

access

BOARD OF DIRECTORS MEETING
Monday, July 20, 2020
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.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. BOARD OFFICER ELECTIONS (page 6) [Staff Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 20, 2020 and ending June 30, 2021 or the election of their successor, whichever last occurs.]	ACTION [Vote Required: Majority of quorum by voice vote for election of slate]
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 15, 2020 (page 11) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
4. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5. GENERAL PUBLIC COMMENT	INFORMATION
6. SUPERIOR SERVICE COVID-19 PRESENTATION	PRESENTATION

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| 7. | CONSENT CALENDAR | ACTION
[Vote Required:
majority of quorum
by roll call] |
| | a) Consideration to Approve Sole-Source Software Licensing and Services Contract (page 22)
[Staff Recommendation: Authorize staff to execute a sole source software licensing and services contract in the not to exceed amount of \$172,536 to the Trapeze Group.]

[Staff Recommendation: Approve the Consent Calendar] | |
| 8. | PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES (page 24)

[Staff Recommendation: Authorize staff to modify service provider contract terms and rates for the provision of a modified Parents with Disabilities program (PWD-M) county-wide.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 9. | CONSIDERATION TO APPROVE DRAFT FY21 FUNDING REQUEST (page 28)

[Staff Recommendation: Authorize staff to submit a revised draft budget for Metro planning purposes in the amount of \$180,264,052 (inclusive of a 10% reserve) for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 10. | "WHERE'S MY RIDE" GRANT AWARD PRESENTATION | PRESENTATION |
| 11. | COVID-19 UPDATE | PRESENTATION |
| 12. | UPCOMING BOARD ITEMS (page 30) | INFORMATION |
| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 16. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |

- | | | |
|-----|---|-----------------------------------|
| 17. | CLOSED SESSION:
A) PUBLIC EMERGENCY (COVID-19), GC sec. 54957(a)
B) CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR | DISCUSSION/
POSSIBLE
ACTION |
| 18. | ADJOURNMENT | ACTION |

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during

the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

***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 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, July 20, 2020 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. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://zoom.us/j/98673860068>
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. 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 -
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 +1 929 205 6099
or +1 301 715 8592 or +1 312 626 6799 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: 986 7386 0068
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. 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.

JULY 13, 2020

TO: BOARD OF DIRECTORS
FROM: VINCENT C. EWING, ACCESS SERVICES GENERAL COUNSEL
RE: BOARD OFFICER ELECTIONS

ISSUE:

It is necessary to elect new officers of the Board for Fiscal Year 2020-2021. Attached you will find Bylaw Article VII - Officers of the Agency which details each officer's responsibilities and duties on the Board. In 1999, the Access Board of Directors set a two-year consecutive term limit for each Board Officer seat. This limit may be waived via voice vote by a majority of Board members present.

RECOMMENDATION:

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 20, 2020 and ending June 30, 2021 or the election of their successor, whichever last occurs. The nominees are:

Slate of Officers:

Chairperson:	Dolores Nason
Vice Chair:	Martin Gombert
Treasurer:	Doran J. Barnes
Secretary:	Theresa DeVera*
Executive Director:	Andre Colaiace

* Requires separate vote to waive term limit requirement prior to approval of the recommendation.

ARTICLE VII. OFFICERS OF THE AGENCY

A. Officers of the Agency.

The officers of the agency shall be a Chairperson, Vice Chairperson, Executive Director, Secretary and Treasurer. The agency may also have, at the Board's discretion, such other officers as may be appointed in accordance with this article of these bylaws. Any number of offices may be held by the same person, except that neither the Secretary nor the Treasurer may serve concurrently as Chairperson.

B. Election of Officers.

The officers of the agency, except those appointed under Article VII, Section C of these bylaws, shall be chosen annually by the Board and shall serve at the pleasure of the Board, subject to the rights, if any, of any officer under any contract of employment.

C. Other Officers.

The Board may appoint and may authorize the Executive Director to appoint any other officers that the corporation may require, including, without limitation, a Chief Operating Officer. Each officer so appointed shall have the title, hold office for the period, have the authority, and perform the duties specified in the bylaws or determined by the Board.

D. Removal of Officers.

Without prejudice to any rights or an officer under any contract of employment, any officer may be removed with or without cause by the Board and also, if the officer was not chosen by the Board, by any officer on whom the Board may confer that power of removal.

E. Resignation of Officers.

Any officer may resign at any time by giving written notice to the agency. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective. Any resignation shall be without prejudice to the rights, if any, of the agency under any contract to which the officer is a party.

F. Vacancies in Office.

A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled in the manner prescribed in these bylaws for regular appointments to that office, provided, however, that vacancies need not be filled on an annual basis.

G. Responsibilities of the Officers.

1. Chairperson of the Board:

The chairperson shall preside at meetings of the Board and at meetings of the members and shall exercise such other powers and duties as the Board of Directors shall assign from time to time. In the absence of an Executive Director or Chief Operating Officer, the chairperson shall become the chief executive officer of the corporation and, subject to such supervisory powers as the Board may give to the chairperson of the Board, if any, and subject to the control of the Board, shall direct, supervise and control the agency's activities, affairs and officers until such time as an Executive Director is elected.

2. Vice Chairperson of the Board:

If the chairperson is absent or unable to perform the duties of the chair, the vice chairperson shall perform all of the duties of the chairperson. When so acting, the vice chairperson shall have the powers of and be subject to all the restrictions applied on the chairperson. The vice chairperson shall have such other powers and perform such other duties as the Board may prescribe.

3. Executive Director:

The Executive Director shall be the Chief Executive Officer of the agency and, subject to such limits as the Board may place on the supervisory powers of the Executive Director, if any, and subject to the control of the Board, shall direct, supervise and control the agency's day-to-day activities, affairs and non-board appointed officers.

4. Chief Operating Officer:

In the absence or disability of the Executive Director, the Chief Operating Officer, if any, shall perform all the duties of the Executive Director, and when so acting shall have all the powers of, and be subject to all the restrictions upon the Executive Director. The Chief Operating Officer

shall have such other powers and perform such other duties as from time to time may be prescribed for them respectively by the Board of Directors, the Bylaws or the Executive Director.

5. Secretary:

a. Book of Minutes:

The secretary shall keep, or cause to be kept, at the corporation's principal office or other such place as the Board may direct, a book of minutes of all meetings, proceedings, and actions of the Board, of committees of the Board and of members' meetings. The minutes of meetings shall include the time and place that the meeting was held, whether the meeting was annual, regular, or special, and, if special, how authorized, the notice given, the names of those present at Board and committee meetings, and the number of members present or represented at members' meetings. The secretary shall keep or cause to be kept, at the principal office in California, a copy of the articles of incorporation and bylaws, as amended to date.

b. Membership Records:

The secretary shall keep or cause to be kept, at the agency's principal office or at a place determined by resolution of the Board, a record of the agency's members, showing each member's name, address, and class of membership.

c. Notices, Seal and Other Duties:

The secretary shall give, or cause to be given, notice of all meetings of members, of the Board and of committees of the Board required by these bylaws to be given. The secretary shall keep the corporate seal in safe custody and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

6. Treasurer:

a. Books of Account:

The treasurer shall keep and maintain, or cause to be kept and maintained, adequate and correct books and accounts of the

agency's properties and transactions. The treasurer shall send or cause to be given to the members and directors such financial statements and reports as are required to be given by law, by these bylaws, or by the Board. The books of account shall be open to inspection by any director at all reasonable times.

b. Deposit and Disbursement of Money and Valuables:

The treasurer shall deposit, or cause to be deposited, all money and other valuables in the name and to the credit of the corporation with such depositories as the Board may designate, shall disburse the corporation's funds as the Board may order, shall render to the chairperson of the Board and the Board, when requested, an account of all transactions as treasurer and of the financial condition of the agency, and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

c. Disbursement of Funds:

The following signatures shall be required on corporate checks:

- (i) The Board of Directors may from time to time open an account or accounts with banks or other financial institutions and shall designate which officers or other designees shall have the authority to execute checks and other items for an on behalf of the agency.
- (ii) The Treasurer shall disburse or cause to disburse the funds of the agency with such banks or the financial institutions as designated by the Board of Directors. The Treasurer shall periodically review or cause to be reviewed the disbursements of funds to ensure that all disbursements are undertaken in a manner consistent with procedures established by or under the authority of the Board of Directors.



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

Webinar

June 15, 2020

12:00 p.m.

1. CALL TO ORDER

Meeting was called to order by Chair Nason at 12:07 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. CAC Chair Tina Fofoa and TPAC Vice Chair Luz Echavarria. Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 11, 2020

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Tina Fofoa gave an update on the May and June CAC Meetings. She stated that Chief Operations Officer Mike Greenwood gave a COVID-19/Same Day Service Update presentation. He explained the safety steps they are taking to make sure the riders and Access staff are kept safe during the COVID pandemic. He also explained

that during the pandemic they have begun to offer same day service for riders that may have urgent situations such as non-emergency medical appointments, or banking, grocery store and pharmacy visits. Access has also been participating in meal delivery services. ADA Coordinator Rycharde Martindale spoke on the Officer Nominations Subcommittee and requested 3 to 5 members to volunteer to choose the next Chair and Vice Chair for the CAC. Director of Planning and Coordination Matthew Avancena spoke on the future meetings, post Covid-19, and he asked the members for input on future meetings via Zoom or Teleconference until the pandemic is over. The consensus was that the members feel safer meeting through teleconference and they find it easier for the moment. CAC Member Kurt Baldwin explained they had not met recently for the CAC subcommittee and proposed a future meeting date to continue on the issues they were discussing in March. Emergency Management Coordinator Matthew Topoozian gave an update on the COVID pandemic and how Access services is keeping riders, contractors and staff safe. He reported that Access will begin offering curbside service and had a slight increase in ridership. Mr. Martindale spoke on the upcoming Officer Nominations. He will be calling each CAC member to ask for nominations for Chair or Vice Chair. Communications Coordinator Josh Southwick presented the new designs for rider coupons. The CAC members prefer the coupons have rounded edges and maybe a different size so people with visual disabilities can differentiate them. Director of Administration F Scott Jewell provided an update on the Parents with Disabilities program. He proposed a couple of options that would continue the program after the program ends on June 30. CAC members expressed some concerns about what the program will look like.

TPAC Vice Chair Luz Echavarria gave an update. They had a meeting on June 13 and the committee discussed several items. The Executive Director's report was given by Andre Colaiace in which he discussed a grant from the US Department of Transportation which will be used to enhance the Where's My Ride Mobile App. He encouraged the committee members to visit the newly redesigned Access website. There was also a COVID-19 update by Chief Operating Officer Mike Greenwood, Director of Administration F Scott Jewell and Deputy Executive Director Hector Rodriguez, which provided a comprehensive report on Access' response to COVID-19. Staff discussed the impacts on operations, customer service, eligibility, and the Access budget. TPAC members commended Access for its ingenuity and for providing exceptional essential services to riders during the pandemic. A discussion ensued regarding the Parents with Disabilities Program, where Mr. Jewell provided an update on the status of the program. TPAC members recommended staff provide program participants with information regarding the service changes, and provide other transportation options to those that might be impacted. Communication Coordinator Josh Southwick provided an overview of the proposed fare coupon changes.

4. GENERAL PUBLIC COMMENT

Ms. Francis Emily Dawson Harris, an Access rider, made a general public comment via email. She thanked Access Services for the service they provide. She recommended that Access please consider changing and approving in a timely fashion from the 20 minute pickup window to a 30 minute pickup window and continue the current five minute arrival window before marking a no show because she believes this will reduce late pickup penalties. She stated that this was a reasonable and permissible change. She also pointed out that Orange County Access, San Diego Access, North County Lift Program, and Long Beach Transit Dial-A-Lift all have 30 minute pick up windows. She also recommended that Access continue to provide no share rides as long as possible as Los Angeles County's COVID-19 public health orders are still in place. Access transports riders who are at high risk for contracting the virus.

5. SUPERIOR SERVICE AWARD

Manager of Eligibility David Foster presented the Superior Service Award to Susana Cardona from Alta Resources.

6. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906)
- b) Consideration to Award Passenger Opinion Survey Contract (AS-4128)
- c) Consideration to Extend Term and Increase Funds - Language Interpreting Services (AS-4022)
- d) Consideration to Increase Funds - Information Technology Managed Services (AS-4050)
- e) Consideration to Extend Term and Increase Funds - ADA Paratransit Ridership Forecasting Services (AS-3393)
- f) Consideration to Approve Contract Rate Modifications - Antelope Valley Region Service Provider Contract (AS-3116)

Public Comment: None

Director Wisdom requested that item 6-c be pulled for further questions.

Motion made by Director Troost to approve Consent Calendar items 6-a, b, d, e and f. Motion was seconded by Secretary De Vera. Via Roll Call Vote - all were in favor, motion passed.

Item 6-c:

Board Member Comments

Director Wisdom asked much is left of the \$468,747 from the original contract.

Director of Administration F Scott Jewell responded that Access has spent a total of \$420,000 of the \$468,000 through April of 2020. Director Wisdom asked about how much is spent on this contract each year. Mr. Jewell responded that year to date they've spent about \$91,000, and they have a couple of months left, but the numbers are significantly down for the last three months. They usually spend about \$120,000 a year so it is probably going to be closer to a hundred or so, depending on how things develop over the next few months.

Motion made by Director Wisdom to approve Consent Calendar item 6-c, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.

7. CONSIDERATION TO ADOPT A CONTINUING RESOLUTION FOR FISCAL YEAR 2020/21 BUDGET

Deputy Executive Director Hector Rodriguez gave a presentation on the need for a continuing resolution.

Public Comment

No public comments.

Board Member Comments

Director Wisdom asked if Access would still request funding for the first quarter of FY20/21 or would they live off of the funding that's left over from the current fiscal year?

Mr. Rodriguez responded that, the funding for the new fiscal year is separate than the carried over money from the current fiscal year.

Director Wisdom asked if, in July, would Access make a request for FY21 funding. Mr. Rodriguez stated that was correct that in July they would request the funding for FY21 separate from whatever may be left over at the end of FY20.

Motion made by Director Wisdom to approve item 7, seconded by Director Burner. Via Roll Call Vote - all were in favor (Director Troost was not available for the vote), motion passed.

8. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - CUSTOMER SERVICE CENTER CONTRACT (AS-3955)

Director of Administration F Scott Jewell gave a presentation on the requested action.

Public Comment

No public comment.

Board Member Comments

Vice Chair Gombert asked if this item was presented to the CAC members and if there were any comments on the proposed contract extension. Mr. Jewell responded that it was presented a few months ago and they did not receive any negative feedback or concerns with extending the contract.

Treasurer Barnes expressed his support for this item and stated that they have to look at the context of world events in terms of making any kind of a change , not only for this contract, but in general.

Motion made by Vice Chair Gombert to approve item 8, seconded by Director Burner. Via Roll Call Vote - all were in favor (Director Troost was not available for the vote), motion passed.

9. PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES

Director of Administration F Scott Jewell gave a presentation on the requested action.

Public Comments

Mr. Kurt Baldwin made a public comment via email by stating the following -
Dear Access Services Board of Directors, I am writing on the behalf of and as a member of the Aging and Disability Transportation Network to ask you to support a path I brought up during your Community Advisory Committee (CAC) meeting last Tuesday,

(of which I am also a member) and a path that was supported by a majority of the CAC, which is that you please consider supporting two options. The agenda item is written with a staff recommendation and three other options you could consider. But it's really only 1) abandon the currently approved program and let staff see what they can come up with, or 2) ask MV transportation if they will honor their pricing later after Metro gets around to the budget. The item does not give the Board of Directors even an outline of how Staff envisions a new program, other than talking to the provider's about operational elements and costs, of what? We do not know. Presently there is little to no utilization of the program. Right now, we do not know what school is going to look like so there's not really a way to figure out what cost will be, but we will know around the time the Metro budget is being finalized. As the agenda item explains there is little clarity while the virus is still self-asserting in what paratransit service will look like in two months, so there is no reason not to pursue both asking Access Services Staff to provide more details on their proposal and approaching MV regarding a delay as you more fully develop your budget. This will also allow time for supporters of the Parents with Disabilities Program to advocate for equitable funding. Thank you.

Ms. Yael Hagen submitted a written public comment by stating the following -

Dear Access Board of Directors, I am sorry I am not able to attend the meeting today. I would like the Board to know that I fully support the Aging and Disability Transportation statement on the Parents with Disabilities program and would ask the Board to fully consider it. The Community Advisory Committee, of which I am a member, also expressed similar concerns as the ADTN. Thank you.

Mr. Carlos Benavides made a public comment by stating that this program was supposed to be going county-wide. He understands that there's a lot of issues right now, but to extend it to the same few people, that's the privilege part. He asked if it would be better if they turned around, stopped the program, and reconfigured the program, what the cost would be, to make it fair for everybody. Next month or the following month, they are still going to be back to the same thing. A lot of people are expecting it to go county-wide. They said they were going to look for other options but this was said many months ago when it was extended. If they are going to expand it then they need to cancel this 7-year pilot project and offer it later when they have adjusted the program details.

Board Member Comments

Vice Chair Gombert asked if there was any other feedback from the CAC other than what was just read.

Mr. Jewell responded that the CAC felt that their preferred approach was not to make any changes to the program and to ask MV to extend their proposed pricing beyond the deadline of early July, wait to see what will happen with Metro's budget and hope

that funding would be made available. A caveat associated with waiting is that it would be unlikely Access would be able to start the program for the beginning of the school year because there will not be enough time for a startup period, and they can't commit to a startup until they know the funding has been committed. Access would likely not be able to begin the program until after the first of the calendar year, but that would be something that would have to be determined in negotiations with MV Transportation.

Board Chair Dolores Nason made a comment by stating that the cost associated with providing this program is significantly higher running at \$145.49 versus \$56.86. Mr. Jewell stated that this was correct and the aspect of having to provide the capital associated with this program and to individually provide it in each of the regions, as they had gone over in the Board item back in February, makes a premium program that is, at this point in time, significantly more expensive than it is for provision of regular service for all of the riders.

Secretary Theresa De Vera made a comment by asking if this discussion was about going county-wide with the Parents with Disabilities program. Executive Director Andre Colaiace responded that they are now asking the Board to allow Access to seek an alternative means of providing the service county-wide which would be brought to the Board in July or at a future meeting for approval.

Treasurer Barnes stated that the Parents with Disabilities program is a great program and he would love to see it go county-wide. However, he is concerned that they are launching programs that, given the rapidly changing fiscal environment, the region might not be able to afford to fund in the future. He supports staff going and trying to figure out ways to do this more cost effectively. But, at the same time, we need to look at what the Metro funding is going to look like, what the regional funding is going to look like, and then they can figure out how to go forward. That makes sense but to give any kind of notion to the community that this is about to go county-wide, he has deep concerns about that.

Director Burner had the same concerns as Treasurer Barnes and, in terms of resources, asked how they would pay for this. Metro is obviously having some constraints as well, as are all of them in the region. He does support the staff exploring alternative means to continue the current service.

Director Wisdom agreed with Director Burner and Treasurer Barnes that it is all about expectations, and when people have a certain level of expectations and it doesn't reach it, that's when people get upset. They have to communicate to the members, that there's a cap and that cap now is fluid because of COVID and everything that's going on, but no matter what way the program is implemented there's going to be a cap. Before COVID it was agreed upon, that it was going to be \$3 million for Metro per year

for up to three years. At this point, it may not be \$3 million. They have to make sure they know that, if it goes county-wide, it's not going to be the same program; it's going to be up to whatever that cap amount is going to be. It can't continue with just one region receiving the benefit, that's not equitable.

Executive Director Andre Colaiace stated that staff appreciates the perspectives of Treasurer Barnes, Directors Burner and Wisdom, and that's the reason they are bringing this item to the Board, because they think they should be proactive and look at a service that could potentially be far more economical than what was proposed before given that times have changed. He understands the concerns of the Board members and will be cognizant of that moving forward.

Secretary De Vera made a comment about a slide that states, "Allow the existing program to end June 30, 2020," and that they should figure out what they will do with the rest of the county before continuing this service. She supports the program ending June 30, 2020.

Treasurer Barnes stated that the motion that's on the floor is the staff recommendation and part of the staff recommendation says, "Authorize staff to expand some or all benefits of the program." However, the language then seems to indicate that there's an expectation that the program's going to be expanded county-wide. If that's the motion that goes forward, he will be voting no because he thinks it potentially telegraphs something different than what he believes they should be doing. He would like to revise the motion to say something to the effect of, "Direct staff to explore revised operational plans, cost estimates, and bring that back for discussion."

Mr. Colaiace stated that the amendment would be acceptable to staff. He understands what he is saying.

Treasurer Barnes proposed the amendment as follows, "Direct staff to explore revised operational plans and cost estimates for the Parents with Disabilities program and report back to the Board."

Legal Counsel Vincent Ewing stated that Treasurer Barnes should propose a friendly amendment, and that he identify the language in the original motion that gives him concern or that he believes will potentially cause people to misinterpret what Access is doing.

Director Wisdom asked to clarify that in essence, the program would end on June 30 and they would be back in July with modified verbiage to reassess the program.

Mr. Colaiace stated that this was correct, the program would end on June 30 and that the staff is not recommending an extension of the program in the San Fernando Valley.

Treasurer Barnes made a motion to direct staff to explore revised operational plans and cost estimates for the Parents with Disabilities program, to conclude the current pilot program on June 30, 2020, and to return to the Board with that analysis as soon as possible. He asked Access staff to come back by July with a response.

Motion made by Treasurer Barnes to approve Item 9, as restated and seconded by Secretary De Vera. Via Roll Call Vote - all were in favor (Director Troost was not available for the vote), motion passed.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell briefly went over the upcoming Board items for July and August. He also stated that the Board is scheduled to go back to the committee format in September.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that over the last few weeks, he and staff have participated in teleconferences with the Aging and Disability Transportation Network, the Personal Assistance Services Council, and a group of current Parents with Disabilities customers. Last week he also briefed the Los Angeles County general managers about Access' response to the pandemic, and he wanted to let people know that he and his staff are always available to hold briefings for any stakeholder groups if they would like. Access will be sending a letter of support for the new Invest in America Act. This is a \$494 billion legislation with a \$105 billion of investment in public transit and mobility innovation initiatives, which would address the immediate needs of paratransit amid the COVID-19 pandemic while providing a long-term strategy to carry our transit industry into the future. The House Transportation and Infrastructure Committee is planning to mark up this bill in June with floor consideration at the beginning of July. To conclude, the region received sad news last week when they learned of the passing of a Metro employee from COVID-19. Their thoughts and prayers are with this employee's family and the Metro family as well. The headlines have been dominated by news of reopening society; it is clear that the virus is still with us and will be with us until we see a therapy or vaccine. Access will continue to monitor the situation and adjust operations as necessary to continue providing safe paratransit services to the customers while also protecting the frontline employees. He thanked Access employees and contractors on the front lines for keeping the system running during this difficult time.

12. BOARD MEMBER COMMUNICATION

Director Gibson stated that she is grateful to the folks that are out there continuing to provide these essential trips and it seems like our transit folks are really going above and beyond to keep people safe. I know all of us are seeing that, and Access is really demonstrating how to do it correctly and how to do it safely.

Treasurer Barnes expressed ongoing thanks to the entire Access team for their flexibility and leadership during these unusual times. It's certainly not business as usual, and he really appreciates the team being responsive and thoughtful and quick to change and adapt as needed. He also wants to express his thanks that they are using the Zoom format. While it's not the same as being in the same room, he thinks today demonstrated that they can get into some difficult topics and have a really good discussion to make things happen. He is glad to see that as a Board, they are evolving and learning and getting things done in light of the circumstances and finding new ways to do it.

Director Del Castillo stated that he would also like to commend the Access staff and customer service and the drivers for their continued service. He certainly appreciates everybody doing everything they can to keep service going.

Director Troost thanked everyone for doing a good job during the COVID situation and hopes they can continue doing their best.

Chair Nason stated that she is really looking forward to the day when they can all be together in person. In the meantime, she expressed how proud she is of the Access staff and Access Services as an organization. They not only have provided transportation, but they've also addressed the needs of the people in the community during this pandemic, giving people the independence that, especially people with disabilities, that literally changes their lives. She is hearing it from riders and she is appreciative.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There were no public comments.

15. CLOSED SESSION REPORT

B) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS -
Property: APN: 6129-001-047
Access Negotiator: Andre Colaiace/Hector Rodriguez
Negotiating Party: RLF II West LLC
Under Negotiation: Price

The Board approved the following motion -

Authorize staff to encumber up to \$5 million dollars to secure an operational facility for the Southern region; authorize the Executive Director to execute the necessary contracts/documents to facilitate the acquisition; and provide monthly updates to the Board on project.

Motion made by Vice Chair Gombert to approve Item 15B and seconded by Director Troost. Via Roll Call Vote - all were in favor (Directors Burner and Gibson were not available for the vote), motion passed.

16. ADJOURNMENT

Motion made by Secretary De Vera to adjourn, seconded by Director Troost.

The meeting adjourned at 2:27 p.m.

Approved

Theresa De Vera, Secretary

Date

JULY 13, 2020

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO APPROVE SOLE-SOURCE SOFTWARE LICENSING AND SERVICES CONTRACT

ISSUE:

Board approval is required to authorize a sole-source contract for the integration, licensing and support for online reservations software in the Northern region (San Fernando Valley).

RECOMMENDATION:

Authorize staff to execute a sole source software licensing and services contract in the not to exceed amount of \$172,536 to the Trapeze Group.

IMPACT ON BUDGET:

The costs associated with this contract will be budgeted for the FY2020/21 fiscal year and are comprised of the following -

1. Application Programming Interface (API) and implementation services (\$108,732)
2. Software licensing for three years (\$63,804)

Funding for this contract comes from local funds comprised of Prop C 40%, Measure M and fare box funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as MV Transportation, the service provider in the Northern region, utilizes Trapeze PASS software for reservations and dispatching, which requires a sole source contract to provide an interface to Access' unified online reservations platform.

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 software licensing and services 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:

Access Services has provided online reservations for the Eastern, Southern and West/Central regions since May 2019, which are on the 5M reservations and dispatching platform. Since the launch, 8% of the total trips booked have been online. Over 2,700 riders have booked 184,823 trip via the platform and almost 91% of those riders have done so multiple times.

The Northern region is scheduled to be the next region to provide online reservations but, due to the service provider's use of Trapeze, it is necessary to create a customized interface that will integrate with Access' online reservation application. This will provide riders in the four basin regions a seamless experience in the online booking process.

JULY 13, 2020

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES

ISSUE:

At the June 2020 Board meeting, the Board directed staff to explore revised operational plans and cost estimates for the Parents with Disabilities program, to conclude the current pilot program in the Northern region on June 30, 2020, and to return to the Board with that analysis in July 2020.

RECOMMENDATION:

Authorize staff to modify service provider contract terms and rates for the provision of a modified Parents with Disabilities program (PWD-M) county-wide.

IMPACT ON BUDGET:

The table below reflects the incremental cost of providing PWD trips (both modified and unmodified versions) with the assumption that the trip would be taken regardless as a standard next day trip if there were no PWD program. Cost projections were developed using an equitable balance of 19,924 annual trips among the regions.

	Next Day Trip	PWD-M*	PWD - Full*
Annual Cost	\$583,369	\$790,969	\$1,341,546
Cost Increase		\$207,600	\$758,177

*Inclusive of same day trips (\$82,458)

The cost of the PWD-M can be accommodated in the current budget and will be included in the FY2020/21 budget request. The fare for either type of program would be \$2.00 per trip, which is an increase over the Pilot Program’s \$1 fare.

Funding for this program comes from Measure M funds.

ALTERNATIVES CONSIDERED:

Staff considered the following options:

1. Implement the unmodified PWD program (PWD-F) at the above stated cost. Staff is not recommending this option because it is over \$550,000 more expensive than the modified PWD program.
2. Request that MV Transportation honor its pricing in response to the Transportation Brokerage Services RFP (AS-4107) for a full, stand-alone PWD program that would be implemented over the next 15-18 months. Staff is not recommending this option because of the estimated \$3 million cost of the program utilizing this model.
3. End the proposed PWD program county-wide. PWD customers would return to booking trips on the regular ADA paratransit system. Staff does not recommend this option given that the proposed recommendation can expand most of the benefits of the PWD program county-wide at a relatively low cost.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contracts with the service providers, 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:

Following the June Board meeting, staff issued cost sheets to each of the service providers to obtain pricing for the PWD program based on using existing personnel and resources (i.e. - no new capital). Additionally, based on feedback gleaned through customer surveys, staff requested pricing for a modified Parents with Disabilities option that would preserve most aspects of the program but would be less expensive. The table below provides a comparison of the elements between the modified (PWD-M) and full versions (PWD-F) of the program:

Program Elements	PWD - M	PWD - F
Standing orders will be on an appointment based schedule	Y	Y
95% On time performance standard	Y	Y
Reduced flat fare (\$2)	Y	Y
Customer may arrive up to 15" ahead of scheduled time	Y	Y
Minimal trip negotiation	Y	Y
Number of permitted daily one-way trips (6/day)	Y	Y
Parent may book up to four children	Y	Y
Appointment based trips (>15" prior to start time)	Y	Y
Service hours 6am-9pm (trip must be completed by 9pm) 7 days/week	Y	Y
Trips are to remain only within the service area	Y	Y
Trips are for school or school-related activities	Y	Y
Same day service*	Y	Y
Shared rides allowed	Y	N
Extended pick-up wait times 10 minutes	N	Y
Intermediate stop wait times 20 minutes	N	Y
At reservation, choice of linked trip (2 one way trips) or 30 minute reservation after scheduled arrival time (e.g. arrival time 8:00am, parent wishes to go into school, parent may book return trip as early as 8:30am)	Y	N

*Same Day Service is defined as: Unless approved by Access, trips must remain in same service area, are allowed for non-emergency medical necessities, reservations are available from 9am-7pm, limited to 4 trips/month (two round trips), two hour response time and shared rides allowed.

The primary differences between the two programs are:

1. PWD-M would allow for shared rides which would potentially lengthen the travel time to/from school or school-related activities.
2. Under PWD-M, a vehicle would not wait (dwell) for the parent to check in their child at the school or school related activities. Instead the parent would have the option of immediately departing after dropping off the child or to book a subsequent trip for a pick-up thirty (30) after the drop-off of the previous trip.

The specific negotiated rates for service in each region are reflected in the table below:

Per Trip Rates	PWD - M		PWD - F		Same Day	
	<u>Base</u>	<u>COVID</u>	<u>Base</u>	<u>COVID</u>	<u>Base</u>	<u>COVID</u>
Eastern (SGT)	\$38.20	\$51.57	\$68.20	\$92.07	\$38.20	\$51.57
West/Central (CTI)	\$40.20	\$54.27	\$70.20	\$94.77	\$40.20	\$54.27
Northern (MV)	\$42.97	\$52.98	\$69.07	\$85.18	\$45.11	\$55.63
Southern (GPI)	\$36.73	\$49.63	\$67.87	\$91.62	\$38.73	\$49.63
Santa Clarita (SCT)	TBD	TBD	TBD	TBD	TBD	TBD
Antelope Valley (Keolis)	\$33.00	\$35.00	\$105.56	\$105.56	\$49.00	\$60.00

Note: "COVID rates" reflect that there are currently no shared rides on the paratransit system.

Notwithstanding the above, uncertainties surrounding the COVID-19 pandemic, the start of the school year and whether school would be in-person or not, may delay the start of the PWD-M program. Staff will implement the program as circumstances permit.

July 13, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE DRAFT FY21 FUNDING REQUEST

ISSUE:

At the June 15th Board Meeting, because of the ongoing Covid-19 pandemic, the Access Board approved a Continuing Resolution authorizing Access to provide service until September 30, 2020. It is now necessary for the Board to begin the process of adopting an operating budget for the remainder of Access' fiscal year through June 30, 2021.

RECOMMENDATION:

Authorize staff to submit a revised draft budget for Metro planning purposes in the amount of \$180,264,052 (inclusive of a 10% reserve) for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).

IMPACT ON BUDGET:

The FY21 budget submission is for budget planning purposes. Staff will present a final FY21 budget to this Board at the September 2020 Board meeting. This budget will also be presented to the Metro Board of Directors in September as well.

Access is now projected to provide 1,142,955 trips next year, a decline of 68 percent from pre-pandemic levels. However, costs per trip are expected to remain elevated for much of the fiscal year due to the added measures being taken (e.g. no share rides) to ensure the safety of our contractor staff and customers.

ALTERNATIVES CONSIDERED:

No alternatives were considered as regional funding is necessary to meet 100% of the expected demand for ADA transportation in Los Angeles County.

BACKGROUND:

Federal regulations require that Access utilize an independent third party to provide the agency with a passenger forecast for the upcoming fiscal year. Staff has based its FY21 draft budget on the revised projected paratransit demand provided by its consultant, HDR, which utilized ridership data through June 30, 2020 in making its projections.

It should be noted that the unprecedented nature of the COVID-19 pandemic complicates attempts to make projections. Staff will continuously monitor ridership demand throughout the year and will provide monthly operational updates to the Board.

JULY 13, 2020

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through September 2020 at the regularly scheduled Board meetings.

August 17, 2020 - No meeting

September 21, 2020

Agenda Items:	Disposition:
FY2020/21 Budget Approval	Action