

# access

**BOARD OF DIRECTORS MEETING**  
**Monday, February 22, 2021**  
**General Session: 12:00 p.m.**  
**Closed Session: Immediately Following**

**\*Webinar - please see note below**

## **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.*

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	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 7, 2020</b> (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 11, 2021</b> (page 13) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
4. <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>	INFORMATION
5. <b>GENERAL PUBLIC COMMENT</b>	INFORMATION
6. <b>SUPERIOR SERVICE AWARD</b>	PRESENTATION

7. **CONSENT CALENDAR**

**Item reviewed and approved by the Planning and Development Committee:**

- a) Consideration to Approve Revisions to the Accounts Payable Process (page 15)  
[Staff Recommendation: 1. Authorize staff to revise the Access Accounts Payable (AP) process to remove the Board Treasurer from the AP process. 2. Authorize staff to send to the Board a Payables Payment Register each month.]

**Item reviewed and approved by the Performance Monitoring Committee:**

- b) Consideration to Extend Term and Increase Funds - Travel Training Contract (AS-4051) (page 23)  
[Staff Recommendation: Authorize an additional \$349,000 in funds and the extension of term for the period of March 1, 2021 - February 28, 2022 for travel training services with Mobility Management Partners.]

**Item reviewed and approved by the External/Stakeholder Relations Committee:**

- c) Consideration to Award Video Production Services Contract (AS-4132) (page 28)  
[Staff Recommendation: Authorize staff to execute Contract No. AS-4132 with Peter Watkinson in an amount not-to-exceed \$367,814.50, for a period of three years, beginning on March 1, 2021, with the option to extend the contract for up to two additional years.]

ACTION

[Vote Required:  
majority of quorum by  
roll call]

**Item not reviewed and approved by any Committee:**

- d) Consideration to Approve Community Advisory Committee Appointments (page 34)  
[Staff Recommendation: Appoint Scott Barron and Bhumit Shah to the CAC effective March 1, 2021.]

**[Staff Recommendation: Approve the Consent Calendar]**

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|-----|---|---|
| 8.  | <b>CONSIDERATION TO APPROVE EXTENSION OF TERM FOR EXECUTIVE DIRECTOR EMPLOYMENT CONTRACT</b> (page 37)<br><br>[Staff Recommendation: Authorize the extension of the contract with Andre Colaiace to December 2, 2024.]  | PRESENTATION/<br>ACTION<br>[Vote Required:<br>majority of quorum by<br>roll call] |
| 9.  | <b>CONSIDERATION TO AWARD SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126)</b> (page 38)<br><br>[Staff Recommendation: Authorize staff to execute Contract No. AS-4126 for transportation services in the Southern Region service area for a five (5) year base contract beginning March 1, 2021 and ending August 31, 2026 (with revenue service beginning on September 1, 2021) with Global Paratransit, Inc. in an amount not to exceed \$314,100,173.] | PRESENTATION/<br>ACTION<br>[Vote Required:<br>majority of quorum by<br>roll call] |
| 10. | <b>CONSIDERATION TO APPROVE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE</b> (page 48)<br><br>[Staff Recommendation: Approve the purchase of up to 27 vehicles through the Cal ACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract 15-03 through Creative Bus Sales, Inc. for an amount not to exceed \$2,670,000.]  | PRESENTATION/<br>ACTION<br>[Vote Required:<br>majority of quorum by<br>roll call] |
| 11. | <b>CONSIDERATION TO APPROVE SUPPLEMENTAL FY21 AND DRAFT FY22 FUNDING REQUESTS</b> (page 51)<br><br>[Staff Recommendation: Authorize staff to submit a supplemental funding request of \$12,500,000 for FY21 and a draft budget for planning purposes in the amount of \$203,055,843 for FY22 to the Los Angeles County Metropolitan Transportation Authority (Metro).]  | PRESENTATION/<br>ACTION<br>[Vote required:<br>majority of quorum by<br>roll call] |

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|-----|--|-----------------------------------|
| 12. | <b>REVIEW OF ANTELOPE VALLEY SERVICE REGION REQUEST FOR PROPOSALS</b>          | PRESENTATION                      |
| 13. | <b>COVID-19/OPERATIONS UPDATE</b>  | PRESENTATION                      |
| 14. | <b>UPCOMING BOARD ITEMS</b> (page 53)  | INFORMATION                       |
| 15. | <b>EXECUTIVE DIRECTOR'S REPORT</b>   | INFORMATION                       |
| 16. | <b>BOARD MEMBER COMMUNICATION</b>  | INFORMATION                       |
| 17. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>                    | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 18. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>                     | INFORMATION                       |
| 19. | <b>CLOSED SESSION:</b><br><br>A) PUBLIC EMERGENCY (COVID-19), GC sec. 54957(a) | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 20. | <b>ADJOURNMENT</b>   | 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.

### **\*NOTE**

#### NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - [board@accessla.org](mailto:board@accessla.org) or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, February 22, 2021 so they can be read into the record as appropriate.

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](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://zoom.us/j/91981301975>

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 an 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 three minutes. An audio signal will sound at the three-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](https://accessla.org/news_and_events/agendas.html)
2. You can also call in using the following information -  
Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 312 626 6799  
or +1 929 205 6099 or +1 301 715 8592 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)  
Webinar ID: 919 8130 1975
3. 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.
4. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-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

Webinar

December 7, 2020

12:00 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Nason at 12:03 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa De Vera, Directors Lee Burner, Andrew Del Castillo, Valerie Gibson, John Troost and Jonaura Wisdom.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: None

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 21, 2020**

Recommendation: Approval of minutes as written.

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

3. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 17, 2020**

Recommendation: Approval of minutes as written.

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

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

CAC Chair Rachele Goeman gave an update for the CAC meetings of October and November 2020. She stated that they had an informative presentation by Uber on the services Access could utilize through them. ADA Coordinator Rycharde Martindale reported on the process for filling the two spots on the CAC. Director of Planning and Coordination Matthew Avancena gave a report on the Stand Sign Subcommittee. There was a discussion regarding issues people had with the Passenger Survey. The committee also requested an update on the new coupons. Ms. Goeman also stated that there will be a goals retreat in February and that the Board is invited to attend.

**5. GENERAL PUBLIC COMMENT**

There were no public comments.

**6. SUPERIOR SERVICE AWARD PRESENTATION**

Project Administrator Alex Chrisman introduced the Superior Service Award winner Michel Gonzalez.

**7. CONSENT CALENDAR**

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Approve Employee Handbook Changes
- b) Consideration to Approve 2021 Board of Directors Meeting Calendar
- c) Consideration to Ratify Renewal of Agency Insurance Policies
- d) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding
- e) Community Advisory Committee Service Recommendations
- f) Consideration to Reappoint Community Advisory Committee Members
- g) Consideration to Extend Term, Increase Funds and Approve Technical Assignment of Financial Audit Services Contract (AS-4045) to BPM, LLP.

Public Comment: None.

**Motion made by Treasurer Barnes to approve the Consent Calendar, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.**

**8. CONSIDERATION TO AWARD CONSTRUCTION PROJECT MANAGEMENT SERVICES CONTRACT (AS-4136)**

Manager of Procurement and Contract Administration Brian Selwyn gave a presentation on the item.

Public Comments

None.

Board Member Comments

Director Wisdom stated that she noticed in the Board item the recommended contractor is not a DBE. Mr. Selwyn responded that is correct but they are proposing to utilize a SBE subcontractor. She also inquired if there was something to make them accountable in order to meet DBE/SBE requirements. Mr. Selwyn stated Access has a mechanism in place to monitor adherence to these requirements.

Executive Director Andre Colaiace stated that in Access contract solicitations the agency encourages companies that are DBE, DVBE, SBE or WBE to submit proposals. This time three out of eight met this requirement with Griffin being one of them.

Director Wisdom stated that her point was that they should enforce rather than encourage this request. There should be some measures in place to ensure rather than simply encourage accountability. Mr. Colaiace stated that he will check to see if Access is able to mandate such a requirement.

Director Burner asked if funding for this procurement was through federal dollars or local dollars and Mr. Colaiace stated that local funding was being used.

**Motion made by Treasurer Barnes to approve Item 8 and seconded by Director Burner. Via Roll Call Vote - all were in favor, motion passed.**

**9. COVID-19/OPERATIONS UPDATE**

Chief Operations Officer Mike Greenwood presented this item.

Public Comment

None.

Board Member Comments

Treasurer Barnes asked if they expect to have a reduction in ridership or do they think they will continue providing essential trips. Mr. Greenwood responded that based on

the previous changes to the safer-at-home order earlier that year, he expects to see a small to moderate decline in ridership in the coming weeks. He thinks people start to get concerned about making non-essential trips. He also stated that adult day healthcare centers continue to be closed and he doesn't expect any significant increase in ridership even if the safer-at-home order ends.

## **10. FINANCIAL UPDATE**

Deputy Executive Director Hector Rodriguez presented this item.

### Public Comment

None.

### Board Member Comments

None.

## **11. UPCOMING BOARD ITEMS**

Director of Administration F Scott Jewell stated that the Board Operations Committee meeting will take place on December 14, 2021. The committee will review the agenda items for February 2021. The next set of committee meetings will take place on January 11, 2021 and the full Board will meet on February 22<sup>nd</sup>. The next set of committee meetings and Board operations meetings will be held in March.

### Public Comments

None.

## **12. EXECUTIVE DIRECTOR'S REPORT**

Executive Director Andre Colaiace stated a safe and effective coronavirus vaccine will have major implications for the return of normal service. Access will be advocating, along with other transit agencies, to ensure that frontline transit workers, including taxi drivers, will be one of the first groups to receive the vaccine. He expects that the vaccine will help return things to normal by sometime in the summer or fall. This will influence Access' service planning for next year particularly in terms of how long they continue the special services they have implemented in response to the pandemic. He looks forward to continuing to engage the Board, their advisory committees and the public on this issue. Mr. Colaiace also stated that Metro is in the process of implementing its NextGen service plan. Staff is in the process of analyzing the NextGen maps to see how it affects Access' service area. Mr. Colaiace offered his continued thanks and gratitude to Access' Road Safety Inspectors and contractors, and frontline employees who continue to provide essential services during this difficult time.

Director Gibson asked Mr. Colaiace whether, in looking at the NextGen proposals he had any concerns in terms of the service area being reduced and how that might be addressed. Mr. Colaiace responded that he does think there will be potential issues once they do a final analysis.

### **13. BOARD MEMBER COMMUNICATION**

Director Del Castillo thanked all the staff and directors for their continued work during COVID-19.

Treasurer Barnes thanked staff and contractors for the incredible flexibility demonstrated during this difficult time. He stated that he has been following the free fare issue and that Metro staff was doing a tremendous amount of work on this topic and really exploring the possibilities. He noted that if resources were abundantly available this would be great but he has seen challenges where they have put popular programs in place on a pilot basis. He wished everybody a very happy holiday season.

Director Troost thanked Mr. Colaiace and staff for all their hard work during the pandemic.

Director Wisdom shared the same sentiments of all the good work Access has been doing and also encouraged people to stay safe and have a happy holiday season.

Secretary DeVera stated that she agrees with everyone's sentiment and thanked Mr. Colaiace and Mr. Greenwood. She thinks they need to stress that with the safer-at-home initiative that riders only take essential trips. She wished everyone a happy holiday.

Director Gibson stated that she just wanted to echo what everybody else has said and to commend Access staff and the contractors. She said that, in her opinion, they are the gold standard on how to continue service delivery, how to provide it safely while ensuring that those essential trips are still available to so many people. She wished a happy holiday to everyone.

Vice Chair Gombert shared some history of his brother's activism in the United Kingdom. His brother was a university professor, author, huge Dodger fan and a disability activist. Vice Chair Gombert shared a newspaper photo that showed his brother chained to a local Norwich bus in 1996, protesting that the new buses were not accessible to the disabled. The second newspaper photo showed him and other activists toasting to the new accessible buses that were placed in service several years later. He stated that he is extremely proud of his brother and would like to close the Board meeting in honor of his late brother, Bill.

Chair Nason stated that she felt really blessed to be on Access' Board of Directors and especially with such esteemed Board members and staff and especially to be the Chair. She told everyone to keep safe.

**14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

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

There were no public comments.

**16. CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that no action was taken by the Board during Closed Session.

**17. ADJOURNMENT**

**Motion made by Vice Chair Gombert, seconded by Director Gibson to adjourn in memory of Bill Albert.**

The meeting adjourned at 1:22 p.m.

Approved

\_\_\_\_\_  
Theresa De Vera, Secretary

\_\_\_\_\_  
Date



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

Webinar

January 11, 2021

3:00 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Vice Chair Gombert at 3:04 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa De Vera, Directors Andrew Del Castillo, Valerie Gibson, John Troost and Jonaura Wisdom.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Chair Dolores Nason and Director Lee Burner

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

There were no public comments.

3. **CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that a Motion was made by Director Troost to extend the Executive Director's employment contract for an additional two years. This was seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.

4. **ADJOURNMENT**

**Motion made by Director Gibson, seconded by Vice Chair Gombert to adjourn.**

The meeting adjourned at 3:20 p.m.

Approved

\_\_\_\_\_  
Theresa De Vera, Secretary

\_\_\_\_\_  
Date

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: BRUCE FRINK, SENIOR MANAGER, FINANCE PLANNING AND ANALYSIS  
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO APPROVE REVISIONS TO THE ACCOUNTS PAYABLE PROCESS**

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**ISSUE:**

Per Board policy, Board Treasurer approval is required for all vendor invoices over \$50,000. Furthermore, internal staff as well as Executive Director approval is required on all invoices prior to the release of payments to vendors.

Given the implementation of the Oracle platform, strong internal controls and multiple annual audits conducted by outside audit firms, staff believes that Board Treasurer approval is no longer necessary and should be removed from the Accounts Payable (AP) process.

This item was reviewed and approved by the Planning and Development Committee.

**RECOMMENDATION:**

- Authorize staff to revise the Access Accounts Payable (AP) process to remove the Board Treasurer from the AP process.
- Authorize staff to send to the Board a Payables Payment Register each month.

**IMPACT ON BUDGET:**

This recommended action will have no financial impact.

**ALTERNATIVES CONSIDERED:**

If the Board opts not to approve this item, then staff would continue to operate under the current applicable AP policies described herein.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Committee, the staff will bring this item to the full Board of Directors at its February meeting.

## **BACKGROUND:**

In the current AP process (see Attachment 1), approvals from the Department Head (Director) of the requesting department and the Finance Department are required and then each invoice is sent to the Executive Director for final approval. As discussed above, the Board Treasurer is also currently required to approve all invoices greater than \$50,000.

Agency internal controls for the AP process have been modified and strengthened since the implementation of the Oracle platform in 2015. Using Oracle, the Accounting Department records and monitors all payment transactions, which require multiple levels of approval. Access is then audited annually by at least two outside independent CPA firms (one of which is retained by the Los Angeles County Metropolitan Transportation Authority (Metro)) to verify policies and processes are being followed and that funds are spent in accordance with the budget and applicable regulations.

In order to simplify the AP approval process, staff recommends removing the Board Treasurer and utilizing internal staff for the AP approval process and publishing a Payables Register on a monthly basis (see Attachment 2) to provide full visibility to the Board of all expenditures.

Agency policies would be amended as follows:

### **1. Board Invoice Approval**

#### **Current Policy:**

*The current invoice approval workflow involves multiple layers of approvers. Initially, the vendor sends an invoice to Access Services either through email or mail. The Accounting Department will then process the email copy or scanned hardcopy of the invoice in Oracle Cloud to start the electronic approval process. When the invoice approval process starts, a workflow builds the list of approvers based on the defined rules and amount of the invoice. Approval email notification is first sent to the Department Head on the list. When the Department Head responds, email notification is sent to Finance. Upon approval from Finance, it will then be forwarded to the Executive Director for the final approval. If the invoice amount is \$50,000 or more, an additional approval from the Board member is required to complete the process. Accounting staff will then process the check or ACH payment.*

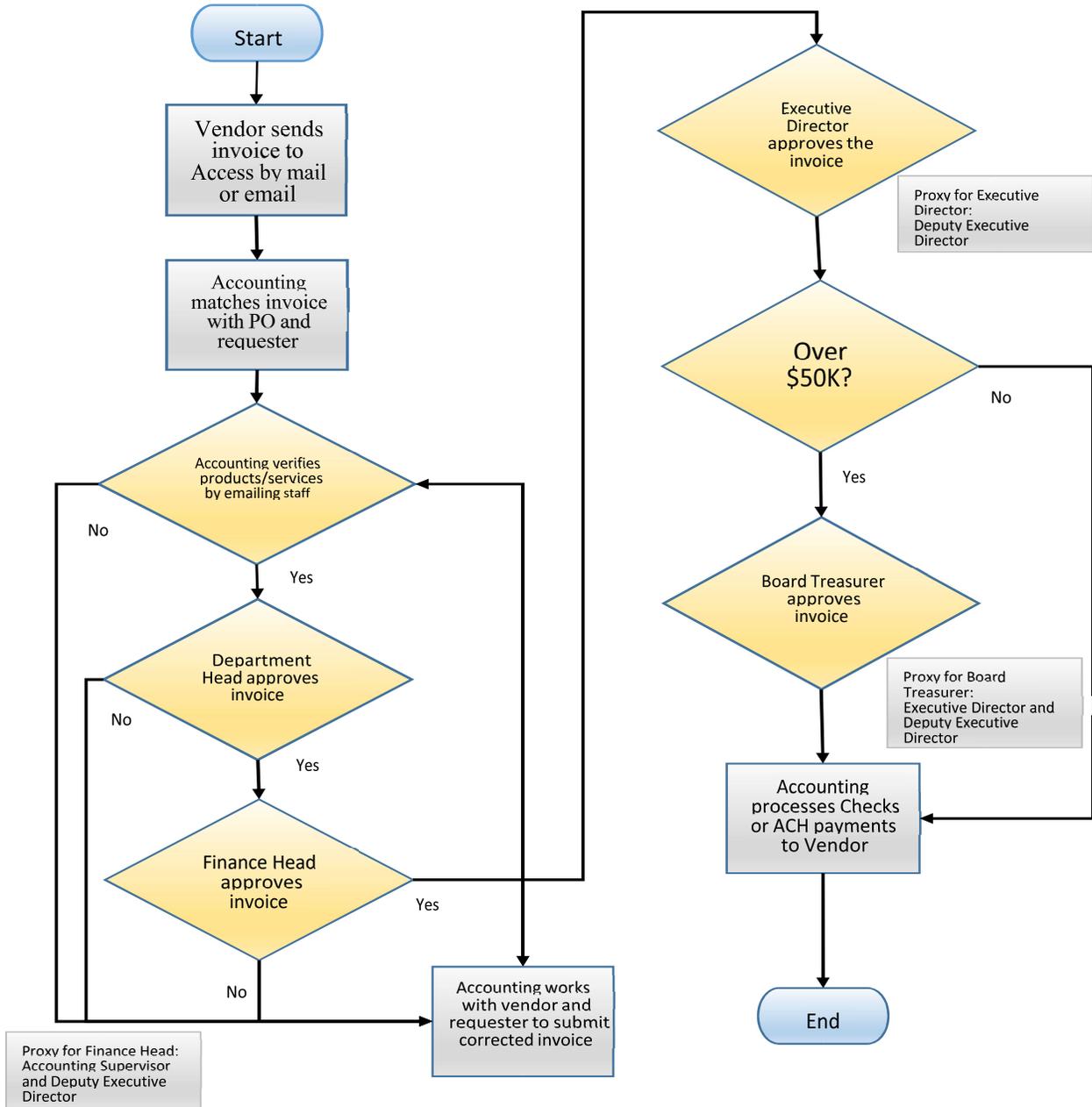
Recommended Policy:

*Initially, the vendor submits an invoice to Access Services either electronically or via mail. The Accounting Department will then process the electronic copy or scanned hardcopy of the invoice in Oracle Cloud to start the electronic approval process. When the invoice approval process starts, a workflow builds the list of approvers based on the defined rules and amount of the invoice. Approval email notification is first sent to the Department Head on the list. When the Department Head responds, email notification is sent to Finance. Upon approval from Finance, email notification will be sent to the Executive Director for the final approval. Accounting staff will then process the check or ACH payment.*

*Staff will provide the Board of Directors with the Payment Payables Register report each month.*

# Attachment 1

## Current AP Workflow Process in Oracle Cloud



## Attachment 2



AS Ledger Dec-20  
US

Payment Number	Date	Supplier or Party Name	Supplier Site	Amount
402370	12/4/20	ACCESS SERVICES	EL MONTE	250,000.00
100196	12/28/20	AFLAC	COLUMBIA	2,475.46
402421	12/24/20	ALFRED L. GLOVER	INGLEWOOD	1,380.00
402384	12/14/20	ALTA FOODCRAFT	LONG BEACH	125.98
402418	12/24/20	ALTA RESOURCES CORP	NEENAH	149,540.00
100195	12/14/20	Ameriprise Financial Advisors Inc.	Minneapolis	300.00
100198	12/28/20	Ameriprise Financial Advisors Inc.	Minneapolis	300.00
402408	12/18/20	ANDREW DEL CASTILLO	COVINA	100.00
402424	12/23/20	ANTELOPE VALLEY TRANSIT AUTHORITY	LANCASTER	25,861.50
402379	12/4/20	AT&T	PO BOX 5019	7,199.40
402406	12/18/20	AT&T	PO BOX 9011	35,177.97
402407	12/18/20	AT&T	PO BOX 6463	43.69
402409	12/18/20	AT&T	CAROL STREAM	46.78
402430	12/28/20	AT&T	PO BOX 5019	7,199.40
61	12/11/20	AXA EQUITABLE	NEWARK	5,665.00
63	12/24/20	AXA EQUITABLE	NEWARK	5,765.00
402382	12/4/20	BASIC	MILWALKEE	275.00
402431	12/28/20	BASIC	MILWALKEE	275.00
402403	12/18/20	BUSINESS MACHINES CONSULTANTS, INC. (BM	LAKE BALBOA	2,700.00
5000464	12/1/20	C3 BUSINESS SOLUTIONS	NEWPORT BEACH	3,485.00
5000480	12/7/20	C3 BUSINESS SOLUTIONS	NEWPORT BEACH	1,572.50
5000482	12/15/20	C3 BUSINESS SOLUTIONS	NEWPORT BEACH	1,785.00
402395	12/18/20	CALACT	SACRAMENTO	1,055.00
402396	12/18/20	CALIFORNIA TRANSIT ASSOCIATION	SACRAMENTO	14,074.00
5000471	12/2/20	CALIFORNIA TRANSIT INC	LOS ANGELES	299,355.26
5000484	12/14/20	CALIFORNIA TRANSIT INC	LOS ANGELES	725,099.42
5000492	12/23/20	CALIFORNIA TRANSIT INC	LOS ANGELES	509,240.00
402419	12/24/20	CAMBRIA SOLUTIONS, INC.	SACRAMENTO	24,056.00
5000469	12/2/20	CITY OF SANTA CLARITA	SANTA CLARITA	42,512.79
5000486	12/14/20	CITY OF SANTA CLARITA	SANTA CLARITA	127,176.23
5000494	12/23/20	CITY OF SANTA CLARITA	SANTA CLARITA	42,512.79
402425	12/23/20	CITY OF SANTA MONICA BIG BLUE BUS	SANTA MONICA	66.50
402410	12/24/20	CLEAN ENERGY	DALLAS	378.96
5000465	12/2/20	COMMERCE COMMONS MANAGEMENT LLC	BEVERLY HILLS	28,403.36
402371	12/4/20	COMPUTER SPECIALISTS, INC.	CYPRESS	300.00
402376	12/4/20	CONVERGEONE, INC.	MINNEAPOLIS	462.97

402404	12/18/20	CONVERGEONE, INC.	MINNEAPOLIS	9,785.00
402420	12/24/20	CONVERGEONE, INC.	MINNEAPOLIS	9,785.00
402405	12/18/20	CORVEL ENTERPRISE COMP, INC	PHILADELPHIA	19,020.19
5000487	12/21/20	DAVID GERSHWIN CONSULTING	LOS ANGELES	5,000.00
402381	12/4/20	DELL MARKETING L.P.	ROUND ROCK	10,978.85
5000495	12/29/20	DELTA SERVICES GROUP INC	NEWTON	15,960.00
5000474	12/2/20	DIVERSIFIED TRANSPORTATION LLC	LOS ANGELES	197,534.03
402397	12/18/20	DOLORES NASON	LONG BEACH	200.00
402393	12/14/20	FEDERAL EXPRESS	PASADENA	53.33
402380	12/4/20	FREEDMAN SEATING COMPANY	CHICAGO	3,096.00
402416	12/24/20	GCAP SERVICES, INC	SANTA ANA	1,757.50
5000468	12/2/20	GLOBAL PARATRANSIT, INC.	GARDENA	1,005,510.00
5000472	12/2/20	GLOBAL PARATRANSIT, INC.	GARDENA	1,227,520.03
5000485	12/14/20	GLOBAL PARATRANSIT, INC.	GARDENA	1,614,146.92
5000490	12/23/20	GLOBAL PARATRANSIT, INC.	GARDENA	1,005,512.00
402427	12/28/20	GUARDIAN	DALLAS	9,021.91
5000476	12/7/20	HDR, INC	CHICAGO	2,960.62
402378	12/4/20	HPC COMPUTERS USA INC	LAGUNA NIGUEL	163.51
8000341	12/18/20	INFORMATION TECHNOLOGIES CURVES	GAITHERSBURG	6,240.00
8000342	12/18/20	INFORMATION TECHNOLOGIES CURVES	GAITHERSBURG	14,640.00
8000343	12/18/20	INFORMATION TECHNOLOGIES CURVES	GAITHERSBURG	1,920.00
8000344	12/18/20	INFORMATION TECHNOLOGIES CURVES	GAITHERSBURG	1,200.00
5000459	12/1/20	JOE A GONSALVES & SON	SACRAMENTO	5,500.00
5000496	12/29/20	JOE A GONSALVES & SON	SACRAMENTO	5,500.00
402398	12/18/20	JOHN B. TROOST	LOS ANGELES	100.00
402372	12/4/20	KAISER FOUNDATION HEALTH PLAN	LOS ANGELES	77,621.09
8000349	12/22/20	L.A. GRAPHICS & SIGNS	N. HOLLYWOOD	1,434.77
5000498	12/29/20	LACMTA	LACMTA FOR BOA	50,000.00
402411	12/24/20	LANGUAGE LINE SERVICES	DALLAS	9,385.86
5000477	12/7/20	LISA YOUNG	PASADENA	3,580.00
402426	12/23/20	LONG BEACH TRANSIT	LONG BEACH	111.00
402412	12/24/20	LORI M. PETRIE, PhD	LOS ANGELES	2,000.00
402391	12/14/20	LOS ANGELES COUNTY	LOS ANGELES (EASTERN AVE)	1,879.89
402394	12/15/20	Luis Pacheco		113.00
402417	12/24/20	MEDICAL MANAGEMENT MISSION, LLC	LOS ANGELES	4,233.50
5000462	12/1/20	MEDICAL TRANSPORTATION MANAGEMENT, INC.	LAKE ST. LOUIS	334,997.05
100194	12/14/20	MIDLAND NATIONAL	DES MOINES	790.00
100197	12/28/20	MIDLAND NATIONAL	DES MOINES	790.00
5000460	12/1/20	MOBILITY MANAGEMENT PARTNERS, INC.	CAMARILLO	41,267.09
5000497	12/29/20	MOBILITY MANAGEMENT PARTNERS, INC.	CAMARILLO	50,964.23
5000467	12/2/20	MV TRANSPORTATION INC	SAN FRANCISCO	717,073.83
5000473	12/2/20	MV TRANSPORTATION INC	SAN FRANCISCO	611,925.92
5000481	12/10/20	MV TRANSPORTATION INC	SAN FRANCISCO	226,110.56

5000493	12/23/20	MV TRANSPORTATION INC	SAN FRANCISCO	96,028.90
402428	12/28/20	NATIONAL SAFETY COUNCIL	ITASCA	495.00
402392	12/14/20	NATIONWIDE	LOS ANGELES	146.08
8000328	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	180.00
8000329	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	312.27
8000330	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	275.00
8000331	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	372.79
8000332	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	441.36
8000333	12/4/20	NEW IMAGE AUTO REPAIR	EL MONTE	335.43
8000350	12/28/20	NEW IMAGE AUTO REPAIR	EL MONTE	521.38
402373	12/4/20	PREFERRED ALLIANCE, INC	SUISUN CITY	92.69
402413	12/24/20	PREFERRED ALLIANCE, INC	SUISUN CITY	92.69
62	12/15/20	PUBLIC EMPLOYEES' RETIREMENT S	SACRAMENTO	30,982.06
64	12/28/20	PUBLIC EMPLOYEES' RETIREMENT S	SACRAMENTO	31,109.85
125	12/11/20	QUADIENT FINANCE USA, INC.	CAROL STREAM	2,000.00
128	12/28/20	QUADIENT FINANCE USA, INC.	CAROL STREAM	1,664.89
126	12/18/20	QUADIENT, INC.	DALLAS	4,310.99
402399	12/18/20	RTP GROUP	LONG BEACH	9,478.50
5000466	12/2/20	SAN GABRIEL TRANSIT INC	EL MONTE	874,967.02
5000470	12/2/20	SAN GABRIEL TRANSIT INC	EL MONTE	998,070.96
5000483	12/14/20	SAN GABRIEL TRANSIT INC	EL MONTE	1,050,507.33
5000491	12/23/20	SAN GABRIEL TRANSIT INC	EL MONTE	757,174.21
402422	12/24/20	SCOTT TRANSUE	EL CAJON	8,265.00
402400	12/18/20	SIMON AND COMPANY INC	WASHINGTON	3,620.00
402374	12/4/20	SMARTDRIVE SYSTEMS, INC	CITY OF INDUST	32,229.03
402385	12/14/20	SMARTDRIVE SYSTEMS, INC	CITY OF INDUST	16,731.05
402401	12/18/20	SMARTDRIVE SYSTEMS, INC	CITY OF INDUST	825.47
402414	12/24/20	SMARTDRIVE SYSTEMS, INC	CITY OF INDUST	33,346.25
402390	12/14/20	SOUTHERN CALIFORNIA EDISON COMPANY	ROSEMEAD	1,450.44
402389	12/14/20	STATE FUND	SAN FRANCISCO	4,339.24
402369	12/1/20	Susanna Cadenas		464.35
5000479	12/7/20	SYMANTEC CORPORATION	LOS ANGELES	265.48
5000489	12/21/20	TEXAS A&M TRANSPORTATION INSTITUTE	COLLEGE STATION	2,793.09
8000334	12/4/20	THE DATA CENTER, LLC	SALT LAKE CITY	15.32
8000335	12/4/20	THE DATA CENTER, LLC	SALT LAKE CITY	36.19
8000336	12/4/20	THE DATA CENTER, LLC	SALT LAKE CITY	1,516.80
8000337	12/4/20	THE DATA CENTER, LLC	SALT LAKE CITY	129.78
8000338	12/14/20	THE DATA CENTER, LLC	SALT LAKE CITY	1,357.21
8000339	12/14/20	THE DATA CENTER, LLC	SALT LAKE CITY	37.88
8000340	12/14/20	THE DATA CENTER, LLC	SALT LAKE CITY	12.48
8000345	12/18/20	THE DATA CENTER, LLC	SALT LAKE CITY	27.26
8000346	12/18/20	THE DATA CENTER, LLC	SALT LAKE CITY	240.63
8000347	12/18/20	THE DATA CENTER, LLC	SALT LAKE CITY	2,774.03

8000348	12/18/20	THE DATA CENTER, LLC	SALT LAKE CITY	34.95
8000351	12/28/20	THE DATA CENTER, LLC	SALT LAKE CITY	26.95
8000352	12/28/20	THE DATA CENTER, LLC	SALT LAKE CITY	13.55
8000353	12/28/20	THE DATA CENTER, LLC	SALT LAKE CITY	2,154.71
8000354	12/28/20	THE DATA CENTER, LLC	SALT LAKE CITY	84.25
5000461	12/1/20	THERESA DE VERA	LOS ANGELES	300.00
5000488	12/21/20	THERESA DE VERA	LOS ANGELES	200.00
402377	12/4/20	T-MOBILE	ST. LOUIS	778.87
402423	12/24/20	TMSI	LONG BEACH	2,520.00
402386	12/14/20	TOTAL RECALL	AGOURA HILLS	600.00
402387	12/14/20	TRINET INTERNET SOLUTIONS INC	IRVINE	3,196.49
402415	12/24/20	ULINE	CHICAGO	139.99
402375	12/4/20	UNITED INDUSTRIES	ORANGE	1,442.09
402429	12/28/20	UNUM LIFE INSURANCE COMPANY OF AMERICA	ATLANTA	1,059.70
12210	12/1/20	VANTAGEPOINT TRANSFER AGENTS-300620	BALTIMORE	4,842.64
12263	12/15/20	VANTAGEPOINT TRANSFER AGENTS-300620	BALTIMORE	4,842.64
12344	12/29/20	VANTAGEPOINT TRANSFER AGENTS-300620	BALTIMORE	4,870.95
5000475	12/7/20	VERITEXT LLC	CHICAGO	10,770.20
402402	12/18/20	VERIZON WIRELESS	DALLAS	490.14
402388	12/14/20	VISION SERVICE PLAN - (CA)	SAN FRANCISCO	767.79
124	12/11/20	WEX BANK	CAROL STREAM	196.53
127	12/18/20	WEX BANK	CAROL STREAM	1,016.50
402368	12/1/20	William Kim		272.44
5000463	12/1/20	WOOLPERT INC.	CINCINNATI	731.33
5000478	12/7/20	WOOLPERT INC.	CINCINNATI	838.19
402383	12/8/20	Yael Hagen	CHATSWORTH	25.00

**Total Payments:**

**\$13,635,600.92**

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: ERIC HAACK, STRATEGIC PLANNER  
MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TRAVEL  
TRAINING CONTRACT (AS-4051)**

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**ISSUE:**

Board approval is necessary to exercise the first option year for the travel training services contract. This item was reviewed and approved by the Performance Monitoring Committee.

**RECOMMENDATION:**

Authorize an additional \$349,000 in funds and the extension of term for the period of March 1, 2021 - February 28, 2022 for travel training services with Mobility Management Partners.

**IMPACT ON BUDGET:**

Due to impacts of the COVID-19 pandemic on travel training services, staff projects a surplus of \$369,184 from the completion of the existing contract term that can be rolled over into the option year. The additional funds are needed to provide a full year of funding based upon the projected activities. In total, this will increase the not-to-exceed contract value from \$2,558,009 to \$2,907,009. The rates below reflect a 3% increase over current rates. The cost for these services is programmed in the current FY 2021 budget and will also be programmed for the next fiscal year budget. Funding comes from Proposition C 40% and Measure M sales tax funds.

**ALTERNATIVES CONSIDERED:**

The Board, at its option, could request that travel training services be discontinued or resolicited so that staff can develop a modified travel training model that would reflect the post-pandemic normal. Staff does not recommend this alternative because the contractor (MMP) has been proactively working with staff to develop new travel training methods to address the safety of customers. The new travel training model has since been implemented and is detailed below. Overall, staff believes the travel training

program has led to significant savings for the Agency while enhancing transportation options for its customers.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate an amendment to the written contract with MMP upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract changes unless such changes are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

Access Services has had a Travel Training Program since 2005. Access' principal focus has been on one-on-one (or individual) travel training sessions. The trainings provide instructions and in-the-field experience to Access-eligible customers to develop the skills and confidence necessary to use accessible fixed route public transportation.

Access requires MMP to perform three-hundred (300) one-on-one travel training sessions for eligible customers, up to twelve (12) group travel training workshops and twelve (12) outreach events annually. In addition, MMP conducts 19,500 annual calls to customers who have completed in-person eligibility or renewed their eligibility by mail or in-person. These calls ask the customer if they would be interested in information about services other than Access, such as fixed route or local Dial-a-Ride services.

As a part of these calls, MMP staff also calls Access customers who are enrolled in a Medi-Cal health insurance program to inform them of free transportation benefits that are available through their Managed Care Program. The Medi-Cal calls that MMP conducts are partially reimbursable from Medi-Cal, thus allowing Access to offset some of the costs of the contract.

### **Elements of an Individual Training**

One-on-one travel training is a very labor-intensive process in which a single instructor (Transit Mobility Specialist) provides a wealth of information to an individual applicant interested in using fixed route services for some of their transportation needs.

### **Steps Prior to In-Field Travel Training**

A Transit Mobility Specialist will spend between 4 ½ to 9 hours prior to in-field training, preparing for an applicant's training.

### **1. Initial telephone interview**

This includes gathering information from the applicant through an initial telephone call/interview. The Transit Mobility Specialist will gather a variety of important information, including:

- What destination or destinations does the applicant frequently travel to?
- Does the applicant know where their nearest bus stop is?
- Are there any barriers that may prevent the applicant from reaching the nearest bus stop or rail station?
- Does the applicant have any prior experience with riding fixed route?
- What is the applicant's interest in travel training? Are they a good candidate for travel training?

### **2. Route Plan Design**

A comprehensive route plan is developed for each travel training applicant which documents the origin, destination, bus numbers, directions of travel, stop locations and times, and walking directions to and from the bus stop(s). Route plans are completed prior to in-field travel training.

Trainings are structured around the travel training applicant's abilities and limitations. Additional training time may be needed if a travel training applicant would be faced with an environmental barrier which, due to the applicant's disability, would not be able to be overcome without this additional training.

#### In-Field Travel Training with Travel Training Applicant

In-Field Training can take multiple days depending upon the applicant's physical and/or cognitive disabilities, path to and from a stop or station, and the complexity of the transit route itself.

### **3. Transportation Needs Evaluation**

Next, the Travel Mobility Specialist and the travel training applicant will have a Transportation Needs Evaluation at a location of the applicant's choosing. At this stage the travel trainer can gather better information about the applicant in areas that are important to how travel training will be conducted:

- Why does the applicant want to be trained and what is their level of motivation for being successful in the training;
- What specific conditions or limitation does the applicant have that may impact their ability to successfully use fixed route service;
- What mobility device (or devices) does the applicant use, which is important to determining the route and type of transit to offer the applicant;
- What is the applicant's previous experience with fixed route service, if any;
- Understanding the applicant's best form of communication and learning style as this will help in customizing the individual training;

#### **4. In-Field Transit Walk and Transit Usage**

The bulk of the training will introduce the applicant to elements of riding fixed route and then accompanying the travel training applicant on the predetermined transit route plan.

The Transit Mobility Specialist and applicant will walk to the nearest bus stop (using a destination and path that the travel trainer has already researched prior to the In-Field Transit Walk). During this Transit Walk, the Transit Mobility Specialist will observe the applicant's ability to travel using a mobility device and/or take note of any safety concerns such as instability, rapid fatigue, and/or over-exertion.

Travel Training will involve the Transit Mobility Specialist traveling with the applicant on the fixed route service. This will progress to where the Transit Mobility Specialist "shadows" the applicant, often sitting in a separate part of the same bus or train. The Transit Mobility Specialist may conduct a shadowing practice where the Transit Mobility Specialist may follow the bus in a separate vehicle.

#### **Impact of COVID-19 Pandemic**

Travel Training activities have been severely impacted by the COVID-19 pandemic and subsequent Safer-at-Home guidelines issued at local and statewide levels.

Access staff and MMP agreed to an initial suspension of traditional one-on-one Travel Training activities in light of the potential risk the COVID-19 virus could have on MMP staff and Access customers.

Following this suspension of services, MMP and Access started to work on methods to safely restart Travel Training activities and - in the alternative - to develop a modified Travel Training model.

#### **Two-Part Training: Virtual/In-Person Training**

MMP's traditional Travel Training instruction would be split into two parts. The first part would be virtual instruction via Zoom or a similar on-line platform in which travel trainers would provide information about public transit. This instruction would include information about how to use any public transit service, and be specifically tailored to the candidate receiving the instruction.

Specific information such as the nearest bus stop to a candidate's home, the frequency of bus service and how that candidate could use that bus route to reach a desired destination. Information is presented as step-by-step instructions, including imagery from aboard the bus identifying landmarks.

When the virtual component of the training is completed, the training would end until the candidate is ready to complete the actual in-person with a trainer.

Access modified its contractual agreement with MMP to address the two-part training. Access provides partial payment of services for virtual training (30%) and the remaining balance upon completion of the in-person element (70%).

To date, MMP has performed 36 virtual and 18 in-person trainings.

**Services to be provided under one-year extension**

Due to COVID-19 impacts, staff has modified MMP’s contract deliverables for the option year.

- Virtual Trainings - up to 300 customers
- Individual Travel Training - up to 120
- Group Travel Training - up to 12 workshops
- Outreach meeting attendance - up to 12 events
- Post-Eligibility follow-up calls - up to 19,500 completed calls

**COSTS FOR OPTION YEAR 1**

Cost Category			Maximum Number	Total Cost
Monthly Fixed Costs		\$24,582.90	12	\$294,994.80
Travel Training Services				
	Virtual	\$443.56	300	\$133,068.00
	In-Person	\$1,034.96	120	\$124,195.20
	Total	\$1,478.52		
Group Travel Training		\$1,666.30	12	\$19,995.60
Call-Center Calls		\$7.48	19,500	\$145,860.00
<b>Maximum One Year Costs</b>				<b>\$718,113.60</b>

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: JOSH SOUTHWICK, CHIEF MARKETING AND CREATIVE OFFICER  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT  
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD VIDEO PRODUCTION SERVICES  
CONTRACT (AS-4132)**

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**ISSUE:**

Board approval is required to exercise the award of a video production services contract. This item was reviewed and approved by the External/Stakeholder Relations Committee.

**RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4132 with Peter Watkinson in an amount not-to-exceed \$367,814.50, for a period of three years, beginning on March 1, 2021, with the option to extend the contract for up to two additional years.

**IMPACT ON BUDGET:**

The contract total of \$367,814.50 is inclusive of labor (up to 2,000 hours per year) as well as additional costs associated with the production of videos, including equipment rental and software. The cost associated with this contract has been programmed in the current fiscal year 2020/2021 budget with future costs to be allocated in future budgets. The funding for this contract comes from local Prop C 40% funds.

**ALTERNATIVES CONSIDERED:**

The Board may choose not to award the contract. This alternative is not recommended as the work to be undertaken by the firm under consideration serves as a key element in Access' on-going effort to produce essential operational training and safety videos; "how to" videos for customers (e.g. Where's My Ride); and other public-facing videos to keep the public, stakeholders and Access customers informed. Access does not have in-house staffing or expertise to do this work.

## **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 upon terms and conditions no less favorable to Access than those proposed herein. 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.

## **BACKGROUND:**

Access Services sought a qualified video consultant to produce training, safety and marketing videos that clearly reflect in a visual format Access' mission and vision statement, customer/contractor staff experiences, and the evolving story of our services. The consultant was asked to provide the following services:

### **Pre-production**

Editing scripts, creating shot-lists and shoot schedules, storyboarding, sourcing specialized equipment when necessary, and coordinating between all relevant parties.

### **Production**

Setting-up equipment, directing, interviewing, shooting footage, and breaking down equipment.

### **Post Production**

Editing footage, animating graphics, color grading, captioning, mixing audio, delivering project, and archiving material.

On September 14, 2020, Access issued Request for Proposals (RFP) No. AS-4132 in order find a qualified firm to produce videos for Access. Following the subsequent issuance of an addendum on October 7, 2020, Access received proposals from the following five firms by the deadline of October 26, 2020:

1. Avenida Productions (Avenida)
2. Enlightened Pictures, Inc. (Enlightened)
3. Peter Watkinson
4. Windsong Productions (Windsong)
5. WorldWide Productions, LLC. (JLL)

All proposals submitted were deemed responsive and the proposers responsible. As part of their proposals, the proposers were asked to submit a short sample of their work. They were also asked to complete a *Bidder/Offeror* worksheet, on which they indicated whether they and/or any proposed sub-contractors were certified in one or more of the following categories: Small Business Enterprise (SBE), Women Business

Enterprise (WBE), Disadvantaged Business Enterprise (DBE), Minority Business Enterprise (MBE), Disabled Veterans Business Enterprise (DBVE), or other. As listed below, four of the five firms reported being certified in at least one of these categories:

1. Avenida: DBE, SBE, MBE
2. Enlightened: SBE
3. Peter Watkinson
4. Windsong: SBE, WBE
5. WorldWise: DBE, SBE, MBE, WBE

An evaluation panel was convened and a comprehensive technical evaluation followed. The evaluation panel consisted of two Access staff and a knowledgeable party from outside the agency.

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

<u>Criteria</u>	<u>Max. Points</u>
1. Qualifications and Availability of Proposed Staff	30
2. Quality of Technical Approach	35
3. Working Knowledge of Disability and Transportation	25
4. Cost	10
TOTAL	100

During the period from September 29, 2020 through December 9, 2020, the evaluation committee conducted its independent evaluation of the five proposals received, carefully reviewing the written proposals and digital work samples. The evaluators were unanimous in awarding Peter Watkinson the highest score on the three technical criteria. The proposer also received the highest score on the cost criteria, due to having the lowest proposed cost. A summary of the scores is set forth below.

<b>Evaluation Criteria (Max. Pts.)</b>	<b>Avenida</b>	<b>Enlightened</b>	<b>Peter Watkinson</b>	<b>Windsong</b>	<b>WorldWise</b>
Qualifications and Availability of Proposed Staff (30 pts.)	26.40	26.40	28.30	24.60	25.40
Quality of Technical Approach (35 pts.)	27.88	29.52	33.37	33.32	31.27
Working Knowledge of Disability and Transportation (25 pts.)	17.42	19.33	24.00	12.42	15.83
<b>Technical Score (90 pts.)</b>	<b>71.70</b>	<b>75.25</b>	<b>85.67</b>	<b>69.33</b>	<b>72.50</b>
<b>Cost Score (10 pts.)</b>	7.29	7.19	10.00	4.82	7.19
<b>TOTAL SCORE</b>	<b>78.99</b>	<b>82.44</b>	<b>95.67</b>	<b>74.15</b>	<b>79.69</b>

### **COST ANALYSIS**

The recommended contractor's cost has been determined to be fair and reasonable based upon an evaluation of the independent cost estimate (ICE), competition, technical analysis, and fact-finding. The fully loaded hourly rate for the three-year term, based on a maximum work load of 2,000 hours per year, is \$61.30. The hourly rates for years one, two and three of the contract are \$57.00, \$58.71, and \$60.47, respectively, each of which is slightly less than the current hourly rate paid to Peter Watkinson of \$62.50 (based on the daily rate of \$500). Costs from the five firms are set forth below.

<b>Proposer</b>	<b>Total Proposed Cost</b>	<b>Fully Loaded Rate Per Hour for Three Year Term (Based on 2,000 Labor Hours Per Year)</b>
1. Avenida	\$504,825.75	\$85.14
2. Enlightened	\$511,290.00	\$85.22
3. Peter Watkinson	\$367,814.50	\$61.30
4. Windsong	\$763,650.00	\$127.28
5. WorldWise	\$511,800.00	\$85.30

A breakdown of Peter Watkinson’s proposed costs for each of the three base years are as follows:

YEAR	LABOR / REIMBURSABLE COSTS	HOURS	HOURLY RATE	TOTAL COST
<b>YEAR 1</b>				
	<b>Peter Watkinson</b>	2,000	\$57.00	\$114,000.00
	Hard Drive, Adobe Software, Equipment Rental, Shoot-Specific Assistance, Music, DVDs, DVD Labels, CD Sleeves, Printing			\$5,000.00
<b>Annual Cost</b>				<b>\$119,000.00</b>
<b>YEAR 2</b>				
	<b>Peter Watkinson</b>	2,000	\$58.71	\$117,420
	Hard Drive, Adobe Software, Equipment Rental, Shoot-Specific Assistance, Music, DVDs, DVD Labels, CD Sleeves, Printing			\$5,150.00
<b>Annual Cost</b>				<b>\$122,570.00</b>
<b>YEAR 3</b>				
	<b>Peter Watkinson</b>	2,000	\$60.47	\$120,940.00
	Hard Drive, Adobe Software, Equipment Rental, Shoot-Specific Assistance, Music, DVDs, DVD Labels, CD Sleeves, Printing			\$5,304.50
<b>Annual Cost</b>				<b>\$126,244.50</b>
<b>GRAND TOTAL</b>				<b>\$367,814.50</b>

**Recommended Contractor**

Before he transitioned to his current position as a fulltime freelance videographer, Peter Watkinson worked as Metro’s head photographer for over 10 years. His long career in public transit gives him the sensitivity needed to communicate with our riders and clearly convey his message to customers, stakeholders and the public at large. Staff believes he is the most qualified candidate and has proven that he can provide high quality service that is delivered on time and at a competitive rate.

Over the past four years, Mr. Watkinson has produced over 70 agency videos:

Public Facing

Mr. Watkinson has produced Access’ Superior Service Award video that is shown at Board of Directors meetings and the Jerry Walker Commitment to Service Quality and Spirit of Accessibility Award videos that are shown at the Annual Membership Meeting. Peter also produced the video that was recently shown at Access’ virtual Annual

Meeting on November 17<sup>th</sup> that showcased staff and contractor efforts to address the on-going COVID-19 pandemic.

#### Customer "How To" Videos

Mr. Watkinson has produced a number of "How To" videos to assist customers in using Access, including videos on how to use "Where's My Ride" and "Online Booking."

#### Internal Safety and Training Videos

Working with the Access Operations and Safety departments, Mr. Watkinson has produced a number of videos to help train contractor and Agency staff, including lift safety and the proper securement of mobility devices (in conjunction with Rancho Los Amigos Rehabilitation Center).

As a freelancer, Mr. Watkinson has also worked with several other local transit agencies. One of the most recent projects he worked on was undertaken in response to the COVID-19 pandemic. Santa Monica's Big Blue Bus sought to create a video to thank their employees for their diligence and inform riders of new safety precautions. Big Blue Bus' marketing team provided coordination and the narration script that would guide the project. Onsite, Peter successfully directed and recorded employees working at Big Blue Bus' headquarters and driving vehicles.

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION  
RYCHARDE MARTINDALE, ADA COORDINATOR**

**RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE  
(CAC) APPOINTMENTS**

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**ISSUE:**

The Community Advisory Committee (CAC) currently has two membership vacancies. In accordance with the CAC Bylaws, Board approval is required in order to appoint new members to the committee. Due to timing issues as outlined below, this item was not reviewed by the External/Stakeholders Relations Committee.

**RECOMMENDATION**

Appoint Scott Barron and Bhumit Shah to the CAC effective March 1, 2021.

**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 improve Access' transportation program.

July 2020

In July, Access staff published on its website, in the Behind the Scenes newsletter, and distributed by email to various community stakeholders including all the Regional Centers, Independent Living Centers in the County and L.A. City and County Commissions on Disabilities, a notice of vacancies on the CAC. The notice provided instructions to interested persons on the steps to take to complete an application

## August 2020

In August, the CAC formed a membership subcommittee comprised of six CAC members whose duties were to review the applications that were received and interview eligible candidates. The subcommittee members were Chairperson Rachele Goeman, Terri Lantz, Michael Conrad, Michael Arrigo, Maria Aroch and Yael Hagen.

## September-November 2020

Additional applications were received. In total, staff received nine applications.

## November 4, 2020

Meeting by Zoom teleconference, the membership subcommittee agreed to accept all applications for review but also decide to invite all members to participate in upcoming CAC meetings to ensure all applicants have an opportunity to meet the minimum meeting attendance requirement. Access staff reminded applicants to participate in the upcoming CAC meeting for November.

## November 18, 2020

The membership subcommittee were provided with copies of all applications and were asked to review them in preparation to evaluate applicants for personal interviews. Electronic and braille copies were sent to members along with interviewer questionnaires and scoring/rating sheets.

## December 2020

The CAC meeting was canceled. Staff was asked to send reminders to applicants regarding their attendance at the January 12, 2021 CAC meeting via Zoom.

## January 2021

The membership subcommittee met and discussed potential dates to review and interview applicants. Given that the CAC is expected to have another vacancy at the end of February, as a result of Kurt Baldwin's retirement, the subcommittee decided to move forward to fill two vacancies while agreeing to fill the third seat at a later date.

Of the nine applications received, five applicants were deferred for later interviews because the applicants had still not attended the required minimum of two CAC meetings. Article 3.1, Section 2 of the bylaws states, "*...applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.*"

The membership subcommittee met again on January 27<sup>th</sup> to discuss applicants' interview performance and responses to the interview questionnaire and to finalize the scoring sheets. The membership subcommittee recommended Scott Barron and Bhunit Shah for approval by the full CAC at its February 9 Goals Retreat meeting.

February 9, 2021

At the February 9<sup>th</sup> CAC Goals retreat, the full committee took action to approve Scott Barron and Bhunit Shah's membership and forward their recommendation to the Access Board of Directors for final review and approval.

Scott Barron has been an Access rider since 1998 and is employed by Disability Rights California as a Peer Advocate. Bhunit Shah has been an Access rider since 1994 and is employed by the Dayle McIntosh Center as a Systems Change Advocate. Both individuals have a strong history of advocating for persons with disabilities and are excited to help the CAC and Access Services improve riders' experiences.

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: VINCE EWING, LEGAL COUNSEL**

**RE: CONSIDERATION TO APPROVE EXTENSION OF TERM FOR EXECUTIVE DIRECTOR EMPLOYMENT CONTRACT**

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On January 11, 2021, in Closed Session, the Board unanimously directed the General Counsel to draft a two-year extension by amendment to the employment contract of Andre Colaiace as Executive Director. Said contract, set to expire on December 2, 2022, as amended shall expire on December 2, 2024. All other terms and conditions of said contract previously negotiated by the Compensation Committee and approved by the Board of Directors shall remain in full force and effect.

**RECOMMENDATION**

Authorize the extension of the contract with Andre Colaiace to December 2, 2024.

**EFFECT OF APPROVAL OF COMPENSATION COMMITTEE RECOMMENDATION**

If this recommendation is approved by the Board, the parties specified will be authorized, but not required, to extend the contract with Andre Colaiace under terms that are no less favorable to Access than those proposed and approved herein. Access 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.

**IMPACT ON BUDGET**

No material impact on the budget is anticipated.

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER  
BRUCE FRINK, SENIOR MANAGER, FINANCE PLANNING & ANALYSIS  
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR**

**RE: CONSIDERATION TO AWARD SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126)**

**ISSUE:**

Board approval is required to execute a contract for specialized ADA paratransit services in the Southern Region. This item was reviewed and approved by the Performance Monitoring Committee:

**RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4126 for transportation services in the Southern Region service area for a five (5) year base contract beginning March 1, 2021 and ending August 31, 2026 (with revenue service beginning on September 1, 2021) with Global Paratransit, Inc. in an amount not to exceed \$314,100,173.

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract’s five year base term. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access’ paratransit demand consultant HDR Engineering Inc. Contract payment terms will include start-up costs and the rates listed below. Subject to Board approval, the contract may be extended for up to an additional four (4) years in one (1) year increments. The proposed rates of compensation are as follows:

Contract Year	Monthly Fixed Rate	ADA & ATW Per Trip Rate	Rancho Los Amigos Fixed Hourly Rate
1	\$1,157,895	\$33.35	\$45.01
2	\$1,191,302	\$34.20	\$46.36

3	\$1,225,980	\$35.13	\$47.75
4	\$1,263,576	\$36.09	\$49.18
5	\$1,300,573	\$36.99	\$50.66

\*Rates for Parents with Disabilities and ad hoc (emergency) services are \$56.86/trip and \$50.00/hour respectively unless otherwise modified by future Board action.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered as the current contract has no option years available. However, the Board may choose to extend the current contract on a limited term basis to re-procure the solicitation or allow for additional negotiations. Should the Board choose to extend the current contract, it is important to note that funding of the contract extension would likely have to be solely through local sales tax funds due to Federal requirements.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract 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.

**BACKGROUND:**

Global Paratransit, Inc. currently provides service in the Southern Region under Contract No. ASI-2967; this contract ends August 31, 2021. In order to continue this service, Access issued a Request for Proposals (RFP) on July 27, 2020.

**Scope of Work Changes**

The RFP made changes to the Scope of Work currently in place in the Southern Region, including:

- **Key Performance Indicators (KPIs)**
  1. Excessively Late Trips - changed standard from 0.10% to 0.00% with liquidated damages assessed for each occurrence.
  2. Missed Trips - the standard remains at 0.75% but *preventable* missed trips will result in liquidated damages assessed for each occurrence.
- **Liquidated Damages**
  1. Additional liquidated damages added to address issues that result in poor service quality and responsiveness.

## **Staffing requirements**

1. Added a second Operations Manager and Trainer to the required staff to focus on subcontractor operations. The Southern Region has historically relied heavily on the taxicab industry as subcontractors.
2. Added additional Road Supervisor positions (increasing from nine (9) to sixteen (16) positions). Road Supervisors respond to collisions and incidents, as well as perform critical passenger transport to avoid late and missed trips.
3. Added a Warranty & Parts Clerk position to be responsible for the management of parts, inventory, and all manufacturer warranty claims. This is a critical position needed to meet federal guidelines, as well as properly manage maintenance costs.
4. Added a Dispatch Manager position to oversee dispatch operations, critical to making same day service adjustments.
5. Added a Call Center Manager position to oversee call center operations, including reservations, ETA calls, and trip cancellations.
6. Added additional Starter positions (increasing from one (1) to three (3) positions). The Starter is a key assignment at the Rancho Los Amigos Rehabilitation Center in Downey (Access' largest ridership trip generator). The additional Starters will expand coverage to include weekends and evenings, focusing on rider pick-ups and drop-offs.

- **Training Hours**

1. The new contract requires minimum training hours for drivers, dispatchers, road supervisors, and call takers. New drivers, for example, will complete a minimum of 88 hours of training prior to being certified for service. This is an increase of 15.5 hours of training compared to Access' previous requirements.

- **Other Enhancements**

1. Added a cyber-security plan requirement to ensure the contractor is consistent with Access' internal policies to protect customer data.
2. Added a continuity of operations plan requirement to ensure the contractor's ability to maintain operations in the event of a wide variety of disruptions, including natural and manmade disasters.
3. Added a security plan requirement to ensure the safety of Access' vehicle assets, as well as the safety of contract and non-contract employees.
4. Improved standards for subcontractor vehicle video surveillance technology to ensure Access has access to key documentation to investigate claims, collision, incidents, and complaints.

## **Procurement Overview**

On July 27, 2020, Access issued Request for Proposals (RFP) No. AS-4126 to retain a qualified transportation service contractor to operate the Southern Region. A Pre-Proposal Meeting was held virtually on August 13, 2020. Approximately 60 people

attended the virtual meeting. Access issued eight addenda to provide answers to proposer questions and extend the proposal due date.

To provide additional time to package written proposals, Access established separate proposal due dates. Electronic proposals were due October 1, 2020. Printed proposals were due October 8, 2020. Access received proposals from the following firms:

6. Global Paratransit, Inc. (GPI)
7. MV Transportation, Inc. (MV)

All 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: three Access staff from the Operations department and one external technical expert from Foothill Transit. In addition, three non-voting internal subject matter experts from Access' Finance department, Fleet Design and Maintenance department, and Information Technology department examined the proposals and reported their findings to the evaluation panel.

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

	<b>Evaluation Criteria</b>	<b>Maximum Points</b>
1.	Quality of Technical Approach	15
2.	Staff Qualifications and Availability	10
3.	Quality of Proposed Operating Facility	5
4.	Employee Pay and Benefits	20
5.	Financial Qualification of Proposer	5
6.	Proposer's Paratransit Operating Experience	15
7.	State Mandated Bidding Preference	10
8.	Cost/Price Proposal	20
	TOTAL	100

During the period from October 1, 2020 through November 19, 2020, the evaluation panel conducted its independent evaluation of the proposals.

Best and Final Offers (BAFOs) were requested from both proposers. Based on the evaluation criteria and the BAFOs submitted, GPI ranked the highest. A summary of scores is set forth below.

<b>Evaluation Criteria</b>	<b>GPI</b>	<b>MV</b>
1. Quality of Technical Approach	12.90	10.99
2. Qualifications and Availability of Proposed Staff	8.78	8.15
3. Quality of Proposed Operating Facility	4.38	2.31
4. Employee Pay and Benefits	17.50	14.40
5. Financial Qualifications of Proposer	4.00	3.40
6. Proposer's Paratransit Operating Experience	13.58	13.50
7. State Mandated Bidding Preference	10.00	10.00
8. Cost/Price Proposal	17.42	20.00
Total	88.56	82.75

GPI's price has been determined to be fair and reasonable based upon an independent cost estimate (**ICE**), competition, financial analysis, fact-finding, negotiations, and best and final offers. Proposer prices for the five-year base term are set forth below.

**Table 1**

Proposer	ICE	Original Price	BAFO
1. GPI	\$338,897,956	\$317,556,240	\$314,100,173
2. MV	\$338,897,956	\$274,941,709	\$273,604,767

GPI's proposal includes two DBE subcontractors. The first DBE subcontractor, A1 Mobile Services,<sup>1</sup> would provide employment background screening services. The second DBE subcontractor, Islas Tires,<sup>2</sup> would supply tires. In addition, GPI's proposal includes Oschin Partners, Inc., a Small Business Enterprise and Women Business Enterprise that provides government-consulting services.

<sup>1</sup> A1 Mobile Services is also a Small Business Enterprise and Minority Business Enterprise.

<sup>2</sup> Islas Tires is also a Small Business Enterprise.

## Financial Analysis

Access staff analyzed all of the proposals and performed a detailed analysis of the selected proposer. Table 2 below details the final submitted proposed costs:

**Table 2**

Proposer	Startup Costs (S/U)	Total 5 Year Service Cost (incl. S/U)
Global Paratransit, Inc.	\$346,080	\$314,100,173
MV Transportation	\$2,949,490	\$273,604,767

Regarding the variable cost component, staff found that GPI's 3.5% increase in the rate was in line with the increases coming in FY22 in our other five regions. In fact, the average increase will be 3.56% for Access, not including the Southern Region. Table 3 below provides more detail.

**Table 3**

Variable Trip Rates	FY21	FY22
Southern (GPI)	Current Rate \$32.23	Proposed Rate \$33.35
Eastern (SGT)	\$32.50	\$34.23
Northern (MV)	\$36.63	\$38.28
West/Central (CTI)	\$34.21	\$34.51
Antelope Valley (Keolis)	\$26.99	\$28.07
Santa Clarita	\$41.13	\$42.40

Table 4 is an overview of the Fully Loaded Rate (Fixed and Variable) for each of the six regions. As is evident below, the proposed Southern Region fully loaded rate is in step with the other five regions.

**Table 4**

<b>Fiscal Year</b>	<b>Santa Clarita (MV)</b>	<b>Northern (MV)</b>	<b>West Central (CTI)</b>	<b>Eastern (SGT)</b>	<b>Southern (GPI) PROPOSED</b>	<b>Antelope Valley (Keolis)</b>
2021	\$51.61	\$47.86	\$43.75	\$43.11	\$41.29	\$41.53
2022	\$53.70 <b>4.00%</b>	\$49.84 <b>4.10%</b>	\$45.94 <b>5.00%</b>	\$44.72 <b>3.70%</b>	\$44.02 <b>6.60%</b>	\$41.52 <b>0.00%</b>
2023	\$54.97 <b>2.40%</b>	\$51.66 <b>3.70%</b>	\$48.24 <b>5.00%</b>	\$46.57 <b>4.10%</b>	\$45.07 <b>2.40%</b>	RFP
2024	\$57.72 <b>5.00%</b>	\$54.24 <b>5.00%</b>	\$50.65 <b>5.00%</b>	\$48.70 <b>4.60%</b>	\$46.10 <b>2.30%</b>	RFP

The significant cost differential between the two proposals is primarily related to labor/benefit costs as illustrated in Table 5.

**Table 5**

<b>Variable Cost Staff</b>	<b>GPI</b>	<b>MV</b>
Average Annual Employee Drivers	319	279
Driver Labor per Trip	60 Min/Trip	44 Min/Trip
Average Wage	\$19.80	\$18.01
Overtime Usage	21%	1.3%
% of Sub-contractor (Taxi) Trips	40%	40%

Table 6 shows the impact of GPI averaging 40 more drivers on an annual basis on labor hours. The total difference is more than 1 million hours over the five (5) year base period.

**Table 6**

Labor Comparison Driver Hours	Year 1	Year 2	Year 3	Year 4	Year 5	Total
MV (Reg and OT)	583,766	586,636	598,849	619,653	652,625	3,041,529
GPI (Reg and OT)	783,842	787,530	802,988	835,137	876,553	4,086,050
Variance	(200,076)	(200,894)	(204,139)	(215,485)	(223,928)	(1,044,521)
Variance %	34%	34%	34%	35%	34%	

**The evaluation panel had additional concerns about the MV proposal:**

1. MV has made assumptions about service productivity that are significantly different than actual productivity seen in other Access service regions, including the Northern Region that MV already operates. These assumptions could have negative impacts on other areas of the proposal including staffing and service quality. The assumption that MV could be significantly more productive in the Southern Region than they are in the Northern Region, and significantly more productive than any contractor is in any region, was concerning to the evaluation team.
2. MV's proposed driver wage and benefit plan, was determined as significantly inferior to GPI's plan, and an area of concern. Access has learned from many years of experience that keeping the driver ranks fully staffed is a key to achieving high performance on behalf of Access riders.
3. MV's extremely low overtime usage assumptions (only 1% of labor hours) was perceived as unrealistic.
4. MV's proposal relies significantly on three taxicab subcontractors. One subcontractor, however, possesses no ADA paratransit experience, raising concerns about that subcontractor's ability to meet the performance standards required under the Scope of Work and its understanding of the needs of Access' clientele due to the subcontractor's lack of ADA paratransit inexperience.
5. MV did not elaborate on how it would implement the Scope of Work's vehicle maintenance standards across its diverse subcontracted taxicab fleet. Notably, MV conceded during its interview that its proposed management team possesses limited experience in monitoring taxicab fleet maintenance.
6. MV's proposed operating facility presented multiple concerns. Consisting of approximately three acres, the proposed site is located in Huntington Park.

While the property's size is significant, it is deficient in many ways. The site's primary ingress and egress point is located on a narrow residential street with substantial traffic and residential activity. The site is not near an interstate highway.<sup>3</sup> The site's proposed maintenance area is inadequate. It contains space for only five service bays, limiting MV's ability to perform vehicle maintenance on a fleet of 264 Access-owned vehicles. The maintenance area would be housed in a sheet metal building with no insulation, exposing maintenance crews to harsh conditions. While MV has proposed new construction to improve the site, its proposed list of tenant improvements do not address these deficiencies. In addition, MV has not accounted for the lengthy permitting timeline process for the proposed new construction as there was no contingency plan should the facility not be ready by the start date of operations.

### **Overview of Recommended Proposer**

Headquartered in Gardena, GPI is a local transportation provider specializing in paratransit services with 20 years of local experience. GPI is the incumbent operator of Access' Southern Region service, and also operates several community transit services, including Long Beach Transit's Dial-A-Lift program (which serves the communities of Long Beach, Lakewood, Paramount, and Signal Hill), City of Bell's fixed route bus system and its On-Demand service (which is dedicated to seniors and disabled residents of the City of Bell), and City of South Gate's Get Around Town Express (a local bus system that runs a continuous loop in the City of South Gate).

GPI's proposal satisfies the Southern Region's scope requirements. GPI's management approach includes several tiers of internal controls and a layer of external oversight to ensure compliance. The external layer consists of an advisory team of third-party consultants from a range of disciplines that include Safety, Fleet Maintenance, Human Resources, and Information Technology.

GPI's technology approach utilizes multiple redundant systems to limit service downtime. The approach includes two additional phone systems to back up the primary phone system and a communication application to back up its primary dispatch system.

GPI's safety approach implements a comprehensive video camera system to facilitate data analysis, investigation coordination, and equipment maintenance. This uniform system utilizes the same video camera technology across all service vehicles, including subcontractor-owned vehicles.

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<sup>3</sup> The site is approximately 4 miles from Interstate 110, approximately 3 miles from Interstate 105, approximately 5 miles from Interstate 710, and approximately 4 miles from Interstate 10.

GPI’s proposal offers competitive wages and benefits to attract and retain an engaged workforce. In addition, it offers incentives with benchmarks to enhance workforce safety, increase productivity, and meet key performance indicators.

GPI’s site proposal satisfies scope requirements and consists of two proposed facilities. Comprised of approximately 113,000 square feet, the primary facility is centrally located within the Southern Region in the City of Gardena, approximately one-half mile away from Interstate 110. The primary facility has a maintenance area with sufficient space to accommodate vehicle repairs. The primary facility has three ingress and egress points that provide access to local streets. The second facility is located in the northern part of the Southern Region, near downtown Los Angeles, and will serve as a satellite location for operations, vehicle maintenance, dispatch, and reservation functions.

As the incumbent operator in the Southern Region, Access riders have experienced excellent service in recent years. The chart below shows GPIs performance in Access’ 13 KPI categories in FY19, FY20, and through November of FY21.

<b>Key Performance Indicators</b>	<b>Standard</b>	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>
On Time Performance	≥ 91%	92.0%	93.3%	92.7%
Excessively Late Trips	≤ 0.10%	0.08%	0.03%	0.01%
Excessively Long Trips	≤ 5%	6.0%	4.0%	0.0%
Missed Trips	≤ 0.75%	0.77%	0.35%	0.29%
Denials	≤ 0	4	7	0
Access to Work On Time Performance	≥ 94%	96.8%	96.5%	97.1%
Average Hold Time (Reservations)	≤ 120	91	91	64
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.7%	3.5%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	7.8%	5.2%	1.4%
Complaints Per 1,000 Trips	≤ 4.0	4.6	2.1	1.6
Preventable Incidents per 100,000 Miles	≤ 0.25	0.30	0.21	0.18
Preventable Collisions per 100,000 Miles	≤ 0.50	0.57	0.90	0.46
Miles Between Road Calls	≥ 25,000	35,915	45,199	58,343

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: RICK STREIFF, SENIOR MANAGER OF FLEET DESIGN AND MAINTENANCE**

**BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE THE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE**

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**ISSUE:**

Board approval is required to purchase up to twenty-seven (27) accessible vehicles for paratransit service. Due to timing issues as outlined below, this item was not heard by any Board committee.

**RECOMMENDATION:**

Approve the purchase of up to 27 vehicles through the Cal ACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract 15-03 through Creative Bus Sales, Inc. for an amount not to exceed \$2,670,000.

**IMPACT ON BUDGET:**

The funds needed for the purchase of the 27 vehicles will be from the FY2020/21 capital budget, using a combination of local Proposition C and federal Section 5310 funds. The proposed total expenditure includes applicable sales tax, licenses and fees.

**ALTERNATIVES CONSIDERED:**

An alternative to going forward with the proposed purchase is to wait for the release of a new Cal ACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract (estimated release date is late April 2021). The current contract (15-03) expires on April 26, 2021. Staff received notification in late January of this year that the new contract that will become effective in April 2021 will reflect a substantial increase (approximately 14%) in the price of the vehicles currently under consideration. The purchase of these vehicles under the current contract will result in a savings to the agency of an estimated \$360,000.

The proposed vehicles are required to replace a similar number of vehicles which have reached or surpassed their established useful lifespan. This purchase will allow Access

to continue to serve its customers while providing trips in safe fuel-efficient vehicles, while also meeting the strict terms of one of the funding grants being used to purchase a portion of these vehicles.

### **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 the purchase of vehicles upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the vehicle purchase contract unless such contract 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 Federal Transit Administration (FTA) assumes a useful life of four (4) years or 100,000 miles for Class A cutaways and minivans and five (5) years or 150,000 miles for Class B and C cutaways. All vehicles scheduled for replacement will have exceeded the FTA's useful life criteria by the time the new vehicles are put in revenue service and staff has obligated the funds necessary to purchase these 27 vehicles.

Staff anticipates purchasing the vehicles through a cooperative contract schedule. A cooperative contract is preferred because this method expedites the purchasing process and ensures acquisition of goods at competitive prices. With a cooperative contract schedule, product specifications are identified and prices set at negotiated values. If a cooperative contract schedule is used, Access proposes to purchase the vehicles through an approved vendor in the CalACT/MBTA Purchasing Cooperative. MBTA, a member of CalACT, is the lead agency of the Cooperative. Encouraged by many CalACT member agencies, MBTA and CalACT formed the Cooperative as an alternative to traditional state bidding processes to create a competitive marketplace for expedited vehicle purchases in the State of California. The Cooperative establishes a Local Government Schedule pursuant to FTA third-party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), which provides local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California that includes ADA accessible vehicles.

As delegated by the Governor of the State of California, the Los Angeles County Metropolitan Transportation Authority (Metro) is the Designated Recipient of Federal Transit Administration (FTA) funds apportioned to the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 2) from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. As a direct recipient of Federal funds, with Metro's Board approval, Access is able, in turn, to become a direct recipient of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Metro’s Board approved the allocation of \$10,934,004 of Section 5310 funding to Access Services for its traditional capital vehicle replacement program for the procurement of one hundred forty (140) accessible vehicles to be used in the provision of ADA complementary paratransit services. These funds, covering federal fiscal years 2018, 2019, and 2020, and have been apportioned as follows:

- \$10,344,859: \$4,176,647 in FY19 and \$6,168,212 in FY20 to the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 60020); and
- \$340,987: \$144,453 in FY18 and \$196,534 in FY19 to the Lancaster-Palmdale Urbanized Area (UZA 63570); and
- \$248,158: \$165,901 in FY18 and \$82,257 in FY19 to the Santa Clarita Urbanized Area (UZA 61770).

Because of the information received in late January (as described above), it is in Access’ best interest to buy under the current CalAct contract because of the large projected increase in the cost of these vehicles under the next contract. Ideally, staff would have also proposed the purchase of the budgeted 113 ProMaster minivans at this time. However, there are no minivans or replacements for minivans (ProMasters) available under the current contract. The new contract will be issued around April 26<sup>th</sup> and will offer replacements for our minivans. Access has been awarded a 5310 grant for the following vehicles, to be purchased in two stages, under two separate contracts:

Vehicle Type	Quantity	Cost Estimate
Class A*	11	\$990,000
Class B*	14	\$1,379,000
Class C*	2	\$224,000
ProMaster**	113	\$8,475,000
<b>Total</b>	<b>140</b>	<b>\$11,068,000</b>

\*Proposed current contract

\*\*Proposed upcoming contract

FEBRUARY 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO APPROVE SUPPLEMENTAL FY21 AND DRAFT  
FY22 FUNDING REQUESTS**

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**ISSUE:**

The higher than budgeted increase in customer demand in Fiscal Year 2021 (FY21) will require supplemental funding to fully fund the service through the end of the fiscal year. In addition, an estimate for the Agency's Fiscal Year 2022 (FY22) budget request needs to be provided to Metro for planning purposes.

**RECOMMENDATION:**

Authorize staff to submit a supplemental funding request of \$12,500,000 for FY21 and a draft budget for planning purposes in the amount of \$203,055,843 for FY22 to the Los Angeles County Metropolitan Transportation Authority (Metro).

**IMPACT ON BUDGET:**

The FY21 request, if funded, will require that the Board amend (increase) the FY21 Budget by the same amount, and would be brought back to this Board for approval later in this fiscal year.

The FY22 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 expected demand for ADA transportation in Los Angeles County.

**BACKGROUND:**

FY21 Supplemental Funding Request

Access' budget is based on paratransit ridership projections provided by an independent third-party consulting firm, HDR Engineering, Inc. (HDR). For FY21, HDR's projection assumed a 61 percent decline in ridership (1,462,982 passengers vs.

3,707,599 FY20 passengers) for the duration of the fiscal year. As noted previously, given the unprecedented nature of the COVID-19 pandemic, staff believed these ridership projections to be much more speculative than in a normal year. Because of this, Access requested a 10 percent reserve (\$15 million) from Metro in the event ridership surpassed HDR's projections, which was approved.

This fiscal year, staff has kept the Board apprised that actual demand has continued to exceed projections consistently throughout this fiscal year. While demand has varied across the region, ranging from as low as 1% over budget to as high as 200% over budget, overall, the passenger trip demand through the end of January 2021 is 41.6% over budget. New projections from HDR foresee this trend continuing through the end of the fiscal year.

#### FY 22 Budget Process

Staff recently provided updated passenger demand, and a variety of other key data, to its third-party demand forecast developer, HDR. The resulting customer demand projection was used to develop a draft budget number for the next fiscal year. As discussed above, this budget will be refined in the coming months and brought back to the Board.

FEBRUARY 15, 2021

**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 April 2021.

**March 1, 2021 - Board Operations Committee**

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Agenda review	Action

**March 22, 2021 - Committee Meetings - Performance Monitoring, Planning and Development and External/Stakeholder Relations**

<b>Agenda Items:</b>	<b>Disposition:</b>
Language Interpretation Services Contract Extension	Action
On-Board Vehicle Camera Recording System Contract Extension	Action
Employee Health and Benefit Contract Renewals	Action
Self-Insured Retention Automobile Liability Program Renewal	Action
Commercial Business Package Insurance Renewal	Action

**April 19, 2021 - Board of Directors**

<b>Agenda Items:</b>	<b>Disposition:</b>
Committee Items Approval	Action

April 26, 2021 - Board Operations Committee

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Agenda review	Action