to see all the contracts not just the major ones.

Director Ida stated that he is thankful for all the people that provided very helpful comments at the meeting. He thanked the staff for their hard work.

Secretary DeVera wished everyone a Happy New Year and stated that on January 25 and 26 there is a Festival of Human Abilities over at the Aquarium of the Pacific.

Director Troost wished everyone a Happy New Year and congratulated Maria Aroch and Giovanna Gogreve. He would like to speak about a personal problem concerning a neighbor that wanted Access. They filled out the application on the website and tried about five different times and he even called Giovanna who also tried. The website is not user friendly and it needs to be addressed. Mr. Colaiace stated they are already looking into this.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

17. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that the Board had been briefed on Item A and no action was taken. He also reported that the Board was briefed on Item B and direction had been given to Legal Counsel.

18. ADJOURNMENT

Motion made by Director Nason, seconded by Treasurer Turner. Via voice vote all were in favor, motion passed. The meeting adjourned at 3:14 p.m.

Approved

Theresa DeVera, Secretary

Date

MARCH 15, 2019

TO: BOARD OF DIRECTORS

**FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO EXCEED AGGREGATE PROCUREMENT LIMIT
FOR PRINTING VENDOR**

ISSUE:

Board approval is required for aggregate contracts to a single vendor exceeding \$75,000 in a fiscal year.

RECOMMENDATION:

Authorize staff to exceed the \$75,000 aggregate procurement limit with Dual Graphics for an amount not to exceed \$100,000.

IMPACT ON BUDGET:

The recommended action is within the anticipated budget for Fiscal Year 2018/19.

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

ALTERNATIVES CONSIDERED:

If the Board opts not to approve this item then staff would not be able to award any printing contracts to Dual Graphics for the remainder of the fiscal year, even if they were ranked highest among bidders on a particular print job.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into written purchase orders with Dual Graphics upon terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this purchase unless it is incorporated into formal written purchase orders.

BACKGROUND:

Access Services utilizes outside vendors to produce printed material that includes, but is not limited to, Rider's Guides, Information Packets, Renewal Forms, Posters, Postcard Mailers and Seat Drops. Throughout FY2018/19, staff has utilized various procurement methods for obtaining these necessary services, including a competitive Request for Quotations (RFQ) process. As a result, purchase orders have been issued to several print vendors, including Dual Graphics.

In FY2018/19, the total aggregate dollar amount of purchase orders issued to Dual Graphics is \$22,311. The Access Services procurement policy regarding aggregate purchases states, "At such time as the aggregate purchase from a single vendor exceeds the total amount of \$75,000 in the fiscal year, any additional purchases from that vendor (during the same fiscal year) must be approved by the Board of Directors, notwithstanding the amount of the purchase."

Dual Graphics has been determined to be the highest ranked bidder in a current procurement and the resulting purchase order will push their total annual aggregate expenditure over the \$75,000 threshold. Dual Graphics has performed well when issued purchase orders for printed material.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, EXECUTIVE DIRECTOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - LEGAL SERVICES CONTRACT (AS-4072)

ISSUE:

Board approval is required to extend the term and increase funds for specialized legal services.

RECOMMENDATION:

Authorize an additional \$250,000 in funds and extend the term for Contract AS-4072 with Jones and Lester from April 1, 2019 through March 31, 2020.

IMPACT ON BUDGET:

This action will result in an increase in the not to exceed contract amount from \$100,000 to \$350,000. There is no change to the current rates of compensation. The funds necessary to accommodate these changes will be accommodated by this year's budget and will be programmed in next year's FY2020 budget. The funding for these services comes from Proposition C 40% Discretionary funds. A portion of the funds being requested will be recovered as the insurance deductible for this type of litigation has been reached.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the services are related to ongoing litigation.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written contract extension with Jones and Lester for legal services on terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract

unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

In February 2018, the Board authorized the hiring of Alvarez-Glasman & Colvin to provide the agency with General Counsel and other legal services. The Board also authorized a one-year contract with a mutual one-year option with the agency's previous legal counsel, Jones & Lester, to assist in the transition and handle existing litigation. Due to a variety of factors, this existing litigation is still in progress and requires additional funding and the extension of the agreement.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO AWARD APPEAL SERVICES CONTRACT (AS-
4101-6)**

ISSUE:

Board approval is required to exercise the award of an eligibility appeal contract to a medical specialist with an expertise in the field of podiatry.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4101-6 with Alfred L. Glover, DPM (Dr. Glover) for a total contract amount not-to-exceed \$535,900. The contract period of performance will be five (5) years, commencing on May 1, 2019.

IMPACT ON BUDGET:

The costs associated with this contract were budgeted in the current fiscal year and will be appropriately budgeted for 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 appeal 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 three medical appeal specialists, however, none in the field of podiatry. Access believes that it is prudent to provide a wide range of specialties in order to better respond to the wide range of disabilities affecting our clients.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written contract with Alfred L. Glover, DPM

for appeal services on terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

A Request for Quotations (RFQ) No. AS-4101 was issued on August 30, 2018, and six (6) Appeal Specialists responded thereto. The Board approved contract awards to five (5) of the six (6) proposers at our January 2019 meeting. The proposal under consideration represents the sixth response to the RFQ.

Dr. Glover’s proposal was deemed responsive and responsible and, based on an evaluation of his written proposal and an in-person interview, his firm was determined to be fully capable of undertaking the work outlined in the subject RFQ. His proposed rate per evaluation - \$230 for each of the five years - is competitive with the rates currently being charged by the other three medical appeal specialists.

Dr. Glover is a partner in the Diabetic Foot Center in Inglewood, a practice he joined in 2002. He has nearly thirty-five years of experience in the practice of podiatric medicine and holds affiliations with, among other facilities, the VA Hospital (Westwood), Orthopedic Hospital, and the US Naval Hospital (Camp Pendleton). Of relevance to the work to be undertaken as an eligibility appeals specialist, he has a great deal of experience working with service members, establishing their fitness for active duty, and individuals with diabetes. He has also created a professional team consisting of a physical therapist, psychotherapist and medical doctor who are available to augment the work he will do in reviewing eligibility appeals. Dr. Glover’s location in Inglewood will provide a needed geographical balance for those who file appeals in this area.

The aforementioned contract cost is based on the following rates.

Year 1	Year 2	Year 3	Year 4	Year 5
\$230 per Evaluation	\$230 per Evaluation	\$230 per Evaluation	\$230 per Evaluation	\$230 per Evaluation
\$50 Per Late Cancellation / No Show	\$50 Per Late Cancellation / No Show	\$50 Per Late Cancellation / No Show	\$50 Per Late Cancellation / No Show	\$50 Per Late Cancellation / No Show

The projected number of evaluation appeals for Dr. Glover (2019-2024) is as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Dr. Glover	422	443	465	488	512	2,330

Access staff is confident that with the addition of another specialty in the medical appeal area, we will be able to enhance the support available to Access clients and potential clients by providing timely and professional medical appeals evaluations and thus recommend the execution of a new contract, as outlined above.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, STRATEGIC PLANNER

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
PARENTS WITH DISABILITIES PILOT PROGRAM (AS-3403)**

ISSUE:

Board approval is necessary to extend the term and increase funds for the Parents with Disabilities Pilot Program with MV Transportation (AS-3403).

RECOMMENDATION:

Authorize a change in rate and an extension in the period of performance for twelve months from July 1, 2019 to June 30, 2020 with MV Transportation.

IMPACT ON BUDGET:

The proposed rate of compensation will increase from \$54.88 per trip to \$56.86 per trip, thus allowing the program to operate without changes through the end of the fiscal year ending on June 30, 2020. The funding for this extension will be programmed through Measure M local sales tax funds. The program is projected to cost \$375,000 for the next fiscal year.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The Parents with Disabilities (PWD) Pilot Program began in December 2013 after Access customers - who were also 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 and/or from school.

In June 2018, the Board of Directors unanimously approved a one-year contract extension - from July 1, 2018 through June 30, 2019 - between Access Services and MV Transportation in order to continue the benefits of the PWD Pilot Program for those customers currently being served by the program.

During the one-year extension, Access staff was tasked with working with customers of the PWD program to develop a marketing message while at the same time continuing efforts to find partnerships that would help extend the benefits of the program beyond its current customer base and geographic service area in the San Fernando Valley

Program Work of Past Eight (8) Months (July 1, 2018 to Present)

Program Customer Meetings with Access Staff

Since July 2018, there have been twelve meetings held at the offices of the Chatsworth Chamber of Commerce. These meetings have been attended by as many as twelve (12), or two-thirds, of the current active customer base.

Meetings were held on the following dates between July 2018 and March 2019:

- Thursday, July 12th, 2018
- Thursday, July 26th, 2018
- Thursday, August 9th, 2018
- Thursday, August 30th, 2018
- Thursday, September 20th, 2018
- Thursday, October 18th, 2018
- Thursday, November 8th, 2018
- Wednesday, November 28th, 2018
- Thursday, December 20th, 2018
- Thursday, January 31st, 2019
- Thursday, March 7th, 2019
- Thursday, March 14th, 2019

At these meetings, customers and Access staff, working together, accomplished the following:

- Developed a list of agencies and organizations that had already been contacted;
- Developed a list of agencies and organizations that should be contacted in the future for possible funding and/or service support for the program;
- Gathered customer testimonials with respect to their experiences with the PWD Program;
- Worked in coordination with customers, developed drafts of a program “Press Kit” to share with potential partner agencies that would describe the elements of the program;
- Recorded video interviews of program customers and their personal experiences with the program and the need to continue the program’s benefits; and
- Quickly resolved issues that customers may be experiencing with PWD program services.

Meetings with Board and Executive Levels of the Los Angeles Unified School District

In addition to attending meetings with PWD Program customers, Access also worked to establish meetings with high-level personnel at the Los Angeles Unified School District (LAUSD). As the LAUSD is the principal school district operating throughout the San Fernando Valley (Access’ Northern region), the opportunity to partner with this agency seemed like an ideal opportunity.

On Wednesday, September 5, 2018, Access staff, including Andre Colaiace, Randy Johnson, and Eric Haack were joined by Access (and PWD) customer Yael Hagen at the Downtown L.A. offices of LAUSD Board member Scott Schmerelson. Access staff explained to Board Member Schmerelson and his principal staff how an Access-LAUSD partnership in an expanded PWD program could assist LAUSD in increasing revenue to the district through increased attendance.

The following month, Andre Colaiace, Randy Johnson, Eric Haack, and Yael Hagen attended another meeting at LAUSD’s Downtown L.A. headquarters. This time, the meeting was held in the Superintendent of School’s executive offices, with Hilda Maldonado, Senior Executive Director of Diversity, Learning and Instruction.

A principal message that Access shared with LAUSD was that parents who have disabilities face challenges in reliably getting their children to school. Without reliable transportation options, children often are unable to attend classes. One of Superintendent Beutner’s personal programs for LAUSD was to increase student attendance by students.

Because school funding is dependent upon individual student attendance, and an expanded PWD program could increase access to reliable transportation for parents and their children, the value of LAUSD and Access working together to promote and expand the existing PWD program was seen by both parties as an ideal partnership opportunity.

Opportunities to work with LAUSD, however, have been delayed due to labor negotiations and the subsequent January 2019 teacher strike. Access is hopeful that in the months ahead, Access and LAUSD will be able to continue their discussions and ultimately find an opportunity for a partnership.

NEXT STEPS

Expand Parents with Disabilities Program County-wide with Access' Transportation Brokerage Program

In the Spring of 2019, Access will release an RFP to solicit proposals from qualified vendors to provide a County-wide brokerage service model. This model will provide transportation support for two of Access' programs: 1) Service for Access applicants travelling to and from eligibility evaluation appointments, and 2) Service for parents and children taking part in the Parents with Disabilities program.

It is anticipated that service through this brokerage model will start as early as April 2020 to provide both trips to and from Access' eligibility centers as well as Parents with Disabilities trips throughout Los Angeles County.

Due to the fact that this new brokerage model will not be in service before the spring of 2020, Access, as discussed above, will seek an extension of the existing contract with MV Transportation to serve as a "bridge" to continue the service until it may be incorporated into the brokerage program model.

Continue Efforts to Develop Partnerships to Expand PWD Service

Since the June 2018 Board meeting, PWD customers and Access staff have worked together to reach out to improve Access' Parents with Disabilities materials to share with potential partners. We have also worked to build a list of organizations to make contact with as potential partners when all parties are satisfied with the program marketing materials. Access will also continue to seek opportunities to partner with LAUSD.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

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

ISSUE:

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

RECOMMENDATION:

Authorize an additional \$900,000 in funds and an extension in the period of performance through June 30, 2019 with TMSI.

IMPACT ON BUDGET:

This is a month-to-month agreement that will only be continued until the AT&T VoIP services are implemented. The funding for these services comes from Prop C discretionary funds. This action will result in an increase in the previously approved contract amount of \$1,080,000 to \$1,980,000.

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

ALTERNATIVES CONSIDERED:

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

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access' transition of voice communication services (800 numbers) from TMSI to AT&T's VoIP network was originally scheduled to occur by August 1, 2018. An initial delay occurred when MV Transportation, Access' Northern Region provider, made a change to its proposed VoIP architecture by moving to a cloud based VoIP system hosted in Dallas, TX. As a result, staff has had to work with our VoIP vendor and MV's VoIP vendor to develop a new architecture. Further delays have occurred due to internal scheduling and delivery issues related to AT&T despite Access staff escalating these issues with AT&T executives. Because of these issues and based on staff's experience working with AT&T over the past seven months, staff anticipates the go live schedule to be postponed until June 30, 2019.

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

VoIP Project Overview

June thru October 2018

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

November 2018 - February 2019

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

March 2019

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

April 2019

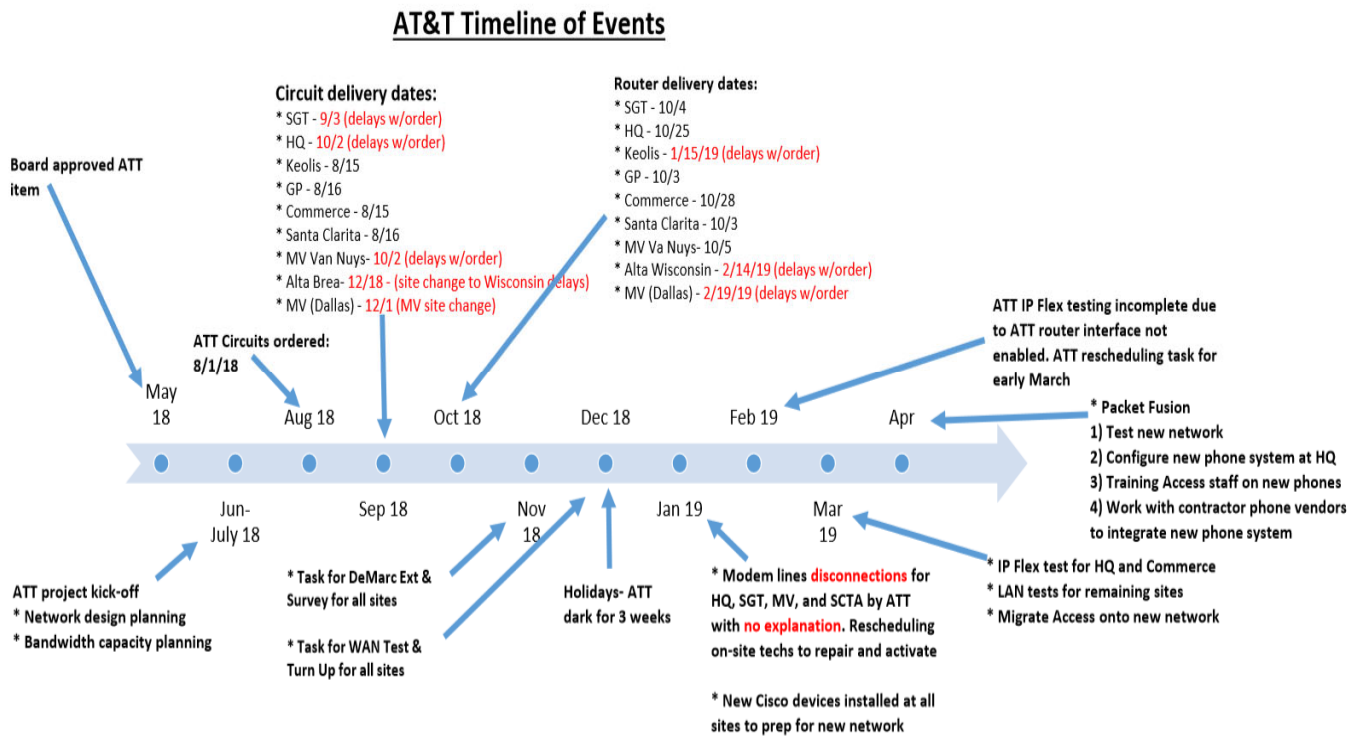
- Setup Commerce and schedule testing with AT&T
- Packet Fusion performs testing
- Configure new phone system at HQ
- Train Access staff on new phones

May 2019

- Go-live with Alta

June 2019

- Go-live with the rest of the contractors



MARCH 15, 2019

TO: BOARD OF DIRECTORS

**FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

RE: CONSIDERATION TO APPROVE CHANGE IN TRANSFER TRIP PROGRAM

ISSUE:

Board approval is sought to modify and improve service levels, lower the fare, and adjust contractor staffing levels for transfer trip service between the Los Angeles basin and North Los Angeles County based at Olive View Medical Center in Sylmar.

RECOMMENDATION:

Authorize staff to proceed with an expansion of transfer trip service and negotiate supporting contract amendments for the Antelope Valley and Northern service regions.

IMPACT ON BUDGET:

Staff anticipates an annual cost of \$323,000 based on an increase in the number of transfer trips, the addition of a Starter in the Northern Region and a reduction in fare revenue. Staff anticipates using a combination of Section 5310, Prop C discretionary and Measure M funds to pay for this expansion.

ALTERNATIVES CONSIDERED:

Staff considered making no changes to services, as well as various intermediate levels of service improvement. The recommendation is based on extensive public outreach and discussion with Access riders and advocates.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If recommendations related to transfer trips are approved by the Board, staff would incorporate the improvements into its operating contracts and implement effective July 1, 2019.

BACKGROUND:

For the last 20 years, Access has operated transfer trip service connecting the Antelope Valley and Santa Clarita areas to the rest of Los Angeles County. This service falls outside of Access' ADA mandated services, as there is no local fixed route bus service connecting the areas. Consequently, service has been provided with three or four connections per weekday, a higher fare, and no service on weekends or holidays. The hub for transfer trips is the Olive View Medical Center in Sylmar. Riders switch vehicles at this location, which provides a covered passenger waiting area, security, parking for multiple Access vehicles, and other amenities. In 2018, Access added a Starter to Olive View Medical Center to better coordinate transfers, improve customer service, and mitigate service disruptions.

For the last several months, Access staff has been meeting with a group of Community Advisory Committee members and representatives from other advocacy groups, such as Move LA, to discuss how Measure M funds could be used to improve the services that Access provides. The group has submitted a number of recommendations for discussion that range from requests to expand the paratransit service area to an expansion of the Parents with Disabilities program countywide. The committee also recommended improving transfer trips so that the disabled community could better access employment, medical, educational, and leisure opportunities between Antelope Valley/Santa Clarita and the other parts of the county. In response, staff sought input from a number of groups to support these recommendations including:

- Access' Community Advisory Committee (CAC);
- Access' Quality Service Subcommittee (QSS);
- Access' Transportation Professionals Advisory Committee (TPAC);
- The City of Santa Clarita's Accessibility Advisory Committee (AAC); and
- A community meeting in the Antelope Valley held at the City of Lancaster's Independent Living Center (ILC).

The information gathered in the outreach effort have resulted in these recommended improvements:

- Expand weekday transfer times to/from Antelope Valley from three to eight;
- Expand weekday transfer times to/from Santa Clarita from four to eight;

- Expand weekend transfer times to/from Antelope Valley and Santa Clarita from zero to three;
- Operate transfer trip service on the holidays that Antelope Valley Transit Authority and Santa Clarita Transit operate on;
- Reduce the fare from \$6.00 (Santa Clarita) and \$7.00 (Antelope Valley) to be consistent with fares for the rest of Los Angeles County (\$2.75 for 0 to 19.9 miles and \$3.50 for 20.0 or more miles);
- Add a second Starter at Olive View Medical Center to accommodate the expanded hours and days; and
- Consider a more comfortable vehicle for long trips.

As the expansion of transfer trip service will significantly impact the daily operation of Access' Antelope Valley contractor, staff will budget for these costs in Fiscal Year 2020.

Access estimates that the first year cost of the expansion will be approximately \$323,000. That number assumes and incorporates a modest growth in transfer trips, a reduction in fare revenue, and the addition of a Starter at the Olive View transfer point. Metro has indicated that the expansion in service may be funded through available Measure M and Section 5310 grant (Enhanced Mobility of Seniors and Individuals with Disabilities) funds.

Next Steps

Upon Board approval, staff will develop an outreach plan to ensure that riders are informed of the improved service. Upon implementation, staff will monitor usage of the service and return to the CAC and TPAC after six months to review the expansion and consider any needed modifications.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS FOR NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)

ISSUE:

Board approval is required to authorize additional funding to add one staff position to the Northern Region contract. Approval of this item is contingent on approval of item 7, as it supports the proposed increase in transfer trip service.

RECOMMENDATION:

Authorize an additional \$50,000 annually for AS-4059 for the addition of a second Starter position for MV Transportation to supervise transfer trips at Olive View Medical Center in Sylmar.

IMPACT ON BUDGET:

Staff will budget the increase in Fiscal Year 2020 and the remaining years of the contract’s base term (4 years total). This change will increase the contract not-to-exceed amount from \$185,789,905 to \$185,989,905. The fixed fee for MV transportation will be adjusted as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5
	07/01/2019-07/31/2019	08/01/2019-07/31/2020	08/01/2020-07/31/2021	08/01/2021-07/31/2022	08/01/2022-07/31/2023
Fixed Monthly Fee - Current	\$622,136	\$661,356	\$712,480	\$780,591	\$847,897
Fixed Monthly Fee - Proposed	\$626,304	\$665,524	\$716,648	\$784,759	\$852,065

ALTERNATIVES CONSIDERED:

Staff considered making no changes to staffing, but the additional contract staff position is essential to providing good customer service due to the expansion of hours and days of service for transfer trips.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The starter position has become an essential customer service element to providing excellent service at Access' busiest pick-up and drop-off locations. Besides the existing starter positioned at Olive View Medical Center, Access' contractors have starters assigned to Rancho Los Amigos in Downey, Braille Institute in Los Angeles, and the Eligibility Center in Commerce. Access has had a Starter at Olive View since August 2018 and responsibilities include facilitating pick-ups and drop-offs, as well as minimizing service delays. The Starter maintains direct radio contact with dispatchers from all service regions through Access' radio system. As the transfer trip schedule has been proposed for expansion on weekdays, and will be new on weekends, a single person will not be able to provide sufficient coverage.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
CHANGE IN SCOPE, INCREASE FUNDS AND EXTEND TERM FOR
ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-
3116)

ISSUE:

In the fall of 2017, staff approached Access' Antelope Valley Region provider Keolis Transit America (Keolis) to negotiate new rates for FY 19 since contractual rates had only been negotiated through 6/30/2018 due to changes in the minimum wage. In addition, transportation service provider contracts, including Keolis', contains a clause allowing for re-negotiation of contract rates based on a significant variation (+/- 20 percent) in the projected number of trips. Since the Antelope Valley Region has seen a significant decrease in the number of annual trips, Keolis requested a renegotiation of rates based upon this decrease.

While staff began negotiations with the contractor in September 2017, negotiations were not concluded until early March 2019. As part of the negotiation, Keolis has agreed to accept the Agency approved key performance indicators (KPIs) and also provide additional transfer trips to Olive View Medical Center in Sylmar as outlined in Item 7.

RECOMMENDATION:

1. Authorize a change in the fixed monthly and variable trips rates based upon the table below:

Period of Performance	Fixed Monthly Rate	Variable Trip Rate
July 1, 2018 - April 30, 2019	\$187,342	\$22.41
May 1, 2019 - June 30, 2019	\$216,545	\$23.31
July 1, 2019 - April 30, 2020	\$216,545	\$24.56

2. Authorize a rate for transfer trips based upon the table below:

Period of Performance	Transfer Trip Rate
July 1, 2019 - April 30, 2020	\$28.14

3. Authorize the addition of funds by \$379,364 thereby increasing the maximum contract value from \$34,223,886 to \$34,603,250.

IMPACT ON BUDGET:

The net impact of the rate increase based upon the FY2018/19 budgeted service for the Antelope Valley Region is an additional \$1,008,939 for the period of July 1, 2018 through June 30, 2019. The projected increase was budgeted in FY2019 and is within budget estimates. The projected increase of \$1,285,447 for the period July 1, 2019 through April 30, 2020 will be budgeted accordingly.

ALTERNATIVES CONSIDERED:

The contract allows for the renegotiation of rates under the criteria listed above. Staff could decide not to renegotiate, which would require the contract to be put out to bid. Based on an evaluation of the revised costs and the successful performance of the contract, staff does not recommend that option.

Keolis' current three-year option (contract years 6-8) ends April 30, 2020, leaving two option years. Staff will bring an action item to the Board later in spring 2019 to seek direction from the Board as to whether to exercise option year(s) 9 and/or 10, or issue an RFP.

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 Keolis 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 Antelope Valley Region Contract, AS-3116, was awarded to Diversified Transportation, LLC in February 2012 and subsequently the contract was assigned to Keolis. During their tenure as the regional service provider, Keolis has provided safe, reliable, cost-effective and customer-oriented transportation to Access customers. The performance over the past seven years has been stellar, despite operational challenges presented by an unprecedented increase and now decrease in ridership which has more than doubled from the original projections when the RFP was released. The chart below clearly reflects the significant changes in the level of service.

	<u>Year 6</u>	<u>Year 7</u>	<u>Year 8</u>
	5/2017- 4/2018	5/2018- 4/2019	5/2019- 4/2020
Projected # of trips	177,850	199,995	224,639
Current # of trips	156,291	160,949	167,387*
% change - current vs BAFO	-12%	-20%	-25%

*4% Growth forecasted in Year 8

This level of service has required Keolis to change staffing levels as well as change the rates of compensation to staff as the legislated changes to the minimum wage have had a significant impact to both fixed and variable costs. The costs for administrative personnel, dispatchers, mechanics and road supervisors are traditionally allocated within the fixed monthly rate which has resulted in the higher proposed rates according to the table below.

	<u>Year 7</u>	<u>Year 8</u>
	5/2018-4/2019	5/2019-4/2020
Original Fixed Monthly Rate	\$169,865	\$173,939
Proposed Fixed Monthly Rate	\$184,429	\$216,545
% Increase	8.6%	24.5%

Additionally the decrease in the number of trips and minimum wage/wage compression adjustments has led to changes in the variable costs. The proposed rates are illustrated in the table below.

	<u>Year 7</u>	<u>Year 8</u>
	5/2018-4/2019	5/2019-4/2020
Original Variable Rate	\$17.82	\$18.14
Proposed Variable Rate	\$21.74	\$24.36
% Increase	22.0%	34.3%

Current Operational Performance

For FY19, Keolis has provided solid performance for the KPIs currently in their contract.

Key Performance Indicator	Standard	FY19
On Time Performance	≥ 91%	92.2%
Excessively Late Trips	≤ 0.10%	0.09%
Average Hold Time (Reservations)	≤ 120	90
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.2%
Preventable Collision Rate	≤ 0.50	0.75

Scope of Work Changes

The staff recommendation incorporates the following additional changes to the contract which should further improve performance for the remainder of the contract term.

Listed below are some of the major changes:

- **Key Performance Indicators & Standards -**

In October 2017, the Access Board approved the adoption of KPIs, standards, and liquidated damages and the incorporation of them into operating contracts. Each KPI has applicable industry-consistent standards and liquidated damages for not meeting contractual requirements.

Specific to this amendment, the following KPIs will be added -

- Complaints
- Preventable Incidents
- Miles Between Road Calls
- Missed Trips
- Excessive Travel Time
- Calls on hold > 5 minutes (ETA calls)

The table below highlights the specific Key Performance Indicator and the associated liquidated damages for each one:

PERFORMANCE CRITERIA	PERFORMANCE STANDARD	CURRENT CONTRACTUAL	LIQUIDATED DAMAGES RANGE
On-time performance (next-day trips)	91% or higher	YES	89.0%-90.0% = \$2,000; 87.0%-88.9% = \$5,000; less than 87.0% = \$10,000
On-time performance (Access-to-work trips)	94% or higher	YES	92.0%-93.0% = \$2,000; 90.0%-91.9% = \$5,000; less than 90.0% = \$10,000
Excessively late trips	0.10% or lower	YES	0.11%-0.19% = \$2,000; 0.20%-0.29% = \$5,000; above 0.29% = \$10,000
Calls on hold > 5 minutes (ETA calls)	10% or lower	NO	10.1%-15.0% = \$2,000; 15.1%-20.0% = \$5,000; above 20.0% = \$10,000
Calls on hold > 5 minutes (reservation calls)	5% or lower	YES	5.1%-10.0% = \$2,000; 10.1%-15% = \$5,000; above 15% = \$10,000
Average initial hold time (reservation calls)	120 seconds or lower	YES	121-180 seconds = \$2,000; 181-240 seconds = \$5,000; above 240 seconds = \$10,000
Trip denials	zero	YES	\$200 for each denied trip
Complaint rate	4.0 per 1,000 trips or lower	NO	4.5-5.0 = \$2,000; 5.1-5.5 = \$5,000; above 5.5 = \$10,000
Preventable collision rate	0.50 per 100,000 miles or lower	YES	0.76-1.00 = \$2,000; 1.01-1.25 = \$5,000; above 1.25 = \$10,000
Preventable incident rate	0.25 per 100,000 miles or lower	NO	0.51-0.75 = \$2,000; 0.76-1.00 = \$5,000; above 1.00 = \$10,000
Miles between road calls	25,000 or higher	NO	\$2,000 for any quarter in which miles between road calls is below 25,000
Missed trips	0.75% or lower	NO	0.76%-1.00% = \$2,000; 1.01%-1.25% = \$5,000; above 1.25% = \$10,000
Excessive travel time	5% or lower	NO	5.1%-10.0% = \$2,000; 10.1%-15.0% = \$5,000; above 15.0% = \$10,000

Staff has reviewed all levels of the proposed pricing and, based upon the significant changes in the demand, the impact of minimum wage increases and associated costs, staff recommends the above detailed contract changes.

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO AUTHORIZE FINANCIAL INSTITUTION CHANGE

ISSUE:

It is necessary for the Board to approve a contract with City National Bank, our proposed provider of banking services.

RECOMMENDATION:

Approve a new contract with City National Bank (CNB) to provide banking services and authorize the Treasurer/Secretary to sign new banking agreements and designate the titles of check signatories.

IMPACT ON BUDGET

The majority of costs for banking services is typically covered by earnings credits. Staff expects that annual costs will not exceed a total of \$36,000 per year before earnings credits are applied. The cost of banking services will be paid with Prop C discretionary funds.

ALTERNATIVES CONSIDERED:

No other options were considered as banking services are a mission critical service.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access Services has been doing business with Union Bank since 2009 but staff felt that it would be prudent to issue a RFP for banking services in June 2018. This service was competitively solicited on the Access website and in Public Purchase on June 5, 2018, via RFP AS-4075, in accordance with Board approved Procurement Policies & Procedures. Six proposals, all deemed responsive and responsible, were received on July 16, 2018 and subsequently evaluated, according to criteria specified in the RFP, by a team of three Access staff. The three highest scoring proposers were then invited to interview with the evaluation team on September 10, 2018 and then asked to respond, in writing (on September 13, 2018) to a list of common questions regarding the services to be provided per the subject RFP. Responses to these questions were distributed to the Evaluation Team.

Following a second round of evaluations (see Table A below) on September 20, 2018, an award recommendation was made based on the highest scoring proposer.

CRITERIA (Max. Points)	BANK OF THE WEST	CITY NATIONAL BANK	EAST WEST BANK	UNION BANK	US BANK	WELLS FARGO BANK
	Score	Score	Score	Score	Score	Score
Operational Requirements (25 Max.)	22.1	23.3	23.7	20.3	21.8	23.7
Firm Experience (15 Max.)	12.8	14.0	12.7	11.3	12.4	12.7
Financial Strength (10 Max.)	9.0	8.7	8.0	9.3	9.3	9.7
Scope of Employee Banking Services Offered (5 Max.)	4.3	4.7	4.7	4.3	3.7	4.7
Transition (10 Max.)	8.0	8.7	8.0	6.3	7.0	8.7
Compliance with Requirements of the RFP, Completeness and Quality of Proposal (10 Max.)	8.3	8.3	8.3	7.7	7.9	8.3
Proposed Fees and Compensation (25 Max.)	17.0	25.0	24.2	22.4	18.5	22.3
Total Technical Score	64.5	67.7	65.3	59.3	62.1	67.7
GRAND TOTAL	81.5	92.7	89.5	81.7	80.6	90.0
Monthly Fees	\$3,023.43	\$2,061.78	\$2,129.55	\$2,305.75	\$2,779.46	\$2,315.61
Ranking	5	1	3	4	6	2

CNB was founded in 1954 and offers a full complement of banking, trust and investment services and is the largest commercial bank headquartered in Southern California. CNB is chartered in the State of California, a qualified Depository Bank for the State of California Local Agency Investment Fund (LAIF) and has placed eligible securities as required under California Government Code section 53651 as security for the uninsured balance of all its California public deposits in accordance with Government Code section 53652.

Staff placed particular importance on the ability of the proposer to provide creative ways to increase returns on funds on deposit with the institution, as well as its ability to create a seamless connection with our existing ERP platform (Oracle).

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE AGENCY INVESTMENT POLICY

ISSUE:

Staff has drafted an investment policy for consideration by the Board. The implementation of an investment policy will serve as guidance to staff to insure the safety of the agency's assets while maximizing returns on deposits at banking institutions.

RECOMMENDATION:

Approve the draft investment policy.

IMPACT ON BUDGET

There are no anticipated costs associated with the implementation of this policy

BACKGROUND:

Historically, the agency has placed all of its assets at the banking institution and has received very low interest rates on the deposits. Currently, Access receives approximately \$3,000 in interest on all of its funds on deposit.

Staff has developed this policy with the input of Metro staff. This policy will allow the agency to create a Certificate of Deposit (CD) program that will meet the collateralization requirement while maximizing the return on deposits. This policy will also allow the agency to access investment vehicles, inclusive of Local Agency Investment Fund (LAIF), that will create a much larger revenue stream of interest income.

The policy is available for review at - <https://accessla.org/uploads/files/InvPolicy.pdf>

MARCH 15, 2019

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: TRANSPORTATION SERVICES BROKERAGE SCOPE OF WORK

ISSUE:

Staff has identified certain Access transportation services that may be operated more effectively in terms of rider convenience and possible cost containment. This would be achieved by establishing a transportation brokerage contract that in turn could subcontract with a variety of transportation providers, including, but not limited to, non-emergency medical transportation providers, transportation network companies (e.g. Uber and Lyft), taxis and other related entities.

RECOMMENDATION:

Receive and file.

BACKGROUND:

The next-day ADA transportation services that Access has provided over the last twenty years have generally utilized a primary contract model in which a service provider is responsible for all aspects of the service in a region, including reservations, scheduling, dispatch, vehicle maintenance, employee hiring and subcontracting to certified taxi providers. While staff does not foresee a near-term change to this model, the impact of new technology and transportation network companies like Uber and Lyft represents an opportunity to expand the available resources for some of the transportation services Access provides, such as eligibility interview transportation (EIT) and the Parents with Disabilities (PWD) program.

Both EIT and PWD have unique characteristics that do not neatly fit into the current service model. The existing EIT service is part of the Eastern region provider's scope of work with a dedicated fleet and call center. Eligibility applicants are grouped based on geographical location and are transported to the evaluation site in Commerce for a scheduled 2 ½ hour evaluation. Due to this routing, return trips are similarly grouped, linked to the full scheduled evaluation time, to maximize vehicle productivity. This means applicants remain on site regardless of the actual length of their interview. It is projected that by having more non-dedicated resources brokered on the day of the

evaluation, a more flexible approach can be used to meet an applicant's individual needs and potentially increase cost effectiveness.

The PWD program has been limited to the San Fernando region since its inception due to available grant funding. With the availability of Measure M funds, the program could be expanded into other service areas. However, based on its existing high cost per trip, and the uncertainty of actual demand in those areas, non-dedicated brokered resources would minimize the capital expense of investing in vehicles that may not be fully utilized, and better manage peak service times.

Through establishing a brokered service delivery contract, multiple provider types with varying service levels could be utilized and could drive more competition in the areas of cost and quality. The broker would also be responsible for call center operations and program management for both EIT and PWD. In addition, the broker could be provided with ADA-accessible vehicles to ensure equivalent service is provided to customers in mobility devices.

However, there would be some existing Access policies, practices and initiatives that would not be fully compatible in utilizing non-dedicated brokered resources such as Uber and Lyft. As a result, the use of these services would require informed consent of the rider before the trip was dispatched.

Other key changes -

- Broker call center operations would not be required to be within service area
- Broker would not have to directly operate vehicles
- Broker would not be tasked with emergency operations

It will be critical in the development of the scope of work for the brokerage that the process for vetting non-dedicated resources and holding them accountable for their performance, safety and customer service is defined to protect both the rider and the agency. The attached draft scope of work is provided for comment and feedback. Staff has received feedback from both the CAC and TPAC at their most recent meetings.

Next steps -

Staff anticipates issuing the Request for Proposals (RFP) in April with eventual Board approval in the early Fall. Operations would begin in the Spring of 2020. Existing EIT and PWD contracts would be continued in their existing forms until this time.

The scope of work is available for review at -
<https://accessla.org/uploads/files/BrokeSOW.pdf>

MARCH 15, 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 June 2019 at the regularly scheduled Board meetings.

April 15, 2019 - TO BE RESCHEDULED
Board Meeting - Metro

Agenda Items:	Disposition:
United States paratransit same-day service pilot projects	Information
Customer service update	Information
Southern Service Region Contract Extension	Action
Rider360 Software and Services Contract Award	Action
FY2019/20 Budget Review	Information
Employee health and benefit insurance contract renewal	Action

May 20, 2019 - MAY BE RESCHEDULED
Board Meeting - Metro

Agenda Items:	Disposition:
ATBOS information technology consulting services contract extension	Action
ATBOS software licensing agreement extension	Action
Renewal of SIR Program	Action
Antelope Valley Service Region Contract Extension	Action
Renewal of Commercial Package Insurance	Action

June 17, 2019

Board Meeting - Metro

Agenda Items:	Disposition:
FY2019/20 Budget Approval	Action
Website Contract Extension	Action