

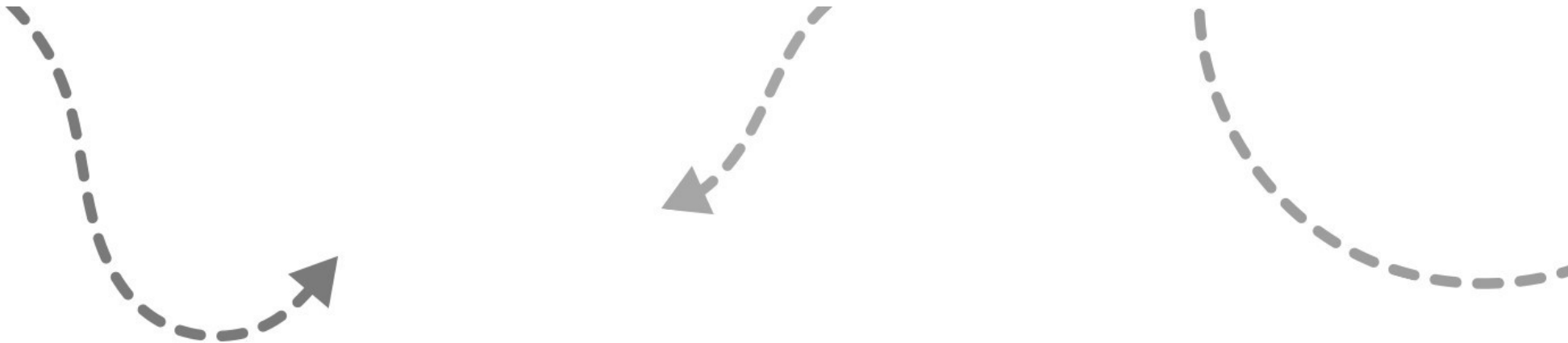


**Board Meeting Presentations  
December 13, 2021**



**access**





**Item 9**  
**Consideration To Extend Term and Increase Funds -**  
**West/Central Region Service Provider Contract (AS-4031)**



**access**

# Background

## **Service provider - California Transit, Inc.**

- Existing Contract:
  - Term - Five (5) years plus four (4) one-year options
  - Initial term of five years will expire October, 2022
  - Provides ADA complementary paratransit service
- Proposed Action:
  - Execute two, one-year options

access



# Service Area



# Proposed Rates

	<b>Current (11/17-10/22)</b>	<b>Year 6 (11/22-10/23)</b>	<b>Year 7 (11/23-10/24)</b>
ADA Service - Fixed (monthly)	\$532,335	\$556,822	\$582,436
ADA Service - Variable (per trip)	\$34.51	\$36.10	\$37.76
Emergency Services Hourly Rate	\$50.00	\$52.30	\$54.71
Braille Starter Hourly Rate	\$18.01	\$18.84	\$19.71

**access**



# Financial Analysis

## Service Providers Fully Loaded Rates

Fiscal Year	West/ Central (CTI)	Northern (MV)	Eastern (SGT)	Southern (GPI)	Santa Clarita (MV)	Antelope Valley (Keolis/FT)
2022	\$43.75	\$49.84	\$44.72	\$44.02	\$53.70	\$41.52
2023	\$44.92	\$51.66	\$46.57	\$45.07	\$57.15*	\$62.53
2024	\$46.36	\$54.24	\$48.70	\$46.10	\$58.03*	\$63.78

access



# Performance

Key Performance Indicator	FY21	FY22 YTD*
On Time Performance - $\geq 91\%$	93.1%	90.0%
Excessively Late Trips - $\leq 0.10\%$	0.10%	0.11%
Trip Denials $\leq 0$	1	1
Access to Work On Time Performance - $\geq 94\%$	99.4%	98.5%
Average Hold Time (Reservations) - $\leq 120$	33	23
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	2.1%	0.6%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	0.7%	0.2%
Complaints Per 1,000 Trips - $\leq 4.0$	3.3	4.2
Preventable Collisions (Weighted) - $\leq 0.50$	0.69	0.60
Miles Between Road Calls (Access Owned Vehicles) - $\geq 25,000$	57,811	39,192

**access**

\* Through October 2021

# State Legislation

The following clause is being added to the contract:

In the event California Assembly Bill 5 (AB5) or 2020 California Proposition 22 (Prop 22) increases Contractor costs or the costs of operations, Contractor shall not be entitled to any price adjustment, reduction in the Services required hereunder, or change to this Contract.

**access**





# Recommendation

Authorize \$71,685,701 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from October 29, 2022 through October 28, 2024, for Contract AS-4031 with California Transit, Inc. (CTI). Also, authorize the addition of one provision, related to State legislation, to the contract.

**access**





**Item 10**  
**Consideration To Extend Term and Increase Funds -**  
**Eligibility Services Contract (AS-4030)**



**access**



# About MTM

- Awarded contract with Access Services in early 2017 and began providing eligibility assessments in July 2017
  - Three year base term
  - Two 2-Year Option Terms
- Nationwide, MTM performs ADA paratransit assessments in Denver, Colorado; San Diego, California; Portland, Oregon; San Mateo, California; Orange County, California; Raleigh, North Carolina; St. Louis, Missouri; and Austin, Texas

**access**



# COVID 19 Impacts

The current two-year option term (July 2020-June 2022) has operated under the impacts of the COVID 19 pandemic.

- Implemented phone assessments in March 2020 to adhere to local safer-at-home orders.
- Throughout this time period, MTM has been extremely adaptive and diligent in ensuring the best possible functional assessment despite the lack of the in person component.
- Access Eligibility Department has adapted existing QA processes to the phone assessment interviews.

**access**



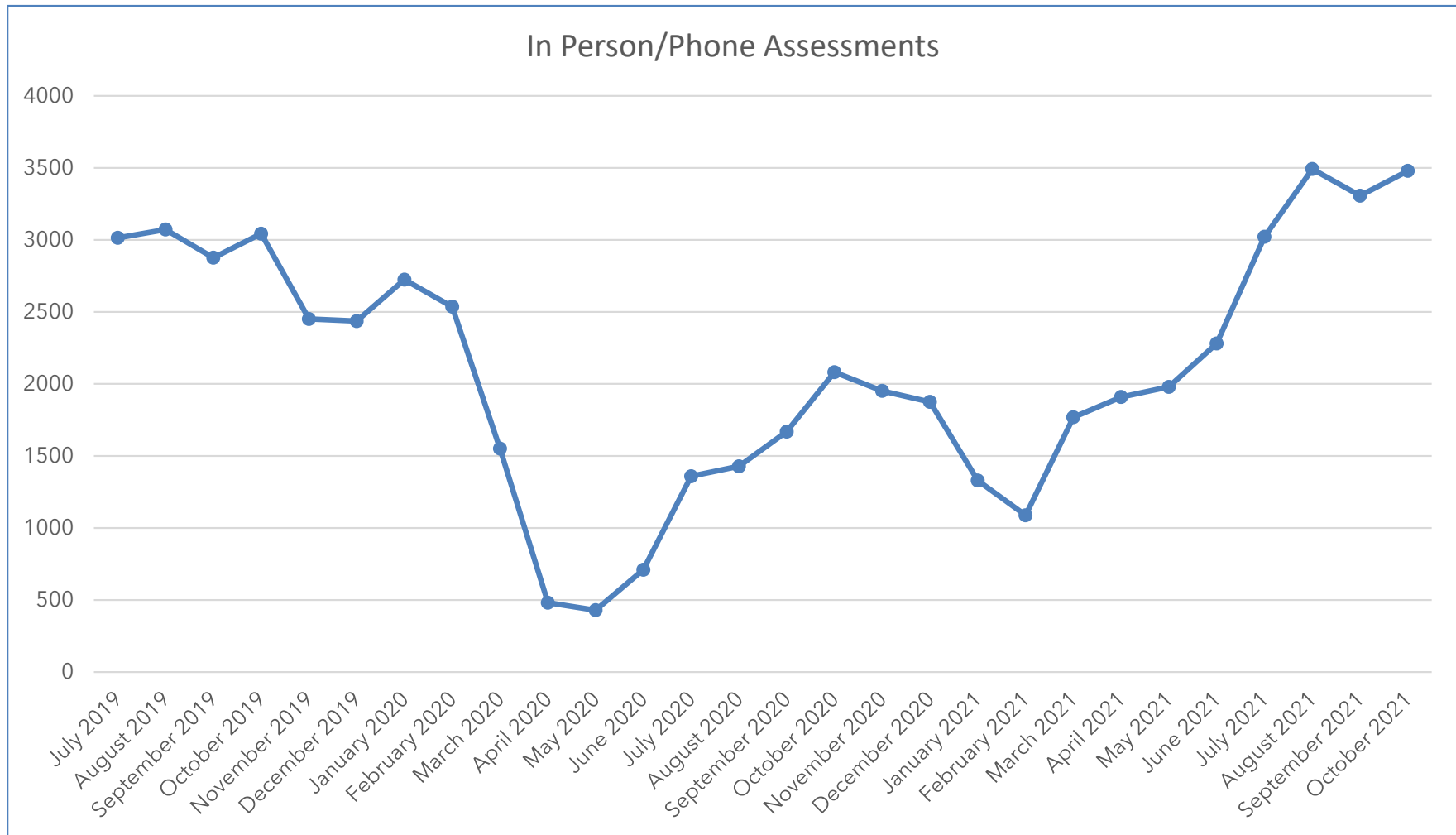
# Return to In Person Assessments

- Effective December 1, 2021 Access has resumed in person assessments.
- Precautions to be implemented:
  - Phased in approach with only new applicants.
  - Mask requirement for all staff and customers.
  - Temperature screening for applicants and employees.
  - Acrylic barriers installed in interview cubicles.
  - Waiting area will be reconfigured to allow for physical distancing.

**access**

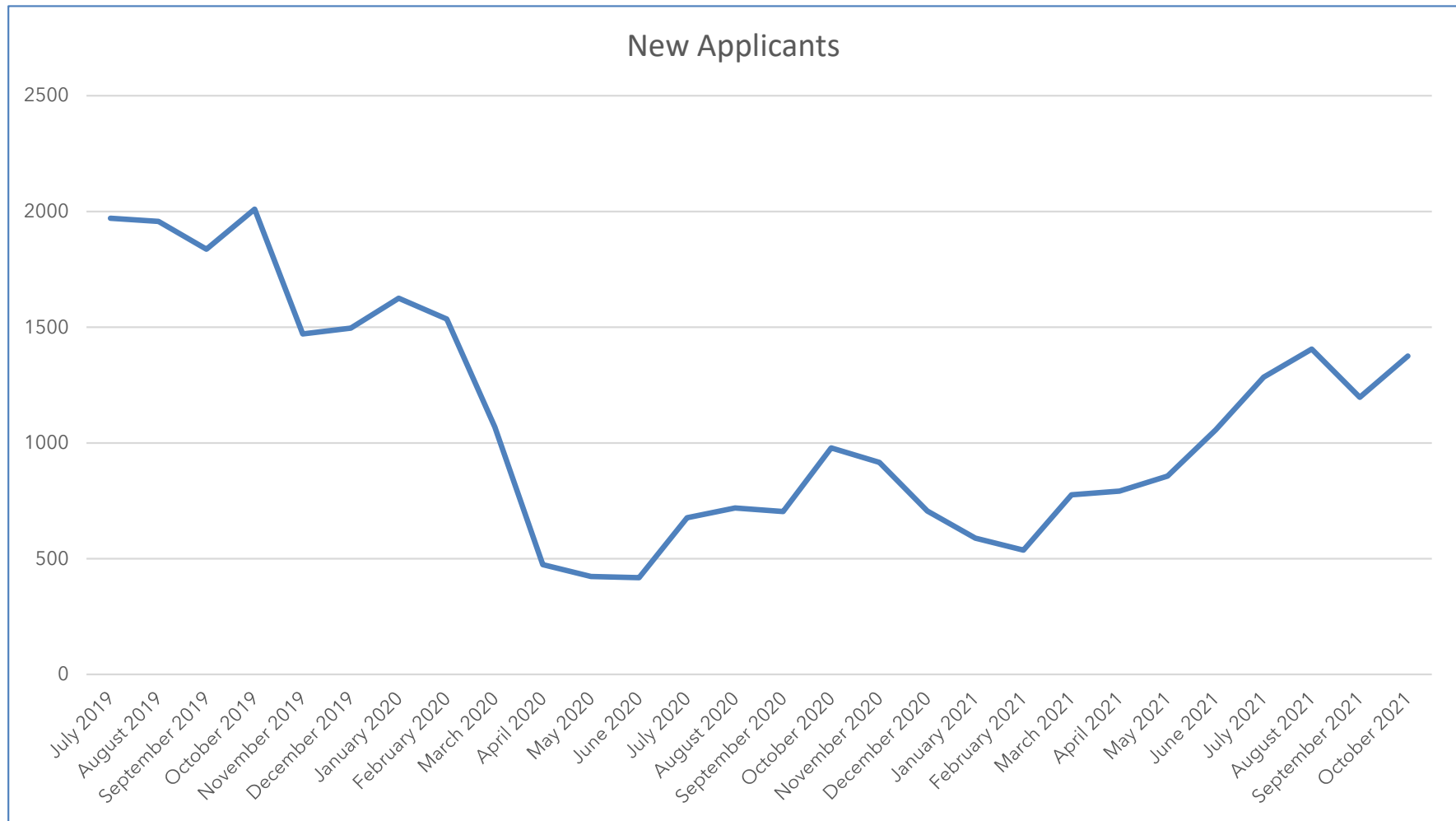


# Eligibility Trends

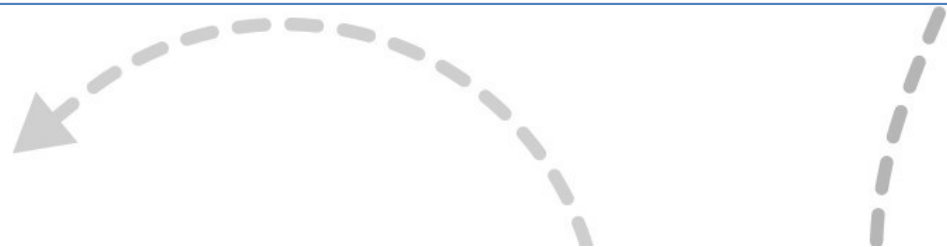


access

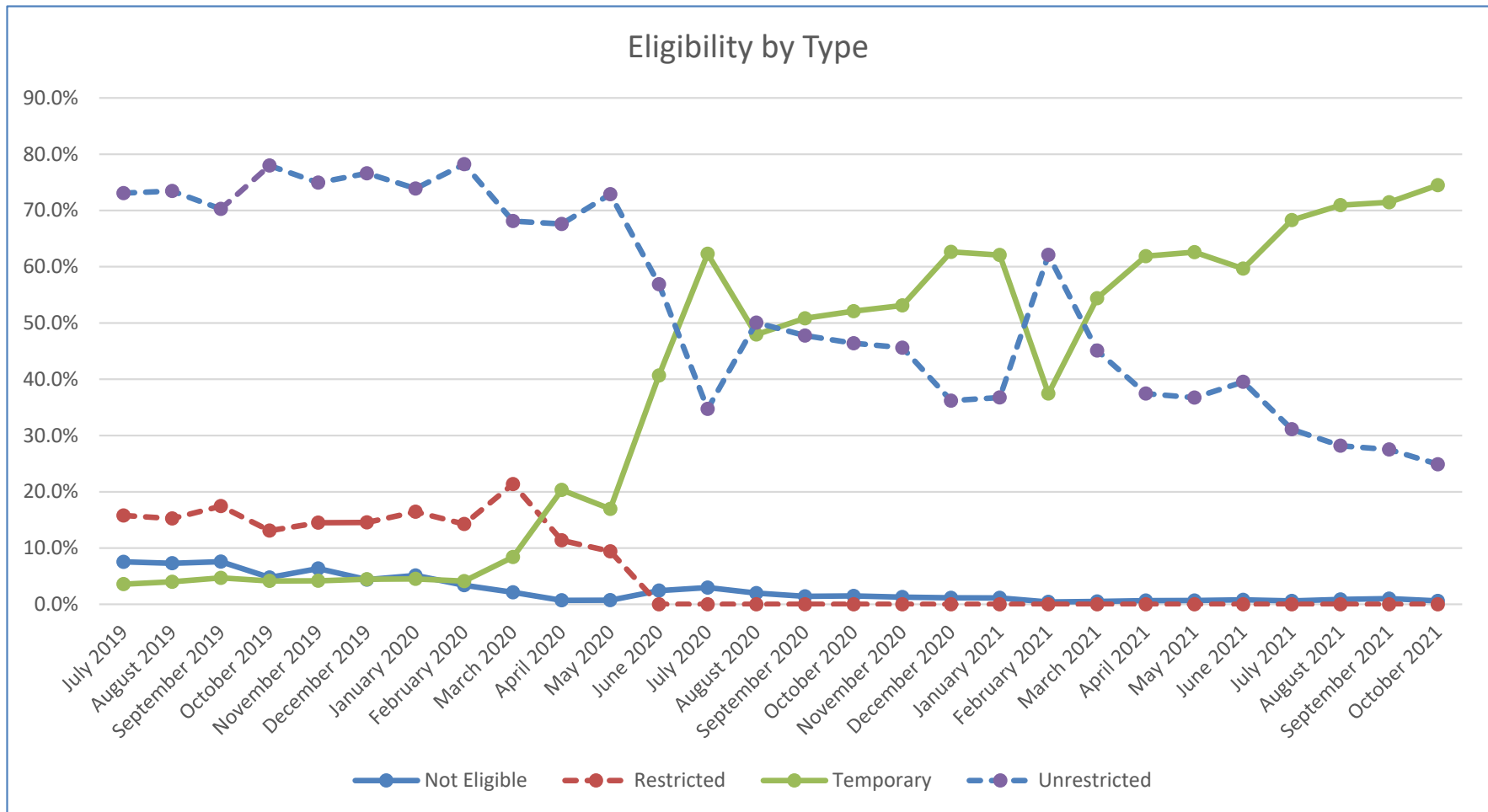
# Eligibility Trends



access



# Eligibility Trends

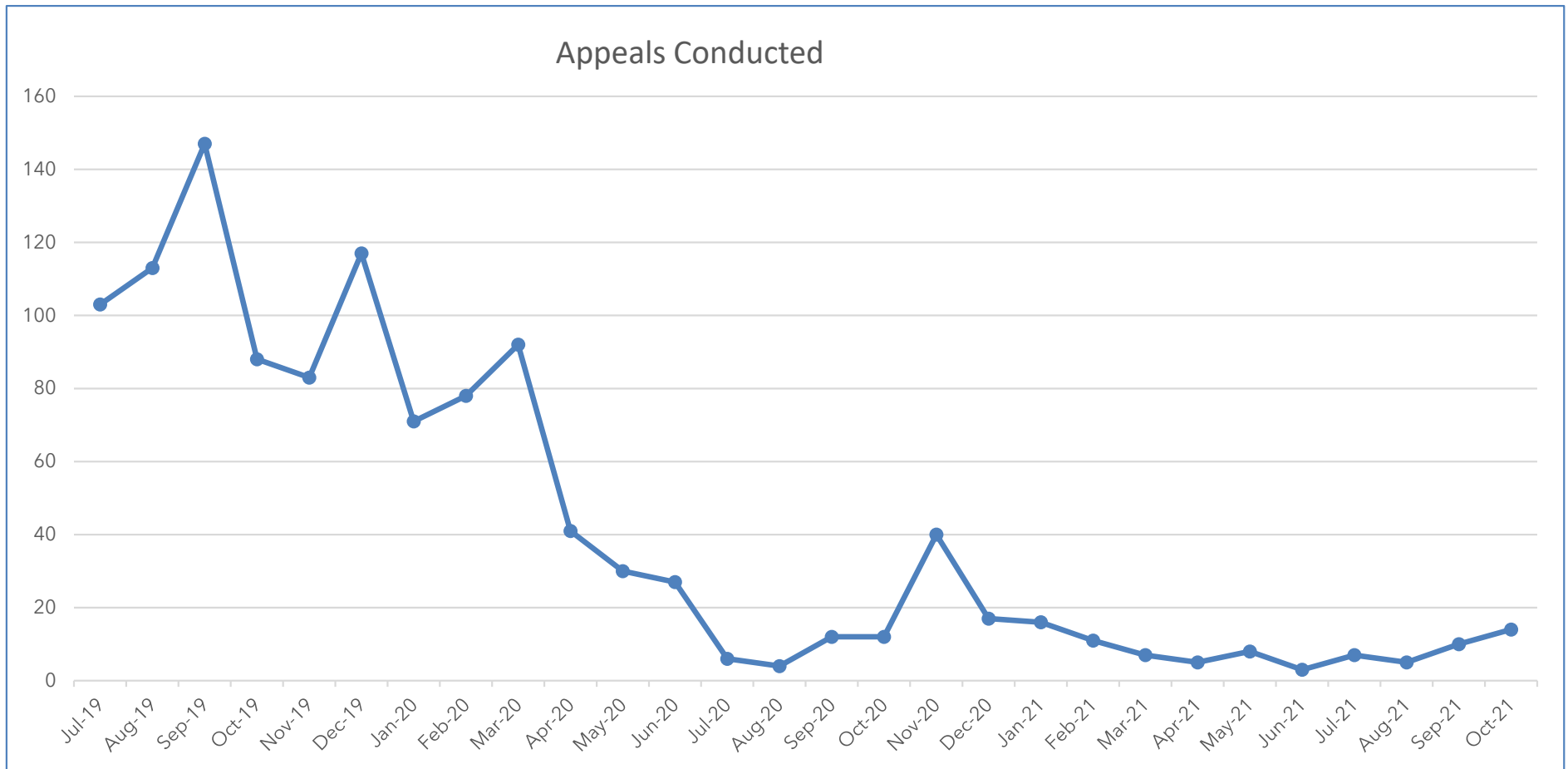


access

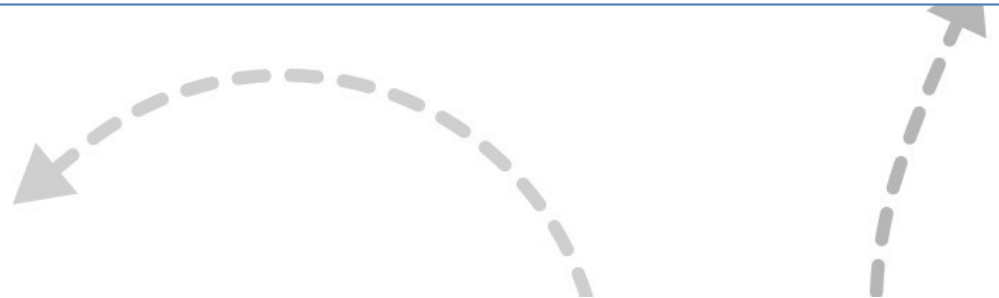




# Eligibility Trends



**access**



# Recommendation

Authorize an additional \$11,974,945 in funds, a change of rates of compensation and an extension in the term for Contract AS-4030 with Medical Transportation Management, Inc. (MTM) from July 1, 2022 through June 30, 2024.

**access**





**Item 11**

**Consideration to Approve Vehicle Major  
Component Reimbursement Policy and  
Budget Allocation**



**access**

# Background

Access provides 737 vehicles to its six operating contractors.

- Useful life (FTA) of 4 year/100,000 miles for
  - 716 minivans, MV1s or small cutaways
- Useful life (FTA) of 5 year/150,000 miles for
  - 21 large cutaways

Access replacement standard is 250,000 miles; contractors obligated to maintain vehicles through this service life.

**access**



# Background

As of October 1, 2021

- 170 vehicles have exceeded 250,000 miles
- 113 vehicles have exceeded 200,000 miles and will likely exceed the 250,000 mile mark before the end of the fiscal year

New vehicle acquisitions delayed due to manufacturing delays from pandemic.

- Order placed on March 2021 for 27 vehicles - still no definite delivery date
- Board approval for additional 118 new vehicles but orders delayed because of chassis availability and final pricing for CalAct 20-01

**access**



# Vehicle Maintenance Challenges

Vehicles with mileage that exceeds Access useful life can be maintained and be reliable but have major components (i.e. engines, transmissions, suspensions, air conditioning systems and ramps/lifts) that need to be overhauled or replaced to extend service life.

Major component repair is not part of Access service providers' contractual requirement for vehicles that exceed 250,000 miles.

**access**



# Proposal

Establish a budget for Out of Scope major repairs

- Access Fleet Department staff will review and approve any and all repairs submitted for reimbursement.
- Initial proposed budget estimate of \$1,092,000 is based on current repair records on Access owned vehicles.
- Funding will be reallocated from local matching capital funds slated for capital purchases that are delayed.
  - Funding for future fiscal years will be budgeted accordingly, if necessary.

**access**



# Recommendation

Approve the Vehicle Major Component Reimbursement Policy and the budget allocation of \$1,092,000.

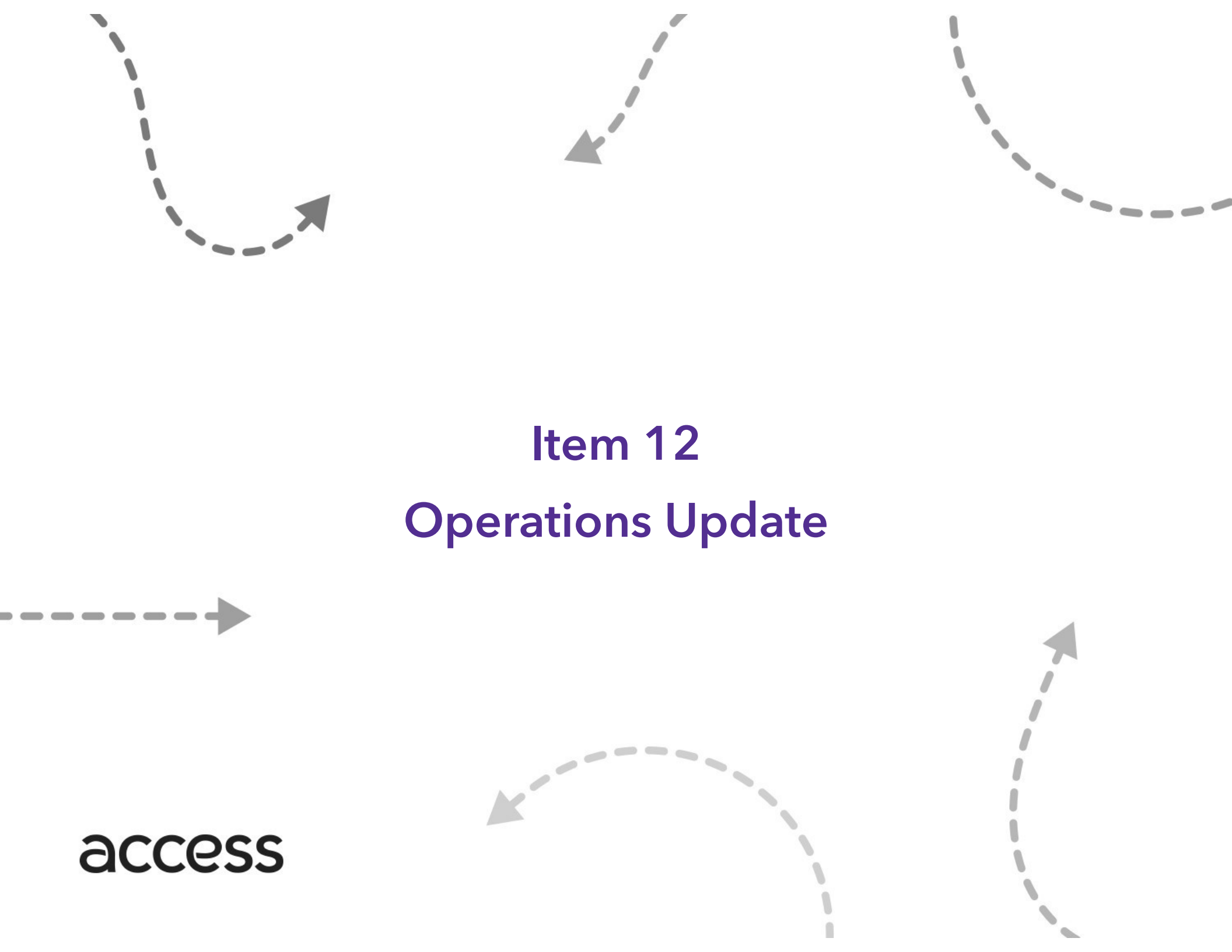
**access**





**Item 12**  
**Operations Update**

**access**



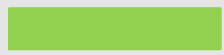



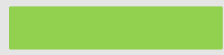








# Statistics

---

	19-Oct	<b>20-Oct</b>	<b>21-Oct</b>
Vehicle Trips Completed	336,027	153,202	196,752
Passenger Trips Completed	429,003	190,693	249,607
Reservation Calls Answered	269,433	131,001	157,599
ETA Calls Answered	51,145	32,131	43,152
WMR ETAs Requested	NA	155,338	229,139

# System Performance Report Card

Key Performance Indicator	Standard	FY22 through October	
On Time Performance	≥ 91%	90.6%	
Excessively Late Trips	≤ 0.10%	0.06%	
Excessively Long Trips	≤ 5%	3.1%	
Missed Trips	≤ 0.75%	0.43%	
Denials	≤ 0	2	
Access to Work On Time Performance	≥ 94%	96.8%	
Average Hold Time (Reservations)	≤ 120	54	
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.1%	
Calls On Hold > 5 Min (ETA)	≤ 10%	1.6%	
Complaints Per 1,000 Trips	≤ 4.0	3.3	
Preventable Incidents	≤ 0.25	0.21	
Preventable Collisions	≤ 0.50	0.70	
Miles Between Road Calls	≥ 25,000	62,475	

**Green** is good, **yellow** is cautiously optimistic, **red** is NOT meeting standard

# Operational Challenges

- Contractors continuing to have difficulties recruiting new employees
  - Several regions have increased wages to be more attractive
  - New subcontracting solutions being sought
  - Taxi drivers not returning to previous levels
    - New taxi regulations may help
- Replacement vehicle availability

**access**



# COVID-19 Response & Recovery Updates

- Access continues to monitor and respond to COVID-19 cases. New cases in November:
  - Contractors: 9
  - Riders: 3
  - Staff: 0
- Staff are closely monitoring the new Omicron variant.
- Access coordinated a delivery of Personal Protective Equipment to the Eligibility Center.
- The After Action Report for the COVID-19 Emergency Operations Center activation was completed.
- An application for FEMA reimbursement of ~ \$5.2 million in incident costs was submitted in November.



Item 13

Customer Satisfaction Survey



access

# Topics (Customer Experiences)

## Experience with:

- Rides on Access
- Reservation Process
- Customer Service Calls
- Filing Complaints or Commendations
- Perceptions of a Rider's Most Recent Access Trips

**access**



# Topics (Customer Experiences)

## Experience with:

- Back-Up Trip Service through Access' OMC
- Beyond the Curb service
- Service Animals on Access
- Mobility Device usage

**access**





# Topics (Customer Information)

## General Customer Information:

- Customer Access to Internet and Smart Phones
- Overall Satisfaction with Access
- Demographic Information

**access**



# Timeline

January 3<sup>rd</sup> to January 24<sup>th</sup>

- Digital Survey: Email, Text, Web-based

January 31<sup>st</sup> to February 11<sup>th</sup>

- Telephone Survey

**access**

