

access

BOARD OF DIRECTORS MEETING
Monday, January 13, 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 DECEMBER 2, 2019 (page 4) [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. BOARD STANDING COMMITTEE ORIENTATION	PRESENTATION
7. QUARTERLY FINANCIAL UPDATE	PRESENTATION

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| 8. | UPCOMING BOARD ITEMS (page 12) | INFORMATION |
| 9. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 10. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 11. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 12. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 13. | CLOSED SESSION | DISCUSSION/
POSSIBLE
ACTION |
| | A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i> | |
| | 1. <i><u>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</u></i> | |
| | (i) <i>A point has been reached where, in the opinion of the Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against Access Services.</i> | |
| 14. | 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**

Los Angeles County Metro Board Room

One Gateway Plaza, 3rd Floor

Los Angeles CA 90012

December 2, 2019

12:00 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Nason at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: TPAC Chair Gracie Davis

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 21, 2019

Recommendation: Approval of minutes as written.

Motion made by Secretary Troost to approve the minutes, seconded by Director Gibson. Via Roll Call, motion passed.

3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON NOVEMBER 21, 2019

Recommendation: Approval of minutes as written.

Motion made by Director Del Castillo to approve the minutes, seconded by Vice Chair Gombert. Via Roll Call, motion passed.

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

TPAC Vice Chair Luz Echavarria gave the TPAC report for the meeting on September 12th. She stated that Executive Director Andre Colaiace discussed the upcoming Board retreat and the status of state law AB 5. Project Administrator Fayma Ishaq presented the September 2019 Superior Service Award to the call center supervisor for the West/Central region. Business Analyst Melissa Mungia presented the online reservations video, an update on current progress and future enhancements of the system. Manager of Eligibility Geoffrey Okamoto presented an update on the eligibility program. Chief Operations Officer Mike Greenwood and Manager of Operations Rogelio Gomez presented the operations update which included key highlights for August 2019. TPAC approved the appointment of Gracie Davis and Luz Echavarria as Chair and Vice-Chair for the upcoming year. Strategic Planner Eric Haack presented a brief update on the status and the next steps for the Access to Work program.

Community Advisory Committee Chair Dina Garcia did not report as there was no CAC meeting in the month of November 2019.

5. GENERAL PUBLIC COMMENT

Ms. Francis Emily Dawson Harris made a public comment by stating that she appreciates Access because they enable her to perform daily activities including attending church and numerous medical appointments. She made the following requests - 1) Eliminate call-outs as they are not mandatory under the ADA, 2) Implement a next day, will call reservation, solely for medical appointments or hospital appointments or discharges, 3) Implement a bathroom policy that allows for stops during lengthy share rides, 4) Consider combining Access and Long Beach Transit Dial-A-Lift stand locations, 5) Support ADA mandatory blue loading and offloading zones and high density parking locations near multi-story residential and commercial developments, 6) Reevaluate Access' base and plus zone coupon fares as they have not been modified in a number of years, and 7) Consider that if an Access rider has no record traveling on Access vehicles that their eligibility for Access should be discontinued. Community Liaison Louis Burns was assigned to address these issues.

Ms. Myrna Cabanban submitted a written comment to alert the Board to situations when a credit card is used to pay for a trip and, due to technical issues, the card information has to be entered manually. This also requires the rider to orally tell the driver the three digit CVV code and zip code associated with the credit card. In light of the many financial breaches in the news, Ms. Cabanban feels it is not appropriate to share this information when there are other passengers on the vehicle. System Administrator Ruben Prieto was assigned to address this issue.

6. SUPERIOR SERVICE AWARD AND 2019 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD

Project Administrator Faustino Salvador presented driver, Manuel Abellanosa, with MV Santa Clarita with the Superior Service Award.

Project Administrator Faustino Salvador presented Vanessa Angel from Global Paratransit with the 2019 Jerry Walker Commitment to Quality Service Award.

7. CONSENT CALENDAR

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

CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 15)
- b) Consideration to Reappoint Community Advisory Committee (CAC) Members (page 17)
- c) Consideration to Extend Term and Increase Funds - Demand Forecasting Services Contract (AS- 3393) (page 19)
- d) Consideration to Award State Advocacy Services Contract (AS-4111) (page 21)
- e) Consideration to Extend On-Board Vehicle Camera/Recording System Services Contract (AS-3906) (page 26)
- f) Consideration to Approve Executive Director Employment Agreement (page 29)

Public Comment: None

Treasurer Barnes requested that Item 7-f be pulled for the purpose of discussion.

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

Item 7-f

Public Comment: None

Board Member Comments:

Treasurer Barnes wished to make a change to the contract language under the term section of the contract. Specifically modify "the parties shall meet no later than 12 months prior to the expiration of this agreement and discuss a potential extension or new agreement" with, "Employer shall provide written notice to Executive Director no less than six months prior to the termination of this agreement regarding its intention to renew, replace or terminate the agreement. If written notice is not provided within the six months of the end of the term of this agreement, the agreement shall be extended on a day for day basis until such notice is properly provided."

Mr. Ewing stated that he had the opportunity to discuss the proposed amendment with the Executive Director and he concurs with the change.

Motion made by Treasurer Barnes to approve Item 7-f with the proposed change, seconded by Director Troost. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO AWARD BROKERAGE SERVICE CONTRACT - PARENTS WITH DISABILITIES PROGRAM (AS-4107)

Authorize staff to award Contract AS-4107 for a Brokerage Services Contract for the not-to-exceed amount of \$21,022,452 to MV Transportation, Inc. for the period of February 1, 2020 through June 30, 2025, contingent on funding for these services from the Los Angeles County Metropolitan Transportation Authority (Metro).

Public Comment

Ms. Rocio Robledo made a public comment by stating that the Parents with Disabilities program has saved her life and she really hopes this program will be extended to others.

CAC Chair Dina Garcia made a public comment by stating that she is speaking as a rider and user of the Parents with Disabilities Program and she truly believes this program should be extended to the rest of the county. She thinks that this program is beneficial to many.

Ms. Wilma Ballew made a public comment by stating that she would like to transfer her speaking time to Yael Hagen.

Ms. Yael Hagen made a public comment by stating that she is thrilled to hear the discussion on extending the Parents with Disabilities program to the rest of the county. She attended a forum on transportation recently and heard County Supervisor Sheila Kuehl speak where she reiterated her commitment to the funding of this program as it expands to the rest of the County. She encourages the Board to support the proposal and thanked Access staff for all their hard work.

Mr. Neil Richmond made a public comment stating that he was the Chair of the Aging and Disability Transportation Network and he would like to advocate for the program. He is there to reinforce the understanding that they are proceeding forward on this program and looks forward to the Board supporting the motion.

Mr. Carlos Benavides made a public comment by stating that Parents with Disabilities is a great program but it needs to be for the whole County of Los Angeles not just for a select few. It should not have been a pilot program for so long because then it becomes a privileged project. He also added that Vanessa Angel who works at Rancho Los Amigos is the face of Access. She makes Access look great because she is such a great employee. She is considered family and not just a starter.

Board Member Comments

Director Wisdom stated that she is an advocate for the program but the cost is more than \$87 above the current cost. She asked what staff considered in order to make this service more cost effective? Director of Administration F Scott Jewell stated that the procurement is for a single vendor who will be responsible for providing the service county-wide. MV is proposing to utilize a number of their own vehicles to service mobility devices and a significant portion of the ambulatory service will be through a subcontract with one of the local carriers that has a large taxi presence in the County. There are KPIs included in the contract that will ensure proper performance.

Director Wisdom asked to table this item until she has more time to review the terms.

Director Burner supported Director Wisdom's motion to table this item. He asked how the program was going to be supported financially and asked if there was a memorandum of understanding or an agreement from Metro that provides funding for this program. Executive Director Andre Colaiace responded that, while they do not have an official memorandum of understanding with Metro, the staff recommendation is based on numerous discussions that they've had with Metro staff who stated they are committed to funding this project.

Director Wisdom asked if there is a deadline for the pricing they have. Mr. Jewell responded that the pricing is good until March 6, 2020. They do have some time to table the recommendation since the current contract with MV ends on June 30th, 2020. That would be the only two dates that they would have to be concerned with.

Treasurer Barnes also supported the motion to table this item. He asked how confident staff was in the \$21 million cost figure and also stated that they don't want to end up with a program that is wildly successful and exceeds its budget. Mr. Jewell responded that the projections associated with the level of service were based upon what they have seen in terms of the use of the service in the Northern region.

Treasurer Barnes asked if there was a cap on how many people can participate. Mr. Jewell responded there was no proposed cap at this moment. Treasurer Barnes responded they could eventually become a victim of their own success and end up with a significantly more costly program.

Director Burner asked when it is no longer considered a pilot program. Mr. Jewell responded that the pilot designation was based on how this grant was originally funded and they were limited to the one service area. If the Board moves forward with this then at that point it will not be considered a pilot program as it will be expanded into the entire County.

Director Gombert stated that he also concurred with the other Directors on tabling the item. He sees how great the program is but he just can't get his hands around how huge the potential demand could be. He wants to know what they would do after they went through the budget. The demand is large and he fears they would be faced with turning away riders.

Motion made by Director Wisdom to table Item 8, seconded by Director Burner. Via Roll Call Vote - all were in favor, motion passed.

9. UPCOMING BOARD ITEMS

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

Vice Chair Gombert asked what the difference between the local advocacy contract and state advocacy contract they just approved. Mr. Colaiace responded that Access has a federal advocate, a state advocate and a local advocate. The local advocate assists Access with local government affairs, media relations and other assorted tasks.

10. EXECUTIVE DIRECTOR'S REPORT

Mr. Colaiace gave his report by stating that performance to date has been very solid at 91% on time, which is a slight decrease from the prior year. One highlight of the year

is a decrease in complaints to 2.8 per thousand trips and they're looking forward to seeing if they can maintain that level for the rest of the year because it's indicative of the improved quality of the service as a whole. One thing though that they are seeing is strong ridership and he thinks that's in response to the improved service. There's been a 9% increase in trips over last year. They will also be convening the Board subcommittees in the near future so the Board can be fully briefed on these issues before budget season commences. Additionally, they will be holding an emergency preparedness tabletop exercise on Wednesday. The exercise will simulate an extreme weather event, which looks like Access will be dealing with on a more frequent basis going forward. In addition to more frequent wildfires, they had a snow and ice event in the Antelope Valley on Friday that forced the cancellation of our services.

11. BOARD MEMBER COMMUNICATION

Director Del Castillo stated that he often receives many concerns as a rider and he does take these concerns to the Executive Director and they are being taken very seriously.

Vice Chair Gombert congratulated Andre Colaiace on the extension of his contract which reflects his strong performance as Executive Director.

Treasurer Barnes echoes Director Gombert's comment. He is feeling really positive about what they are doing from both a governance and operational standpoint and is looking forward to what 2020 will bring because he thinks there's a lot of great opportunities. He also wants to wish everyone a very happy holiday.

Secretary De Vera congratulated Andre Colaiace on the extension of his contract. She also stated that she loves the online reservations platform and she is committed to finding more funding for the Parents with Disabilities program. She wished everyone a Happy New Year.

Director Troost wished everyone a very happy holidays.

Director Burner congratulated staff for doing such an excellent job and commended them for doing a great job with the weather in Antelope Valley. He congratulated Andre on his contract. Lastly, he hopes that they all remember December 5th in honor of Rosa Parks.

Chair Nason congratulated Andre again and she is glad to continue working with him. She was also glad that Gracie was elected chair of TPAC. She thanked everyone for being there despite the cold weather. She would like to remind everyone that they just tabled the item on PWD and that it is not gone. She looks forward to seeing everyone in 2020, so happy new year and happy holidays.

12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

14. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that the Board had been briefed on items 14A and B and no action was taken but direction was given to Legal Counsel.

15. ADJOURNMENT

Motion made by Treasurer Barnes, seconded by Chair Nason. Via voice vote all were in favor, motion passed. The meeting adjourned at 1:25 p.m.

Approved

Theresa DeVera, Secretary

Date

JANUARY 6, 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 April 2020 at the regularly scheduled Board meetings.

February 10, 2020

Agenda Items:	Disposition:
FY 20 and FY 21 Budget	Action
Mail and Fulfillment Services Contract Extension	Action
Local Advocacy Services Contract Award	Action
Vehicle Decal Contract Award	Action
Eligibility Transportation Services Extension	Action
Brokerage Services Contract Award	Action
Oracle Support Services Contract Extension	Action

March 9, 2020 - Committee Meetings

Agenda Items:	Disposition:
TBD	Action

April 13, 2020

Agenda Items:	Disposition:
Third Party Administration Services Contract Award	Action