

access

BOARD OF DIRECTORS MEETING **revised**

Monday, February 26, 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
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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 JANUARY 22, 2024 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION
5. SUPERIOR SERVICE AWARD	PRESENTATION

<p>6. CONSENT CALENDAR</p> <p>a) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 14) [Staff Recommendation: Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2025, and an increase in funds of \$718,124.]</p> <p>b) Consideration to Extend Term and Increase Funds - Insurance Third Party Administrator Services Contract Extension (AS-4124) (page 16) [Staff Recommendation: Authorize a one-year contract extension with CorVel through June 30, 2025, and an increase in funds of \$450,000.]</p> <p>[Staff Recommendation: Approve the Consent Calendar.]</p>	<p>ACTION [Vote Required: majority of quorum by roll call]</p>
<p>7. CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-4064) (page 18)</p> <p>[Staff Recommendation:</p> <ul style="list-style-type: none"> • Authorize an additional \$7,263,241 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2024, through June 30, 2026, with the City of Santa Clarita (SCT). • Authorize an increase in the Consumer Price Index cap from three percent to four percent, effective July 1, 2024.] 	<p>ACTION [Vote Required: majority of quorum by roll call]</p>
<p>8. OPERATIONS UPDATE</p>	<p>PRESENTATION</p>
<p>9. UPCOMING BOARD ITEMS (page 22)</p>	<p>INFORMATION</p>
<p>10. EXECUTIVE DIRECTOR'S REPORT</p>	<p>INFORMATION</p>
<p>11. BOARD MEMBER COMMUNICATION</p>	<p>INFORMATION</p>
<p>12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p>	<p>DISCUSSION/ POSSIBLE ACTION</p>
<p>13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p>	<p>INFORMATION</p>

14. **CLOSED SESSION:**

DISCUSSION/
POSSIBLE
ACTION

A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9

1. Anticipated Litigation: Gov. Code §54956.9 (b)

(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)

(i) Litigation, to which Access Services is a party, has been initiated formally.

1. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752

2. Swelstad, Taylor v. Access Services, LASC Case # 22STCV13548

B) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS -

1. Property: 7243 Somerset Blvd., Paramount, CA 90723

Access Negotiator: Andre Colaiace/Hector Rodriguez

Negotiating Party: Lee & Associates

Under Negotiation: Price and terms

15. **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 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 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/86787056315>
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 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
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: 867 8705 6315
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 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

JANUARY 22, 2024

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Theresa de Vera at 12:10 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Doran Barnes, Secretary Dolores Nason, Directors Valerie Gibson, Giovanna Gogreve, and Martin Gombert

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Treasurer Lee Burner, Directors Liam Matthews and John Troost

**2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON
DECEMBER 6, 2023**

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that she was reporting on both the November and December CAC meetings. In December, they spoke about the possibility of the CAC members, or other riders, being involved in the potential accessibility meetings, or committees, that might be formed for the 2028 Olympics. They also discussed upcoming agenda items and suggestions such as accessible trips during the voting process and the No Stranding policy. The next thing they discussed was ideas and strategies to increase participation from riders and get more input into the meetings. The CAC created an ad hoc subcommittee to work on the questions for the survey. There was a discussion on the updates for the Where's My Ride app., along with ways in which to improve the community meeting experience. In the operations reports, the CAC heard that the new audits for excessively late trips have been added.

CAC Chair Hagen added that the Subcommittee for Eligibility is working on the eligibility form, to make it more accessible and useful. The Operations Subcommittee is looking into the possibility of seeing whether if a vehicle arrives early, can a rider begin their trip earlier than their scheduled trip time.

The Communication Subcommittee and the Website Subcommittee have not met in the last couple of months but are resuming their discussions in February. They are reviewing a draft video on making a reservation and they are working on the script for the next video.

TPAC Chair Fayma Ishaq stated they received the Executive Director's report from Mr. Colaiace who discussed the first Access-owned operations and maintenance facility in Antelope Valley. Mr. Colaiace also announced the upcoming virtual community meeting on February 24th. Additionally, in partnership with the Rancho Los Amigos National Rehabilitation Center, they are conducting a one-day accessible autonomous vehicle demonstration that will be held on January 20th, 2024. Eric Haack presented the proposed questions for the Access customer satisfaction survey. He mentioned that the survey was divided into three parts that include customer experience, services offered by Access, and demographic information on the riders. Thomas Lee discussed the new features of the Where's my Ride App which are online reservations and adding the Northern region capability for online reservations. They have also added the driver to rider communication feature. Faustino Salvador gave an operations update that included the building of 58 Ram ProMasters. In November, they received the Where's My Ride app reviews from riders regarding their trips. The average ratings for each category in November were as follows: clean vehicle averaged a rating of 4.8 out of 5; courteous drivers averaged a rating of 4.8; and safe ride averaged a rating of 4.7.

4. GENERAL PUBLIC COMMENT

Yael Hagen made a public comment, stating that Access Services has made the change from the word commendation to compliment on the phone lines and website. She thanked staff, especially Mike Greenwood, and all the people involved in making that change.

Lisa Anderson made a public comment, stating that she was grateful the meetings were virtual. She also heard about a change to the Access to Work program and she disagrees with the fare changes. She also stated that if you make the passengers happy then it makes the drivers work happier and more focused.

Mel Bailey made a public comment, stating that he attended most public meetings, and he wanted to state his appreciation for the platform, and for allowing them to have a space to speak. He thanked all the committees for their work and presenting information.

5. SUPERIOR SERVICE AWARD

Project Administrator Vicente Pena introduced the Superior Service Award winner, Darren Stephenson.

6. CONSIDERATION TO APPROVE FY25 FUNDING REQUEST

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Fernando Roldan made a public comment, thanking Access for the presentation on the budget. He would like to see whether Access Services can work with more companies, like airport shuttles, Super Shuttle and others because they provide more options to the public. He also proposed that they change the budget to include those shuttle services for people who are going on vacation or to any other destination. He asked whether they could establish a relationship with Metrolink.

Board Member Questions:

Vice Chair Barnes asked if Metro has been kept apprised of the proposed operating and capital budget. Mr. Rodriguez responded that from the operating side, Metro receives updated ten-year projections for which the amounts projected are higher than the amounts budgeted for next year. On the capital side, due to supply and pandemic issues, the agency has not been able to fully order vehicles for the last three years. There is a \$32 million carryover and the additional funds represent what can be manufactured in the next year. Metro has been kept apprised of the issue.

Board Member Comments:

Vice Chair Barnes stated he appreciated that these budget discussions are starting much earlier which allows Metro to be part of the planning process. He added that they are also seeing cost increases in the 30% range, largely driven by the cost of labor and questions how we will deal with these ever-increasing costs when revenues aren't increasing at the same pace.

Motion made by Secretary Nason to approve item, seconded by Director Gombert. Via Roll Call Vote - all were in favor except Director Gogreve who abstained, motion passed.

7. LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES

Randy Johnson, Director of Governmental Affairs and Outreach, introduced local lobbyist David Gershwin, state lobbyist Jason Gonsalves and federal lobbyist Jen Covino Smith.

Board Member Questions:

Chair de Vera asked a question to the local lobbyist concerning the many candidates that are running on or pushing for free transit and how this would affect Access.

Mr. Colaiace responded that Access' fare is connected to Metro's fixed route fare and that federal regulations say that you can charge no more than twice what the fixed route fare is. If Metro goes fareless, so will Access and that would have significant financial implications for the region, as well as huge operational implications for Access.

Public Comment:

Mel Bailey made a public comment by stating that there is certain community outreach from which Access could benefit, such as the probation department and the Department of Mental Health. This could be helpful from the standpoint of outreach and employment opportunities, while enhancing the visibility of Access.

Fernando Roldan made a public comment by thanking them all and stating that they are all advocates. Concerning the state and federal budgets, he asked if they could include in the independent living centers, especially in LA County. One of them being CALIF, because this information is also important to NCIL, the National Council of Independent Living in Washington, D.C. The more pressure they can give to Speaker Johnson and Congress to make sure that it doesn't affect their budget in any way would be better.

Yael Hagen made a public comment by stating she would like to be a part of the Olympics committee since the riders know the way paratransit works for them. She is also interested in information on the Brown Act and the advisory committees. She wanted to see how they could get involved in that and maybe if someone can speak with Access staff as to how they can be on the advisory committee to support that bill.

Lisa Anderson made a public comment by asking how she can provide input on how rides are routed. She also added that she would like to give her input on the Olympics because she is hoping to join the hundred-yard dash because she was in the Special Olympics when it first started.

Board comments:

Chair de Vera congratulated Jen Covino Smith for the birth of her son and is very grateful to everyone that gave the presentations.

8. OVERVIEW OF 2024 BIENNIAL CUSTOMER SATISFACTION SURVEY

Manager of Planning Eric Haack presented this item.

Public Comment:

Yael Hagen made a public comment by thanking Mr. Haack for the opportunity to have an ad hoc committee. The purpose of this committee is to have a good understanding of the jargon of the programs or names of things that they may or may not know. For example, do riders know what OMC means or do they know how to contact OMC. When they talk about Beyond the Curb, there are riders that don't know much about the program. It is really important information for Access to capture. They are also discussing the different formats of communication with the riders so that the survey instrument is accessible to all.

Fernando Roldan made a public comment by thanking everyone for their presentations. He stated it concerns him that in the surveys there are no questions concerning shared rides and he would like them to speak on the frustration of having shared rides and riders' experiences.

Board Member Questions:

Director Gibson had some suggestions on some of the survey questions and she had some technical thoughts. She will reach out via email to make her comments.

Director Gogreve stated she too had thoughts or suggestions that she would like to share offline, and asked what the deadline was for submitting comments. Mr. Haack responded that they should send it by the end of that week since he needs to send a final version of the survey to their contact at Great Blue.

Chair de Vera asked why they only offered the survey in English and Spanish. Mr. Haack responded that this is what Access has in its contract with its partners at Great Blue. However, if a respondent's smartphone or computer is set to another language, they would be able to translate the survey to another language. With respect to the telephone portion, if a person is called or the respondent cannot communicate, they can use it another way.

Director Gogreve asked if they could use a language line. Mr. Haack stated that statistically they haven't had any issues with rider's not being able to complete the survey because of a language barrier but the language line is definitely an option they could utilize.

Director Gogreve requested more detailed statistics on types of languages used after the survey was completed. She asked if the digital portion, the QR code, has a different cutoff date. Mr. Haack stated that in the past there has been a digital version of the survey that is available to respondents for several days and once this version is no longer available Great Blue opens just the telephone portion. In working with them, they've said they've realized that they can keep the digital version open even longer because sometimes they call somebody, and the person says they prefer to do the survey online.

Director Gogreve asked if they can identify areas where they haven't received information from certain riders. Mr. Haack stated that in general, responses are representative of the different regions. He could talk to Great Blue to see if there are geographic pockets or holes from which they're not getting responses.

Director Gogreve asked what the rationale was behind the elimination of certain survey questions. Mr. Haack stated that this was a suggestion and based on input from the CAC, but they could eventually revisit these eliminated questions and reincorporate them if necessary.

9. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that the survey should state at the beginning how long it would take.

Lisa Anderson stated nobody contacted her about the customer survey she doesn't know how well her email has been working.

Board Member Questions:

Vice Chair Barnes noted that, if it weren't for the pandemic, ridership would likely be even higher now than what is being projected for the next fiscal year. It isn't good or bad, it is what it is, but it tells a bit of the story in terms of what could have been if they continued on this pathway.

Director Gombert stated that one of the reasons for the Where's My Ride app for ETAs and online reservations was to hopefully reduce the number of calls on hold. He asked if that was having the desired effect. Mr. Greenwood responded it was having the desired effect because both calls on hold times and average initial hold times have been excellent. They know riders are getting their phone calls answered quickly, they're not on hold very long and the rider now has a choice.

Director Gogreve asked if staff was responding to some of the negative comments provided on the Where's My Ride app. Mr. Greenwood responded that most of the riders do not leave comments in the comment fields. They occasionally get comments, and some are vague, but they do investigate the negative comments.

Director Gogreve asked if there was improvement in the excessively late trips, which are currently at 3.4%. Mr. Greenwood responded that in the month of November they did roughly 274,000 trips, 55 of them were excessively late. The standard is 0.10, so they are a fifth of that. The contractors have been putting a lot of effort into making improvements in this area and have been keeping the number of such trips extremely low.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Public Comment:

Yael Hagen made a public comment by stating that she wanted to make sure that the Board is coordinated with the CAC so that they can have some discussion ahead of time on an item to be able to provide some input. Mr. Jewell responded that Director of Planning and Coordination Matthew Avancena is aware of the upcoming items from the Board that may be of interest for input from the CAC.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that they are applying for funds under the RAISE grant program for the proposed Antelope Valley facility for infrastructure related to the electrification of the fleet. Staff is also working regionally in support of the Olympics in 2028.

Public Comment:

None.

Board Comments:

None.

12. BOARD MEMBER COMMUNICATION

Vice Chair Barnes wished everyone a happy new year.

Director Gombert thanked everyone for all the presentations.

Director Nason wished everyone a happy new year.

Director Gogreve thanked everyone and wished them a happy new year. She also congratulated Mr. Stephenson on his award.

Director Gibson echoed everyone's sentiments.

CAC Chair Hagen stated that Where's My Ride also allows an accessibility level that is extremely helpful. She thanked staff and everyone who's been working so well with the CAC and putting so much of their time and effort into seeing the results in Access.

TPAC Chair Ishaq stated that she'd like to echo all the comments made by all the board members and would like to congratulate the Superior Service awardee in addition to thanking staff for all the presentations.

Chair de Vera wanted to wish everyone a happy new year and thanked staff for all they do.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

14. CLOSED SESSION REPORT

No action was taken.

15. ADJOURNMENT

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

The meeting adjourned at 3:14 p.m.

Approved

Dolores Nason, Secretary

Date

FEBRUARY 20, 2024

TO: BOARD OF DIRECTORS
FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE
DAVID CHIA, PROCUREMENT AND CONTRACTS ADMINISTRATOR
RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM CONTRACT (AS-3906)

ISSUE:

Board approval is required to extend the term and increase funds for the SmartDrive On-Board Vehicle Camera/Recording System.

RECOMMENDATION:

Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2025, and an increase in funds of \$718,124.

IMPACT ON BUDGET:

The requested amount will fund monthly subscription fees, repairs, and replacement parts (all of which have increased due to inflation and underlying support costs) through the term of the extension. The contract not-to-exceed amount will increase from \$4,949,179 to \$5,667,303.

The funding for this contract comes from local funds comprised of Prop C 40% and fare box funds.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. Previously, staff identified an opportunity for a complete system improvement that entails replacing the existing system. However, the new vehicle camera technologies for the anticipated system improvement are currently undergoing testing and review. The requested extension and funds will allow SmartDrive Systems, Inc. to complete testing and give Access the opportunity to explore the new technologies while continuing vehicle camera operations of the existing system.

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 amendment upon terms

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

BACKGROUND:

Recognizing the importance of on-board vehicle camera recording systems, the Board authorized the purchase of the "SmartDrive" system in 2010. In 2015, the Board authorized further expansion of the SmartDrive system through the United States General Services Administration's ("GSA") Information Technology ("IT") Schedule 70.

In December 2019, the Board authorized a six-month contract extension that included a camera system upgrade from 3G to 4G broadband cellular network technology, also facilitated through GSA IT Schedule 70. Further camera system improvement was disrupted by unforeseen changes to the vehicle camera market. Global pandemic conditions, high inflation, energy price volatility, workforce fluctuations, and supply chain issues restricted the availability of new camera technologies. Four contract extensions have since been authorized by the Board.

New vehicle camera technologies have been developed. However, these new technologies are undergoing system testing and review. SmartDrive Systems, Inc. is assessing hardware, software, and system configurations. Once testing has been completed, Access can evaluate future system improvements, develop installation requirements, and create equipment service plans. A time extension and increase in funds will allow Access to maintain existing camera operations (that include increased monthly subscription fees, repairs, and replacement parts) while new vehicle camera technologies undergo testing and evaluation.

FEBRUARY 20, 2024

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
INSURANCE THIRD PARTY ADMINISTRATOR SERVICES CONTRACT
(AS-4124)

ISSUE:

Board action is required to exercise the final one-year renewal option and add funds to Contract No. AS-4124 with CorVel Enterprise Comp, Inc. (CorVel), the agency's insurance third party administrator (TPA).

RECOMMENDATION:

Authorize a one-year contract extension with CorVel through June 30, 2025, and an increase in funds of \$450,000.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$1,070,680 to \$1,520,680. This action is consistent with Access' budget for FY2023/24 and will be programmed for FY2024/25. The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels.

ALTERNATIVES CONSIDERED:

The Board, at its option, could request staff to issue an RFP. However, the contractor has met the terms of the Contract and thus merits consideration of exercising the last option year.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

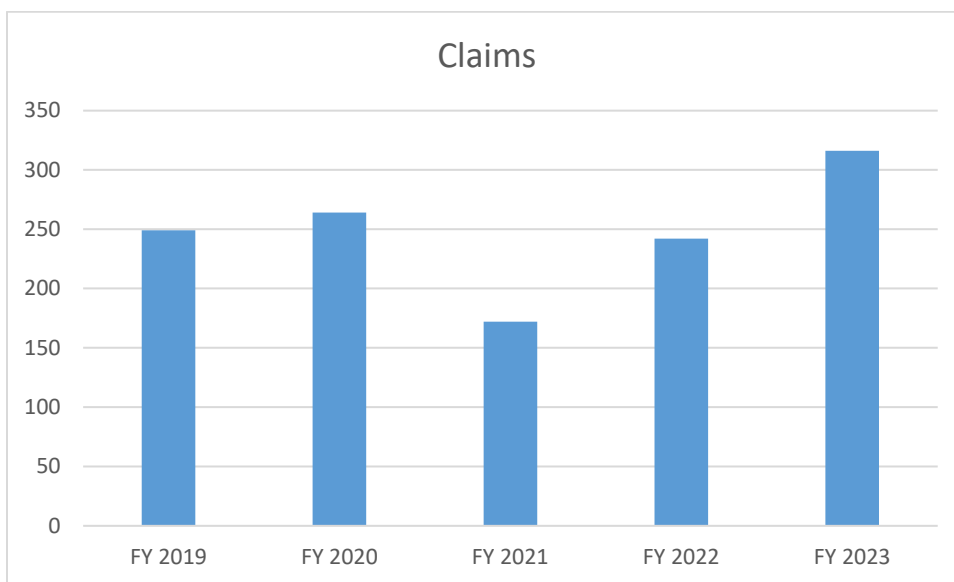
If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with CorVel Enterprise Comp, Inc., under terms that are no less favorable to Access Services than those proposed herein. Access Services 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:

Access has been utilizing the services of a qualified firm to provide insurance TPA services to minimize Access’ insurance costs and other expenses through the expeditious and skillful handling of all claims. The TPA efficiently administers collision and incident claims arising out of the operation of Access’ revenue service vehicles and adjusts those claims falling within the applicable self-insured retention (SIR) of \$100,000 per claim. The TPA is also involved in the processing of claims against Access as required by the Governmental Claims Act and the Tort Claims Act.

CorVel spends an average of 9.6 hours on each claim and the number of claims and hours are projected to rise going forward as post-pandemic ridership increases.

Below is a summary of the number of claims processed per fiscal year.



Corvel’s current hourly rate is \$91 and the proposed rate for the final renewal term is \$92 an hour.

CorVel was selected through a competitive procurement process which was awarded by the Board on April 13, 2020. The award was for a three-year base term contract which ended on June 30, 2023. If approved by the Board, this contract may be extended up to two (2) years in one-year increments. The Board approved the first one-year extension at the April 17, 2023 Board meeting. In order to continue with these services, it is necessary to increase funds and extend the term for another year through June 30, 2025.

FEBRUARY 20, 2024

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
 ROGELIO GOMEZ, SENIOR MANAGER OF OPERATIONS

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND
 CHANGE RATES - SANTA CLARITA REGION SERVICE PROVIDER
 CONTRACT (AS-4064)

ISSUE:

Board action is required to approve the exercise of the second of three possible two (2) year extensions to the Santa Clarita region service contract.

RECOMMENDATION:

- Authorize an additional \$7,263,241 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2024, through June 30, 2026, with the City of Santa Clarita (SCT).
- Authorize an increase in the Consumer Price Index cap from three percent to four percent, effective July 1, 2024.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension.

In terms of ADA paratransit service, trip volume is based on the projected number of trips calculated by Access’ consultant, Hollingsworth Consulting.

Trip Growth	Trips	% Increase
Year 7 (7/1/24-6/30/25)	43,981	18.9%
Year 8 (7/1/25-6/30/26)	48,772	10.9%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip for ADA service. In addition, the Contractor is compensated on a per revenue hour basis for service performed using gasoline-powered vehicles only. Per the terms of the Contract with SCT and SCT’s contract with MV Transportation (MV), which provides ADA service in the Santa Clarita area, the proposed increase in rates will be based on the year-over-year increase in the Consumer Price Index (CPI) for the Los Angeles Area for December of the year prior to the year for which the rate increase is to be applied. Per the terms of SCT’s contract with MV, the change in the rates of compensation for contract years 7 and 8, regardless of the actual change in CPI, must be no greater than 4.0% and no less than 2.0%. The chart below provides a guide for

applicable rates of compensation for both Year 7 and Year 8 of the subject contract. The rates to be applied for each of the two contract years will reflect the change in the year-over-year CPI, considering the established floor and cap, as follows:

- Year 7: Year over year change in CPI from December 2022-December 2023 (+3.5%)
- Year 8: Year over year change in CPI from December 2023-December 2024 (TBD)

The Year 6 rates and proposed rates for Years 7 and 8 are as follows:

	Year 6 (7/1/23-6/30/24)	Year 7 (7/1/24-6/30/25)	Year 8 (7/1/25-6/30/26)
ADA Service - Fixed (monthly)	\$46,025.32	\$47,636.21	Year 7 Rate + December 2024 Year-Over-Year Increase in the CPI*
ADA Service - Variable (per trip)	\$44.98	\$48.62	Year 7 Rate + December 2024 Year-Over-Year Increase in the CPI*
Fuel Payment (per revenue hour for gasoline-powered vehicles only)	\$11.59	\$12.00	Year 7 Rate + December 2024 Year-Over-Year Increase in the CPI*

**Increase must be between 2% and 4%, regardless of the actual applicable change in the CPI.*

Based on the estimated proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Year 7 of the subject contract will be \$63.00, and in Year 8 will be \$64.31 (based on an estimated increase in the year-over-year CPI of 3.5%).

This action will result in an increase in the previously approved contract amount of \$15,475,425 to \$22,738,667. This is inclusive of an additional \$7,263,241 in funding to cover the projected increase in trips for FY25 and FY26. The increase in the contract amount will be programmed into the FY25 budget and will be appropriately programmed for subsequent out years.

The funding for these services comes from a combination of Federal Section 5310 funds, other Federal grants, and local funds, including Prop C 40% Discretionary and Measure M Funds.

ALTERNATIVES CONSIDERED:

The City of Santa Clarita, a member agency, periodically solicits complementary ADA paratransit service via a competitive procurement process. (If the City of Santa Clarita decides it no longer wishes to be responsible for this service, the Board may direct Access staff to issue an RFP for services in the Santa Clarita Region.) As the contractor has met performance targets and the City of Santa Clarita wishes to continue to provide this service, staff recommends continuing our current arrangement per the terms delineated above.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with the City of Santa Clarita, 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:

Service in the Santa Clarita Region is currently being provided by the City of Santa Clarita through a sole source intergovernmental agreement between Access and the City of Santa Clarita. The City provides the Access trips through Santa Clarita Transit (SCT), the City's transit program that provides fixed-route, commuter service and dial-a-ride service on behalf of the City. SCT, in turn, contracts the service to MV Transportation. The Santa Clarita region service contract, AS-4064, was awarded to SCT on August 4, 2018. The base term of the contract ran through June 30, 2022, and staff, based on Board approval, exercised the first two-year option, which runs through June 30, 2024. The contract allows for up to three (3), two-year extensions. This proposed action will only impact the second two-year extension and would leave one (1) two-year extension available.

Current Operational Performance

Operational performance for year-to-date FY24 are listed below. The contractor is on track to meet or exceed the majority of the KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY24*
On Time Performance	≥ 91%	92.2%
Excessively Late Trips	≤ 0.10%	0.03%
Excessively Long Trips	≤ 5%	3.7%
Missed Trips	≤ 0.75%	0.66%
Denials	0	1
Access to Work On Time Performance	≥ 94%	**
Average Hold Time (Reservations)	≤ 120	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.7%
Calls On Hold > 5 Min (ETA)	≤ 10%	4.0%
Complaints Per 1,000 Trips	≤ 4.0	0.6
Preventable Incidents per 100,000 miles	≤ 0.25	0.00
Preventable Collisions per 100,000 miles	≤ 0.50	0.00
Miles Between Road Calls	≥ 25,000	52,846

* Through 12/31/2023

**Not Applicable

FEBRUARY 20, 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 April 2024.

March 25, 2024 - Board Meeting

Agenda Items:	Disposition:
Fleet vehicle purchase	Action
Mailing and Fulfilment Services Contract Award	Action
Budget Update	Presentation

April 22, 2024 - Board Meeting

Agenda Items:	Disposition:
Fleet Inspection Services Contract Award	Action