

access

BOARD OF DIRECTORS MEETING
Monday, December 9, 2024
General Session: 12:00 p.m.
Closed Session: Immediately Following

Access Services Headquarters
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731

Long Beach Transit 4801 Airport Plaza Dr. Long Beach CA 90815	3650 Fairland Boulevard Los Angeles CA 90043
---	---

See [*Note below for remote public link.](#)

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>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 28, 2024 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 26, 2024 (page 13) [Staff Recommendation: Approve minutes as written.]	ACTION
4. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5. GENERAL PUBLIC COMMENT	INFORMATION

6.	CONSENT CALENDAR	ACTION
	<ul style="list-style-type: none"> a) Consideration to Approve 2025 Board Calendar (page 16) [Staff Recommendation: Approve the proposed Board Meeting calendar for 2025.] b) Consideration to Approve CAC Reappointments (page 18) [Staff Recommendation: Reappoint the Group B members as detailed in the agenda item.] c) Consideration to Approve PTASP Plan Update (page 20) [Staff Recommendation: Approve the update to Access' PTASP.] 	
	[Staff Recommendation: Approve the Consent Calendar.]	
7.	CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059) (page 22)	ACTION
	[Staff Recommendation Authorize an increase in funds of \$82,794,215, a change in rates of compensation, and an extension in the period of performance for two (2) years, from August 1, 2025, through July 31, 2027 for Contract AS-4059 with MV Transportation.]	
8.	LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES	PRESENTATION
9.	OPERATIONS UPDATE	PRESENTATION
10.	UPCOMING BOARD ITEMS (page 26)	INFORMATION
11.	EXECUTIVE DIRECTOR'S REPORT	INFORMATION
12.	BOARD MEMBER COMMUNICATION	INFORMATION
13.	NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA	DISCUSSION/ POSSIBLE ACTION
14.	PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	INFORMATION

- | | | |
|-----|--|-----------------------------------|
| 15. | CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| | <ul style="list-style-type: none"> A) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS - <ul style="list-style-type: none"> 1. Property: APN:6139-014-008 Access Negotiator: Andre Colaiace/Hector Rodriguez Negotiating Party: Colliers Under Negotiation: Price and terms
 B) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 <ul style="list-style-type: none"> 1. Anticipated Litigation: Gov. Code §54956.9 (b) <ul style="list-style-type: none"> (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation". 2. Pending Litigation: Gov. Code §54956.9 (d)(1) <ul style="list-style-type: none"> (i) Litigation, to which Access Services is a party, has been initiated formally. <ul style="list-style-type: none"> 1. Acosta v. Access Services, LASC Case # 23STCV20337 | |

16.	ADJOURNMENT	ACTION
-----	--------------------	--------

Access Services does not discriminate based on 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 a specific agenda item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. 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 two (2) 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 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.

*NOTE

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/88486542566>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833
548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 884 8654 2566
4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
6. When called, please state your name, and limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



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

OCTOBER 28, 2024

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Theresa de Vera at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Theresa De Vera, Vice Chair Doran Barnes, Secretary Dolores Nason, Directors Giovanna Gogreve, Martin Gombert, Liam Matthews and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Treasurer Lee Burner, Director Valerie Gibson

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 23, 2024

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that they discussed free trips provided by Access on election day. They had a presentation from the Registrar Recorder's office and the Disability Rights California about voting and accessibility in voting. They had a draft video presentation on rider education and how to make a new reservation. They had concerns about the intro of the video and gave input on how to improve it. They discussed the Olympics with Director of Governmental Affairs and Outreach Randy Johnson, who gave them an update on a discussion with the County concerning the Olympics. They indicated that they want to be involved in the plans. Some issues of discussion were out of state riders, construction in the city and other issues leading up to the Olympics. The report for the Eligibility Subcommittee was that they discussed a public comment of a rider who is blind

and needed the ability to be able to read their ID number and other information on the ID card. They discussed how to accommodate such requests. In the Customer Service Subcommittee, they discussed the FAQs on the website, and the Operation Monitoring Center. In the Operations Subcommittee, they continue to talk about improving the negotiation time when making a reservation. In the Communication Subcommittee, they are working on script for the next video on how to avoid no-shows. They are also talking about some additional outreach and where they can do more outreach to get some interest in people who are interested in being on the CAC. The goals retreat is going to be in February during the regular February meeting.

4. GENERAL PUBLIC COMMENT

None.

5. SUPERIOR SERVICE AWARD

Project Administrator Jessica Volanos introduced the Superior Service Award winner, Rosa Rivas.

6. CONSENT CALENDAR

- a) Consideration to Approve Additional Scope and Increase Funds - Architecture & Engineering Services Contract (AS-4165)
- b) Consideration to Reappoint Transportation Professionals Advisory Committee Members
- c) Consideration to Approve Renewal of Agency Insurance Policies

Public Comment:

None.

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

7. FREE FARE AND TRAVEL TRAINING PROGRAMS UPDATE

Manager of Strategic Planning Eric Haack presented this item.

Public Comment:

Yael Hagen stated that Rosa had discussed remembering the times she had to use a Thomas guide to get around. She herself remembers a time when Free Fare was not a program and Access riders were afraid that they either had to take Access or fixed route, and there were no other choices. This gave people the confidence to be able to try fixed route when they could, to use Access when they needed,

and to be able to make those choices without fear. She thinks the name of the program should be made around choices rather than about highlighting the Free Fare.

Fernando Roldan made a public comment concerning the violent situations on public transportation. He would like to know how Access is handling this. He requested more surveys be done on how to use Access Services along with Metrolink.

Board Member Questions:

Director Nason asked if when calculating the savings to Access by people using the free rides, are they calculating the cost of the travel training. Mr. Haack responded that they are not, in the sense that, when looking at Free Fare, there are about 57,000 customers in the calendar year using it. They only train 300 people on one-on-one travel training a year, so that would be a very small number to include. Most of those are not customers who have received travel training. Travel Training is paid for by local funds and 95% of people that take the travel training use fixed route service afterwards.

Executive Director Andre Colaiace stated they have been able to determine before travel training they were taking X number of Access trips and then they can calculate savings based on that minus the cost of the travel training program. This presentation was mainly about the Free Fare program, but obviously travel training is integrated into that.

Director Gombert stated that in the second slide where he showed Free Fare trends, there was a significant drop in ridership. Beyond the pandemic, what else might be contributing to the drop and might this be a policy issue?

Mr. Colaiace stated one of the major things they did before the pandemic is they switched eligibility contractors and implemented a new eligibility process. The drop may reflect that, and then the pandemic and subsequent perceptions of fixed route also contribute to it. They have been asked to publicize Free Fare more vigorously, which they have and will continue to do.

Vice Chair Barnes stated that an interesting set of data to look at would be how many of those riders at the time were fixed route only riders but riding on an Access free pass. He has always struggled with the program, particularly with the group that only ride fixed route. If they only ride fixed route and never ride paratransit, do they need the paratransit system or is it being taken advantage of. They want the program to accomplish its goals of providing mobility of doing it the most cost-effective way possible at the same time not becoming something that gets abused.

Mr. Haack stated that a third of ridership prior to the pandemic to now about 28% aren't using Access or Free Fare. Eligibility is probably being used as a safety net

in some cases. This is why they added that question to the survey last year, "If you travel on Free Fare, are you traveling independently or are you traveling with somebody?" Half of the majority were saying that when they did travel, they were traveling with someone.

Director Gogreve understands their point, but she thinks they are accomplishing the mission of the Free Fare Program overall. She asked if they have data for 2024 and how it's trending. Mr. Haack responded that the data is cut off at the end of calendar year 2023. Director Gogreve asked if they were at pre-pandemic levels and Mr. Colaiace responded they were close to being back to when they were pre-pandemic. Director Gogreve asked if they could get up-to-date information, because it does look like it's growing. She asked if they encouraged riders to use the Free Fare program and if they were advertising it. Mr. Haack said it was in the Rider's Guide.

8. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by suggesting they discuss the following in future meetings - shared rides and how they affect riders, the new vehicles and riders input on them and how busy rides will be during Thanksgiving, Christmas and other big holidays.

Board Member Questions:

Director Gogreve stated that 94.4% on time was fantastic because she knows that in previous years the on-time performance did slip because of school and so much going on in August.

Mr. Greenwood stated that historically, in the fall and going into the holidays, the contractors do struggle a bit. It's a combination of staffing, and the change in traffic patterns when school gets back and vacations, the freeways just get more congested across the county. They are seeing OTP drop a little bit as they've come into the fall peak season.

Director Gogreve asked about the ETA calls answered. The increase in percentage of calls, does it correlate with the 12% increase in vehicle trips completed? Are they seeing more ETA calls answered and why?

Mr. Greenwood stated that the jump in ETA calls is artificial. He explained that when they put out the Eastern region RFP, they changed requirements to improve the experience of riders. The person that answers the call is the one that's going to get them their ETA. However, they found that historically several contractors were getting calls in for ETAs on the reservation line. They think this led to an

increase in the number of ETA calls being shown in the report. Their performance of handling ETA calls has been excellent. The customers are still getting good call experience in terms of timeliness and for both the Eastern and West Central regions.

Director Gogreve asked if they had geolocators on the stand signs. Mr. Greenwood responded that the stand signs are mounted by the property owner, so they would have to get approval from any property owner to put a device on the sign. They also need the technology that reads the geolocation of the stand signs. Their routing and scheduling software doesn't have the ability to do that.

Director Gogreve stated that she knows not a lot of Access riders will go to the Olympic events, but there are a lot of Access riders that will go to other events at UCLA and other areas. It is something they should keep in mind and if they could put together some type of a Board ad hoc group to think of all possibilities.

Mr. Colaiace stated their primary concern thus far is the security perimeter that will be set up around Olympic venues. If there's a dialysis center that's within the security perimeter, they can't be turned away.

Chair de Vera thanked them for putting stand signs at Dodger Stadium because before she could only be dropped off at only one location.

Mr. Greenwood shared her frustration about trip notes and it's not exclusive to Dodger Stadium but just getting drivers to read notes. That's an ongoing challenge and he thanked her for the reminder that we need to continue to press that issue as much as we can. They have looked at the Coliseum location in the past and couldn't come up with anything, but because the Olympics are coming soon, they take another look since there will be events at that venue. His understanding is that they want to keep vehicles far away from all Olympic events for security purposes but knowing how close they can get would be helpful.

9. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

10. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace and Access staff took a tour of the Waymo facility in West Los Angeles. It was fascinating to see their yard and talk to them about the technology and also more pedestrian topics like maintenance and the various challenges they have operating in Los Angeles. They had a meeting with a Waymo executive to discuss their future plans, accessibility strategies and possible partnerships. Director of Information Technology, Bill Tsuei has been working on autonomous technology and they have submitted a grant application for the DOT Smart Grant program with Waymo as a key technology partner. This

grant proposes a demonstration project for the Olympics, which would combine fixed route and on-demand autonomous services near UCLA.

In addition to the meetings that Mike attended, there were a lot of Olympic meetings sponsored by Metro over the last couple of weeks. They participated virtually in a transportation forum with a delegation from the city of Paris. That event discussed lessons learned from the Parisian perspective and there were opportunities to ask questions of the delegation. Last week Metro also hosted a very informative Board meeting dedicated to planning for the Olympics. Many Metro Board members shared their perspectives on their time at the games in Paris. There were a few comments on accessibility issues at the 2024 Olympic and Paralympic games.

As election day approaches, Access will once again be providing free rides to the polls.

11. BOARD MEMBER COMMUNICATION

Director Gogreve thanked the Superior Service Award winner again for all their hard work. She thanked staff for their presentations. She wished everyone a happy and safe Thanksgiving.

CAC Chair Hagen wished everyone a happy Thanksgiving, and stated she was grateful for the collaboration that Access has with riders. The fact they have discussions, and can be part of those discussions, to make the service as wonderful as it can be is great. She thanked the CAC for their hard work and wanted to ask the Board members for more participation in the CAC. Their main goal is to be a space for riders to be able to come and be a part of that discussion.

Chair de Vera thanked staff for their amazing presentations and encouraged everyone to get out there and vote. She wished everyone happy holidays.

12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

14. CLOSED SESSION REPORT

There was no report out of Closed Session.

15. ADJOURNMENT

Motion made by Director Gombert, seconded by Secretary Nason to adjourn.

The meeting adjourned at 2:12 p.m.

Approved

Dolores Nason, Secretary

Date



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

NOVEMBER 26, 2024

1:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Vice Chair Doran Barnes at 1:05 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Doran Barnes, Directors Giovanna Gogreve and Martin Gombert

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Chair Theresa de Vera, Secretary Dolores Nason

BOARD MEMBERS PRESENT VIRTUALLY

Treasurer Lee Burner, Directors Valerie Gibson, Liam Matthews and John Troost

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Carlos Benavides stated - My name is Carlos Benavides. I'm the president of Los Angeles County Commission of Disabilities. Today I'd like to present my support for Access' purchase of the property for the Southern region contract. In my recent visit to the property of the current contractor, I have witnessed GPI maneuvering their staff's personal vehicles and rotating parking with Access Services and contract vehicles. I can attest it's very tight on the grounds, and an opportunity to provide a facility to aid the current operation, as well as provide growth of a facility and opportunity for the future years to come, is an excellent venture. Operating to full capacity, in terms of parking and operational space, will critically compromise this facility if demand increases substantially. It's imperative to recognize that the lack of available space is a significant issue that needs to be addressed. This lack of space can enable significant complications for the functioning of the facility. This item is highly important and I confidently express my full support for it. And I hope that the Access Board members and each and every one of you and the directors move to forward it. Thank you very much.

Reza Nasrollahy stated - My name is Reza Nasrollahy. I'm the CEO of the Global Paratransit. At this point I'd like to congratulate the staff on finding the property that realistically fixes the Southern Region's needs. I'd like to talk about some of our challenges in the past and the present and the future. During the last few years of serving the Southern Region of Access Services, we had to make significant moves twice from one facility to another due to the growth of the ridership. Moving was costly, because customizing the property requires making changes to meet our operational needs. Also, at the end of the lease, we have to restore the property back to its original status. And that's another issue.

Present time challenges, Mr. Colaiace mentioned all the challenges that we're dealing with, that we actually have about five or six employees that are constantly working like a parking lot attendant, moving vehicles from one side to another side to make sure that we find the spaces both for all the vehicles for operations and also for the employees. Present time challenges have been extremely difficult in the last year and a half. Our future challenges with the current facility, there is zero possibility to grow in the future with the existing facility.

We highly recommend that the Board of Directors approve the purchase, which cure the past, present, and the future challenges. With the Southern region contract, it is an excellent property with great access to multiple freeway systems. And the fueling station at the site is a plus. There is ample parking for the current and future growth. The property is large enough for the projected contract growth, which will maintain efficiency for the future. If there's any question, I'll be glad to respond. Thanks.

Myrna Cabanban stated (written submission) - I write to you today to ask that the Board members approve the purchase of the property as recommended by staff. I believe Access Services will be in a better position to deliver a higher quality of service to its riders. Thank you.

Luke Klipp stated - I'm the senior transportation deputy for LA County Supervisor Janice Hahn, currently the chair of the Metro Board of Directors. And our office wanted to convey our support for the pending action to acquire property to address the operational issues for Access Services. So thank you for the opportunity to give comment.

Angie S stated - I would just like to weigh in with the purchase of a new property for the Southern region. I think that would be an excellent option for Global, because they're very good with helping and I think it would be very much appreciated. So thank you very much for allowing me to weigh in. Everyone have a blessed day.

3. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that on Item 3-a, the Board unanimously (5-0) approved the following staff recommendation - *"Allow the sale to close as all*

contingencies have been satisfied for property APN 6139-014-008 and a due diligence process has been successfully completed."

4. ADJOURNMENT

Motion made by Director Gombert, seconded by Director Gibson to adjourn.

The meeting adjourned at 2:16 p.m.

Approved

Dolores Nason, Secretary

Date

DECEMBER 2, 2024

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE 2025 BOARD CALENDAR

ISSUE:

Staff is presenting to the Board for its review and approval the scheduled Board meetings for calendar year 2025.

RECOMMENDATION:

Approve the proposed Board Meeting calendar for 2025.

IMPACT ON BUDGET:

None.

BACKGROUND:

2025 Board meetings will generally occur on the fourth Monday of each month. The only exceptions to this are the May meeting (Tuesday, May 27th), the June meeting (June 30th - 5th Monday), and the December meeting (Monday December 8th), which is being held earlier in the month due to there being no Board meeting in November. All meetings are subject to change based upon the business and operational needs of Access Services.

All meetings, except for the Annual meeting, are scheduled to take place at Access Services, located at 3449 Santa Anita Avenue in El Monte.

Board of Directors 2025 Board Meeting Calendar

<u>Date</u>
Monday, January 27 th
Monday, February 24 th
Monday, March 24 th
Monday, April 28 th
Tuesday, May 27 th
Monday, June 30 th
Monday July 28 th
Monday, August 25 th
Monday, September 22 nd
Monday, October 27 th
Monday, November 24 th Annual Meeting
Monday, December 8 th

DECEMBER 2, 2024

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE CAC REAPPOINTMENTS

ISSUE:

Six Community Advisory Committee (CAC) members are about to complete their terms, which will expire on January 31, 2025. The reappointments recommended below are for two-year terms beginning February 1, 2025 and will expire on January 31, 2027.

RECOMMENDATION

The CAC bylaws require Board reappointment for CAC members. Staff requests the Board to reappoint the following Group B members.

Last Name	First Name	Access User	Affiliation
Almalel	Olivia	Yes	Access Customer
Aroch	Maria	Yes	Southern California Rehabilitation Services - Independent Living Center
Conrad	Michael	Yes	Metro Accessibility Advisory Committee
Goeman	Rachele	Yes	California Council of The Blind Greater Long Beach
Hudson	Kimberly	Yes	Access Customer
Johnson	Jan	Yes	Access Customer

IMPACT ON BUDGET

None.

BACKGROUND

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to impact and improve Access' transportation program.

The CAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on even numbered years. Group B members have term expiration dates which occur on odd numbered years. CAC meets monthly and is comprised of Access riders, disability rights advocates and representatives from social service and other non-profit agencies.

DECEMBER 2, 2024

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER

RE: CONSIDERATION TO APPROVE AN UPDATE TO THE AGENCY'S
PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)

ISSUE:

Board approval is required to approve an update to the agency's Public Transportation Agency Safety Plan (PTASP). As a recipient of Federal 5307 funding, Access is required to implement a safety plan in accordance with 49 CFR Part 673. This item supports changes made to the original PTASP approved by the Board in December 2022, and the revision approved by the Board in December 2023.

RECOMMENDATION:

Approve the update to Access' PTASP.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. The Board may elect to not approve the PTASP update, but the action is not recommended because such action could subject Access to regulatory enforcement action by the Federal Transit Administration (FTA) which could include withholding of federal funds for non-compliance with the FTA's Public Transportation Safety Program.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, staff will be authorized to implement several modifications in support of the PTASP. In support of SMS and the PTASP, contract amendments may be issued to each operating contractor detailing changes to requirements and processes.

BACKGROUND:

On July 19, 2019, the FTA implemented a requirement that all public transit agencies that receive federal funding create, approve, and implement their own PTASP no later than July 20, 2020. Access was exempt from the plan requirement until 2022 when it started receiving federal 5307 funding, which triggered the PTASP requirement.

Access and its operating contractors now have two years of working under the PTASP. A majority of Access' safety targets were achieved in FY24, numerous safety committees have been established, and new safety bulletins have been issued to address concerns. Looking at Year 3 of the PTASP, several modifications are proposed, some to address experiences, and several others due to changes to federal regulations. Significant changes to the plan include:

- Added emphasis to updated requirements of frontline worker roles in safety committees;
- Added emphasis on infectious disease monitoring and mitigation; and
- Implemented new safety targets required by the PTASP Final Rule published by the FTA on April 11, 2024.

Access has previously used seven key performance indicators to measure the safety of its operation. With the publishing of the new PTASP Final Rule, four additional key performance indicators and safety targets will be added for FY25. The chart below establishes the target for each KPI and reports actual performance for FY24. Staff is proposing that previous targets for KPIs continue for FY25 but will consider revising them for FY26 upon review of three full years of actual performance.

	TARGET	FY 24 ACTUAL
Preventable Collisions per 100,000 miles	≤0.75	0.80
Preventable Incidents per 100,000 miles	≤0.25	0.21
Fatalities per 100,000 miles	0.00	0.002
Reportable Injuries per 100,000 miles	≤0.10	0.07
Safety Events per 100,000 miles	≤0.20	0.21
Transit Worker Assaults per 100,000 miles	≤0.02	0.016
Mean Miles Between Major Mechanical Failures	≥50,000	60,042
Collisions per 100,000 miles	≤2.75	NA; new for FY25
Pedestrian Collisions per 100,000 miles	≤0.10	NA; new for FY25
Transit Worker Fatalities per 100,000 miles	≤0.00	NA; new for FY25
Transit Worker Reportable Injuries per 100,000 miles	≤0.10	NA; new for FY25

DECEMBER 2, 2024

TO: BOARD OF DIRECTORS

FROM: GARRETT RODRIGUEZ, PROJECT ADMINISTRATOR
 BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS
 BRIAN SELWYN, SENIOR MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)

ISSUE:

The Northern Region service area contract will end on July 31, 2025, and Board action is required to approve the exercise of the third and fourth option years.

RECOMMENDATION:

Authorize an increase in funds of \$82,794,215, a change in rates of compensation, and an extension in the period of performance for two (2) years, from August 1, 2025, through July 31, 2027, for Contract AS-4059 with MV Transportation.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension. This will increase the total contract value from \$220,661,403 to \$303,455,618.

Trip volume for ADA paratransit service is based on the projected number of trips calculated by Access’ demand forecasting consultant, Hollingsworth Consulting LLC.

Trip Growth	Trips	% Change
Year 8 (8/1/25-7/31/26)	602,574	28%
Year 9 (8/1/26-7/31/27)	633,263	5%

Payment terms of the contract are a firm fixed monthly fee (Fixed) and a fixed rate per trip (Variable) for ADA service (see table below). In addition, as delineated in the same table, the Contractor is compensated for two other services on an as-needed basis. As stipulated in the subject contract, the proposed increases in the rates of compensation for the option years under consideration should not exceed the most recent three-month average of the year-over-year increase in the Consumer Price Index for the Los Angeles Area at the time rates were negotiated. For the months March-May 2023, the

average year-over-year increase in the CPI was 3.9% (*US Department of Labor, Bureau of Labor Statistics*).

The current and proposed rates are as follows:

	Current: Year 7 (8/24-7/25)	Proposed: Year 8 (8/25-7/26)	Proposed: Year 9 (8/26-7/27)
ADA Service - Fixed (monthly)	\$954,859.14	\$992,098.65	\$1,030,790.49
ADA Service - Variable (per trip)	\$44.67	\$46.41	\$48.22
As Needed Service - Variable (per hour)	\$53.52	\$55.61	\$57.78
Ripple Text Notification - Fixed (monthly, as requested by Access)	\$672.57	\$698.80	\$726.05

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service of the subject contract will be \$66.18 in Year 8 and \$67.77 in Year 9, not including COVID-19 related rate increases. Taking those increases into consideration, the projected fully loaded cost per trip for ADA service will be \$70.89 in Year 8 and \$72.61 in Year 9.

This action will result in an increase of \$82,794,215 to the previously approved contract amount of \$220,661,403.

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

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue a request for proposals (RFP) for services in the Northern Region. As the contractor has generally met performance targets during its base contract term, staff does not recommend this option as pricing is likely to increase significantly through an open competitive process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, contingent on subsequent approval of the full Access Board, staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with MV Transportation, 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 Northern Region service contract, AS-4059, commenced on May 1, 2018, with full service beginning on August 1, 2018. The base term of the contract ran through July 31, 2023, and the contract allows for four (4) additional option years. Staff is seeking approval for the third and fourth option years. At the direction of the Board, staff has prepared a Board report in advance of the contract's expiration to allow the Board and staff sufficient time to explore other avenues should the Board choose not to exercise the two option years.

Current Operational Performance

MV Transportation (MV) has served as our Northern region contractor for over 20 years and has been a dedicated partner to Access and the community we serve. In FY24, Elmer Contreras took on the role of General Manager for MV and, under his leadership, the MV team continues to focus on operational performance with the goal of improving quality service for our riders. Together with their subcontractors, MV has increased their workforce to meet the post-pandemic trip demand while remaining contractually compliant. As a result, MV met 12 key performance indicators for FY24. Access staff will continue to monitor and address all performance-related concerns with MV to improve service quality as we move forward during this fiscal year.

The contractor's performance results for FY24 and FY25 through September 2024 are listed below.

Key Performance Indicator	Standard	FY24	FY25*
On-Time Performance	≥ 91%	92.7%	91.9%
Excessively Late Trips	≤ 0.10%	0.04%	0.05%
Excessively Long Trips	≤ 5%	4.2%	3.8%
Missed Trips	≤ 0.75%	0.51%	0.58%
Denials	0	0	0
Access to Work On-Time Performance	≥ 94%	97.6%	94.3%
Average Initial Hold Time (Reservations)	≤ 120 seconds	77	52
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.8%	1.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.4%	1.6%
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.5
Preventable Incidents per 100,000 miles	≤ 0.25	0.29	0.18
Preventable Collisions per 100,000 miles	≤ 0.75	0.58	0.53
Miles Between Road Calls	≥ 25,000	50,070	47,463

*Data through September 2024

DECEMBER 2, 2024

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 and its committees through February 2025.

January 27, 2025

Agenda Items:	Disposition:
FY25 Funding Request	Action
Strategic Plan Update	Presentation
Proposed Rider Survey Questions	Presentation
TAP Card Production MOU	Action

February 24, 2025

Agenda Items:	Disposition:
On-Board Vehicle Camera Recording System Contract Extension	Action