

access

BOARD OF DIRECTORS MEETING

MONDAY, OCTOBER 23, 2017

Closed Session: 12:00 p.m.

General Session: Immediately Following

The meeting is expected to end by or
before 3:00 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. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
1. <i>Anticipated Litigation: Gov. Code §54956.9 (b)</i>	
(i) <i>Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9</i>	

(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure to litigation"

2. Pending Litigation:

1. *Washington v. Access Services, AAA Case No. 01-17-0001-6104.*
2. *Reynaga v. LACMTA, Access et al. BC673040*

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

- | | | |
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| 4. | REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 25, 2017 (page 5)
[Staff Recommendation: Approve minutes as written.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 5. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 6. | GENERAL PUBLIC COMMENT | INFORMATION |
| 7. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 8. | CONSENT CALENDAR | ACTION
[Vote Required:
majority of quorum
by roll call] |
| | a) Consideration to Extend Term and Increase Funds - Drug and Alcohol Program Consultant Contract (AS-3876) (page 13) | |
| | b) Consideration for Approval to Award Contract for Comprehensive Information Technology Managed Services (AS-4050) (page 16) | |
| | c) Consideration to Extend Term and Increase Funds - Information Technology Consulting and Services Contract (AS-3039) (page 19) | |
| | d) Consideration to Approve Community Advisory Committee By-law Changes (page 21) | |
| | e) Consideration to Approve Severance Policy Changes (page 28) | |

- f) Consideration to Renew Agency Insurance Policies (page 30)

[Staff Recommendation: Approve Consent Calendar.]

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| 9. COMPREHENSIVE OPERATIONAL REVIEW FINAL REPORT AND NEXT STEPS (page 31) | PRESENTATION/
DISCUSSION |
| 10. STRATEGIC PLAN PROCESS | PRESENTATION/
DISCUSSION |
| 11. CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS AND STANDARDS (page 33) - <i>Held over from the September 25, 2017 Board Meeting</i>

[Staff Recommendation: Authorize staff to add the following KPIs and standards to Access' operating contracts: (see item for the list)] | PRESENTATION/
ACTION
[Vote Required:
majority of quorum
by roll call] |
| 12. UPCOMING BOARD ITEMS (page 36) | INFORMATION |
| 13. EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 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 those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meeting are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita

Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comment in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



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

Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA 91731

Monday, September 25, 2017
12:12 p.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Nalini Ahuja at 12:12 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, Angela Nwokike and John Troost. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Giovanna Gogreve and Access Services Legal Counsel Jim Jones.

2. **PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments.

3. **CLOSED SESSION REPORT**

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

Mr. Jones then explained the public comment process.

4. **REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD WORKSHOP/MEETING ON JULY 12, 2017 AND THE AUGUST 21, 2017 BOARD MEETING**

Director Nason stated that she would like the August 21, 2017 Board meeting minutes to reflect what she stated during the Board Member Communication portion of the meeting. Director Nason stated that she attended the American Public Transportation Association (APTA) Transit Board Member Seminar in Chicago and it was a special seminar this year because Director Barnes was Chair of APTA.

Motion made by Director Nwokike to approve the minutes as corrected, seconded by Director Nason. Via Roll Call vote - seven were in favor with one abstention from Director Troost, motion passed.

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

Michael Conrad, Chair of the Community Advisory Committee (CAC), stated that since the committee did not have a meeting in September he had nothing to report. Mr. Conrad concluded his report by stating that he attended Access Services' Open House at the new eligibility center in the City of Commerce on August 25, 2017 and he was very impressed with how well everything was setup. He congratulated staff on a job well done.

Giovanna Gogreve, the newly elected Vice Chair of the Transportation Professionals Advisory Committee (TPAC) provided a brief report on the TPAC meeting held on Thursday, September 14, 2017. The following discussions took place: Andre Colaiace reported on the ADA Compliance Review that took place in August and relayed some of the FTA's observations as well as Access' plans to implement some of the initial recommendations. Rogelio Gomez provided the Operations Performance Report and Mike Greenwood introduced the new Key Performance Indicators (KPIs) and liquidated damages that staff was proposing to include in upcoming and current contracts.

Ms. Gogreve concluded her report by stating that the TPAC committee had their officer elections and re-elected Gracie Davis from the Orange County Transportation Authority (OCTA) to serve another term as Chairperson, and she was elected as the new Vice Chair of TPAC.

6. **GENERAL PUBLIC COMMENT**

Victor Dominguez made public comment by stating that the taxicab drivers in the Southern Region were still not approaching him when they arrived at his pick-up location. He also stated that he had a very rude driver that made a rude comment when he handed him his coupons. Mr. Dominguez concluded his public comment

by stating that the drivers were also not approaching him when they picked him up at the Braille Institute.

Access' Project Administrator Lisa Potter was assigned to assist Mr. Dominguez.

Rachele Goeman made public comment by stating that if a rider's file states that they need a van only, then only a van should be sent for that rider. Ms. Goeman concluded her public comment by stating that the Southern and Northern regions were ignoring her requests and were not sending a van to pick her up for every trip.

Access' Manager of Operations Randy Johnson was assigned to assist Ms. Goeman.

Belinda Conrad made public comment by stating that she scheduled a ride on Monday, September 18, 2017 for 7:25 a.m. to the Braille Institute and the vehicle arrived late at 8:30 a.m. She concluded her public comment by stating that no one called her to let her know but she found out what the problem was because she called the provider and was told that the dispatch and driver system was down and that was the reason for the delay.

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

Renee Madera made public comment by thanking Victor and Rachele for bringing up the issues of the drivers not approaching the visually impaired or blind riders and sending a taxi when it clearly states in the rider's file to send a van only.

Ms. Madera stated that on September 23, 2017 the driver arrived at her pick-up location 15 to 20 minutes early, called out her name and pretended not to see her and then drove off without acknowledging her which made her miss her ride. She also stated that on September 16, 2017 in the Northern region they sent a driver that they were not supposed to send to pick her up and in the Glendale area the driver did not acknowledge her while she was trying to show him her rider ID card.

Ms. Madera concluded her public comment by stating that her rider file should show that she had permanent Beyond the Curb service but the drivers in the Eastern and Northern regions were still not approaching her. She asked that staff resolve these issues since she has been experiencing them for a long time.

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

Toni Yee Hemphill made public comment by stating that she has been picked up on-time and service has been good. She also stated that one of her drivers who was Asian looked very sloppy and asked her many questions in Chinese. Ms. Hemphill concluded her public comment by commending driver Luis Martinez from the West Central Region. She stated that he was very polite and went above

and beyond in assisting her and returned her cell phone when she forgot it in the vehicle.

Access' Project Administrator Rogelio Gomez was assigned to assist Ms. Hemphill.

7. **SUPERIOR SERVICE AWARD**

Chair Ahuja announced that the Superior Service Award recipient was unable to make it to today's meeting so this presentation was going to be moved to the next Board meeting in October 2017.

8. **CONSENT CALENDAR**

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

8-a Consideration to Approve Extension and Increase of Funds for Local Vehicle Inspection Contract (AS-2985)

8-b Consideration to Approve Extension and Increase of Funds for Vehicle Inspection Services with Vehicle Technical Consultants (AS-2983)

8-c Consideration to Approve Procurement Policies

8-d Consideration to Approve Increase of Funds for Travel Training Contract (AS-3355)

8-e Consideration to Rescind Procurement Policy - Travel Training Request for Proposals

Motion made by Director Nason to approve items 8-a, 8-b and 8-e on the consent calendar, seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.

Item 8-c Treasurer Turner thanked staff for reporting back on her request from the August 21, 2017 Board meeting regarding Agency credit card policies. She also mentioned that staff did a great job with the information they included in the item.

Item 8-d Treasurer Turner asked if Access provided group travel training and how did it tie into individual travel trainings. Mr. Avancena replied that the Access contractor performs approximately two group Travel Training classes per month and they are classroom sessions for approximately 10 to 15 individuals. The Access contractor also performs one-on-one Travel Training sessions that are not held in classroom setting and are held in the field with 10 to 15 one-on-one sessions every month.

Director Nason asked if staff could provide a report so the Board could see the accomplishments of this program. Mr. Avancena replied that staff would provide a report on the Travel Training program in the next Board Box.

Motion made by Treasurer Turner to approve items 8-c and 8-d on the consent calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

9. **CONSIDERATION TO APPROVE SELECTION PROCESS OF BOARD EVALUATION TEAM MEMBERS FOR LEGAL SERVICES RFP AND EXTENSION OF CURRENT OUTSIDE LEGAL SERVICES CONTRACT**

Recommendation: 1. Authorize the creation of the RFP evaluation panel for legal services to be made up of three (3) Board members (appointed by the Chair), the Executive Director and two (2) outside raters who are members of the legal community and subject matter experts on legal services. 2. Authorize a month-to-month extension of the current legal services contract with Jones and Lester from January 1, 2018 up to June 30, 2018.

Chair Ahuja asked the Board for volunteers to serve on the RFP evaluation panel for legal services. The following Board members volunteered to serve on the panel: Vice Chair Ida, Treasurer Turner and Director Nason.

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

10. **CONSIDERATION TO APPROVE CAPITAL BUDGET ADJUSTMENT AND ADDITIONAL FUNDING FOR THE PURCHASE OF PARATRANSIT SERVICE VEHICLES**

Recommendation: Authorize staff to 1) Increase the capital budget from \$10,130,925.00 to \$12,290,474.72. 2) Purchase up to 41 vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative at a cost not to exceed \$2,159,549.72.

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

11. **CONSIDERATION TO APPROVE EXECUTIVE DIRECTOR'S COMPENSATION PACKAGE**

Recommendation: The Compensation Committee recommends to the Board that it authorize the Chairperson of the Board and the Chair of the Compensation Committee acting together to enter into a written contract of employment with

Andre Colaiace for the position of Executive Director which includes the following material terms and conditions:

Term: Two years from August 1, 2017 and one one-year option

Salary: \$225,000 first year subject to discretionary adjustment second year and beyond

General Benefits: \$35,001 plus non-exclusive access to auto

Termination Benefits:

Cash Benefits: Variable not to exceed equivalent of 12 month's salary

Non-Cash Benefits: Health insurance extension not to exceed 12 months

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

12. CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS

Recommendation: Authorize staff to contractually modify or include in request for proposals the following KPIs.

Chair Ahuja stated that this item would not be discussed at today's meeting and would be brought back to the Board for consideration at a later date.

13. "WHERE'S MY RIDE" SOFTWARE DEMONSTRATION

Director DeVera asked if staff could remove the driver icon on the app and change the "arrival notification" mobile ring tone because every time it went off her dogs went crazy because it sounded like a doorbell. Mr. Prieto replied yes, staff will remove the driver icon and will possibly replace it with an Access logo. He added that staff would also look into changing the ring tone as well.

Public Comments

Rachele Goeman thanked Mr. Prieto for all his hard work on the "Where's My Ride" app. She also stated that she has been using the app since October 2016 and asked if staff was going to work on the issues with the ETAs. She added that she received a notification that her vehicle was 6 minutes away but the vehicle was actually outside. Ms. Goeman concluded her public comment by requesting that staff look into this issue.

Victor Dominquez also thanked Mr. Prieto for his hard work on the app and stated that he also noticed a problem with the ETAs because his ETA notification would state that the vehicle was 20 minutes away but the vehicle was outside her door waiting for him.

Chair Ahuja asked Mr. Prieto if he was looking into the ETA issues. Mr. Prieto replied that he was currently working with the WMR vendor to address and resolve these issues.

Chair Ahuja reminded the Board that this was demonstration/information item only and no action was required.

14. UPCOMING BOARD ITEMS

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

15. EXECUTIVE DIRECTOR'S REPORT

Access' Executive Director, Andre Colaiace, began his report by stating that service (year-to-date) was good and the Agency was meeting its major KPIs.

Mr. Colaiace then reported that, per the direction of the Board, one of this Agency's priorities going forward will be controlling the real estate for our operating facilities.

He stated that Access has released several real estate related RFPs and is currently accepting proposals from qualified firms to act as our Real Estate Broker in identifying and sourcing properties. Access has also released a RFP for a consultant to conduct a facility needs analysis for each of Access' regions. This firm will also be responsible for providing conceptual drawings and preliminary facility cost estimates. This will help the Agency estimate facility costs so the Agency can put together a funding plan. This will be a multi-year effort and we plan to provide periodic updates to our Board, Advisory Committees and other stakeholders.

Related to Real Estate, Mr. Colaiace stated that Access is collaborating with the Antelope Valley Transportation Authority to conduct eligibility screenings at AVTA's transit facility in Lancaster. This partnership will provide applicants the unique opportunity to learn about both Access and the convenient transit services offered by AVTA. Access will be saving over \$30,000/year in facility costs with this arrangement while also encouraging our customers who are able to use AVTA's fixed-route services. Mr. Colaiace thanked our partners at AVTA for working with us on this.

Mr. Colaiace then stated that staff continues to work with the County on possibly getting reimbursement from Medi-Cal for some Access trips. Access has been holding monthly briefings with the County and have agreed on the billing methodology and are awaiting approval from the State. The Agency is on track

to receive a draft contract within the next 90 days which will be brought to the Board for approval.

16. BOARD MEMBER COMMUNICATION

Director Nwokike congratulated Access Services on the new eligibility center in the City of Commerce. She stated that she was not able to attend but she heard so many good things about it.

Secretary DeVera welcomed Director Troost back and congratulated Ms. Gogreve on her new appointment as Vice Chair of the TPAC committee.

Treasurer Turner stated that she recalled the Board requesting feedback/responses on the public comments that were made at each of the Board meetings. She asked what happened to staff's response. Treasurer Turner also congratulated Ms. Gogreve on her new appointment and welcomed her to the Board of Directors. Mr. Colaiace replied that staff would definitely report back on the Board meeting public comments.

Director Barnes stated that the APTA Annual Meeting in Atlanta was fast approaching and he hoped to see everyone there. He also stated that there was going to be many vendors from all over with new technology.

Director Nason concurred with the previous Directors' comments and congratulated Ms. Gogreve.

Ms. Gogreve thanked the Board for their support and stated that she would work with her fellow TPAC members to bring forth any recommendations or questions that the Board may have on certain issues.

17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

18. ADJOURNMENT

Motion made by Director Nason, Seconded by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:16 p.m.

Approval

Theresa DeVera, Secretary

Date

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

**FROM: ALVINA NARAYAN, GRANTS AND COMPLIANCE ANALYST
MATTHEW AVANCENA, SENIOR MANAGER, PLANNING AND
COORDINATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR
DRUG AND ALCOHOL PROGRAM CONSULTANT CONTRACT (AS-
3876)**

ISSUE:

Board approval is necessary to add funds and exercise the first of two option years with Access' drug and alcohol program consultant, LPM Consulting Inc. (AS-3876).

RECOMMENDATION:

Authorize \$120,000 in additional funds effective November 1, 2017 and an extension of the period of performance for one year from July 1, 2018 through June 30, 2019.

IMPACT ON BUDGET:

This action will result in an increase in the not to exceed contract amount of \$175,000 to \$295,000. The funds necessary to accommodate these changes are included in the current budget and will be programmed in next year's budget. There is no change to the current rates of compensation. The funding for these services comes from Proposition C Discretionary Funds.

ALTERNATIVES CONSIDERED:

None. FTA's Drug and Alcohol Program Monitoring and Compliance is a highly specialized field that requires a technical expert. The role of the drug and alcohol program consultant is critical to ensuring that Access and its contracted service providers, including sub-contractors, meet federal drug and alcohol compliance requirements.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into an amendment to AS-3876 with LPM Consulting, Inc. under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Under Federal Transit Administration (FTA) 49 CFR Part 655 ("Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations") contractors that perform any safety-sensitive function on behalf of Access Services are required to comply with the provisions of Part 655 and follow the procedures prescribed for drug and alcohol testing under DOT 49 CFR Part 40 ("Procedures for Transportation Workplace Drug and Alcohol Testing Programs").

The rule specifically requires FTA grantees such as Access Services to provide monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access is consistent with the DOT and FTA rules. Service agents include Third Party Administrative Services (TPA), Medical Review Officers (MRO), Health & Human Services Certified Laboratory and Medical Collection Sites. Access is required to certify compliance with the FTA on an annual basis.

During the course of this contract, 16 new and additional taxicab subcontractors were added to perform Access trips on behalf of Access' service providers. Specifically, the Southern service region provider added six (6) subcontractors, the Eastern region provider added eight (8), and the West-Central region provider added two (2). The subcontractors primarily serve to augment Access' trip capacity especially during peak periods. The addition of the subcontractors were unanticipated when this contract originally went into effect in July 2015.

The addition of the taxi subcontractors increased the monitoring and oversight responsibilities of the consultant. The consultant also serves as the primary point of contact for training and education as the providers bring on additional subcontractors into service. As a result, the consultant's billing hours have increased by 52% compared to the same period last year. Therefore, staff is requesting additional funds for the remainder of the contract term.

Access has been utilizing the expert services of Leila Procopio-Makuh, founder and principal of LPM and Associates since June 2003. In December 2016, LPM successfully assisted Access Services and its contractors with an FTA Drug and Alcohol Program

Compliance Audit. LPM's on-site assistance and guidance during the weeklong review proved pivotal in ensuring Access' compliance with the federally mandated Drug and Alcohol Testing Program.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION FOR APPROVAL TO AWARD CONTRACT FOR COMPREHENSIVE INFORMATION TECHNOLOGY MANAGED SERVICES (AS-4050)

ISSUE:

Board approval is needed for the selection of a Comprehensive IT Managed Services provider beginning November 1, 2017.

RECOMMENDATION:

Authorize staff to execute a contract with ConvergeOne for the performance of the Agency's Comprehensive IT Managed Services with full service to commence November 1, 2017 and extend through October 31, 2022 (base period) with three (3) one year options at an amount not to exceed \$580,260 for the base term.

IMPACT ON BUDGET:

The cost of this item for the base period is within the budget estimates for the FY2017/18, FY2018/19 and FY2019/20 budgets. Funding for FY2017/18 has been included in the budget and will also be included in future fiscal year budgets. Payment terms of the contract will be a fixed fee of \$175 per hour for the base period. The funding for these services comes from Proposition C Discretionary funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this was a competitively procured contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Staff requests authorization from the Board to negotiate and enter into a contract with ConvergeOne on terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access Services requires the services of an outside consultant to manage, monitor and maintain its information technology infrastructure. The consultant provides consulting and project management services to Access' network, email, desktops, laptops, tablets, internet connections and all related software. Access issued a similar RFP in 2016, RFP AS-4015. The contract was awarded to Computer Specialists, Inc. However, due to an expansion of service needs, Access decided to issue a new solicitation, RFP AS-4050, to solicit services with an updated scope of work. The RFP was issued on June 7, 2017 and was published on the Access website and Access' E-Procurement system, Public Purchase. Questions from potential proposers were received and Addendum 1 was issued in response.

Access received a total of eight (8) proposals. Two (2) of the proposals were deemed non-responsive and eliminated from further consideration. The remaining six (6) responsive proposals were: (1) Alpha Sirius; (2) ConvergeOne; (3) Computer Specialists, Inc.; (4) Decision Consultants; (5) Eaton & Associates; and, (6) T2 Tech Group. A preliminary scoring was conducted using the evaluation criteria below to establish a competitive range. From the preliminary scoring, the top two (2) proposers were invited to interview with the evaluation panel.

- 1) Completeness of RFP Response - 25%
- 2) Project Team Qualifications/Certifications - 25%
- 3) Service Level Agreement, Deliverables and Reports - 25%
- 4) Cost - 25%

As a result of the preliminary scoring, the top 2 firms were:

- 1) ConvergeOne - a Minnesota corporation that is a leading provider of advanced technology solutions, IT lifecycle and managed services with offices located in Ontario, California. ConvergeOne services several municipal governments, school and water districts as well as the San Bernardino Association of Governments.

- 2) Computer Specialists, Inc. (CSI) - a California corporation located in Cypress, California. CSI supports a number of clients including the Evangelical Christian Credit Union, Trinity Financial Services and Complete Logistics Company (supply chain and logistics services). CSI has been an Access vendor providing IT consulting services for 19 years and is, therefore, very familiar with Access.

After the interview, Best-and-Final Offers were requested. Thereafter, a re-scoring was conducted using a slightly modified evaluation criteria as indicated below:

- 1) Completeness of RFP Response - 20%
- 2) Project Team Qualifications/Certifications - 20%
- 3) Service Level Agreement, Deliverables and Reports - 15%
- 4) Client References - 15%
- 5) BAFO Cost - 30%

Below is a summary of the final scores:

Proposer	Technical Score	Cost Score * (after BAFO)	Total Score
ConvergeOne	61.83	21.87	83.70
Computer Specialists, Inc.	54.02	30.00	84.02

* Cost Score is determined by using the following formula:

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

COST PROPOSALS

Proposer	Base Period
ConvergeOne	\$580,260
Computer Specialists, Inc.	\$422,929

Both ConvergeOne and Computer Specialists, Inc. were deemed qualified and capable of providing the service. Although ConvergeOne had a higher cost, the evaluation panel deemed ConvergeOne as having a better technical proposal that included -

1. Matured and structured call center/trouble ticket resolution procedures
2. 24/7 Systems/Network monitoring team/capability - Proactive vs. Reactive monitoring to incidents
3. Client portal/utility tool with real time information access and KPI dashboard
4. A large pool of technical resources available (more than 500+ technicians available)
5. Robust SLA (Services Level Agreement) to govern the contract

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

**FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
INFORMATION TECHNOLOGY CONSULTING & SERVICES CONTRACT
(AS-3039)**

ISSUE:

Board approval is necessary to exercise the fifth option year of contract AS-3039 for information technology consulting and services contract with Fairway Technologies, which is the firm that created Access Services' Rider360 database.

RECOMMENDATION:

Authorize an additional \$176,000 in funds and an extension in the period of performance for one year, from May 1, 2018 through April 30, 2019.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$770,370 to \$946,370, with no changes to the current rate of payment. The contract rate will be accommodated by the budget for FY 2017/18 and FY 2018/19. The funding for these services comes from Proposition C Discretionary funds.

ALTERNATIVES CONSIDERED:

None. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term. This is part of the continuing development of a key infrastructure project and this is the last of the five option years available under this contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and amend the written contract with Fairway Technologies for information technology and consulting services on terms and conditions no less favorable to Access Services than those proposed above. Access Services 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 February 2011, Fairway Technologies (formerly PDSA, Inc.) was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, which is the database that helps staff manage information for every Access customer.

In the past six and a half years, Fairway staff were key to the successful transition to the Access TAP ID card in late 2011 and migration of data to the most up-to-date technology platform. Other enhancements to Rider360 completed during this time include Service Area Check, Address Validation, Geocoding to ensure data integrity, Risk Management changes for Beyond the Curb service, and Customer Service Module changes. Fairway also has been responsible for the integration of Rider360 with our new eligibility contractor's (MTM) software system, Salesforce, over the last six months.

The requested funds will primarily be for addressing additional and changing business needs that have been identified by staff. In addition, a portion of the funds (~\$60,000) will be reimbursed to Access by MTM due to integration and testing issues during the transition. The requested amount is an estimate of the work that will be completed through the end of the fifth option year of the contract.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER, CUSTOMER RELATIONS

RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE BY-LAW CHANGES

ISSUE:

At the April 2017 Access Services Board of Directors meeting, the Board requested feedback on the Community Advisory Committee (CAC) Bylaws related to Chair and Vice Chair selection for both the CAC and Quality Services Subcommittee (QSS).

RECOMMENDATION:

Approve changes to the CAC Bylaws (Article 6, Section 1.2) as detailed below.

ALTERNATIVES CONSIDERED:

None.

IMPACT ON BUDGET:

No impact.

BACKGROUND:

The Access Services Community Advisory Committee (CAC) was established to provide input and advice to Access Services related to operational and policy issues, and to make recommendations to the Access Services Board and staff.

At the April 2017 Board meeting, the Board requested feedback on whether there was a conflict in having the Chair of the CAC also be the Chair of the QSS. Additionally, the Board asked for feedback on potentially appointing a Board member to the CAC nominating committee.

A subcommittee of the CAC met and discussed the above items. They determined that by having the QSS Chair and Vice Chair positions subject to the same selection process that is used for the CAC Chair and Vice Chair positions, any conflict of interest would be identified and discussed at that time.

The subcommittee also felt that the current composition of the CAC nominating committee is sufficient moving forward.

The section in italics (Article 6, Section 1.2) is the only change to the CAC bylaws.

**Access Services
Community Advisory Committee (CAC)
By-laws**

ARTICLE 1 – NAME

Section 1 - The name of the committee shall be the Access Services Community Advisory Committee (CAC).

ARTICLE 2 – PURPOSE

Section 1 - The CAC provides community input and advice to Access Services Board of Directors and staff concerning operational policy issues to impact and improve the Access Services transportation program.

Section 2 - While CAC is not intended to be a complaint resolution or appeals board, it does allow for public input at the regularly scheduled CAC meeting.

ARTICLE 3 - REPRESENTATION

Section 1 - The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Paratransit.

Section 2 - Removal of Representatives

2.1 - Representatives serve at the pleasure of the Access Services Board of Directors and may be removed at any time.

2.2 - A representative who misses three (3) meetings during each year of their term may be subject to removal from the CAC.

- 2.2.1 - The Access Services Board of Directors shall be notified in writing after the third absence.
- 2.2.2 - The representative shall be requested to provide justification for continued service.
- 2.2.3 - The CAC shall review such justification and shall recommend to the Access Services Board of Directors whether the representative should continue to serve on the CAC.
- 2.2.4 - The Access Services Board of Directors will then make the final determination whether or not to remove the representative.

ARTICLE 3.1 -MEMBERSHIP APPLICATION PROCESS

- Section 1- Any CAC Membership opening will be posted publicly on the agency website along with distribution to interested stakeholders.
- Section 2- All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.
- Section 3 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.
- Section 4 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.
- Section 5-- Following this in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval. The Applicant must attend this Board meeting.

ARTICLE 4 – TERMS

- Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on _____ and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on _____ and every two years thereafter on the date of the Board of Directors meeting.
- Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations to the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.

ARTICLE 5 - OFFICERS

- Section 1 - The CAC will have a Chairperson and a First Vice-Chairperson.
- Section 2 - Slate of Officers Nomination Process
- 2.1 A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC during one of its regular meetings but no later than June 30. No member of the CAC shall serve on more than two consecutive nominating committees.
 - 2.2 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.
 - 2.3 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election, and if nominated for more than one officer position, which position they intend to pursue.
 - 2.4 - Each nominee will present either a written or verbal platform speech/presentation during the approval process held at a regular scheduled CAC meeting and a recommended slate of officers shall be chosen by vote at such meeting.
 - 2.5 - Any CAC members not selected to run during the nomination process can also submit their nomination from the floor on the day of the election.
- Section 3 - Terms and Appointment Process
- 3.1 - Officer terms are one year and will be limited to no more than two consecutive terms served by any one individual.
 - 3.2 - Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board of Directors' Chairperson. If ratified by the Board Chair, the term is one year from September.
- Section 4 - Duties of the Chairperson
- 4.1 - Preside at the CAC meetings
 - 4.2 - Represent the CAC at meetings of the Access Services Board of Directors when appropriate
 - 4.3 - Reports, at a minimum, concerns and actions taken by the CAC including the establishment of subcommittees, as well as potential agenda items for the next CAC meeting
- Section 5 - Duties of the First Vice-Chairperson
- 5.1 - Perform the duties of the Chairperson in the absence of the Chairperson.

Section 6 - Vacancies of Officer Positions

6.1 - A Vacancy of an Officer position shall exist in the following circumstances:

- The resignation or death of an officer;
- The removal of an officer by a ROLL CALL VOICE VOTE of the majority of the committee;
- The removal of an officer as a representative on the CAC by the Board of Directors as provided in Article 3 of these Bylaws.

Section 7 - Filling Vacancies of Officer Positions

7.1 - In the event of a vacancy of the officer position of Chair, the presiding First Vice-Chair Officer will automatically assume the role of Chair.

7.2 - There will be an election conducted for the vacant Vice-Chair position by ROLL CALL VOICE VOTE of the majority of the committee;

ARTICLE 6 – SUBCOMMITTEES

Section 1 - The CAC may establish subcommittees which will be charged with a specific purpose or task.

1.1 - Subcommittee membership will be appointed by the CAC.

1.2 - *Subcommittee Officers (Chairperson and Vice-Chairperson) shall be chosen by the same process as outlined in Article 5 and presented to the CAC for approval for a 1-year term.*

1.3 - Members will include CAC members.

1.4 - Members may include non-CAC members who have expertise, insight, knowledge, or specific interest in the specific purpose or task.

1.5 - Subcommittees will encourage open discussion and dialogue with all persons attending their meetings.

1.6 - All meeting locations shall be posted according to the Brown Act. An Access Services staff person will be assigned to each subcommittee and will attend subcommittee meetings.

1.7 - Subcommittees shall report their activities to the CAC on a regular basis. The CAC shall take recommendations under advisement and determine further action, if appropriate.

Section 2 - The CAC shall have a standing subcommittee called the Quality Services Subcommittee (QSS).

- 2.1 – The purpose of the Quality Services Subcommittee (QSS) is to monitor the quality of service of Access Paratransit and to make comment and recommendations.
- 2.2 – Composition –
 - 2.2.1 - One Access Paratransit rider from each existing service region appointed by the CAC.
 - 2.2.2 - One additional appointment from each existing service region appointed at the discretion of the CAC.
 - 2.2.3 - Access Services staff from Operations and Customer Service appointed by Access Services Executive Director (non-voting members).
 - 2.2.4 - A representative from each transportation contractor appointed by Access Services Executive Director.
 - 2.2.5 - A member of the Board of Directors of Access Services appointed by the Board of Directors.
 - 2.2.6 - At least one member from the CAC appointed by the CAC.
- 2.3 - Terms shall be for one year commencing in _____ with a _____ appointment.
- 2.4 - The Quality Services Subcommittee shall meet at least quarterly.

ARTICLE 7 - MEETINGS

- Section 1 - The CAC shall meet once a month on the second Tuesday of every month at a location as centralized to the County of Los Angeles as possible in a fully Americans with Disabilities Act (ADA)-compliant venue.
- Section 2 - CAC meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving CAC deliberations are open to the public, with advance posting of agenda(s).
- Section 3 - CAC meetings shall be conducted under Roberts Rules of Order, except where these Bylaws provide other provisions.
- Section 4 - Special meetings of the CAC may be called by Access Services staff or at the request of the Chairperson.
- Section 5 - To facilitate full discussion of issues by the CAC, discussion of items will first involve CAC representatives.
 - 5.1 - Public comment will be limited to brief comments, as directed by the Chairperson, on each agenda item after the items have been discussed. As appropriate, the Chairperson may suggest persons contact staff directly regarding specific questions.

- Section 6 - Change in meeting location, date or special meeting requires representatives to be notified at least seven (7) days in advance and follows the required posting procedure.
- Section 7 - Alternative formats are available, upon request, by contacting Access Services three (3) business days prior to the date of a meeting to assure availability.
- Section 8 - Minutes of the Committee shall be recorded by Access Services staff and returned to the Committee for review and approval. Minutes of the Committee shall be forwarded to the Access Services Board of Directors by an agreed upon method.

ARTICLE 8 - VOTING/QUORUM

- Section 1 - A majority of the representatives currently appointed must be present at a meeting for a quorum.
- Section 2 - An affirmative vote of a majority of the representatives present is required for any action items.
- Section 3 - A representative must be present at the time of a vote to vote on a particular issue.
- Section 4 - An absent representative cannot authorize a proxy vote.
- Section 5 - Representatives are expected to actively participate in regularly scheduled CAC meetings and Subcommittee meetings.

ARTICLE 9 - COMPENSATION AND REIMBURSEMENT

- Section 1 - Per the Access Services Board of Directors, CAC Representatives may receive such compensation, if any, for their services as committee representatives or officers, and such reimbursement of expenses.
- Section 2 - Per the Board of Director's action, CAC Representatives are provided stipend FOR EACH meeting in which their attendance is requested by Access Services staff or Board of Directors.
- Section 3 - Compensation is limited to two (2) stipends monthly for CAC Representatives.

ARTICLE 10 – AMENDMENTS

- Section 1 - These Bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above, subject to final approval of the Access Services Board of Directors.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS
FROM: ANDRE COLAIACE, EXECUTIVE DIRECTOR
RE: CONSIDERATION TO APPROVE SEVERANCE POLICY CHANGES

ISSUE:

At the September 19, 2016 Board Meeting, the Board adopted a severance policy for the Agency. Staff is requesting a revision to this policy to give the Executive Director more flexibility in determining severance.

RECOMMENDATION:

Approve the attached severance/transition policy.

IMPACT ON BUDGET:

There is no immediate impact on the budget due to the creation of the new policy. Each separation will be reviewed on a case-by-case basis to determine if it is eligible for severance/transition pay.

BACKGROUND:

It is not mandatory under the Fair Labor Standards Act (FLSA) to provide a severance package to an employee at the time of separation/termination of employment, except under certain specific circumstances. However, if a severance package can be agreed upon by both sides, it can assist in an amicable parting of ways.

As stated above, at the September 19, 2016 Board Meeting, the Board adopted a severance policy that codified existing Agency practices. Staff believes that providing the Executive Director with additional flexibility in certain situations, in consultation with the Board Chair, is prudent and can reduce legal exposure to the Agency.

The last sentence in italics is the only change to this policy.

I. PURPOSE

Access Services (hereinafter "the Company") has adopted this Access Severance/Transition Policy to provide severance/transition pay under the circumstances described below to eligible employees (hereinafter "Eligible Employees") of Access Services.

II. ELIGIBILITY

This policy applies to all exempt and nonexempt, full-time staff employees on Access Services payroll. You are not eligible to receive severance/transition pay if you are a temporary, intermittent, contract or "leased" employee.

III. POLICY

In the event of an involuntary termination due to a reduction in force and/or downsizing, change in company direction and/or job elimination, the Company reserves the right to provide severance/transition pay for the affected eligible employee upon receipt of a voluntary, fully executed severance/transition agreement. This does not apply to terminations for cause and/or refusal to be reassigned.

IV. PAYMENT AMOUNT

The rate of severance/transition is based on length of service as a full-time, staff employee (i.e., the number of consecutive full 12 month periods of an eligible employee's employment with the Company) and base salary at time of separation. The Company does not have a bridging of service policy and any prior employment is not recognized for purposes of calculating severance/transition pay.

Based upon business need, economic conditions and budgetary constraints, the severance/transition pay will be one week for each year of service for non-exempt/hourly, full-time employees; and two weeks for each year of service for exempt/salaried, full-time employees. Applicable deductions will be withheld as required by federal and/or state requirements. The maximum severance/transition pay is six months and/or 26 weeks. Severance is calculated on base pay only. The Company reserves the right to elect to pay the severance payment in a lump sum or as a salary continuation (continue payments on scheduled biweekly paydays). The severance policy does not apply to any employee subject to an employment contract.

The Executive Director may provide additional severance subject to consultation with the Chair of the Access Services Board of Directors.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
RE: CONSIDERATION TO RENEW AGENCY INSURANCE POLICIES

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2017.

RECOMMENDATION:

Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not to exceed amount of \$750,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2017/18 includes the cost of these policies. The funding for these policies comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

BACKGROUND:

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for the various insurance policies. Upon Board approval, staff will authorize SCM to purchase the policies with an effective date of no later than November 1, 2017, and December 1, 2017 for the Workers' Compensation policy.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR**

**RE: COMPREHENSIVE OPERATIONAL REVIEW FINAL REPORT AND NEXT
STEPS**

ISSUE:

This item outlines next steps resulting from the Comprehensive Operational Review (COR) prepared by Nelson\Nygaard Consulting Associates.

RECOMMENDATION:

Receive and File.

IMPACT ON BUDGET:

Any future action with significant budget impacts will be programmed in subsequent budget years and brought to the Board for approval.

BACKGROUND:

In October 2017, Nelson\Nygaard Consulting Associates produced the *Access Services Comprehensive Operational Review: Final Report* that included a list of recommendations. Staff is reviewing and planning for the implementation of those recommendations in the report, which are organized as status quo, short-term, and long term. The COR Final Report can be found on the Access website at: accessla.org/about_us/publications

Several short-term recommendations are already underway:

- Staff is adopting and revising key performance indicators (pending Board approval in October 2017).
- Staff posted a "Fleet Maintenance Analyst" position to increase the Fleet Design and Maintenance group staff.
- Staff added a transfer starter as required personnel to the Northern Region RFP, in an effort to enhance transfers to/from the North County Regions.

In addition, staff is already exploring options for Access to provide operating and maintenance facilities for providers. In September 2017, staff released two RFPs. The first is for real estate broker services to identify and source properties to be used for Access' operating facilities. The second seeks a consultant to conduct a facility needs analysis for each of Access' regions and provide conceptual drawings and preliminary facility cost estimates.

The long-term recommendations, which include significant changes to the current service model, will be incorporated into Access' Strategic Plan.

STRATEGIC PLAN:

Access Services has been developing a new five-year Strategic Plan for the agency. The objective of this Plan will not only incorporate those recommendations that Access adopts from the Comprehensive Operational Review, but also projects from Access' internal departments.

This five-year Plan will provide a narrative of the projects and goals that Access is setting for itself from FY 2019 through FY 2023. These projects will be incorporated into Access' annual budget.

The Strategic Plan will be a public document detailing the goals of Access Services for the next five years. The Plan provides transparency in the agency's future planning and provides a platform for Access' stakeholders to comment and debate on the objectives of the agency.

The Strategic Plan will be a living document that will serve as a reference for the agency as to the objectives of the agency. Additionally, the Plan will be updated annually to incorporate revisions to agency goals and also include additional projects which Access may desire to pursue.

TIMELINE AND NEXT STEPS:

Staff is in the process of developing a draft Strategic Plan for Board input which incorporates recommendations from the recent Comprehensive Operational Review and also projects from the different Access departments.

In November, Access will share this draft Strategic Plan with its advisory committees (CAC and TPAC) as well as the Board of Directors, seeking input.

In January, after incorporating comments provided by the CAC, TPAC and Board of Directors, staff will present a revised draft Strategic Plan summary to the Board.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS & SAFETY

RE: CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS AND STANDARDS

ISSUE:

Board approval is requested for the adoption of key performance indicators (KPIs) and standards to measure the efficiency and effectiveness of Access' operations.

RECOMMENDATION:

Authorize staff to add the following KPIs and standards to Access' operating contracts:

- On-time performance (next day trips) - 91% or better
- On-time performance (Access-to-Work trips) - 94% or better
- Excessively late trips - 0.10% or lower
- Missed trips - 0.75% or lower
- Denied trips (reservations) - 0%
- Complaint rate - 4.0 per 1,000 trips or lower
- Calls on hold > 5 minutes (reservation calls) - 5% or less
- Calls on hold > 5 minutes (ETA calls) - 10% or less
- Average initial hold time (reservation calls) - 120 seconds or less
- Excessive travel time - 5% or less
- Miles between roadcalls - 25,000 miles or more
- Preventable collision rate - 0.50 preventable collisions per 100,000 miles or less
- Preventable incident rate - 0.25 preventable incidents per 100,000 miles or less

IMPACT ON BUDGET:

This recommendation is consistent with recommendations from the Comprehensive Operational Review (COR) and should have no impact on the FY17-18 budget. As the KPIs are incorporated into operating contracts, there could be an undetermined

impact to future budgets as contractors factor new requirements and associated liquidated damages into their cost of doing business.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will incorporate new and modified KPIs into its reporting systems and into future contracts or contract amendments and extensions.

BACKGROUND:

In 2016, Nelson-Nygaard was retained by Access to complete a comprehensive operational review that included both a peer review and a review of current key performance indicators. Nelson-Nygaard found that current performance standards were appropriate, but suggested that additional standards would be useful for measuring service quality, as well as more closely meeting expectations from the Federal Transit Administration. In fact, staff sought feedback from auditors during the recent FTA ADA Compliance Review and their input regarding potential KPI changes was positive.

After consideration of recent performance, recommendations from the COR and staff, the following KPIs are recommended for Board approval:

SUBJECT	PROPOSED STANDARD	CURRENT STANDARD	ACTUAL PERFORMANCE AUGUST 2017
On-time performance (next day trips)	91.0%	91.0%	91.4%
On-time performance (Access-to-Work trips)	94.0%	95.0%	93.5%
Late 4 trips (excessively late trips)	0.10%	0.10%	0.05%
Missed trips	0.75%	NA	0.68%
Denials - reservations	0.00%	1.00%	0.25%
Complaint rate (per 1,000 trips)	4.0	4.0	4.6
Calls on hold - reservations > 5 minutes	5.0%	5.0%	4.5%
Calls on hold - ETAs > 5 minutes	10.0%	NA	33.2%
Average initial hold time (seconds)	120	120	99
Excessive travel time	5.0%	NA	3.9%
Miles between roadcalls	25,000	NA	32,062
Preventable collision rate (per 100,000 miles)	0.50	0.50	0.75
Preventable incident rate (per 100,000 miles)	0.25	NA	0.17

If approved, staff would incorporate the new or modified KPIs into the monthly Board Box, annual budgets and annual report, as well as incorporate them into operating contracts. Liquidated damages associated with each KPI will also be incorporated into operating contracts. The proposed KPIs were reviewed in August and September by the Transit Professionals and Community Advisory Committees.

OCTOBER 16, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through January 2018 at the regularly scheduled Board meetings.

November 30, 2017

Annual Membership Meeting - California Endowment Center

Agenda Items:	Disposition:
Strategic Plan/Comprehensive Operational Review	Presentation
Operations Report	Presentation
Financial Report	Presentation
Customer Survey Results	Presentation
Spirit of Accessibility/Jerry Walker Awards	Presentation

December 11, 2017

Board Meeting - Metro

Agenda Items:	Disposition:
Audit Services Contract Extension	Action
Minimum Wage/Wage Compression Contract Amendments	Action
Demand Forecasting Contract Extension	Action
TPA Services Contract Extension	Action
TAP MOU Extension	Action
Community Advisory Committee Appointments	Action

January 22, 2018
Board Meeting - TBD

Agenda Items:	Disposition:
Voice Telecommunications Contract Extension	Action
Data Services Contract Extension	Action
San Fernando Service Region Contract Award	Action