

access

BOARD OF DIRECTORS MEETING
Monday, February 10, 2020
General Session: 12:00 p.m.
Closed Session: Immediately Following

**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 13, 2020 (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 Approve Revised 2020 Board of Directors Meeting Calendar (page 14)

[Staff Recommendation: Review and approve the proposed Board and Standing Committee Meeting calendar for 2020.]

- b) Consideration to Extend Term and Increase Funds - Mail and Fulfillment Services Contract (AS-4048) (page 17)

[Staff Recommendation: Authorize staff to execute the first option term with The Data Center effective July 1, 2020 through June 30, 2022 and add an additional \$250,000 in funds.]

- c) Consideration to Award Local Advocacy Services Contract (AS-4111) (page 19)

[Staff Recommendation: Authorize the award of a consulting services contract to David Gershwin Consulting for the period May 1, 2020 through April 30, 2025 at an amount not to exceed \$312,000.]

- d) Consideration to Approve Sole-Source Oracle Fusion ERP Support Services Contract (AS-4127) (page 24)

[Staff Recommendation: Authorize staff to execute a contract with C3 Business Solutions (C3) for Oracle Fusion ERP Support Services for the period July 1, 2020 through June 30, 2023 at an amount not to exceed \$663,000.]

- e) Consideration to Increase Funds for Drug and Alcohol Consultant Contract (AS-3876) (page 27)

[Staff Recommendation: Authorize additional funds of \$75,000 for contract AS-3876 with LPM Consulting Inc.]

- f) Consideration to Increase Funds for Information Technology Managed Services Contract (AS-4050) (page 30)

[Staff Recommendation: Authorize an additional \$200,000 in funds for IT managed services contract (AS-4050) with Converge One.]

- g) Consideration to Increase Funds for Voice over Internet Protocol Phone System Contract (AS-4055) (page 32)

[Staff Recommendation: Authorize an additional \$115,000 in funds for VoIP phone system contract AS-4055 with Packet Fusion.]

- h) Consideration to Exceed Aggregate Procurement Limit for Printing Vendor (page 34)

[Staff Recommendation: Authorize staff to exceed the \$75,000 aggregate procurement limit with Dual Graphics for an amount up to \$120,000.]

- i) Consideration to Approve Election Day Fare Policy (page 36)

[Staff Recommendation: Approve a policy that will allow Access riders and their companions to travel free of fare on trips to and/or from election poll sites on regular federal and statewide election days.]

[Staff Recommendation: Approve Consent Calendar]

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| <p>7. CONSIDERATION TO AWARD BROKERAGE SERVICE CONTRACT - PARENTS WITH DISABILITIES PROGRAM (AS-4107) (page 38)</p> <p>[Staff Recommendation: Authorize staff to award Contract AS-4107 for a Brokerage Services Contract for the not-to-exceed amount of \$3,056,861 to MV Transportation, Inc. for the period of March 1, 2020 through June 30, 2021 contingent on funding for these services from the Los Angeles County Metropolitan Transportation Authority (Metro).</p> <p>Additionally, authorize staff to make program changes as necessary to remain within funding constraints.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>8. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) (page 49)</p> <p>[Staff Recommendation: Authorize an additional \$62,498,741 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2021 through March 31, 2022 for Contract AS-3421 with San Gabriel Transit (SGT).]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>9. CONSIDERATION TO APPROVE SUPPLEMENTAL FY20 AND DRAFT FY21 FUNDING REQUESTS (page 54)</p> <p>[Staff Recommendation: Authorize staff to submit a supplemental funding request of \$12,632,438 for FY20 and a draft budget for planning purposes in the amount of \$232,485,987 for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).]</p> | <p>PRESENTATION/
ACTION</p> |
| <p>10. UPCOMING BOARD ITEMS (page 56)</p> | <p>INFORMATION</p> |
| <p>11. EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>12. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |

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|-----|--|-----------------------------------|
| 14. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 15. | CLOSED SESSION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>
1. <i>Anticipated Litigation: Gov. Code §54956.9 (d)(2) Adams v. Access Services, et al.</i>
LASC Case No. 18STCV4539 / AAA Case No. 01-19-0000-7404 | 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 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 an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



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

3449 Santa Anita Ave, 3rd Floor

El Monte, CA 91731

January 13, 2020

12:00 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Nason at 12:10 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Directors Lee Burner, Andrew Del Castillo, John Troost and Jonaura Wisdom. Ex-Officios: CAC Chair Dina Garcia, TPAC Vice Chair Luz Echavarria and Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Secretary Theresa DeVera, Director Valerie Gibson

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 2, 2019

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes, seconded by Director Burner. Via Roll Call Vote, all were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

Community Advisory Committee Chair Dina Garcia reported that Project Administrator Megan Mumby presented Martin Castro from MV Transportation with the Superior Service Award. There was a presentation by Mike Greenwood about the reservation on-hold messages. The members reviewed them and provided suggestions. A suggestion was made about no-show verification calls and about rephrasing some of the messages that were not very clear. No action or motion was taken. There was an update given by Business Analyst Melissa Mungia on the online booking/reservation changes and the "how to" video which is available on the Access website. She also gave an update on statistics and received some feedback from the members. Project Administrator Faustino Salvador provided an update on the Operations report for November along with key highlights for the month. Additionally, he introduced Emergency Management Coordinator, Matthew Topoozian, who provided an update on the recent fires that took place in the county since October. He also briefed the members on a severe weather tabletop exercise. Director of Planning and Coordination Matthew Avancena reported that the Metro meeting room may not be available for some CAC Meetings in 2020 and he proposed those meetings be held at Access in El Monte. A discussion ensued and Member Hagen made a motion for Access to look for different venues as back-up for future meetings. The motion passed.

TPAC Vice Chair Luz Echavarria, gave a report on the TPAC meeting held on December 12, 2019. Executive Director Andre Colaiace discussed changes to the Access governance structure including implementation of new subcommittees. He also provided an update on Assembly Bill 5 that could potentially impact how Access taxicab drivers are classified. Mr. Avancena presented Access' plans for a Medi-Cal Transportation Education campaign. Committee members provided suggestions on how Access can tailor their outreach campaign to riders. Director of Administration F Scott Jewell requested feedback on the Access proposal to use transportation network companies to provide backup trips for Access riders. TPAC members expressed a number of concerns regarding TNCs lack of drug and alcohol requirements, safety training and the availability of accessible vehicles. Manager of Operations Rogelio Gomez presented the Operations update and included key highlights for November 2019. Director of Information Technology Bill Tsuei presented Access' new trip database that was developed in-house to replace the ATBOS trip and billing system.

4. GENERAL PUBLIC COMMENT

Ms. Yael Hagen made a public comment by asking the Board to adjourn the meeting in the memory of Ms. Maggie Belton who passed away recently.

Mr. William Zuke made a public comment by stating that he had a driver who was coughing a lot and had the windows rolled up. He suggested that there should be a policy on drivers or riders who are sick and may be contagious. Director of Government Affairs and Outreach Randy Johnson was assigned to speak to him on this issue.

5. SUPERIOR SERVICE AWARD

Project Administrator Alex Chrisman presented three employees from Keolis Transit with the Superior Service Award.

6. BOARD STANDING COMMITTEE ORIENTATION

Chair Nason gave a brief summary of the four subcommittees that have been created, which were then subsequently discussed by each of the standing committee chairs and the Access staffmembers who will be working with them. The committees consist of three Board members and one Access staff liaison. The standing committees will ensure complex issues are examined closely, will make Board meetings more productive, provide the Board with a better understanding of issues and be a vehicle for enhancing the engagement of Boardmembers.

Public Comment

Ms. Yael Hagen made a public comment by stating that this was very exciting. She believes it will bring a lot of clarity to issues and she likes the idea of really diving deep into issues. She asked the Board to think about how to get more participation from riders and the CAC.

Board Member Comments

Director Wisdom requested that the start time for the Planning and Development Committee start later in the day. Mr. Jewell stated that he would reschedule the meeting accordingly and bring back the entire schedule for Board approval at the February 2020 Board meeting.

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

7. QUARTERLY FINANCIAL REPORT

Deputy Executive Director Hector Rodriguez presented the quarterly financial report. The report highlighted that trip demand is exceeding the Agency's FY 20 budget.

Board Member Comments

Vice Chair Gombert asked if the increase in trips is evenly distributed across the regions or if it was concentrated in one or two. Mr. Rodriguez replied that the biggest increase is in the Southern region. Mr. Gombert also asked if in fact the number of trips is increasing at a higher percentage than the number of passengers. Mr. Rodriguez responded that passengers remained proportional to the increase in the number of trips.

Treasurer Barnes asked what the difference was between actual and budget and how they would deal with the shortfall. Mr. Rodriguez responded that the projected \$6 million shortfall represents only the first half of the fiscal year and there are not many internal options to deal with the deficit. They can probably come up with close to a million from interest revenue, but the balance would have to come from Metro.

Treasurer Barnes stated that they have to make sure they are communicating with their external stakeholders, in particular Metro, when they are going to make that request so that it doesn't come as a surprise. Mr. Colaiace responded that he agrees with him and plans to inform them as soon as possible. With six months of data, it looks like the trend is going to continue and they will have to work with their external stakeholders to fund the deficit.

Mr. Colaiace stated that due to MOU requirements, Access has to submit funding based on service demand through December of the previous year. The data HDR used did not reflect the significantly improved service in the Southern region that started in January of last year and hence the service projection for this year's budget were too low. Vice Chair Gombert asked how quickly HDR would rerun numbers for 2020 and 2021 given the new data. Mr. Rodriguez responded that they were in the process of doing the forecast and will have the results before the end of this month. Vice-Chair Gombert asked that this information to be shared with the Board.

Director Burner asked how long the HDR contract is for. Mr. Jewell responded that the current contract was awarded in 2013 and was extended for an additional year this past December.

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

8. UPCOMING BOARD ITEMS

Mr. Jewell stated that there would be items related to the current budget and next year's budget for the Board to consider at the February Board meeting. Staff will be bringing back to the Board for consideration the brokerage service contract award that was tabled last month. He also stated that the alternating committee/Board meetings schedule will begin in March 2020.

Public Comment

Ms. Carlos Benavides made a public comment by stating that he was concerned about the Parents with Disabilities program. He was waiting to hear what the Board had to say on the subject, whether it was going to be extended or if it was going to be put to rest. He knows that a lot of riders that can benefit from this service once it is extended to the other regions. Mr. Colaiace responded that he would speak with Mr. Benavides after the meeting.

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

9. EXECUTIVE DIRECTOR'S REPORT

Mr. Colaiace stated that overall performance has been very good, particularly considering the increase in demand. The providers, as a whole, have done a great job in dealing with the increase in trips. He stated that one of the highlights is the reduction in complaints, which at the end of the year was 2.6 per thousand trips. In addition, staff has added the capability in the Where's My Ride app to publish rider alerts on the application to enable Access to communicate to customers directly during an emergency. Access has also applied for a \$350,000 grant under the FTA's recent Mobility for All grant application program with the intent of expanding the capabilities of WMR by integrating the Metro trip planner, implementing trip booking and cancellations as well as mobile fare payment capabilities. He stated that staff has met several times with Metro staff to discuss Metro's Next Gen project, which is the first major overhaul of the Metro bus system in 25 years. Access is also partnering with Metro's Government Relations team to educate policymakers on the impacts of AB 5.

10. BOARD MEMBER COMMUNICATION

Director Del Castillo wished everyone a happy new year and is happy to work with the new subcommittees.

Treasurer Barnes is looking forward to the new committee structure and looking forward to doing great things. He is looking forward to both bringing the perspective of Board members but also making sure the perspective of Access Services is expressed. Treasurer Barnes also mentioned that he is now also serving as a member of the California Transit Association’s Executive Committee representing transit board members.

Director Troost wished everyone a happy new year.

Director Burner commended Access staff for doing such a great job as well as the contractors.

Chair Nason finished off the meeting by stating that they will be doing great things in the future and is looking forward to reporting them to everyone.

11. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

12. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

13. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that there was no need for a closed session this day.

14. ADJOURNMENT

Motion made by Vice Chair Gombert, seconded by Director Burner. Via voice vote all were in favor, motion passed. The meeting adjourned at 1:20 p.m.

Approved

Theresa DeVera, Secretary

Date

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE REVISED 2020 BOARD OF DIRECTORS MEETING CALENDAR

ISSUE:

The Board's approval of a standing committee structure requires reconfiguration of the Board meeting calendar.

RECOMMENDATION:

Review and approve the proposed Board and Standing Committee Meeting calendar for 2020.

IMPACT ON BUDGET:

None.

DISCUSSION:

The standing committee structure dictates an alternating monthly schedule for the committee and full Board meetings. The schedule will begin in March 2020.

All meetings, with the exception of the Annual meeting, are scheduled to take place at Access Services located at 3449 Santa Anita Avenue in El Monte. In regards to the committee meetings, if a Board member wishes to attend via conference call, they need to notify staff at least one (1) week ahead. This will allow for staff to include the remote location on the agenda in accordance with public notice requirements.

2020 Meeting Calendar

Annual

Date	Meeting Type	Time
Thursday November 19 th	Annual Meeting*	11:00 am

*At California Endowment Center

Board

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday April 13 th	Board Meeting	12:00 pm
Monday June 15 th	Board Meeting	12:00 pm
Monday August 17 th	Board Meeting	12:00 pm
Monday October 19 th	Board Meeting	12:00 pm
Monday December 7 th	Board Meeting	12:00 pm

Committees

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday March 23 rd	Board Operations	10:00 am - 11:00 am
Tuesday May 26 th	Board Operations	10:00 am - 11:00 am
Monday July 27 th	Board Operations	10:00 am - 11:00 am
Tuesday, September 29 th	Board Operations	10:00 am - 11:00 am
Monday November 23 rd	Board Operations	10:00 am - 11:00 am

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday March 9 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm
Monday May 11 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm
Monday July 20 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm
Monday September 21 st	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm
Monday November 16 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

**FROM: DAVID FOSTER, PROJECT ADMINISTRATOR
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MAIL
AND FULFILLMENT SERVICES CONTRACT (AS-4048)**

ISSUE:

Board approval is required to exercise the first two-year option term for mail and fulfillment services with The Data Center. The contract terms include a three (3) year base term that expires on June 30, 2020, and two (2), two-year option terms.

RECOMMENDATION:

Authorize staff to execute the first option term with The Data Center effective July 1, 2020 through June 30, 2022 and add an additional \$250,000 in funds.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for FY 2020-2021 and the subsequent out years. The not to exceed contract total will increase from \$275,000 to \$525,000. The funding for this service comes from Proposition C 40% Discretionary funds. The contractor requested an increase with respect to the rates they charge for printing/processing as the result of price increases for letter and envelope stock; the net increase is approximately 1%.

ALTERNATIVES CONSIDERED:

Staff does not foresee returning to an in-house fulfillment process, so the alternative would be, should the Board not approve the option term, to release a RFP for fulfillment services for a July 1, 2020 start date. The contractor has satisfactorily met the terms of the contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves this staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written extension upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the option year term herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as form by this entity's legal counsel.

BACKGROUND:

Access communicates with applicants and eligible customers through materials that include eligibility applications, eligibility renewal forms, Rider Guides, renewal forms, no show notification letters, and other correspondence. Concurrent with the start of the current eligibility contractor in July 2017, The Data Center began fulfillment services for these items. Prior to July 2017 the previous eligibility contractor handled fulfillment of all eligibility notification correspondence, while all other materials and correspondence fulfillment was handled directly in house by Access staff.

The Data Center production facility has a total of 25,000 square feet in Salt Lake City, Utah, where they store Access materials and produce mailings.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

FROM: RANDY JOHNSON, DIRECTOR OF GOVERNMENT AFFAIRS AND OUTREACH
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO AWARD LOCAL ADVOCACY SERVICES CONTRACT (AS-4111)

ISSUE:

Staff requests the Board approve the award of a consulting services contract for local advocacy services to David Gershwin Consulting (DGC).

RECOMMENDATION:

Authorize the award of a consulting services contract to David Gershwin Consulting for the period May 1, 2020 through April 30, 2025 at an amount not to exceed \$312,000.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for in FY 2019-2020 and the subsequent out years. The funding for this service comes from local funds. At Access' sole discretion, and contingent upon Board approval, this contract may be extended for up to an additional five years in increments of from one to five years.

ALTERNATIVES CONSIDERED:

This role could be performed by the addition of an additional Access staff member. However, staff believes the Agency's needs and priorities are best served by having an outside firm in Los Angeles County who has both an in-depth understanding of local governments, specifically the City of Los Angeles and the Los Angeles Mayor's office, and the ability to assist the Agency as a media relations consultant. The provision of this service by DGC has yielded very positive results over the past several years and staff expects this to continue under a new contract.

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 a written contract for advocacy services 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:

A request for proposals was issued for Local Advocacy Services on September 18, 2019, with over forty firms downloading the RFP, from either the Access website or from the nationwide e-procurement service, *Public Purchase*. On October 17, 2019, Access received a single response from David Gershwin Consulting, the incumbent local advocacy consultant, with offices in Los Angeles. The firm's submitted proposal was deemed responsive to the subject RFP and the firm itself was deemed responsible.

In order to better understand the reasons for the lack of response to the RFP, staff conducted a market survey of approximately 25% of those firms who showed initial interest in the solicitation by downloading the RFP. Access contacted these firms via e-mail and determined that the firms' ultimate decision not to submit a proposal reflected one of two issues: a lack of staffing or resources available to prepare an adequate response to the solicitation document or the inability to commit staff to work in Los Angeles given the physical location of the firm.

An evaluation of the proposal was conducted in accordance with Access' Procurement Policies. The Technical Proposal was evaluated by one member of the Access Department of Government Affairs and Outreach and two evaluators from member transit agencies. The proposal was rated based on cost, for which DGC received the maximum score of twenty points, along with three technical criteria: Qualifications and Availability of Proposed Staff, Quality of Technical Approach, and Qualifications of the Proposing Firm.

Proposer	Cost (Max. 20 Pts.)	Qualifications and Availability of Proposed Staff (Max. 30 Pts.)	Quality of Technical Approach (Max. 20 Pts.)	Qualifications of Firm (Max. 30 Pts.)	Total Score (Max. 100 Pts.)
DGC	20.00	28.20	18.33	29.20	95.73

The final negotiated cost for the five year base term (see table below) falls below the Independent Cost Estimate of \$318,588. DGC has proposed a monthly rate of \$5,000 for the first two years of the five year base term, increasing to \$5,250 for years three and four and \$5,500 for year five. (DGC’s current monthly rate, \$4,500, has been in place since 2015.) Using the proposer’s current monthly rate as a starting point, the proposed monthly rate represents an average increase of 4.17% per year from 2019 through 2025. This compares favorably with the most recent year-over-year change in Wages and Salaries of 4.20% (*US Department of Labor, Bureau of Labor Statistics, Los Angeles Region, September 2019*).

Proposer	Year 1	Year 2	Year 3	Year 4	Year 5	Five Year Total
DGC	\$60,000/ \$5,000/mo.	\$60,000/ \$5,000/mo.	\$63,000/ \$5,250/mo.	\$63,000/ \$5,250/mo.	\$66,000/ \$5,500/mo.	\$312,000

Mr. Gershwin has nearly two decades of experience working in Los Angeles city politics and local government. He served as Chief of Staff to current Los Angeles Mayor Eric Garcetti when the Mayor served as the President of the Los Angeles City Council. Before working with Mayor Garcetti, Mr. Gershwin served as Communications Director for then Council President Alex Padilla, who now serves as the California Secretary of State.

Staff has been pleased with the work of Mr. Gershwin over the last ten years. He has helped improve the Agency’s relationship with local elected officials, particularly from the City of Los Angeles, and also helped with emergency preparedness and various media relations activities.

Mr. Gershwin’s accomplishments include the following:

Advocacy Efforts

- Mr. Gershwin has helped raise Access' profile and establish a positive dialogue with Mayor Garcetti's office and the offices of Los Angeles City Councilmembers and other elected officials, many of whom also serve on the Board of the Los Angeles County Metropolitan Transportation Authority (Metro). Access staff has had numerous meetings with elected officials and key staff members to improve their understanding of Access Services and also to listen and respond to any concerns they may have. These meetings have led to a number of invitations to speak at constituent events and regional meetings such as the San Fernando Valley Council of Governments.
- One of the main topics of discussion over the last few years has been the importance of maintaining robust services for people with disabilities, specifically as they relate to transportation options beyond Access Services. The existence of City Ride (in Los Angeles) and other programs in other cities helps give people with disabilities other options and reduces demand on Access Services. On a number of occasions, Mr. Gershwin has helped Access staff work with local political offices and other entities on issues related to Access' operations or the needs of specific Access customers. There have been times, at the request of an Access customer, that Mr. Gershwin helped Access staff obtain stand signs at busy locations such as The Grove shopping center in Los Angeles. He has also helped facilitate discussions with the adjacent Farmer's Market for the same purpose.

Communications/Media Relations

- In the past, Mr. Gershwin has helped generate positive media coverage for Access events like the agency's popular Rodeo. Mr. Gershwin also helped with a profile piece on Access for a Korean news station that was aired in both the Los Angeles and South Korean television markets.
- He continues to help staff prepare for interactions with various media outlets as needed.
- He is also on call in the event of emergencies and has drafted a number of press releases, which advised the media about Access service suspensions in specific affected areas.
- Mr. Gershwin has conducted media trainings with Executive staff that were well- received. The trainings looked at past coverage of Access and discussed how best to respond to future media inquiries. There are plans for additional trainings for both Access and contractor staff in the near future.
- Mr. Gershwin has also worked with Access staff during various Public Information Officer (PIO) emergency preparedness activities and tabletop exercises.

Going forward, Mr. Gershwin will continue to serve the Agency by:

- Raising the profile of Access Services with local elected officials and their staff to ensure they understand what Access Services does for their constituents and to address any issues of concern.
- Engaging with larger public and private entities on issues of concern, including finding ways to increase Access' stand sign presence.
- Monitoring local government agendas throughout Los Angeles County for items that may affect Access Services and its customers.
- Holding additional media trainings with Access and contractor staff.
- Consulting with the Executive Director and other staff as needed to effectively respond to media inquiries or to generate positive press coverage of Access events or initiatives.
- Working on Public Information Officer (PIO) activities, as needed, as a part of Access' emergency preparedness activities.
- Helping staff develop and implement a social media policy for the Agency.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

**FROM: BRUCE FRINK, SENIOR MANAGER, FINANCE PLANNING & ANALYSIS,
FINANCE
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE SOLE-SOURCE ORACLE FUSION ERP
SUPPORT SERVICES CONTRACT (AS-4127)**

ISSUE:

Board approval is required to approve a sole-source contract for Oracle Fusion Enterprise Resource Planning (ERP) support services.

RECOMMENDATION:

Authorize staff to execute a contract with C3 Business Solutions (C3) for Oracle Fusion ERP support services for the period July 1, 2020 through June 30, 2023 at an amount not to exceed \$663,000.

IMPACT ON BUDGET:

Funding for the contract will be included in the budgets for FY21 and the subsequent out years. Payment terms of the contract will be a fixed fee of \$170 per hour for the base period and \$172 for any option year thereafter. These services are funded from Proposition C 40 Discretionary Funds. The Board may, at its sole discretion, also choose to extend the period of performance for up to three (3) additional years.

ALTERNATIVES CONSIDERED:

Staff determined that maintaining the existing relationship with the current service provider, rather than issuing a formal RFP, was more beneficial to the Agency in that there would be no disruption in service, which is critical to ensuring the stability and functionality of Access' financial management software.

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 enter into a written contract for ERP support services upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access Services implemented the Oracle Fusion ERP system in January 2015. As part of ERP support, update implementation and training requirements, Access contracted with a vendor for a one (1) year base term but the work needed exceeded the not-to-exceed contract amount. As a result, Access issued a Request for Proposals (RFP AS-4046) in order to solicit ERP consulting services, with an updated scope of work to reflect the additional level of labor needed in order to carry out this project. The RFP was issued on March 29, 2017 and nine proposals were received. Following a thorough evaluation of the proposals submitted, C3 was selected as the vendor.

C3's contract, now in its final option year, expires on June 30, 2020. Staff carefully considered how best to continue to meet the agency's ERP support service needs as we enter a new decade. Given the quality of the work performed by C3 over the past three years, it was determined that the best course of action would be to enter into a sole source contract with C3, rather than soliciting these services through the RFP or IFB processes.

C3 is a Santa Ana-based company that has been in business for nearly a quarter century. The firm is an Oracle ERP Platinum Partner and services clients throughout Southern California. C3 staff are dedicated, thorough and very responsive to the changing needs of the Access team. Furthermore, they are a local vendor, of which there are not many, which greatly facilitates timely response to Access' needs as well as keeping consultant travel time to a minimum. Maintaining C3 as a long-term partner benefits both Access Services and C3 since the synergy built has helped increase Access' ability to maximize the Oracle investment and enables C3 to staff appropriately given the long-term nature of the relationship. C3 has a dedicated team that is local and has spent the time to learn, expand and truly understand the support needed for Access services.

Following staff communication with C3 on January 14, 2020 to determine whether the firm was interested in entering into a new contract and, if so, at what cost, C3 submitted a cost proposal. The firm proposed a modest increase over its current fully-loaded

hourly rate, from \$165 per hour (a rate that has been in place since the contract's inception in 2017) to \$170 per hour for each of the three base years (an increase of less than 3.1%). Based on current projections of labor effort (please see table below), the total cost for the three-year base term would be \$663,000. Should, pending Board approval, Access wish to exercise one or more of the possible three option years, we would do so at a fully loaded rate of \$172 per hour (an increase of less than 1.1 % of the proposed base rate).

Support Year	Projected Hours	Rate	Total
July 1, 2020 - June 30, 2021	1,300	\$170	\$221,000
July 1, 2021 - June 30, 2022	1,300	\$170	\$221,000
July 1, 2022 - June 30, 2023	1,300	\$170	\$221,000
Total			\$663,000
Option Year 1	TBD	\$172	TBD
Option Year 2	TBD	\$172	TBD
Option Year 3	TBD	\$172	TBD

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

**FROM: ALVINA NARAYAN, MANAGER, TRAINING AND COMPLIANCE
MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION**

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

ISSUE:

Board approval is necessary to increase funds for LPM Consulting Inc., Access' drug and alcohol monitoring and compliance consultant. The additional funds are needed to complete scheduled contractor audits including upcoming annual reports from twenty three (23) reporting entities through June 30, 2020. Additionally, in anticipation of proposed regulatory changes that will impact program administration for Access Services, additional funds are needed to maintain program compliance.

RECOMMENDATION:

Authorize additional funds of \$75,000 for contract AS-3876 with LPM Consulting Inc.

IMPACT ON BUDGET:

This action will result in an increase in the not to exceed contract amount of \$370,000 to \$445,000. The funds will be accommodated in the current FY 2020 budget. There is no change to the rates of compensation. These services are allocated from Proposition C 40 Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the additional funds are necessary to cover anticipated contract costs through the term of the contract, which ends June 30, 2020. These services are currently out to bid and will be brought back as a separate item for the term beginning July 1, 2020.

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 enter into a written amendment for drug and alcohol monitoring and compliance services upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The safety of the traveling public is of the utmost concern to the U.S. Department of Transportation and all its operating administrations. Under Federal Transit Administration (FTA) 49 CFR Part 655 ("Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations") contractors and their subcontractors that perform any safety-sensitive function on behalf of Access Services are required to comply with the drug and alcohol testing requirements 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").

As a condition of continued receipt of FTA funds, Access must annually certify compliance with the federal drug and alcohol testing rules. Therefore, Access must provide ongoing monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access is consistent and compliant with the DOT and FTA rules. Service agents include Third Party Administrators (TPA), Medical Review Officers (MRO), Health & Human Services Certified Laboratory, urine specimen collectors, alcohol testing technicians, and Substance Abuse Professionals. Implementation of the drug and alcohol testing program by Access and all its covered contractors is subject to periodic audits and triennial reviews by the FTA.

During the course of this contract, over 15 new taxicab subcontractors were added to perform Access trips on behalf of Access' service providers. The subcontractors primarily serve to augment Access's trip capacity especially during peak periods. The current count of taxicab subcontractors is twenty (20). 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. In addition to the additional subcontractors, regulatory changes also require additional training for staff to ensure that they are kept up-to-date on current requirements. As a result, the consultant's billing hours have annually increased an average of 12%. Therefore, staff is requesting additional funds for the remainder of the contract term.

Access has been utilizing the services of Leila Procopio-Makuh, founder and principal of LPM Consulting Inc., since June 2003. At various times during the last several years, Access and its contractors have successfully passed drug and alcohol compliance audits and triennial reviews from the FTA. LPM's on-site assistance and guidance during the review processes proved pivotal in ensuring Access's compliance with the federally-mandated Drug and Alcohol Testing Program.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO INCREASE FUNDS FOR INFORMATION TECHNOLOGY MANAGED SERVICES CONTRACT (AS-4050)

ISSUE:

Board approval is required to increase funds to the current information technology (IT) managed services contract to replace outdated hardware, upgrade the mail server and enhance cybersecurity defenses to protect sensitive data.

RECOMMENDATION:

Authorize an additional \$200,000 in funds for IT managed services contract (AS-4050) with Converge One.

IMPACT ON BUDGET:

This action will result in an increase in the not to exceed contract amount of \$580,260 to \$780,260. This is an IT hardware replacement and software upgrade that was budgeted for in FY20. This project is funded from Prop C 40 Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the regular maintenance and upkeep of IT systems are considered a mission-critical practice.

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 enter into a written amendment upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is

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

BACKGROUND:

Access routinely enhances, replaces and upgrades hardware and software based on industry best practices. This authorization will allow Access Services to cover the following tasks:

1. Replace outdated servers
2. Upgrade Microsoft Exchange software
3. Enhance cybersecurity endpoint protection
4. Upgrade Active Directory
5. Enhance data access security

Staff will acquire the needed hardware, software and installation services from the current IT Managed Services vendor, Converge One, via General Services Administration (GSA) Schedule 70, National Association of State Procurement Officials (NASPO), and State of California contracts. These contract agreements allow Access Services to take advantages of pre-negotiated lower rates and be in compliance with procurement requirements.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

**RE: CONSIDERATION TO INCREASE FUNDS FOR VOICE OVER INTERNET
PROTOCOL PHONE SYSTEM CONTRACT (AS-4055)**

ISSUE:

Board approval is required to add funds to the existing Voice over Internet Protocol (VoIP) phone system contract due to changes to both the Southern region service provider's outdated Toshiba PBX phone system and Antelope Valley region service provider's outdated phone network connection.

RECOMMENDATION:

Authorize an additional \$115,000 in funds for VoIP phone system contract AS-4055 with Packet Fusion.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$308,757.71 to \$423,757.71. The contract increase will be accommodated in the FY 2019/20 budget.

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

ALTERNATIVES CONSIDERED:

No alternatives were considered as the equipment is necessary for the completion of the VOIP project.

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 amend the written contract with Packet Fusion for equipment and 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 changes 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 Southern region is the single largest services region, providing more than 4,500 trips per day. In the past few months, the region has experienced several phone outages due to their Toshiba PBX phone system, which has reached the end of its life cycle. These outages have impacted reservations for the region. Global Paratransit, Inc. (GPI), the Southern region service provider, has proposed replacing the existing system with a modern cloud based VoIP system. While the cost of the new phone system will be borne by GPI, a reconfiguration of Access' VoIP system is required to ensure that reservation calls can be routed to the Southern region properly.

The Antelope Valley region, operated by Keolis, connects their VoIP system to Access' system via a Primary Rate Interface (PRI). Since the connection has been established, the region has experienced connection issues from time to time. Staff determined that the primary cause was due to the instability of the PRI. In order to solve the issue, it is necessary to change to a Session Initiation Protocol (SIP) network connection.

These changes require additional SIP trunk licenses, a change to the connectivity method and an additional circuit to GPI's new cloud based VoIP data center.

FEBRUARY 3, 2020

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 up to \$120,000.

IMPACT ON BUDGET:

The recommended action is within the anticipated budget for FY20. 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 the low bid 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 FY20 staff has utilized various procurement methods for obtaining these necessary services, including a competitive Request for Quotes (RFQ) process. As a result, purchase orders have been issued to several print vendors, including Dual Graphics. Dual Graphics has performed satisfactory services when issued purchase orders for printed material.

In FY20, the total aggregate dollar amount of purchase orders issued to Dual Graphics has been \$59,735. The Access Services procurement policy regarding aggregate procurements 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 is currently the awardee for a printing order of \$42,000 which will put them over the \$75,000 limit. Staff is requesting authorization of \$120,000 in case Dual Graphics is the successful bidder in any subsequent printing requests through the end of FY20.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
RE: CONSIDERATION TO APPROVE ELECTION DAY FARE POLICY

ISSUE:

On November 6, 2018, Access allowed for free fare trips for those riders travelling to/from polling sites in Los Angeles County. This was in response to a request from a Metro Board motion that asked Access Services to consider providing enhanced and/or reduced fare services on that day. In February 2019, the Metro Board passed a motion to make free transit permanent on regular federal and statewide election days. Accordingly staff is requesting that the Access Board enact a similar policy.

RECOMMENDATION:

Approve a policy that will allow Access riders and their companions to travel free of fare on trips to and/or from election poll sites on regular federal and statewide election days.

IMPACT ON BUDGET:

Staff estimated that approximately 312 trips were taken to/from polling sites on November 6, 2018 that were not charged a fare. This represents approximately 2% of trips on an average day. Based on this, staff feels it would be a minimal impact to fare recovery.

ALTERNATIVES CONSIDERED:

The Board may choose not to approve the recommendation. Regular paratransit service would still be provided to election poll sites using the current fare structure.

BACKGROUND:

Staff has been approached by Metro to again participate in the free fare on Election Day program. This is an effort to reduce the barriers to voting for individuals that rely on Access for mobility.

Staff plans to issue seat drops, change on-hold messaging and update the website to inform riders. Because of federal regulations that prohibit Access from asking the purpose of a trip, a rider will need to state they are taking a trip to and/or from an election poll site when they are making the reservation in order to travel free of fare.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
ERIC HAACK, STRATEGIC PLANNER
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR**

**RE: CONSIDERATION TO AWARD BROKERAGE SERVICES CONTRACT -
PARENTS WITH DISABILITIES PROGRAM (AS-4107)**

ISSUE:

At the December 2, 2019 Board meeting, the Board tabled this item so staff could return with more specific information about implementing the "Parents with Disabilities" (PWD) program across Access' six (6) service regions within the constraints of available funding.

RECOMMENDATION:

Authorize staff to award Contract AS-4107 for a Brokerage Services Contract for the not-to-exceed amount of \$3,056,861 to MV Transportation, Inc. for the period of March 1, 2020 through June 30, 2021 contingent on funding for these services from the Los Angeles County Metropolitan Transportation Authority (Metro).

Additionally, authorize staff to make program changes as necessary to remain within funding constraints.

IMPACT ON BUDGET:

The contract total of \$3,056,861 is inclusive of all start-up, fixed and variable costs over the one-year base term.

The fully loaded cost (fixed monthly + variable) of this program is significantly higher than current costs - \$146.69 vs. \$56.86 per trip. The restricted nature of the service, low opportunity for cost efficiencies via the sharing of overhead costs as currently done and low volume over a massive geographical area are contributing factors to the high cost.

The program cost cannot be accommodated as part of Access' base budget and will require additional funding. During discussions with the Aging and Disability Transportation Network (ADTN) in 2019, Metro staff expressed support for expanding this service and have been provided with cost estimates that are consistent with the initial cost of the program.

Subsequent to the Board meeting of December 2, 2019, Metro staff proposed to allocate dedicated funding of \$3,000,000 per year for the first five years of the program. In consideration of concerns related to unconstrained demand, staff requested pricing from the proposers to reflect a one (1) year base contract with up to nine (9) option years subject to available funding and program continuation.

While staff has met and will continue to meet with other entities, mainly the Los Angeles Unified School District staff and its Board members, to discuss financial support for this program, no other funding mechanism has been identified at this time.

Staff is also considering supporting potential state legislation that would require school districts to provide these services. Access could then provide these services as a contractor and could be reimbursed for these trips.

The specific components of the total cost are -

Monthly fixed rate - \$152,553, variable trip rate - \$54.81 (19,925 trips), and startup costs - \$134,137.

ALTERNATIVES CONSIDERED:

The Board may also consider the following options:

1. Authorize staff to end the program concurrent with the ending of the school year on or around June 30, 2020. Affected riders would need to return to booking trips on the regular paratransit system.
2. Authorize staff to negotiate rates with the existing service providers to provide PWD trips or a modified "Access to Work" style program for PWD trips whose program characteristics would be limited to ensuring on-time arrival and extended dwell time for school and school-related activities. Non shared-ride service, same-day service, reduced fares and other related enhancements would no longer be available. While it is probable that per-trip rates would be less than what is proposed above, in order to implement this alternative, all of Access' current providers would have to agree to the voluntary implementation of a similar program to ensure equity across Los Angeles County.

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 enter into a written contract with MV Transportation, Inc. upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

SUPPLEMENTAL BACKGROUND:

At the December 2, 2019 meeting, Board authorization was sought for the award of a brokerage services contract for the not-to-exceed amount of \$21,022,451 for a base five-year period. At Board direction, the item was tabled so staff could address funding and demand strategies.

Funding - Staff has received a commitment from Metro for five years of funding for up to \$3,000,000 per year. Staff is projecting that Metro's Board will need to formally approve these funds in the next few months.

Demand Strategies - The expanded PWD program will allow the benefits of the original Pilot PWD program to be shared in all Access regions.

The Metro commitment of up to \$3,000,000 for the first year of service, the program will be able to provide PWD benefits to all of Access' regions and as many as 19,925 annual trips.

Access staff will be responsible for monitoring the program to ensure that it stays within the established annual budget.

During the PWD Pilot program, parameters were utilized with the program to ensure that the program operated within a projected budget. Among the parameters utilized throughout the PWD Pilot program were introducing a limit on the number of program participants; a maximum of six (6) next day one way trips a participant could take in a single day and a maximum of four (4) same day one way trips a participant could take in a single month.

Access staff will implement program parameters similar to those used during the PWD Pilot program that will ensure that the expanded PWD program is able to operate within its allotted annual budget and that program benefits will be available to the largest number of possible customers. These parameters could include:

- Phased launch with a limit on the number of new participants County-wide. This will be similar to the participant limit utilized during the Pilot PWD program. Access would expect to start service with twenty (20) new participants with the hope of expanding to as many as forty (40) new participants by the end of year one.
- Provide Priority for Customers who are Parents and/or Legal Guardians. Through a telephone survey that Access has been conducting through its reservations telephone line, approximately 60% of callers are the parents or legal guardians of children. Another 40% who have called are either grandparents, uncles, aunts, or have another (non-parent or guardian) relationship with a child. Access would propose making a priority for those individuals who are the primary care-giving parent or legal guardian for children.
- Provide Priority for New Customers with Children who are 15 Years of Age or Younger. Through the Pilot PWD program, it was observed that the younger the child, the more the PWD transportation benefits were needed and used. For this reason, Access could prioritize new customers for the program with children who are younger than 15 years of age.
- Provide Adjustment to PWD Fare to be Consistent with Existing Access Trip Fare. During the Pilot PWD program, a one way trip fare was set at \$1 per trip and per passenger. Access could explore launching the expanded PWD program with fares similar to traditional paratransit service of \$2.75 for trips under 20 miles and \$3.50 for those trips of 20 miles or longer.
- Continue existing trip parameters established in the Pilot PWD program. Under the Pilot PWD program, customers could take up to six (6) one way Next Day trips per day and up to four (4) one way Same Day trips per month. Access staff would continue that parameter in the expanded service.

Subsequent Procurement Action - Based on the funding commitment, the base contract term was reduced to one year, with options to extend the contract for up to an additional eight years in increments of at least one year. Proposers were invited to submit revised final offers for the one-year base term and the first four one-year options (for a total of five years). Prices for the remaining four one-year options would be negotiated at a later time. The one-year base term includes startup costs.

Proposers were not required to submit revised final offers. If a proposer waived the opportunity to submit a revised final offer, that proposer's best and final offer (BAFO)

would be accepted as its revised final offer, provided that the first year of that proposer’s BAFO would constitute its offer for the contract’s one-year base term and the remaining four years of its BAFO would constitute its offer for the contract’s initial four one-year options.

First Transit, Inc. (FT) and MV Transportation, Inc. (MV) responded with revised final offers. SMS Transportation Services, Inc. (SMS) did not. (SMS’s BAFO, accordingly, became its revised final offer.) Based on the evaluation criteria and revised final offers, MV retains the highest (technical and overall) score and remains the recommended Contractor. A summary of scores is set forth below:

Evaluation Criteria	First Transit	MV	SMS
Technical Score			
1. Firm/Staff Qualifications & Experience	12.41	13.76	9.56
2. Program Understanding	8.10	9.25	6.80
3. Technical Approach	34.50	35.50	25.50
4. Project Management Approach	8.78	8.83	7.05
5. State Mandated Bidding Preference	10.00	10.00	10.00
Technical Score Subtotal	73.79	77.34	58.91
Price Score			
6. Price (per BAFO)	3.30	4.19	15.00
Technical and Price Score			
Total	77.09	81.53	73.91

Reducing the base term to one year resulted in an modest increase in costs for the first year. A summary of that increase is set forth below.

Proposer	Final Offer (First Year Service)	Revised Final Offer (First and Only Year of Service)	Increase
FT	\$3,569,635	\$3,715,510	\$145,875 (4.1%)
MV	\$2,998,184	\$3,056,861	\$58,677 (2.0%)
SMS	\$816,925	\$816,925	No Change

The base term reduction to one year also resulted in an increase in costs over a five-year period (one-year base term plus four one-year options) for MV, but not for FT. A summary of those changes is set forth below.

Proposer	Final Offer (Five Years of Service)	Revised Final Offer (Five Years of Service)	Change
FT	\$20,421,247	\$20,378,780	- \$42,467 (0.2% Decrease)
MV	\$21,022,452	\$21,356,302	333,850 (1.6% Increase)
SMS	\$6,136,224	\$6,136,224	NA

BACKGROUND (FROM PREVIOUS BOARD ITEM IN DECEMBER 2019)

To assist parents with disabilities with their childcare needs, Access launched the Parents with Disabilities Paratransit Pilot Program in 2013 with a \$1.1 million New Freedom grant (Section 5317). Via an initial three-year contract with MV Transportation, the pilot program provided paratransit services to Access-eligible customers who needed childcare transportation assistance in the Northern service region (San Fernando Valley). Under the program, eligible parents and their children were transported together to schools, medical facilities, and other destinations.

The first trips under this Pilot program started on December 18, 2013 with four eligible customers. The program is currently capped at forty-four (44) participants.

The New Freedom grant-funded program allowed Access riders with children to engage in child-care related activities such as school, recreation, health-care, and other social activities (such as play-dates). Prior to the start of the Parents with Disabilities Pilot Program, customers had difficulties taking advantage of such child-care related activities on traditional Access paratransit and reported difficulties with things like on-time school attendance and same day emergencies, such as illnesses, that occur with children at school.

The pilot program is currently limited to qualified Access riders who travel within the Northern service area. The program includes the following service enhancements that exceed the ADA minimum paratransit provisions, and make it easier for program participants to engage in child-care activities.

- Exclusive ride service (non-share-ride trips);
- Door-to-door service;

- Provision for some same-day reservations for non-emergency medical needs (i.e. child recommended to go home early from school or a play-date due to illness);
- Appointment-based next day reservations;
- Provision for multi-legged trips and/or intermediary stops;
- Extended dwell time at pick-up and intermediary stops.

In May 2016, MV Transportation's original three-year Parents with Disabilities Pilot Program contract ended and subsequently Access entered into a new contract with MV Transportation, extending the benefits of the pilot program to November 30, 2017. The end date was selected to correspond with the projected end of available grant funding for the Parents with Disabilities Pilot Program.

In May 2017, staff proposed extending the program only through June 2018 with the intent of winding the program down. The Board, after receiving community feedback, requested that staff continue to explore funding options and not make any changes to the program. At this point the program only became funded with local funds. The Board again directed staff in June 2018 to extend the program another year and continue efforts to work with customers of the PWD program to develop a marketing message and continue 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.

In April 2019 the Board approved extending the program one additional year so as to allow for a procurement to take place that would expand the program county-wide.

Given the challenging logistics of expanding the program countywide, Access decided to solicit vendors who could provide the expanded service through a brokerage model. The brokerage contractor would plan, oversee, and dispatch work to a network of transportation providers who will transport eligible parents with childcare needs across all six service regions. Accordingly, Access issued Request for Proposals (RFP) No. AS-4107 on April 23, 2019 to procure a qualified brokerage contractor to administer Parent with Disabilities.

The RFP also sought to procure a qualified brokerage contractor to operate the Eligibility Transportation Service (ETS), which transports Access riders to eligibility determination service locations (where applicants are evaluated to assess whether they meet criteria for Access paratransit service). Proposers responding to the RFP were given the choice of proposing for one or both of the programs. For those interested in providing both services, Access requested the submission of two separate technical and cost proposals. Price proposals submitted in response to the ETS portion of the RFP range from \$17 million to \$24 million, far exceeding the cost of extending the

current contract for this service. For this reason, no recommendation is being made for this portion of the procurement. Pursuant to provisions of the RFP, contract award is recommended for the Parents with Disabilities part of the Scope of Work only.

Access issued eight addenda to the RFP. The addenda provided responses to proposer questions, clarified evaluation criteria and scope requirements, and extended proposal deadlines.

Proposals were due August 8, 2019. Proposals for Parents with Disabilities were received from the following three (3) transit firms:

1. First Transit, Inc. (**First Transit**)
2. MV Transportation, Inc. (**MV**)
3. SMS Transportation Services, Inc. (**SMS**)

All three proposals submitted were deemed responsive and the proposers responsible.

An evaluation panel was convened and a comprehensive technical evaluation followed. The evaluation panel consisted of four members: one Access staff member from the Administration department; one Access staff member from the Operations department; one external technical expert who is a managing transportation planner from the City of Los Angeles; and one external technical expert who is an advocacy supervisor from the Independent Living Center of Southern California. In addition, two non-voting internal subject matter experts from Access' Information Technology department and Fleet Design and Maintenance department examined the proposals and reported their findings to the evaluation panel.

The proposals were evaluated based on the following criteria and weights:

<u>Evaluation Criteria</u>	<u>Max. Points</u>
1. Firm/Staff Qualifications & Experience	15
2. Program Understanding	10
3. Technical Approach	40
4. Project Management Approach	10
5. State Mandated Bidding Preference	10
6. Price	15
<hr/> TOTAL	<hr/> 100

The evaluation panel conducted its independent evaluation of the proposals and determined that proposals from all three proposers were within the competitive range.

Each proposer was invited to submit a Best and Final Offer (**BAFO**). No proposer, however, was able to reduce costs. Original proposed prices remain unchanged.

Based on the evaluation criteria and prices submitted, MV, with the highest technical and overall score, is the recommended Contractor. A summary of scores is set forth below.

Evaluation Criteria	First Transit	MV	SMS
Technical Score			
1. Firm/Staff Qualifications & Experience	12.41	13.76	9.56
2. Program Understanding	8.10	9.25	6.80
3. Technical Approach	34.50	35.50	25.50
4. Project Management Approach	8.78	8.83	7.05
5. State Mandated Bidding Preference	10.00	10.00	10.00
Technical Score Subtotal	73.79	77.34	58.91
Price Score			
6. Price (per BAFO)	4.51	4.38	15.00
Technical and Price Score			
Total	78.30	81.72	73.91

Access Finance department staff determined that the recommended Contractor is financially qualified to manage and administer Parents with Disabilities across all six service regions.

COST ANALYSIS

The recommended Contractor's price has been determined to be fair and reasonable based upon an independent cost estimate, competition, cost analysis, technical analysis, fact finding, and best and final offers.

Proposer Name	Proposed Amount	Final Negotiated Price (BAFO included)
1. First Transit	\$ 20,421,247	\$ 20,421,247
2. MV	\$ 21,022,452	\$ 21,022,452
3. SMS	\$ 6,136,224	\$ 6,136,224

The low cost of SMS' proposal reflects what the evaluation panel viewed as serious deficiencies by not providing detailed staffing plans, proposing a General Manager with no transit experience, not identifying an operating/maintenance facility, not identifying their fleet, and not proposing substantial safety and driver credentialing programs. SMS' technical score reflects these deficiencies.

Given the expansion of the program from one service area to six, the projected number of trips to be provided annually by MV, under a new contract, will naturally increase. As the table below illustrates, the projected fully loaded cost per trip will also increase significantly as we expand the Parents with Disabilities service model to cover the entire County.

Year	Number of Trips	Total Annual Cost	Fully Loaded Cost Per Trip
FY19/20 (current)	6,569	\$372,525	\$56.86
Start-Up		\$130,613	
Year 1	19,925	\$2,867,571	\$143.92
Year 2	24,018	\$3,322,096	\$138.32
Year 3	29,044	\$4,069,144	\$140.10
Year 4	34,853	\$4,761,613	\$136.62
Year 5	41,824	\$5,871,414	\$140.38

MV Transportation, Inc. (MV)

Founded in San Francisco, MV is a transit company with over 40 years of experience. It specializes in paratransit, campus and corporate shuttling, and student transportation services. MV has had multiple contracts with Access over the past twenty

years and has been providing Parents with Disabilities service in the Northern service area since the pilot's inception in 2013.

Notably, relevant work by MV includes management of three separate programs. The first program is the Dallas Area Rapid Transit (**DART**) Mobility Management Services program. In the last two years, MV integrated TNC service into DART's first paratransit pilot program. Under that paratransit pilot program, MV outsources paratransit service to Lyft for a group of riders who have opted into the system.

The second program is the Los Angeles Department of Transportation's paratransit service, Cityride. This paratransit service is a reservations-based, curb-to-curb paratransit service available for eligible persons with disabilities and persons aged 65 or older.

The third program, in Phoenix, is Alternative Transportation Services. Falling under this general umbrella, MV provides ADA complementary service, while coordinating with private taxi companies who provide several taxi subsidy programs. The subsidy programs include the Senior Cab, ADA Cab, Senior Center Shuttle, Taxi Program for Employment, and Taxi Program for Dialysis.

Proposed project staff include a full-time general manager and call center manager. The proposed general manager has 15 years of experience, while the call center manager has three years of experience. Both managers possess cross-disciplinary experience in a wide range of subjects that include project administration, regulatory compliance, fare collection, transit operations and planning, transit scheduling and dispatching, vehicle facilities, customer service, and accounting and reporting requirements. Together, the two managers will be supported by a regional management team who possess over 40 years of combined technical experience.

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
INCREASE FUNDS AND EXTEND TERM FOR EASTERN REGION
SERVICE PROVIDER CONTRACT (AS-3421)**

ISSUE:

The 14-month threshold to determine whether to exercise the option year (April 1, 2021 - March 31, 2022) for the Eastern region has been reached and now requires Board action. In addition, due to not including eligibility transportation services in the brokerage services contract award, Board action is required to approve the rates for those services that are also performed by the Eastern region contractor.

RECOMMENDATION:

Authorize an additional \$62,498,741 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2021 through March 31, 2022 for Contract AS-3421 with San Gabriel Transit (SGT).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's one (1) year extension.

In terms of ADA paratransit service, trip volume is based on the projected number of trips calculated by Access' consultant HDR Engineering Inc.

Trip Growth	Trips	% Increase
Year 8 (4/21-3/22)	1,232,610	4.8%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip.

The rates, which were negotiated previously based on changes to contract and minimum wage requirements, are as follows:

	Year 8 (4/21-3/22)
Fixed (monthly)	\$946,906
Variable (trip)	\$34.23

The fully loaded cost is \$43.45 per trip.

In terms of eligibility transportation, payment terms consist of a firm fixed monthly fee and a variable fixed rate per revenue hour.

The rates, which are based on a 3.5% increase in the Consumer Price Index, are as follows:

	Year 7 (4/20-3/21)	Year 8 (4/21-3/22)
Fixed (monthly)	\$73,153	\$75,713
Variable (hour)	\$35.46	\$36.70

The fully loaded costs for Years 7 and 8 are \$56.87 and \$57.83 respectively.

This action will result in an increase in the previously approved contract amount of \$251,313,949 to \$313,812,690. This is inclusive of an additional \$4,043,717 in funding to cover the projected increase in trips for FY20 and FY21. The increase in the contract amount will be programmed into the FY21 budget and will be appropriately programmed for subsequent out years.

The funding for these services comes from a combination of Measure M, Federal Section 5310 Grant and Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue a RFP for services in the Eastern Region. As the contractor has generally met performance targets, staff does not recommend this option as pricing is likely to increase through an open competitive process.

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 amendment of the existing contract with San Gabriel Transit, 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:

The Eastern region service contract, AS-3421, was awarded to SGT on January 1, 2014. The base term of the contract ran through March 31, 2019, and allows for five (5) additional option years. The second option year was approved by the Board in January 2019. This proposed action will only impact the third option year and would leave two (2) remaining option years available.

Current Operational Performance

The results for year-to-date FY20 are listed below and staff is anticipates that the contractor will meet or exceed the KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY20*
On Time Performance	≥ 91%	89.8%
Excessively Late Trips	≤ 0.10%	0.22%
Excessively Long Trips	≤ 5%	1.3%
Missed Trips	≤ 0.75%	0.66%
Denials	0	2
Access to Work On Time Performance	≥ 94%	92.7%
Average Hold Time (Reservations)	≤ 120	55

Calls On Hold > 5 Min (Reservations)	≤ 5%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	4.4%
Complaints Per 1,000 Trips	≤ 4.0	3.4
Preventable Incidents per 100,000 miles	≤ 0.25	0.18
Preventable Collisions per 100,000 miles	≤ 0.50	0.79
Miles Between Road Calls	≥ 25,000	32,219

*through 12/2019

Eligibility transportation services, which are part of the Eastern region scope of work, provide transportation to/from the Commerce eligibility facility for new applicants and those riders who are required to have an in-person interview as part of their eligibility renewal every three years. These services include a separate call center for the scheduling of eligibility appointments and trips, transportation services, and an on-site trip starter at Commerce.

Trips under this service are scheduled regionally (i.e. Southern region trips are scheduled on Tuesdays and Thursdays) and appointments are made as soon as 3-4 days from the date of the call. Applicants are generally scheduled for a 2½ hour interview at Commerce until they are returned home.

In April 2019, staff issued a RFP to procure a qualified brokerage contractor to operate both the Eligibility Transportation Service (ETS) and Parents with Disabilities program. However, price proposals submitted in response to the ETS portion of the RFP ranged from \$17 million to \$24 million, far exceeding the cost of extending the current contract for this service. Therefore it is necessary to approve rates that extend into the same term as the primary Eastern region service.

Current Operational Performance

Staff has been pleased with the performance of San Gabriel Transit in relation to eligibility transportation services. The results for year-to-date FY20 are listed below:

Key Performance Indicator	Standard	FY20
On Time Performance	≥ 91%	93.7%
Excessively Late Trips	≤ 0.10%	0.14%

Excessively Long Trips	≤ 5%	0.9%
Missed Trips	≤ 0.75%	0.23%

*through 12/2019

FEBRUARY 3, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

**RE: CONSIDERATION TO APPROVE SUPPLEMENTAL FY20 AND DRAFT
FY21 FUNDING REQUESTS**

ISSUE:

The higher than anticipated increase in customer demand in Fiscal Year 2020 (FY20) will require supplemental funding to fully fund the service through the end of the fiscal year. Correspondingly, the Fiscal Year 2021 (FY21) request for funding will be substantially higher than anticipated. Access' Planning and Development Committee reviewed this topic on January 30, 2020.

RECOMMENDATION:

Authorize staff to submit a supplemental funding request of \$12,632,438 for FY20 and a draft budget for planning purposes in the amount of \$232,485,987 for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).

IMPACT ON BUDGET:

The FY20 request, if funded, will require that the Board amend (increase) the FY20 Budget by the same amount. The FY21 budget submission is only for Metro's planning purposes and will be refined and brought back to the Board through the budgetary process later this year.

ALTERNATIVES CONSIDERED:

No alternatives were considered as funding is necessary to meet 100% of the demand for ADA transportation in Los Angeles County.

BACKGROUND:

As discussed in the previous Board meeting, the FY20 budget was developed based upon passenger demand and Agency data through the end of calendar year 2018. Actual demand has trended higher than budget due to a variety of factors not

anticipated in the FY20 budget process. These factors include improvements in service in calendar year 2019 as well as the adoption of a different dispatching software platform by the Agency's largest provider in the Southern region. For example, in FY20, the Southern region was forecasted to decrease in ridership by 4.1% and instead it is now being forecasted to grow by over 10%.

Accordingly, staff has provided updated passenger demand, and a variety of other key data, to its third party demand forecast developer, HDR. The resulting higher customer demand projection will require additional funds be allocated by Metro for FY20 along with an appropriate level of funding for FY21.

FEBRUARY 3, 2020

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 2020 at the regularly scheduled Board meetings.

April 13, 2020

Agenda Items:	Disposition:
Third Party Administration Services Contract Award	Action
Southern Region Scope of Work & RFP	Information

June 15, 2020

Agenda Items:	Disposition:
FY21 Budget Approval	Action