

access

BOARD OF DIRECTORS MEETING
Monday, June 15, 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. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 11, 2020 (page 7) [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
6. CONSENT CALENDAR a) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 13)	ACTION [Vote Required: majority of quorum by roll call]

[Staff Recommendation: Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2021 and an increase in funds of \$386,700.]

- b) Consideration to Award Passenger Opinion Survey Contract (AS-4128) (page 15)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4128 Passenger Opinion Survey Services in an amount not-to-exceed \$115,500 to Great Blue Research, Inc. for a period of three years, effective July 1, 2020 through June 30, 2023.]

- c) Consideration to Extend Term and Increase Funds - Language Interpreting Services (AS-4022) (page 19)

[Staff Recommendation: Authorize a one-year contract extension with Language Line Services through September 30, 2021 and an increase in funds of \$100,000.]

- d) Consideration to Increase Funds - Information Technology Managed Services (AS-4050) (page 21)

[Staff Recommendation: Authorize an additional \$750,000 in funds for the IT managed services contract (AS-4050) with Converge One.]

- e) Consideration to Extend Term and Increase Funds - ADA Paratransit Ridership Forecasting Services (AS-3393) (page 23)

[Staff Recommendation: Authorize a two-year contract extension with HDR through June 30, 2023 and an increase in funds of \$126,000.]

- f) Consideration to Approve Contract Rate Modifications - Antelope Valley Region Service Provider Contract (AS-3116) (page 26)

[Staff Recommendation: Authorize an increase in the rate of compensation for eligibility transportation services for

two (2) years, from May 1, 2020 through April 30, 2022, for Contract AS-3116 with Keolis.]

[Staff Recommendation: Approve Consent Calendar]

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| 7. | CONSIDERATION TO ADOPT A CONTINUING RESOLUTION FOR FISCAL YEAR 2020/21 BUDGET
(page 29)

[Staff Recommendation: Authorize the following:

A. ADOPT a continuing resolution to extend FY2019/20 budget authorization for the first quarter of FY2020/21 (July 1, 2020 through September 30, 2020) that will allow Access to legally encumber and expend funds in the absence of an adopted FY2020/21 budget;

B. AUTHORIZE the Executive Director to execute the adopted continuing resolution for first quarter of FY2020/21 through September 30, 2020;

C. AUTHORIZE the extension of all agreements and Memoranda of Understanding (MOUs) as necessary until such time as the FY2020/21 budget is adopted.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 8. | CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - CUSTOMER SERVICE CENTER CONTRACT (AS-3955) (page 34)

[Staff Recommendation: Authorize staff to execute the second option term with ALTA, effective January 1, 2021 through December 31, 2022 and add an additional \$4,114,556 in funds.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 9. | PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES (page 39)

[Staff Recommendation: Authorize staff to expand some or all benefits of the Parents with Disabilities Program countywide by surveying Access' service providers to develop a revised operational plan and cost estimate.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 10. | UPCOMING BOARD ITEMS (page 43) | INFORMATION |
| 11. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |

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|-----|---|-----------------------------------|
| 12. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 13. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 14. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 15. | CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| | A) PUBLIC EMERGENCY (COVID-19), GC sec. 54957(a) | |
| | 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 | |
| | C) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9 | |
| | 1. Anticipated Litigation: Gov. Code §54956.9 (d)(2)
Adams v. Access Services, et al.
LASC Case No. 18STCV4539 / AAA Case No. 01-19-0000-7404 | |
| 16. | 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, June 15, 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.
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. 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.
3. 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**

3449 Santa Anita Ave, 3rd Floor

El Monte, CA 91731

May 11, 2020

12:00 p.m.

1. CALL TO ORDER

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. Legal Counsel Vince Ewing.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: CAC Chair Dina Garcia, TPAC Chair Gracie Davis

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 13, 2020

Recommendation: Approval of minutes as written.

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

3. GENERAL PUBLIC COMMENT

There were no general public comments.

4. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - Legal Services (AS-4039)
- b) Consideration to Extend Term and Increase Funds for Transitional Voice Communication Services (PO#1004933)
- c) Consideration to Renew Self-Insured Retention Automobile Liability Program
- d) Consideration to Approve Renewal of Commercial Business Package Insurance (page 21)
- e) Consideration to Approve Community Advisory Committee (CAC) Bylaw Changes

Public Comment: None

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

5. FY20 AND FY21 BUDGET UPDATES

Deputy Executive Director Hector Rodriguez gave an update on both the FY20 and FY21 budgets.

Public Comment

None

Board Member Comments

Director Gibson asked if the June ridership would be back to 75% and asked if they were expecting the ridership to be back to its typical level by July. Mr. Rodriguez responded that it had been forecasted this way because they expected that the restrictions would be lifted or eased on May 15. They had made the assumption that

ridership would come back to about 50% of normal in May and about 75% of normal in June. Director Gibson felt that this was too optimistic.

Treasurer Barnes asked if the tardiness of rides could be explained by the increased traffic. He also wondered if they needed to get the taxis back in business. Mr. Rodriguez stated that he would look into it. He also added that demand had increased slightly in the first week of May. They have been running, at 98 or 99% on time, which is remarkable. He has heard that traffic has increased so that may be some other reason where the OTP has dropped down from 98 or 99%.

Executive Director Andre Colaiace responded to Director Gibson, stating that they were going to continue tracking this and see where it goes. It is probable that it is too optimistic of a scenario, but they felt they had to create a scenario. That is what they have settled on at this point, but are flexible and it is likely that they will have a new scenario by June.

Secretary De Vera stated that she agrees with Director Gibson that it does seem too optimistic to project such a high ridership increase. She thinks June is too hopeful and she is wondering if they are looking at any of the County level of restrictions.

Mr. Rodriguez stated that these were just projections and it is one of the reasons they are asking for a full, revised projection from their consultant in early July is so that they can have better estimates.

Director Wisdom wanted more clarification on whether this was just informational because regardless of what the projections are, they're strictly just estimates and Metro is providing the same funding level. Mr. Rodriguez responded that that was correct and added that during the first quarter they would still draw down from Federal funds in conjunction with the matching local funds. However, they will not bring a full budget to the Board until late July or early August for adoption with the new projections from the consultant.

Director Burner wanted to ensure that staff will advise them of those projects so that they may recommend or suggest whether they should be eliminated or postponed. Mr. Rodriguez responded that they would take a look at all of the programs that may be affected and that will be part of the budget.

6. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell briefly went over the upcoming Board items for June, which include a continuing budget resolution and an extension of the Customer Service contract. He also reiterated that there would likely be a full Board meeting in July.

7. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that both he and Chief Operations Officer Mike Greenwood have been attending daily meetings via phone with Metro's emergency operations team. These meetings have been extraordinarily helpful, ensuring Access is aware of what actions Metro is taking in response to COVID-19 and it helps them coordinate a response, particularly with certain issues like face coverings. He also complimented Mike Greenwood who is also leading Access's emergency operation center, along with 30 Access staff members who are assigned to supporting EOC roles. In the next two weeks, staff will be rolling out the redesigned Access website which is designed to take advantage of updated technologies that will present key information about Access in a user-friendly way, and will be the basis for future website development. Mr. Colaiace also added that the 5M paratransit software has been migrated into the cloud. This software is currently being used by San Gabriel Transit, California Transit, and Global Paratransit. Mr. Colaiace stated that he was asked to brief various community groups and last week he participated in a teleconference hosted by the Personal Assistance Services Council (PASC), where he outlined Access' response to the pandemic. Access will continue to monitor this situation, adjust operations, and adjust their projections as necessary to continue providing safe paratransit services to customers. He thanked Access employees and the contractors who are on the front lines for keeping the system running during this difficult time.

8. BOARD MEMBER COMMUNICATION

Director Troost thanked Access staff for all their hard work.

Secretary De Vera echoed Director Troost's comments and thanked Access staff and the providers. She knows that it is a difficult time for everyone and they have risen to the occasion.

Director Gibson thanked Access staff for keeping service out there for those folks who so vitally need it.

Treasurer Barnes stated that he appreciated everyone who has been working hard to deliver service, to keep things moving, and getting people to those essential destinations that they need to reach. As they move into this next stage, a lot more work needs to be done and they have the right team to make it happen.

Vice Chair Gombert thanked Access staff and their contractors. He was also excited to see meal delivery services by the Access team. This is a great help to the community.

Director Del Castillo thanked staff for their on time performance. They have been getting him to work and back home on time. They haven't heard too much at the Independent Living Center he works at, from consumers about Access Services, but it sounds like a lot of them are staying home.

Director Wisdom stated that she shared everyone's sentiment regarding all the hard work that Access Service's team, the vendors, and contractors are doing. She did have a followup question from the last Board meeting related to the DBE percentage for the Southern Region RFP. Mr. Colaiace responded the DBE goal for Federal fiscal years 2019, 2020 and 2021 was 1.5% and was approved by the Board at its August 27th, 2018 meeting. The goal was subsequently approved by the FTA on September 24th, 2018. They will reference the goal in the Southern region RFP to encourage DBE, SBE and WBE participation. He stated that if the Board would like additional information, please let him know.

Director Burner stated that he did receive that information and thanked Mr. Colaiace. He wanted to encourage the staff to stay safe and healthy and certainly follow the CDC recommendations. He thanked everybody for doing such a great job.

Chair Nason thanked the Directors. She also stated that Access was doing a fantastic job and she was proud to be on the Board of Directors of an agency that's doing such a great job. One of her staff members who is on medical leave made a point of emailing her and letting her know that she had an Access ride, and everything was so immaculate and that the rides were no-share rides. She knows they have a lot of happy customers.

9. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

10. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There were no public comments.

11. CLOSED SESSION REPORT

No action or report was made from the Closed Session.

12. ADJOURNMENT

Motion made by Director Wisdom to adjourn, seconded by Director Del Castillo.

The meeting adjourned at 1:00 p.m.

Approved

Theresa De Vera, Secretary

Date

JUNE 8, 2020

TO: BOARD OF DIRECTORS

**FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE
DAVID CHIA, PROCUREMENT AND CONTRACTOR 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, 2021 and an increase in funds of \$386,700.

IMPACT ON BUDGET:

The requested amount will fund monthly subscription and replacement parts through the term of the extension in addition to upgrading legacy 3G technology to the 4G platform. These prices will be based on the United States General Services Administration's Information Technology Schedule 70. The contract not-to exceed amount will increase from \$2,794,951 to \$3,181,651.

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

ALTERNATIVES CONSIDERED:

None, as the requested extension is meant to allow staff adequate time to vet and source alternatives to the existing legacy system. This action would maintain current standards of operational safety and security.

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. Subsequently 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 to purchase upgrades offered through GSA IT Schedule 70, which was expected to be released within the month. The upgrades would have replaced the current 3G legacy system entirely with the next generation 4G camera system. The list of upgrades, however, has yet to be published. This prolonged delay may be an indication that no list of upgrades may be forthcoming in the near future, if at all.

Due to this delay, Access cannot quickly procure a new 4G system through a new solicitation. A new system would require a review of system component parts, removal of the current legacy system, installation of the new system, hardware retooling, and staff retraining.

Access' current legacy system operates through a 3G wireless telecommunications network that will soon be phased out. To continue operations, Access must transition to 4G. Limited hardware updates to Access' current legacy system offer a strategic solution. Updates to the system's controllers would allow Access to migrate its current 3G legacy system to 4G without requiring Access to replace the entire legacy system. This approach will result in significant cost savings. It will allow Access to maximize the use of the current system's infrastructure, benefit from downward pricing trends that accompany technology innovation, and adapt to fluid market conditions.

In addition, this strategic approach will provide Access with the opportunity to assess the marketplace and evaluate vendor supply chains, with the knowledge that pending federal legislation may limit our ability to purchase telecommunications equipment from certain foreign suppliers.

JUNE 8, 2020

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR**

**RE: CONSIDERATION TO AWARD PASSENGER OPINION SURVEY
CONTRACT (AS-4128)**

ISSUE:

Board approval is required to exercise the award of a passenger opinion survey contract.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4128 Passenger Opinion Survey Services in an amount not-to-exceed \$115,500 to Great Blue Research, Inc. for a period of three years, effective July 1, 2020 through June 30, 2023.

IMPACT ON BUDGET:

The costs associated with this contract will be programmed into the budget for FY2020/21 and subsequent fiscal years. The funding for this contract comes from local funds comprised of Prop C 40%, Measure M and fare box funds.

ALTERNATIVES CONSIDERED:

The Board may choose not to award the contract. This alternative is not recommended because Access will not be able to collect and analyze passenger opinion without the assistance of a consultant. No contract is currently in place for opinion survey work, and Access lacks staff resources and the internal expertise to perform the work.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed 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:

Conducting regular passenger satisfaction surveys of Access customers is a critical step in obtaining an enhanced understanding of passenger perceptions of Access' service, quality, and responsiveness to customer concerns.

In previously conducted customer satisfaction surveys, Access has sought feedback from customers on their experience with the trip booking process, experience before, during, and after an Access trip, as well as perceptions of new technological improvements, such as the introduction of the *Where's My Ride* mobile app.

Access uses the results of these types of surveys to determine how well the agency is meeting the needs of its customers, and the results of these surveys also help determine whether customers are aware of and able to use new programs introduced by Access.

Access staff works with its two advisory committees (CAC and TPAC) in designing surveys which include topics deemed relevant by members of these committees. Staff, in turn, then provides a detailed summary of the survey results, reflecting customer perceptions of the agency and its services, to both the committees, the Access Board of Directors and Access Member Agencies.

On February 5, 2020, Access issued Request for Proposals (RFP) No. AS-4128 to retain a consultant to conduct up to six telephone surveys, including the Biennial Customer Satisfaction Survey, Free Fare Program Survey, and four optional surveys.

Access issued two addenda, providing answers to proposer questions. By the March 5th deadline, proposals were submitted by the following six firms:

1. Great Blue Research, Inc. (Great Blue)
2. Mobility Management Partners, Inc. (**MMP**)
3. Pavlik & Associates (**Pavlik**)
4. Widener-Burrows & Associates, Inc. dba WBA Research (**WBA**)
5. Westat Inc. (**Westat**)
6. Zilo International Group LLC (**Zilo**)

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 three Access staff, two of whom are

members of the Planning Department, and one of whom is from the Customer Relations Department.

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

<u>Criteria</u>	<u>Max. Points</u>
1. Firm Qualifications and Experience	10
2. Staff Qualifications and Availability	20
3. Technical Approach	50
4. Price	20
<u>TOTAL</u>	<u>100</u>

During the period from March 5, 2020 through May 8, 2020, the evaluation committee conducted its independent evaluation of the proposals received. Proposals from Great Blue and WBA were determined to be within the competitive range.

A Best and Final Offer (**BAFO**) was requested from Great Blue and WBA. Based on the evaluation criteria and the BAFOs submitted, Great Blue ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	Great Blue	MMP	Pavlik	WBA	Westat	Zilo
1. Firm Qualifications & Experience	8.00	7.07	6.57	8.63	7.17	6.57
2. Staff Qualifications & Availability	17.20	13.67	12.33	17.00	14.13	12.87
3. Technical Approach	41.33	30.00	27.17	42.50	31.67	27.50
4. Price	20.00	14.91	6.13	5.62	2.21	10.55
Total	86.53	65.65	52.20	73.75	55.18	57.49

Access Finance Department staff determined the recommended Contractor to be financially qualified to fulfill the terms of the subject RFP.

COST ANALYSIS

The recommended Contractor's price has been determined to be fair and reasonable based upon an independent cost estimate (**ICE**), competition, cost analysis, technical analysis, fact finding, negotiations, and best and final offers. Prices, including BAFOs from Great Blue and WBA, are set forth below, and ranked from lowest to highest price.

Proposer	ICE	Original Proposed Price	Final Proposed Price (*BAFO included)
1. Great Blue	\$273,187	\$138,000	\$115,500
2. MMP	\$273,187	\$154,939	\$154,939
3. Zilo	\$273,187	\$219,000	\$219,000
4. Pavlik	\$273,187	\$376,540	\$376,540
5. WBA	\$273,187	\$411,328	\$411,328
6. Westat	\$273,187	\$1,046,516	\$1,046,516

RECOMMENDED CONTRACTOR

Headquartered in Connecticut, Great Blue is a research firm with 10 years of experience. It specializes in market research, statistical analysis, and opinion surveys across multiple industries that include government agencies, utilities, healthcare, consumer goods, and education.

Relevant experience includes: (1) conducting health risk questionnaires, health provider satisfaction studies, and management assessments on behalf of a healthcare provider; (2) performing telephone opinion surveys on behalf of a higher education health facility to understand resident perceptions and preferences; and (3) completing focus group studies on behalf of an insurance company to assess opportunities for expansion.

Proposed project staff include a survey fielder, project director, data analyst, and three project managers. In addition, the firm's CEO will serve as an engagement team leader to provide support to project staff. Together, the team includes well over 30 years of combined technical experience.

The three year contract includes two customer satisfaction surveys (years 1 and 3) as well as up to two smaller surveys on a more specific topic (i.e. Free Fare).

JUNE 8, 2020

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF ELIGIBILITY

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
LANGUAGE INTERPRETING SERVICES (AS-4022)**

ISSUE:

Board approval is required to exercise a one-year extension for telephone interpreting services with Language Line Services, Inc.

RECOMMENDATION:

Authorize a one-year contract extension with Language Line Services through September 30, 2021 and an increase in funds of \$100,000.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for FY2020/21 and the subsequent out year. The not-to-exceed contract total will increase from \$468,747 to \$568,747. The funding for this contract comes from local funds comprised of Prop C 40%, Measure M and fare box funds.

Payment terms of the contract will continue to be a fixed fee of \$0.63 per minute for the extension. Aside from telephone interpretation, Language Line Services Inc. also provided pricing for document and video translation services. Video translations are \$1.95 per minute and document translations range from \$0.22- \$0.40 per word depending on the language. Access Services may need these translation services from time-to-time and may request such services on an as-needed basis only.

ALTERNATIVES CONSIDERED:

The alternative, should the Board not approve the option term, is to release a RFP for fulfillment services for an October 1, 2020 start date. However, staff does not recommend this option as the contractor has satisfactorily met the terms of the contract.

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:

In order to take reasonable steps to ensure meaningful access to persons with limited English proficiency, Access Services uses a telephone interpreting service. This service allows callers to communicate with Access and its service contractors via a three-way conference call in a multitude of languages.

The current contract was procured using a competitive RFP in 2016 and was awarded to Language Line Solutions Inc. for a base three-year term with five one-year options. Language Line Solutions Inc., the current incumbent for telephone interpreting services, is headquartered in Monterey, California and has been in business for 34 years. Language Line Solutions Inc. is one of the largest over-the-phone interpreting companies in the world. They translate over 240 languages, including American Sign Language and complete more than 40,000,000 interactions yearly while serving approximately 30,000 clients.

JUNE 8, 2020

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO INCREASE FUNDS - INFORMATION TECHNOLOGY MANAGED SERVICES (AS-4050)

ISSUE:

Board approval is required to increase funds to the current information technology (IT) managed services contract to replace outdated storage and backup hardware as well as related software to protect sensitive data.

RECOMMENDATION:

Authorize an additional \$750,000 in funds for the IT managed services contract (AS-4050) with Converge One.

IMPACT ON BUDGET:

This entails a routine IT hardware replacement and software upgrade that will utilize available funding in the FY2019/20 budget. The contract not-to-exceed amount will increase from \$780,260 to \$1,530,260. The funding for the hardware/software and related services come from local funds comprised of Prop C 40%, Measure M and fare box funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Converge One is Access Services' current IT managed services vendor who manages and monitors the entire IT infrastructure, hardware and Microsoft Windows environment. It makes sense to engage with Converge One to conduct the hardware replacement, software upgrade, and enhance the Agency's capabilities.

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:

Staff routinely plans to enhance, replace and upgrade hardware and software based on industry best practices. This authorization will cover the following tasks:

1. Replace outdated servers and data storage devices
2. Upgrade backup recovery software
3. Enhance data endpoint protection
4. Improve data recovery

Staff will acquire the needed hardware, software and installation services from the current IT Managed Services vendor, Converge One, via the General Services Administration (GSA) Schedule 70, National Association of State Procurement Officials (NASPO), and State of California contracts. These contract agreements allow Access to take advantages of the lower pre-negotiated rates while complying with public procurement requirements.

JUNE 8, 2020

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ADA PARATRANSIT RIDERSHIP FORECASTING SERVICES (AS-3393)

ISSUE:

Board approval is necessary to add funds and exercise the fourth and fifth (final) option years with HDR Engineering, Inc. (HDR) for ADA paratransit ridership forecasting.

RECOMMENDATION:

Authorize a two-year contract extension with HDR through June 30, 2023 and an increase in funds of \$126,000.

IMPACT ON BUDGET:

The costs associated with this contract will be programmed into the budget for FY2020/21 and subsequent fiscal years. The funding for this contract comes from local funds comprised of Prop C 40%, Measure M and fare box funds.

BACKGROUND:

This action will result in an increase in the not to exceed contract amount of \$317,000 to \$443,000. The funds necessary to accommodate these changes will be programmed in next year's FY2020/21 budget and programmed in subsequent years' budgets as they are developed. There is no change to the current rates of compensation. The funding for these services comes from Proposition C 40% Discretionary funds.

ALTERNATIVES CONSIDERED

None. As the ADA Complementary Paratransit provider for L.A. County, Access is obligated to forecast ridership demand based on sound economic, demographic, statistical and scientific principles and use that forecast to design and implement its

service so as to meet all forecasted demand. Staff does not possess the expertise to perform this function in-house.

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:

COVID-19 Impacts

The COVID-19 epidemic has devastated public transit ridership throughout the nation. As a result of mandatory stay-at-home orders and social distancing measures, Access' ridership levels are 70% below pre-Covid levels according to most recent statistics.

To address the steep drop in ridership, staff has tasked HDR to refine and develop alternative forecasting models to incorporate the pandemic's long term impacts on ridership growth. According to the Centers for Disease Control (CDC), it is quite possible that a second wave of the pandemic may arrive in the fall and will not disappear until a vaccine has been developed and distributed.

To date, HDR has revised its ridership estimates for the short-term and is actively working with staff to update its full ridership forecast for FY 2021 and beyond. Staff will work with HDR to continually refine its projections as the stay-at-home restrictions and physical distancing measures are gradually lifted or reintroduced depending on how the virus spreads.

Procurement Background

On February 19, 2013, Access released an RFP in order to solicit consultants interested in and capable of performing passenger demand forecasting. Following receipt of proposals and follow-up negotiations, the evaluation panel selected HDR Engineering (HDR) to undertake this work.

In May 2013, the Board took action to award HDR a five-year contract at an amount not to exceed \$200,000 for a base five-year period effective July 1, 2013 through June 30, 2018. At the Board's discretion and approval, the contract may be extended for up to five additional years.

Since 2003, Access has been working closely with HDR to conduct its annual ridership projections to forecast paratransit ridership growth. In addition to its annual projections, HDR assisted Access in developing several ridership scenarios when the agency enacted fare increases and implemented reasonable modification services such as Beyond-the-Curb.

Access has determined that it is necessary to formalize and quantify its demand forecasting analysis with a consultant that has the requisite qualifications, experience, knowledge, and skill. Ridership projections developed by the consultant form the basis for establishing Access' annual operating budget including the development of its Long-Range Ridership Forecasting Model and other projects, which may require extensive forecasting analysis.

HDR is recognized as one of the pioneers and industry experts in the specialized field of ADA paratransit ridership forecasting. HDR has developed ADA paratransit demand models for New York City's MTA, Washington DC's Washington Metropolitan Area Transit Authority (WMATA), Philadelphia's Southeastern Pennsylvania Transportation Authority (SEPTA), Riverside Transit Authority and OC Transpo, Ottawa, Canada.

JUNE 8, 2020

TO: BOARD OF DIRECTORS

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS -
ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-
3116)**

ISSUE:

At the May 2019 Board meeting, the Board approved the extension of the Antelope Valley Service Area contract for the period May 1, 2020 through April 30, 2022. The Board also approved an increase in the rates of compensation for the ADA complementary paratransit service, including transfer trips, provided by Keolis Transit America (Keolis) for these final two years of the contract. After subsequent negotiations, staff is now requesting approval of an increase in the hourly rate of compensation for eligibility transportation services for the final two years of the contract.

RECOMMENDATION:

Authorize an increase in the rate of compensation for eligibility transportation services for two (2) years, from May 1, 2020 through April 30, 2022, for Contract AS-3116 with Keolis.

IMPACT ON BUDGET:

This action, which is consistent with the budget estimates for the proposed contract's two (2) year extension, will not result in an increase in the current total contract value. There will be no impact on the current FY2019/20 budget as eligibility transportation services have been suspended due to the COVID-19 pandemic. Payment terms of the contract will be a firm fixed hourly rate.

	Year 8 (Current) 5/1/19- 4/30/20	Year 9 (Proposed) 5/1/2020- 4/30/2021	Year 10 (Proposed) 5/1/2021 - 4/30/2022
Fixed Hourly Rate for Eligibility Transportation Services	\$34.95	\$36.00	\$37.08

The funding for these services comes from a combination of a Federal Section 5310 Grant and local funds comprised of Prop C 40%, Measure M and fare box funds.

ALTERNATIVES CONSIDERED:

No alternatives are being considered as Keolis is contractually obligated to provide eligibility transportation service through April 30, 2022 and must be financially compensated for doing so.

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 amend the written contract with Keolis for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The Antelope Valley Region contract, AS-3116, was awarded to Diversified Transportation, LLC in February 2012 and subsequently assigned to Keolis. During their tenure as the regional service provider, Keolis has committed their operational focus to providing safe, reliable, cost-effective and customer-oriented transportation to our customers and constituents. The company's performance over the past eight years has been stellar, and the Contractor has worked very hard during the current pandemic to provide both the publically mandated ADA service, albeit at a reduced level, while also helping to meet additional community needs by taking part in a special grocery delivery service program for seniors and people with disabilities.

Once eligibility service re-commences, with Keolis providing transportation to the satellite eligibility center located at the offices of the Antelope Valley Transit Authority, we are confident that Keolis will once again serve the transportation needs of both current and potential new customers who need to be evaluated.

The rates negotiated represent an increase of 3% per year for each of the two years under consideration. The proposed increase falls within the range of the year-over-year increase in the Consumer Price Index for the Los Angeles Area of 3.1% and 3.4% for the months of January and February 2020, respectively (U.S. Department of Labor, Bureau of Labor Statistics).

JUNE 8, 2020

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO ADOPT A CONTINUING RESOLUTION FOR FISCAL YEAR 2020/21 BUDGET

ISSUE:

The regional planning agency (Los Angeles County Metropolitan Transportation Authority (Metro)), recently passed a continuing resolution authorizing the funding of regional transit services for the first quarter of FY2020/21 at FY2019/20 levels. In order to legally operate past June 30, 2020, Access needs to take a similar action.

RECOMMENDATION:

Authorize the following:

- A. ADOPT a continuing resolution to extend FY2019/20 budget authorization for the first quarter of FY2020/21 (July 1, 2020 through September 30, 2020) that will allow Access to legally encumber and expend funds in the absence of an adopted FY2020/21 budget;
- B. AUTHORIZE the Executive Director to execute the adopted continuing resolution for first quarter of FY2020/21 through September 30, 2020;
- C. AUTHORIZE the extension of all agreements and Memoranda of Understanding (MOUs) as necessary until such time as the FY2020/21 budget is adopted.

ALTERNATIVES CONSIDERED

The Board could adopt the previously approved draft budget. This option is not recommended as it would significantly overstate the foreseeable demand for paratransit services and would not be beneficial to the region.

BACKGROUND:

Access typically begins its budget development early in the calendar year in order to provide the Regional Planning Agency (Metro) with a draft budget by early March. The budget process was on track, and in fact, staff did provide Metro with a draft budget that was approved by the Access Board on February 10, 2020. Subsequent to this action, the projections that the budget relied upon were called into question by the pandemic. Access would like to provide a more accurate funding request to Metro by August 2020. This will allow this agency to create a realistic budget based on the changes to demand brought about by the pandemic.

The extra time will also allow the agency to:

- Commission a revised Passenger Demand Forecast;
- Determine the social distancing factors to be budgeted;
- Accurately budget for expenses given the rapidly changing operating environment;
- Pursue CARES Act and other federal funding;
- Pursue FEMA reimbursement to the maximum extent possible; and
- Continue to seek Medi-Cal funding.

A continuing resolution to extend the adopted FY2019/20 Budget beyond June 30, 2020 for one quarter is a temporary measure that will allow Access to legally continue to operate services and staff the agency until the Agency adopts a FY2020/21 Budget by September 2020.

Budget Development

With the approval of the Continuing Resolution, Access will revise the budget development process accordingly. The revised budget adoption is anticipated in August 2020. However, given the rapidly changing conditions, budget revisions may be necessary later in the fiscal year.

Date	Action
June 2020	Adoption of Continuing Resolution
July 2020	Revise Passenger Forecast
July 2020	FY2020/21 Draft Budget to Committee/Board
August 2020	FY2020/21 Budget Adoption
TBD	Midyear Budget Revision (if required)

Next Steps

Staff will present a revised draft budget in July 2020 and a final budget in August 2020 subject to funding availability. Upon approval of the budget and Metro’s approval of funding, staff will seek to finalize and execute an MOU for FY2020/21 in the fall of 2020.

**RESOLUTION OF THE BOARD OF DIRECTORS OF ACCESS SERVICES (ACCESS)
DECLARING A CONTINUING RESOLUTION TO EXTEND THE FY2020 BUDGET
THROUGH SEPTEMBER 2020**

I, Dolores Nason, being the Chair Person of this agency, consent and agree that the following resolution was made on June 15, 2020 at twelve noon at Access Headquarters located at 3449 Santa Anita Avenue, El Monte California.

I hereby consent to the adoption of the following as approved and adopted at a regular meeting of the Board of Directors of Access. In accordance with the laws of the State of California and the Bylaws of this agency, by unanimous consent, the Board of Directors approve the following:

WHEREAS, each fiscal year, Access is required to present a budget to its Board of Directors for adoption as an operating budget is needed in order to manage the day-to-day operation of the agency; and

WHEREAS, Access provides ADA service throughout Los Angeles County on behalf of it 45 member agencies that include Metro, municipal and local operators; and

WHEREAS, the Los Angeles County Metropolitan Transportation Authority requested its Board adopt, at its May 2020 meeting, a Continuing Resolution of its FY2019/20 budget through September 2020; and

WHEREAS, the Los Angeles County Metropolitan Transportation Authority Continuing Resolution will extend the FY2019/20 budget spending levels through the first quarter of FY2020/21 (July 2020 - September 2020);

WHEREAS, the Los Angeles County Metropolitan Transportation Authority currently expects to provide the adopted FY2019/20 transit funding allocations as specified in various memoranda of understanding; now

THEREFORE, BE IT RESOLVED, by the Access Board of Directors, that it hereby:

- (1) Authorizes the Executive Director or his/her designee to extend the FY2019/20 budget spending levels through the first quarter of FY2020/21 (July 2020 - September 2020), allowing Access to legally encumber and expend funds in the absence of an adopted FY2020/21 budget; and
- (2) AUTHORIZE the Executive Director to execute the adopted continuing resolution through first quarter of FY2020/21 through September 30, 2020; and

(3) AUTHORIZE the extension of all agreements and Memoranda of Understanding (MOUs) as necessary until such time as the FY2020/21 budget is adopted.

CERTIFICATION

The undersigned duly appointed Secretary of Access certifies that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the Access Board of Directors held on June 15, 2020.

Theresa DeVera
Secretary, Board of Directors

Date

JUNE 8, 2020

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
DAVID FOSTER, MANAGER OF ELIGIBILITY**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
CUSTOMER SERVICE CENTER CONTRACT (AS-3955)**

ISSUE:

Board approval is required to exercise the second option term of the contract with ALTA Resources (AS-3955) for the customer service (call center) contract.

RECOMMENDATION:

Authorize staff to execute the second option term with ALTA, effective January 1, 2021 through December 31, 2022 and add an additional \$4,114,556 in funds.

IMPACT ON BUDGET:

The cost for these services will be programmed in the FY2020/21 budget and will be appropriately allocated in the subsequent fiscal years. This increases the not-to exceed amount from \$10,728,676 to \$14,843,232. The contractor is reimbursed on a tiered basis as follows:

Monthly Call Volume Tiers	2nd Option Term 1/1/2021 - 12/31/2022	Monthly Call Volume Tiers	2nd Option Term 1/1/2021 - 12/31/2022
0 - 15,000	\$140,141	45,001-50,000	\$194,066
15,001-25,000	\$154,026	50,001-55,000	\$202,139
25,001-35,000	\$171,893	55,001-60,000	\$212,041
35,001-40,000	\$180,827	60,001-65,000	\$222,051
40,001-45,000	\$184,056	65,001-70,000	\$231,308

ALTERNATIVES CONSIDERED:

The alternative, should the Board not approve the option term, is to release a RFP for fulfillment services for a January 1, 2021 start date. However, staff does not recommend this option as the contractor has satisfactorily met the terms of the contract.

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:

The Customer Service Center (CSC) handles all telephonic inquiries related to Access and is available to callers Monday - Friday, 8am to 5 pm. This includes initial calls about how to apply for Access, customer service issues, TAP card inquiries, etc. It also includes the Operations Monitoring Center, which provides a real-time 24/7 resource for Access riders to contact if there is a current issue with a trip.

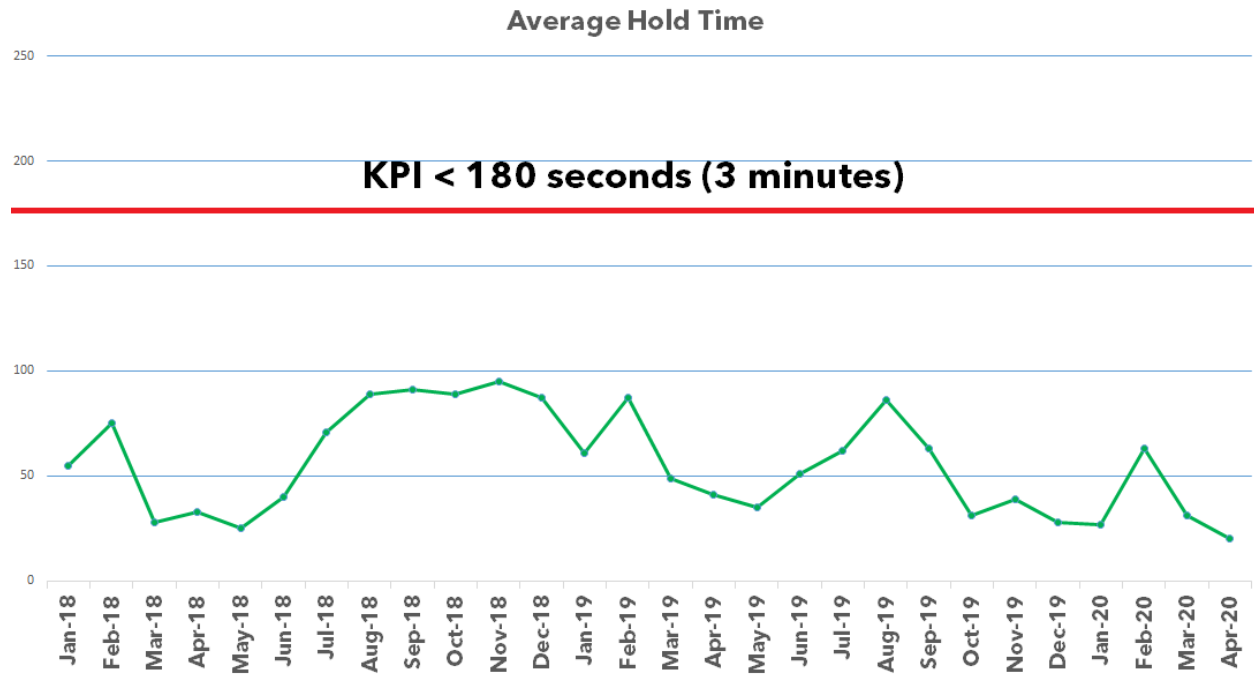
In 2013, the Metro Review of Access called for a review of industry best practices for controlling and containing cost strategies. A consultant was retained in 2014 to conduct a Comprehensive Operational Review (COR) of customer service and a series of recommendations were included in the final report. The consultant recommended that Access could control costs and provide a better quality of service through contracting out Customer Service and the OMC with a professional call center dedicated to this type of work. In June 2015, those recommendations were presented to the Access Board of Directors and subsequently used to develop the RFP that awarded the current contract to ALTA. Additionally, costs savings of over \$1,000,000 year were attributed to the consolidation and contracting out of customer service. The contract was subsequently extended by the Board for additional two years in 2018.

This contract has also benefitted from receiving input from a Customer Service Working Group. A number of process improvements have been made that have included having an Access staff member on site at Alta to assist with real-time questions and issues, reviewing and revising standard operating procedures to improve ETA information obtained directly from the service providers and with the Where's My Ride application, and empowering customer service agents involved in the dispatch of backup trips.

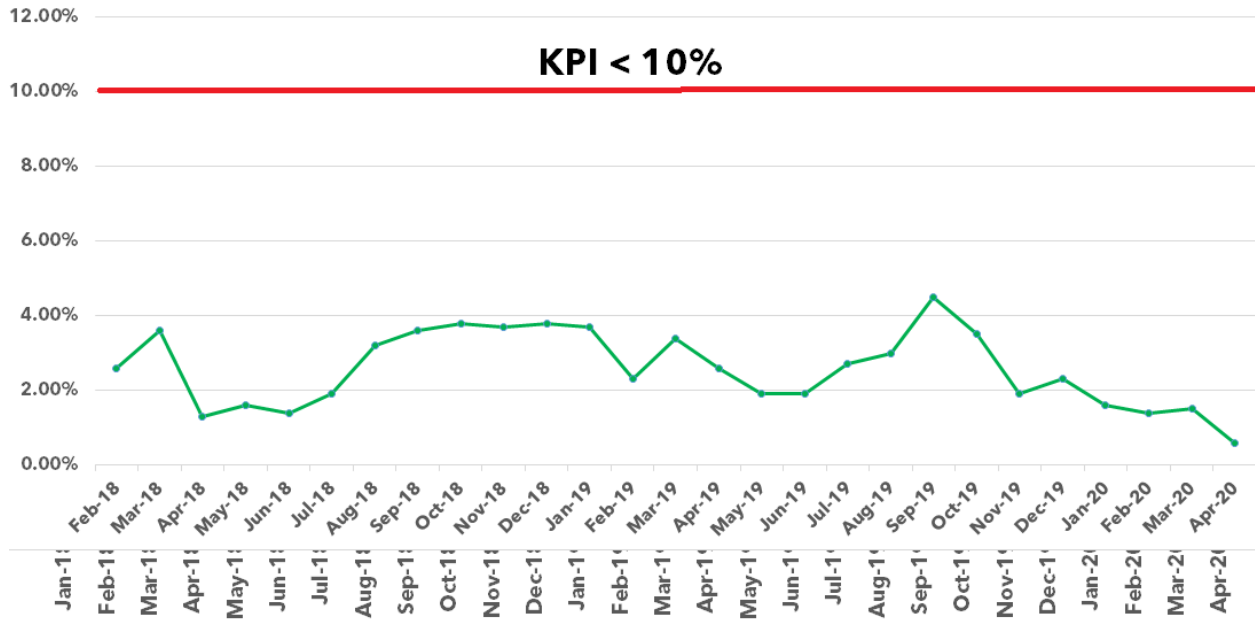
An update on the Customer Service Center and its performance was presented to the Access Services Community Advisory Committee (CAC) at the March 10, 2020 meeting.

Contract Performance (Key Performance Indicators)

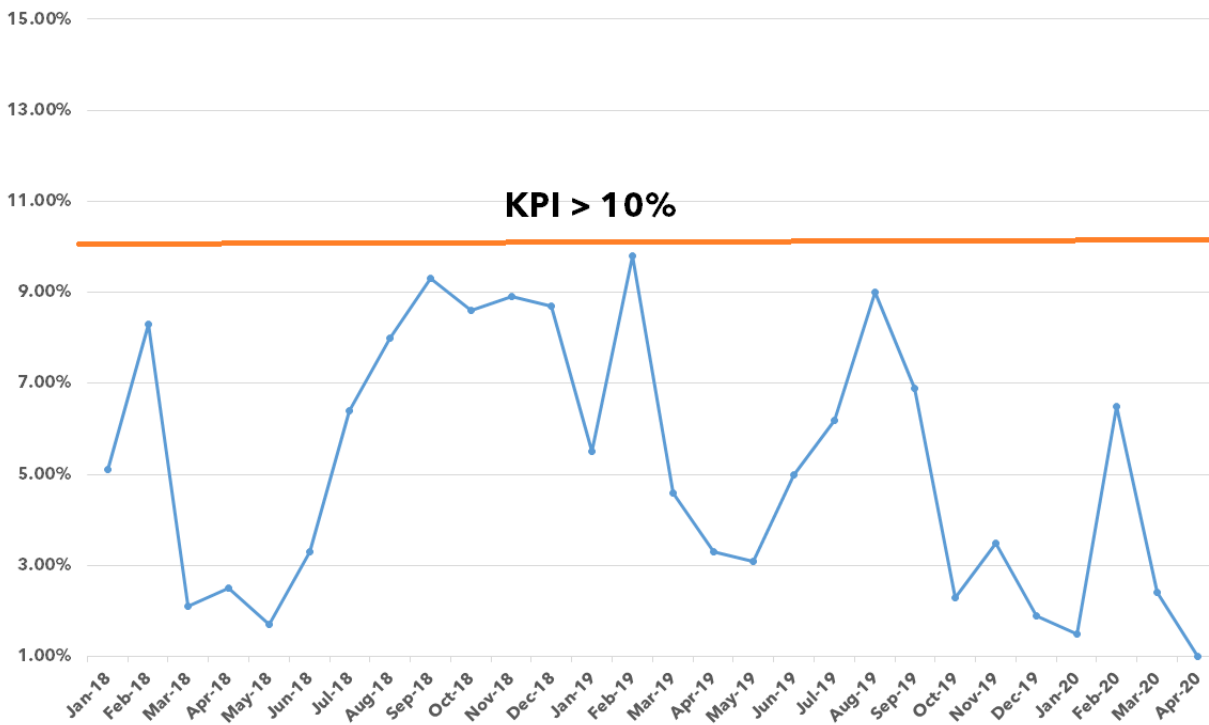
The three critical Key Performance Indicators (KPI) have been met or exceeded each month as outlined in the graphs below from January 2018 to present:



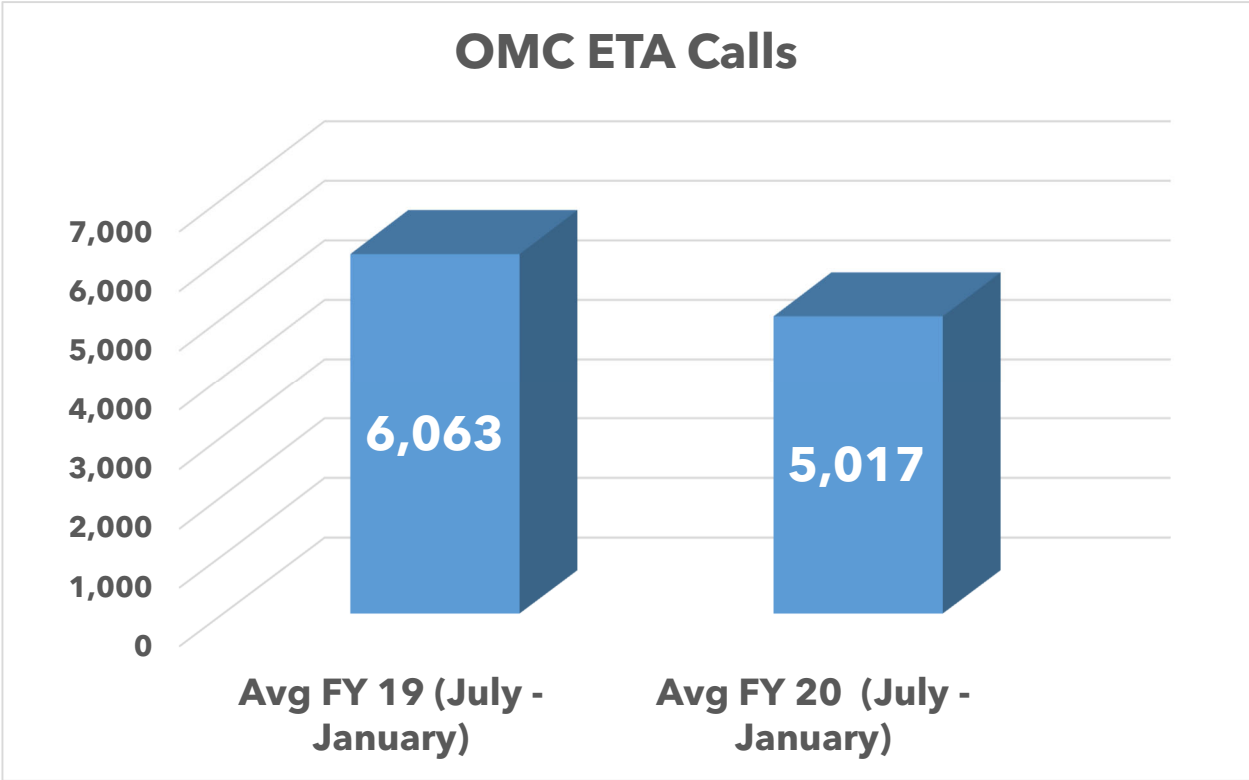
Abandoned Calls



Percentage of Calls on Hold More than 5 Minutes



The chart below illustrates that a combination of improved and more consistent ETA processes with the service providers and the Where's My Ride (WMR) application have led to a decrease in the number of ETA calls to the OMC which, in turn, allows the OMC to focus on more immediate and complicated service issues.



JUNE 8, 2020

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES

ISSUE:

Given the devastating impacts to regional Los Angeles County transit funding due to the COVID-19 pandemic, the uncertain status of school programs county-wide and the delay in the FY 21 regional budget process, staff believes that it is prudent to investigate alternative methods to continue and expand county-wide the Parents with Disabilities (PWD) program.

RECOMMENDATION:

Authorize staff to expand some or all benefits of the Parents with Disabilities Program countywide by surveying Access' service providers to develop a revised operational plan and cost estimate.

IMPACT ON BUDGET:

The budget impact will be provided in a future Board item and/or as part of the overall proposed budget. Staff believes that this alternative is likely to yield a much less expensive approach than the previously-approved Transportation Brokerage Services contract award (AS-4107) but it would require all service providers to agree to participate in providing an identical program in order to expand PWD throughout the service region. If the staff recommendation is approved, staff will distribute cost sheets to each contractor asking them to provide a price for the different elements of the program.

ALTERNATIVES CONSIDERED:

The Board may also consider the following options:

1. Authorize staff to end the program by allowing the existing San Fernando Valley pilot program to expire on June 30, 2020. Current PWD customers would return to booking trips on the regular ADA paratransit system and the service would not expand county-wide.
2. Authorize staff to negotiate an extension with MV Transportation to extend its existing PWD contract in the San Fernando Valley. This option would continue a level of service unavailable to other service areas and staff is not recommending a renewal of the Pilot Project contract.
3. Request that MV Transportation honor the pricing provided in response to the Transportation Brokerage Services RFP (AS-4107), which expires on July 8, 2020, until regional funding has been allocated for the PWD service. If this occurs it would mean, because of the three-month delay in the regional budget process, that the PWD program would not likely begin until late fall 2020. If MV does not agree to honor its pricing, then the program would be subject to another RFP process and the PWD program start date would be pushed back to early 2021. This option assumes that regional funding will be provided for FY 21 which, given the extreme funding impacts caused by the COVID-19 pandemic, cannot be guaranteed.

BACKGROUND:

In February 2020, the Board authorized the award of a \$3,056,861 brokerage service contract to MV Transportation, Inc. to implement the Parents with Disabilities (PWD) program county-wide, for one year, contingent on funding from the Los Angeles County Metropolitan Transportation Authority (Metro).

Subsequently, in March, due to the COVID-19 pandemic, significant disruptions have occurred in both the national and local economy that have had significant financial impacts to state, county and city budgets. Metro, who is Access' regional funding partner, is projecting total losses of \$1.8 billion and has issued a "call to action" for its regional transit partners, including Access, to closely examine their funding needs in preparation for the FY 21 budget process.

While the PWD program has proven to be a successful pilot program that has shown significant benefits for parents with disabilities and their children, it is a premium

service that Access is not required to provide under the Americans with Disabilities Act (ADA). Additionally, the cost associated with providing this service via the brokerage is significantly higher than the cost of providing regular ADA service (\$146.69 vs \$56.86 per trip fully loaded).

The existing contract for the PWD pilot project in the San Fernando Region expires June 30, 2020. Usage of the service has been minimal since implementation of COVID-19 measures system-wide. In fact, the type of service that is currently being provided to all Access customers - no share rides, trips booked to arrival time, limited same day service - are similar to the benefits provided by the PWD program. Additionally, it is unclear what will occur with regional school systems - i.e. when they will go back into session and whether classes will be provided in-person, online or via a hybrid approach.

For these and other reasons, including regional equity, staff is not recommending an extension of the PWD pilot program beyond June 30, 2020 and is recommending an approach that will attempt to preserve some or all aspects of the PWD program county-wide by amending the existing service provider contracts. While it is probable that per-trip rates would be less than what was proposed in response to the Brokerage Services Contract, in order to implement this, all of Access' current providers would have to agree to the voluntary implementation of a similar program to ensure equity across Los Angeles County.

Staff would obtain pricing and return to the Board in July 2020 for further dialogue and action, if necessary. The proposal would also be presented to current customers of the PWD pilot program as well as Access' advisory committees.

A chronological history of the PWD program is provided as follows.

- The first trips under this pilot program started on December 18, 2013 with four eligible customers.
- May 2016 - MV Transportation's original three-year PWD pilot program contract ended and subsequently Access entered into a new contract with MV Transportation, extending the benefits of the pilot program to November 30, 2017. The end date was selected to correspond with the projected end of available grant funding for the PWD pilot program.
- May 2017 - Staff proposed extending the program only through June 2018 with the intent of winding the program down. The Board, after receiving community feedback, requested that staff continue to explore funding options and not make any changes to the program. At this point the program only became funded with local funds. The Board again directed staff in June 2018 to extend the program another year and continue efforts to work with customers of the PWD program to develop a marketing message and continue efforts to find

partnerships that would help extend the benefits of the program beyond its current customer base and geographic service area in the San Fernando Valley.

- April 2019 - The Board approved extending the program one additional year so as to allow for a procurement to take place that would expand the program county-wide.
- April 2019 - A procurement was issued for a Transportation Brokerage contract that would include expanding the PWD program county-wide.

JUNE 8, 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 August 2020 at the regularly scheduled Board meetings.

July 20, 2020

Agenda Items:	Disposition:
"Where's My Ride" Grant Award Presentation	Information
Board Officer Elections	Action
Parents with Disabilities Program Options	Action
FY2020/21 Draft Budget Review	Information

August 17, 2020

Agenda Items:	Disposition:
Website Contract Award	Action
FY2020/21 Budget Approval	Action

September 21, 2020 - Committee Meetings