

access

PERFORMANCE MONITORING COMMITTEE

Monday, January 11, 2021

11:00 a.m.

Webinar

Committee Members: D. Barnes, Chair
A. Del Castillo
L. Burner

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO AWARD SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126) (page 5)	ACTION
4. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TRAVEL TRAINING CONTRACT (AS-4051) (page 15)	ACTION
5. REVIEW OF KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS	PRESENTATION
6. ADJOURNMENT	ACTION

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board committee 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 committee 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 committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee 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 committee 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 committee 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and the staff may respond to all public comments in writing prior to the next Board committee meeting.

Alternative accessible formats are available upon request.

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee 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 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 9:00 am on Monday, January 11, 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 -

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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://zoom.us/j/97581950928>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee 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
2. You can also call in using the following information -
3. Dial(for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 975 8195 0928
4. When the Committee 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.

JANUARY 4, 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.

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:

1. Global Paratransit, Inc. (GPI)
2. 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:

	Evaluation Criteria	Maximum Points
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.

Evaluation Criteria	GPI	MV
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,¹ would provide employment background screening services. The second DBE subcontractor, Islas Tires,² 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.

¹ A1 Mobile Services is also a Small Business Enterprise and Minority Business Enterprise.

² 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
Average Increase		

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

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

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

Table 5

Variable Cost Staff	GPI	MV
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.³ 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.

³ 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.

Key Performance Indicators	Standard	FY19	FY20	FY21
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

JANUARY 4, 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)

ISSUE:

Board approval is necessary to exercise the first option year for the travel training services contract.

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 be 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 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
Maximum One Year Costs				\$718,113.60