

access

BOARD OF DIRECTORS MEETING
Monday, June 20, 2022
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 APRIL 18, 2022 (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETINGS ON MAY 16 AND JUNE 6, 2022 (page 17) [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 AWARD	PRESENTATION

7. **CONSENT CALENDAR**

ACTION

Items reviewed and approved by the Performance Monitoring Committee:

[Vote Required: majority of quorum by roll call]

- a) Consideration to Increase Funds - Antelope Valley Service Provider Contract (AS-3116) (page 21)

[Staff Recommendation: Authorize an increase in funds of \$475,000 for Contract AS-3116 with Diversified Transportation LLC (Keolis).]

- b) Consideration to Award Rider360 Maintenance & Operations Contract (AS-4159) (page 23)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4159 for as-needed Rider360 maintenance and operations services for a three (3) year base contract beginning July 1, 2022 and ending June 30, 2025 with Information Technologies Curves, Inc. in an amount not to exceed \$807,000.]

Items neither reviewed nor approved by any Committee:

- c) Consideration to Approve Board and Standing Meeting Calendar Change (page 28)

[Staff Recommendation: Review and approve the revised Board and Standing Committee Meeting calendar for 2022.]

- d) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing (page 31)

[Staff Recommendation: Approve the following resolution - "The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days."]

[Staff Recommendation: Approve the Consent Calendar]

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| 8. | CONSIDERATION TO APPROVE PROPOSED FY2022/23 BUDGET (page 33)

[Staff Recommendation: Approve the FY2022/2023 budget as presented and authorize the Executive Director to execute contract amendments as required.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 9. | CONSIDERATION TO APPROVE PURCHASE AUTHORIZATION FOR ADA PARATRANSIT VEHICLES (page 38)

[Staff Recommendation: Authorize the Executive Director to negotiate contracts with public agencies such as the State of California, the CalAct/MBTA Purchasing Cooperative, or other similar agencies to purchase up to 253 ADA paratransit vehicles in an amount not to exceed \$21,836,007.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 10. | CONSIDERATION TO APPROVE SUPPLEMENTAL COMPENSATION FOR SUBCONTRACTED TRIPS (page 40)

[Staff Recommendation: Approve the supplemental compensation for subcontracted trips by \$3.15 per trip retroactive to April 21, 2022 and authorize the Executive Director to execute contract amendments as required.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 11. | CUSTOMER SATISFACTION SURVEY (page 43) | PRESENTATION |
| 12. | OPERATIONS UPDATE | PRESENTATION |
| 13. | TNC OVERFLOW SERVICE | PRESENTATION |
| 14. | UPCOMING BOARD ITEMS (page 46) | INFORMATION |
| 15. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 16. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 17. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 18. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |

- | | |
|--|-----------------------------------|
| 19. CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| A) PUBLIC EMERGENCY (COVID-19), GOV. CODE 54957(a) | |
| B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL.
GOV. CODE §54957(b) | |
| 1. Executive Director | |

20. ADJOURNMENT	ACTION
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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 20, 2022 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+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/85977293823>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592
or +1 312 626 6799 or +1 929 205 6099 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)
Webinar ID: 859 7729 3823
4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
6. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



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

Webinar

April 18, 2022

12:00 p.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Martin Gombert, Vice Chair Theresa DeVera, Treasurer Lee Burner, Secretary Doran Barnes, Directors Adrian Aguilar, Andrew Del Castillo, Giovanna Gogreve, Dolores Nason and John Troost.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

**2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON
FEBRUARY 14, 2022**

Recommendation: Approval of minutes as written.

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

**3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH
21, 2022**

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

There was no report from either Ex-Officio Board members.

5. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that there was an issue with the transportation where she was supposed to be going to church and the driver did not actually verify to make sure he was actually taking her to the correct address. Since she is visually impaired, it was difficult to see whether they were going in the right direction. There needs to be better communication.

Liam Matthews made a public comment by stating that he was attending the meeting as part of the CAC requirements and thanked everyone for their time.

6. SUPERIOR SERVICE AWARD PRESENTATION

Project Administrator Jessica Volanos introduced the Superior Service Award winner Jorge Robles.

7. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - Language Interpretation Services Contract (AS-4022)
- b) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906)
- c) Consideration to Approve Renewals of Employee Health and Benefit Contracts
- d) Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program
- e) Consideration to Approve Renewal of Commercial Business Package Insurance
- f) Consideration to Approve Community Advisory Committee (CAC) Appointments
- g) Consideration to Extend Term and Change Rates - Fleet Inspection Services Contract (AS-4104)
- h) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comment:

Jan Johnson stated she was there attending the meeting as a requirement for her being a part of the CAC membership.

Motion made by Director Nason to approve the Consent Calendar items, seconded by Vice Chair DeVera. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO MODIFY KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS

Chief Operations Officer Mike Greenwood gave a presentation on the item.

Public Comment:

Yael Hagen stated that they have had thoughtful and meaningful conversations during the subcommittee meetings. During the discussions, there were concerns with the definition of denials. She appreciates that the recommendations that are being presented were developed with a lot of thought and input.

Board Member Comments:

Vice Chair DeVera asked that, with so many riders using online reservations, are we able to track mistakes during online reservations or if this was only for reservation calls. Mr. Greenwood responded that they were focused on a particular KPI on how it correlates to reservation calls. He doesn't believe a denial can occur in online reservations. He will clarify that with the IT staff, just to see if it's even possible to get a denial through online reservations and how that might be reported.

Board Discussion: None.

Motion made by Director Troost to approve item, seconded by Director Nason. Via Roll Call Vote - Director Aguilar abstained, all others were in favor, motion passed.

9. CONSIDERATION TO APPROVE POLICY TO ESTABLISH A FACILITIES DEVELOPMENT AND CONSTRUCTION FUND

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment: None.

Board Member Comments:

Secretary Barnes made a comment by stating that in government they are great at drawing up plans or documents that describe what the need is from a functional, geographic and cost standpoint. Mr. Rodriguez responded that given the cost and the long-term horizon, they know what an ideal facility looks like, but it varies by contractor. In the Antelope Valley region, they need a much smaller facility, while somewhere like Global Paratransit that provides over 36% of the service, they need a much larger facility. The ideal parcel would be somewhere between two to five acres, depending on where the land is located.

Executive Director Andre Colaiace responded that they are in the process of developing a document that incorporates all the variables that Hector just talked about into a wholesale plan.

Secretary Barnes asked if there have been any conversations with the organizers of the Olympic and Paralympic games. Mr. Colaiace responded that is something they will be doing. Secretary Barnes responded that when the time comes, he would be interested in making the motion and adding a bit to the staff recommendation.

Director Gogreve asked if they had considered other models of operational efficiency or strategies. She thinks they don't have enough information to establish a fund. She wanted to know more on this because she has only been on the Board since December. She doesn't know a lot of the background and doesn't feel good about moving forward with something like this without seeing some type of documentation or a plan. Mr. Colaiace stated the need for facilities goes back to the comprehensive operational review that was done in 2017 and it is clearly stated that one of the things that they need to do as a region was to have Access control its own facilities. He also stated they need to put together a more detailed plan and they will, but he doesn't think that negates the need to get started right away.

Director Nason stated that this item was approved at the March 21 Planning and Development committee.

Board Member Discussion:

Secretary Barnes stated he thinks that they should approve the staff recommendations with a couple of additions. The first being that a plan be developed to outline functionally and geographically what they need. He envisions this plan being something that they can take to their various stakeholders to describe what they are trying to accomplish. The second addition would be that they approach and engage LA Metro in their role as the regional planning agency for their support in programming and funding. The third is that they approach the organizers of the Olympics and the Paralympics to seek their support. In the near future, the region is going to have an ADA paratransit obligation and property is not getting cheaper.

Director Gogreve stated that she understands what they are saying and it makes sense. She stated that they shouldn't lose sight of a lot of the other priorities and issues that are vital to the service. She doesn't know if this is as high of a priority as some other things that are really important. She would like to deal with other important issues right now.

Motion made by Secretary Barnes to approve the staff recommendation with the following additions - 1) a plan be developed to outline functionally and geographically what Access needs, 2) that Access approach and engage LA Metro in their role as the regional planning agency for their support in programming and funding and, 3) that Access approach the organizers of the Olympics and the Paralympics to seek their support. Amended motion seconded by Vice Chair DeVera. Via Roll Call Vote - Director Gogreve voted no, all others were in favor, motion passed.

10. CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025)

Strategic Planner Eric Haack gave a presentation on the item.

Public Comment:

Lisa Anderson made a public comment by asking what would be happening in 2025.

Board Member Comments:

Vice Chair DeVera stated that she listened to the external stakeholder's subcommittee and was wondering where Access was in terms of being Title VI compliant. Mr. Haack responded that they were in compliance. The Board is approving the new Title VI plan and they have a current Title VI plan. This plan would be for the next three years through 2025. Additionally, one of the requirements was with respect to Title VI complaints that Access has received. They have not received any in the past three years and this may be a reflection of the pandemic. He thinks it's a greater reflection of the ability of their own customer service team to respond to issues that people may have, so it doesn't escalate to other areas.

Mr. Colaiace responded that for the benefit of the directors, the current Title VI plan was approved by the Federal Transit Administration. Assuming the Board approves of the update, it will then be submitted to the FTA.

Vice Chair DeVera made a suggestion concerning the translation of the information. She knows it is only distributed in English and Spanish, but noticed that the riders speak many other languages. She asked if it was possible to have it distributed in other languages. By only doing English and Spanish, they are leaving out hundreds of other languages that do need written documents in their language. Mr. Haack responded that if someone preferred to speak in a language other than English or Spanish, and

they wish to understand a section of the Rider's Guide, for instance, they could call customer service and make a request. Through the website, they could go through language line and a translator would be able to help the two parties communicate to understand that section of the Rider's Guide.

Mr. Haack added that the same would exist through Google translate on the website. Historically, when FTA has reviewed the Limited English Proficiency plan, they have done an analysis as it's one of the things that's required in the plan.

Director Nason stated that she agreed with Vice Chair DeVera and she knows that with their center, Spanish used to be one of our most requested languages. Now they have more Asian language requests than any other service. Mr. Haack responded that the plan itself, if approved, will be put on Access' website, so it'll provide that information. Additionally, on the Access's website, there is a separate menu item for Title VI, which provides pertinent information.

Director Gogreve asked if Google translate had this option since she hasn't looked at the website. She asked if it was just on the pull-down menu that you can just have the entire website translated into another language or if it was the Google Translate website. Mr. Haack responded that was a Google translate option and it provides multiple languages.

Mr. Colaiace responded that he wanted to reiterate to the Board that they do take this very seriously and they think that having a language line is probably the most effective tool. LA County has several hundred languages spoken, and it's probably one of the most diverse linguistic environments in the United States, if not the world, which makes us wonderful in many ways. Having a language line is extremely important to Access.

Director Gogreve asked if someone were to request say the Rider's Guide in a different language, could it be done. Mr. Colaiace responded it could and that there was something in the Rider's Guide that states they can provide alternative formats.

Vice Chair DeVera asked if Title VI was just not about language. Mr. Haack responded that was correct and that it was originally created out of the 1964 Civil Rights Act. At that time, the protections were looking at race, color, national origin, and those were groups that were protected under Title VI. And over the decades, this has changed in terms of what is covered under different civil rights legislation.

Board Discussion: None

Motion made by Vice Chair DeVera to approve item, seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

11. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment: None

Board Member Comments:

Director Aguilar asked if they have received any update on vehicle delivery or the supply chain issues. Mr. Rodriguez believed the cutaways are closer to being finished than the other ones.

Director Aguilar asked if Access delayed the actual orders for any vehicles or purchases that were scheduled for the budget year or have those orders been placed and they are now just waiting. Mr. Rodriguez responded that the order was placed back when they received the funding and the Board approved the item.

Director Burner asked what they were doing with vehicles if they're between 201,000 and 250,000 miles. Mr. Rodriguez responded they were asking the contractors to maintain those vehicles rather than retire them. They have no other vehicles to replace them so the contractors are being compensated for any major repairs. They did receive a grant of about \$5 million to repair the high mileage vehicles.

Director Gogreve asked if staff was going to come back to the Board for future funding. Mr. Rodriguez responded that it was a \$5 million grant and they have budgeted \$1.2 million for the high mileage vehicle repairs in FY23. If he expects they will surpass the budget, he would then go back to the Board and request a budget increase and Access would appropriate more of the grant.

12. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood gave a presentation on the item.

Public Comments:

Lisa Anderson asked if the mask mandate would be in effect to at least June 30. She also commented that many of the taxi drivers were not wearing their seat belts while transporting the riders. She hasn't seen it happen herself but has spoken to some riders who have.

Board Member Comments:

Director Gogreve thanked Mike Greenwood for the presentation and asked a question about the Next Door app. She asked if in addition to the Facebook ads, they were also able to do this for a social media campaign. She thinks that it could be a really good avenue to advertise for drivers, as well as other things in the future, like public meetings. Mike Greenwood responded that they would get together with the social media people to see if that is something that they've looked at.

13. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell gave a brief presentation on this item.

Public Comments: None

Board Member Comments: None

14. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace reported that Congressional earmarks have returned in the form of community project funding requests, Access staff recently submitted a \$3.7 million request to Congresswoman Grace Napolitano's office for an accessible electric paratransit vehicle development project. The request, which would fund 14 electric vehicles and related infrastructure, would allow staff to test electric vehicles in paratransit service, which poses its own unique challenges for this new type of vehicle. Staff is also looking to submit similar project requests to the Federal Transit Administration, which has issued a joint notice of funding opportunities for buses and bus facilities and low or no emission grant program. Mr. Colaiace also mentioned that the International Conference on Mobility and Transport will include his abstract entitled "Paratransit 2.0 - Improving the ADA paratransit experience". He looks forward to representing Access and talking about the agency's many initiatives.

15. BOARD MEMBER COMMUNICATION

Director Del Castillo stated that he was grateful for the presentations and congratulated Mr. Robles, for the Superior Service Award. This is one of the first times he's heard so much about the technical staff and he wanted to commend them, especially during these challenging times when they are facing these vehicle shortages.

Director Troost stated that he would like echo Director Aguilar's remarks and thanked them for their job and the staff for the wonderful presentations.

Vice Chair DeVera stated that she has ridden Access for the past 25 years, she would like to thank and acknowledge all of the providers, especially the drivers. She knows

this past weekend must have been crazy busy having three holidays -- Easter, Passover and Ramadan -- all happening at once. She just wanted to take the time to thank the drivers, call takers, for the opportunity to allow them to spend time with family, friends, and their loved ones.

Director Nason stated that she agrees with Vice Chair DeVera. She wondered if during the public comments there is a large time clock ticking while they speak and she finds it distracting. Mr. Jewell responded that he will look at other options.

Director Gogreve congratulated and thanked Mr. Robles for doing such great work and for receiving his award. She also agrees with Vice Chair DeVera and stated that they can't lose sight of being grateful. She thanked staff for their hard work.

Director Aguilar stated that he would like to thank staff. He knows that a lot of the presentations and a lot of the efforts that staff has undertaken, take a tremendous amount of time, effort and dedication.

Secretary Barnes stated he is representing Access on the California Transit Association's Executive Committee and they are having their two day retreat today and tomorrow. He wanted to express his thanks to the entire team for keeping things moving. He also recently saw that the mask mandate has changed a bit and it is their top priority to keep everyone safe. He also reiterated that they are in a unique window in time when it relates to coming out of the pandemic.

Chair Gombert thanked all the staff for the hard work they always put in on presentations to the Board. He also echoed Director DeVera's comments about the hard work that the contractors do. He thanked that team for all the hard work that they've done over the year and welcomes First Transit on May 1.

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

17. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

18. CLOSED SESSION REPORT

Director of Administration F Scott Jewell stated that no action was taken by the Board.

19. **ADJOURNMENT**

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

The meeting adjourned at 2:02 p.m.

Approved

Doran J. Barnes, Secretary

Date



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

Webinar

May 16, 2022

12:30 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Gombert at 12:38 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Gombert, Secretary Barnes, Directors Aguilar, Gogreve, Nason and Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Vice Chair DeVera, Treasurer Burner, Director Del Castillo

2. **GENERAL PUBLIC COMMENT**

None.

3. **CONSIDERATION TO APPROVE RESOLUTION TO CONTINUE PUBLIC MEETINGS THROUGH TELECONFERENCING**

Recommendation: Approve the following resolution - "The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days."

Director of Administration F Scott Jewell presented this item.

Public Comments

None.

Board Member Comments

None.

Board Member Discussion

None.

Motion made by Director Troost to approve item, seconded by Director Aguilar. Via Roll Call Vote - all were in favor, motion passed.

4. ADJOURNMENT

Motion made by Secretary Barnes, seconded by Director Aguilar to adjourn.

The meeting adjourned at 12:44 p.m.

Approved

Doran J. Barnes, Secretary

Date



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

Webinar

June 6, 2022

12:00 p.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Gombert, Vice Chair DeVera, Treasurer Burner, Secretary Barnes, and Director Aguilar

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Directors Del Castillo, Gogreve, Nason and Troost

2. GENERAL PUBLIC COMMENT

Mel Bailey stated that he did not feel it was appropriate to schedule the June 20, 2022 Board Meeting on the same day that the Juneteenth holiday is observed.

3. CONSIDERATION TO APPROVE RESOLUTION TO CONTINUE PUBLIC MEETINGS THROUGH TELECONFERENCING

Recommendation: Approve the following resolution - "The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days."

Director of Administration F Scott Jewell presented this item.

Public Comments

None.

Board Member Comments

None.

Board Member Discussion

None.

**Motion made by Director Aguilar to approve item, seconded by Vice Chair DeVera.
Via Roll Call Vote - all were in favor, motion passed.**

4. ADJOURNMENT

Motion made by Vice Chair DeVera, seconded by Secretary Barnes to adjourn.

The meeting adjourned at 12:07 p.m.

Approved

Doran J. Barnes, Secretary

Date

JUNE 13, 2022

TO: BOARD OF DIRECTORS

**FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION
ROGELIO GOMEZ, SENIOR MANAGER OF OPERATIONS**

RE: CONSIDERATION TO INCREASE FUNDS - ANTELOPE VALLEY SERVICE PROVIDER CONTRACT (AS-3116)

ISSUE:

Board action is required to approve an increase in the contract value for the Antelope Valley region service contract AS-3116, which ended on April 30, 2022. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize an increase in funds of \$475,000 for Contract AS-3116 with Diversified Transportation LLC (Keolis).

IMPACT ON BUDGET:

This action, while resulting in an increase in funding for the subject contract, can be accommodated in the current FY 22 budget. The not-to-exceed contract total will increase from \$50,869,753 to \$51,344,753.

The funding for this service comes from a combination of Measure M, Federal Section 5310, and Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

There are no alternatives available as Access is contractually obligated to pay the Contractor for all approved invoices, including, in this case, those covering the performance periods of April 1-15, 2022 and April 16-30, 2022.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

While in the past two years the trip volume in the Antelope Valley region fell significantly below projected levels, the combination of the increase in the Variable Rate, the Transfer Trip Rate and the reimbursements for special sanitation procedures, all due to the Pandemic, slightly outweighed the savings from lower trip volume. This has resulted in an invoice balance that is now projected to surpass the current authorized not-to exceed contract amount.

Staff has also included a 10% cushion to absorb any turnover expenses related to the conclusion of this contract that have not yet been submitted by the contractor.

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR, INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR

RE: CONSIDERATION TO AWARD RIDER360 MAINTENANCE & OPERATIONS CONTRACT (AS-4159)

ISSUE:

Board approval is required to execute a contract for the maintenance and operations of Rider360. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4159 for as-needed Rider360 maintenance and operations services for a three (3) year base contract beginning July 1, 2022 and ending June 30, 2025 with Information Technologies Curves, Inc. in an amount not to exceed \$807,000.

IMPACT ON BUDGET:

The not-to-exceed contract amount of \$807,000 will be expended on a time-and-materials basis at fixed fully burdened hourly rates for as-needed maintenance and operations services. This contract is funded by Proposition C funds.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. This procurement is necessary to ensure the continued stability and future enhancement of this mission critical information management system.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal

written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Rider360 is a customized information management system that provides an application interface to: (1) retrieve and analyze ridership data, risk management data, and operations information; and (2) allow paratransit customers to retrieve personal information, ridership history, and other related data.

In 2021, Rider360, originally implemented in 2006, was upgraded to its second iteration, Rider360 V2, to comply with federal and state regulations, enhance business performance, and implement expanded capabilities that reflect industry best practices. This new iteration of Rider360 went live in May 2021.

On March 2, 2022, Access issued Request for Proposals (RFP) No. AS-4159 to retain an experienced information technology (IT) consultant to maintain and operate Rider360 V2. Access issued one addendum to provide answers to proposer questions.

Access received proposals from the following firms:

1. Dynamic Consultants Group, LLC (**DCG**)
2. Information Technologies Curves, Inc. (**ITC**)

All proposals submitted were deemed responsive and the proposers responsible.

An evaluation panel was convened and a comprehensive technical evaluation followed. The evaluation panel consisted of four members: two Access staff from Information Technology, one Access staff member from Customer Relations, and one Access staff member from Risk Management. In addition, one non-voting internal subject matter expert from Finance examined the proposals.

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

	Evaluation Criteria	Maximum Points
1.	Firm Qualifications & Experience	10
2.	Key Personnel Qualifications, Experience & Availability	20
3.	Client References	10
4.	Quality of Work Plan	40
5.	Price	20
	TOTAL	100

Price is based on the proposed average fully burdened hourly rate for all proposed labor positions for the base term of three years.

During the period from April 5, 2022 through April 21, 2022, the evaluation panel conducted its independent evaluation of the proposals.

Based on the evaluation criteria, ITC ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	DCG	ITC
1. Firm Qualifications & Experience	8.38	8.75
2. Key Personnel Qualifications, Experience & Availability	14.25	17.00
3. Client References	8.38	8.00
4. Quality of Work Plan	30.00	33.50
5. Price	8.76	20.00
Total	69.77	87.25

ITC's rates have been determined to be fair and reasonable based upon competition, fact-finding, and a comparison of proposed rates of compensation to rates in the industry. Proposers' fully burdened hourly rates for the three-year base term are set forth below.

TABLE 1: DCG LABOR POSITIONS & RATES

Labor Position	Year 1 Rate	Year 2 Rate	Year 3 Rate
1. Project Success Manager	\$190.00	\$190.00	\$190.00
2. Support Engineer	\$190.00	\$190.00	\$190.00
3. Functional Consultant	\$190.00	\$190.00	\$190.00
4. Technical Developer	\$190.00	\$190.00	\$190.00
5. Support Manager	\$190.00	\$190.00	\$190.00

TABLE 2: ITC LABOR POSITIONS & RATES

Labor Position	Year 1 Rate	Year 2 Rate	Year 3 Rate
1. Project Manager	\$95.00	\$98.80	\$102.75
2. Incident Manager	\$70.00	\$72.80	\$75.71
3. Application Manager	\$95.00	\$98.80	\$102.75
4. System Change Manager	\$95.00	\$98.80	\$102.75
5. Solution Enhancement Manager	\$95.00	\$98.80	\$102.75
6. Build & Release Manager	\$70.00	\$72.80	\$75.71
7. Environment Manager	\$70.00	\$72.80	\$75.71
8. Software Upgrade & CM Technician	\$70.00	\$72.80	\$75.71
9. Security Manager	\$70.00	\$72.80	\$75.71
10. Maintenance & Support Technician	\$70.00	\$72.80	\$75.71

The average fully burdened hourly rates for all proposed positions over the base term of three years are set forth below.

Proposer	Average Hourly Rate
1. DCG	\$190.00
2. ITC	\$83.24

Overview of Recommended Proposer

Headquartered in Maryland, ITC is a transportation technology solutions provider that possesses over 14 years of experience in automation and software development in the transportation industry. As a leading transportation technology provider, ITC pioneered many foundational technologies that include mobile data terminal connectivity over cellular wireless, automatic vehicle location, rider interactivity tools (e.g., rider tracking and split payment management), and reservation attribute assignments (which allows riders, drivers, and vehicles to be matched to satisfy different service level requirements).

The proposed project team includes a group of highly experienced technical staff. Proposed staff includes a project manager, system change manager, incident manager, software upgrade and environment manager, and an application and system support manager. Many team members are cross-trained to serve multiple roles. Collectively, the team possess over 70 years of combined relevant technical experience.

The proposed project team has significant experience in configuring, managing and customizing customer relationship management (CRM) systems, programs, and applications. The team has worked on many transit maintenance and operation projects. A current project involves software support for routing, dispatching and back-office software that is used by SilverRide, a transportation network operator that facilitates paratransit and senior transit services across several states. Another current project involves software support for a brokerage platform that distributes trips to a taxi network across Washington, DC for the Washington Metropolitan Area Transit Authority.

ITC has presented a detailed work plan that addresses all areas of engagement required under the Scope of Work. Significantly, it sets forth a robust project management plan, incident management plan, test environment management plan, and system maintenance plan. The project management plan provides regular status reports to update Access staff, outlines communication procedures to expedite issue resolution, and identifies different management tools to enhance stakeholder coordination. The incident management plan provides pre-defined steps to address three different levels of priority troubleshooting. The test environment management plan identifies three different models (Development, Pre-Production and Beta Test) to develop and assess software issues, patches and repairs. The system maintenance plan lists eight different activities to ensure a high level of operational performance.

ITC also proposed a detailed application management plan, system change management plan, solution enhancement plan, build-and-release development plan, software upgrade plan, and security management plan. Each of these plans identifies methods, processes, and tools for ensuring work completion and timely project delivery.

During its interview, ITC also elaborated on the depth of its resources. ITC specializes in transportation, allowing it to develop industry-specific solutions that are tailored to Access' paratransit needs. ITC possesses a diverse talent pool, allowing it to adapt to unforeseen challenges that may arise during operations. Finally, ITC retains an extensive workforce that can assist with large projects for protracted periods of time.

In addition, ITC developed the "Where's My Ride" application for Access, a smart device and web program that enables our riders to monitor the status and location of their designated vehicle by phone, tablet or computer. ITC's prior experience with Access has given it a deep understanding of Access' business operations, technology infrastructure, and systems architecture.

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE BOARD AND STANDING COMMITTEE MEETING CALENDAR CHANGE

ISSUE:

In order to accommodate the Board retreat in August 2022, staff is recommending changes to the 2022 Board Calendar. This item was not reviewed or approved by any committee.

RECOMMENDATION:

Review and approve the revised Board and Standing Committee Meeting calendar for 2022.

IMPACT ON BUDGET:

None.

DISCUSSION:

The Board was scheduled to have its retreat in August 2021 but it was cancelled due to pandemic restrictions. Staff is recommending to conduct the retreat on Monday August 15th in lieu of the full Board meeting. Additionally, staff recommends cancelling the Board Operations committee in June, the Board committee meetings in July and instead schedule a limited Board meeting on July 18th to address Board Officer elections.

The proposed revisions are marked below.

2022 Meeting Calendar

Annual

Date	Meeting Type	Time
Thursday November 17 th	Annual Meeting*	11:00 am

*At California Endowment Center

Board

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday July 18 th	Board Meeting	12:00 pm
Monday August 15 th	Board Meeting Retreat	10:00 am
Monday October 17 th	Board Meeting	12:00 pm
Monday December 12 th	Board Meeting	12:00 pm

Committees

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
cancelled Monday June 27th	Board Operations	11:00 am – 12:00 pm
Monday August 22 nd	Board Operations	11:00 am - 12:00 pm
Monday October 24 th	Board Operations	11:00 am - 12:00 pm
Monday December 19 th	Board Operations	11:00 am - 12:00 pm

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
cancelled Monday July 18th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am – 12:00 pm 12:30 pm – 1:30 pm 2:00 pm – 3:00 pm
Monday September 19 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm
Monday November 14 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE RESOLUTION TO CONTINUE PUBLIC MEETINGS THROUGH TELECONFERENCING

ISSUE:

Pursuant to state law (Assembly Bill 361), Board approval is required to continue meeting through teleconferencing (virtually). This item was not reviewed or approved by any committee.

RECOMMENDATION:

Approve the following resolution - "The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days."

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

The Board may opt to revert to in-person meetings, which would be applicable to all Board and committee (including CAC and TPAC) meetings. Board/committee members could elect to attend remotely, however the locations from which they attend would be subject to Brown Act requirements (posting of the address of the remote location along with allowing for public participation from that location). Public participation would also revert to the in-person requirement.

BACKGROUND:

During the pandemic, the Access Board and its committees have been able to meet via teleconference (virtually) due to a State of California executive order that suspended certain Brown Act provisions. While that order has expired, recently

enacted state legislation (AB 361), allows for the continuation of virtual meetings provided that the Board makes the determination as stated in the above recommendation. This determination must be made by the Board every 30 days.

Under current Los Angeles County Department of Health guidelines, masking is recommended indoors regardless of vaccination status in public and office settings when there is more than one (1) person in a room. In addition, social distancing for indoor operations and events is still recommended. These directives provide justification for the above recommendation.

Due to the thirty-day requirement, staff will schedule Special Board Meetings to renew the resolution as appropriate.

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED FY2022/23 BUDGET

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2022 through June 30, 2023. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the FY2022/2023 budget as presented and authorize the Executive Director to execute contract amendments as required.

BACKGROUND:

The proposed FY2022/2023 budget is based on demand projections conducted by Access' service demand consultant HDR Engineering, Inc., available funding, existing programs and capital needs. Overall, the budget is based on a funding level of \$251.9 million of which Contract Operations represents over 87% of the total operating budget. The budget will provide for delivery of 3.4 million passenger trips and 25.6 million contract revenue miles.

In response to the pandemic, the agency has previously made contractual adjustments to most of the service provider contracts. In FY 23, the impacts of the pandemic, specifically rising wages and inflation, are expected to continue. Accordingly, staff has included funding for Covid-related impacts such as higher wages, higher than expected CPI increases, wage compression for positions other than the driver classification, as well as the impact of higher taxi rates. Staff, if authorized, will negotiate with the service providers to execute contract amendments to address the above issues to ensure system stability and the quality paratransit services Access customers have come to expect.

The following provides a high-level narrative of funding and program expenses by cost center. Full budget detail is available for download as [Item 8 Attachment A and Item 8 Attachment B](#).

Funding

Funding sources include \$73.0 million from the Federal Transit Administration (FTA) Surface Transportation Block Grant (STBG) program; \$49.1 million of American Rescue Plan Act (ARPA) equivalent funds; carryover of Section 5310 capital grant funds of \$11.7 million; \$8.6 million from passenger fare revenues; \$15.5 million from Measure M funds; \$0.9 million of ARPA direct funds; \$0.7 million from Federal Section 5317 funds; \$0.6 million from the sale of depreciated vehicles and earned interest on cash deposits. Approximately \$91.6 million (inclusive of carryover of prior year operating and capital funds) comes from the Proposition C 40% Local Sales Tax discretionary fund account allocated to Access under an annual Memorandum of Understanding (MOU) with the Los Angeles County Metropolitan Transportation Authority (Metro). The subsidy proposed by Metro for FY2022/2023 meets the mean expected results for the level of transportation service projected by HDR's trip demand analysis as well as the other Access Services' programs and administrative costs.

Paratransit Operations

The total cost of \$190.5 million for this program (87.3% of total operating funds) is a 6.7% increase (\$12.0 million) from the FY2021/2022 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$172.3 million (\$161.1 million FY 2021/2022)
- Insurance - \$7.5 million (\$6.7 million FY 2021/2022)
- Free Fare Program - \$2.5 million (\$3.5 million FY 2021/2022)

The main cost drivers within the purchased transportation program are: increased ridership, escalating minimum wage costs, inflation, higher fuel costs and higher cost of contracted services as the contracts are procured through an open and competitive process.

The pandemic has had significant impacts on service delivery and related cost structures. Demand for services has been erratic; millions of people have left the workforce creating a shortage of potential contractor employees, particularly drivers; the minimum wage has increased and, because it is now indexed annually against the Consumer Price Index (CPI), has risen significantly this year and will continue to increase moving forward; fuel, which until recently was around \$3 per gallon jumped to over \$6 per gallon and has remained near that level; and lastly, the taxi industry has shrunk due to lack of demand as well as competition from TNCs and the taxi drivers who remain are favoring cash fares over Access trips.

Given the above factors, staff has budgeted the following adjustments to the service provider contracts:

- Additional compensation in order to achieve a recommended minimum of \$19 per hour starting wage for drivers. The four largest service provider contracts currently have starting wages ranging from about \$16.50 to \$17.50.
- CPI increases - Most contracts have a built in CPI escalator which does not exceed 3%. However, over the last twelve months, inflation has risen over eight percent (8%) per the U.S. Bureau of Labor Statistics. In order to maintain the viability of the system, staff proposes to make adjustments to contractor compensation rates based on the market CPI rather than the contractual CPI.
- Taxi Rate Adjustment - Access' historically low-cost structure has been achieved in part due to the high utilization of taxi subcontractors, currently around 35 percent of Agency trips. The taxi industry has allowed our contractors to manage daily demand during the peaks and valleys; deliver excellent service by allowing the contractors to better manage on-time performance; maintain a low level of capital assets, reducing facility space requirements for our contractors; and eliminate the need for a spare fleet.

The service providers have relied on the formal taxi compensation structure established by the City of Los Angeles Taxicab Commission to prepare their proposals and pricing to this agency.

On April 21, 2022, the City of Los Angeles Taxicab Commission approved new interim rates that are ten (10%) percent higher with a 17% increase to the Flag Drop rate from \$2.65 to \$3.10. The new rates will remain in effect until Los Angeles Department of Transportation (LADOT) staff completes a rate study to determine if the new rates should be increased beyond 10 percent. It is expected that the full rate analysis will lead to much higher fares given the change in economic conditions over the last 11 years since the rate was last adjusted. Any rate increase over 10 percent must be approved by the Los Angeles City Council.

Given the many economic factors that have changed over the last 11 years, staff believes it is imperative that Access increase the compensation for subcontracted trips to be consistent with the Commission's action until all basin contracts are re-bid and the added cost of subcontracting can be incorporated into the bids for new contracts.

Contract Management

The total cost of \$4.6 million for this program (2.1% of total operating funds) is a 16.0% increase (\$0.6 million) from the FY2021/2022 budget.

The primary cost impacts within this program are:

- Salaries and Related Expense - \$2.5 million (\$2.1 million FY 2021/2022)
- Driver Incentive Program - \$0.25 million (\$0.1 million FY 2021/2022)

The main cost drivers within the purchased transportation program are: increased staffing (2 FTEs, CPI adjustments, and projected higher driver incentive program awards).

Eligibility Determination

The total cost of \$11.8 million for this program (5.4% of total operating funds) is a 5.9% increase (\$0.6 million) from the FY2021/2022 budget.

Eligibility costs are expected to be impacted by a variety of factors. HDR has projected a higher number of new applicants. The higher projection for new applicants has a ripple effect across this function: More applicants translate into a higher number of appeals and higher transportation costs. Additionally, there are a large number of applicants who received temporary approval during the pandemic but will need to have an in-person assessment once pandemic restrictions are lifted.

Consolidated Transportation Services Agency

The total cost of \$0.57 million for this program (0.30% of total funding) is a 4.2% increase (\$23,000) from the FY2021/2022 budget.

Administration

The total cost of \$10.7 million for this program (4.9% of total operating funds) reflects a 19.3% increase from the FY2021/2022 budget, and a net increase in total dollars of \$1.73 million.

The primary cost impacts within this program are:

- Professional Services - \$1.7 million (\$1.5 million FY2021/2022) - Due to increases in software support (Oracle, Rider360 2.0.), audit services, legal services, and scheduled contractual increases.
- Network & Telecom - \$1.59 million (\$687,000 FY2021/2022) - Due to increases in licensing fees, investments in information technology, enhancements in cyber-security programs, and higher software development costs.
- Salaries & Related Expenses - \$6.0 million (\$5.6 million FY2021/2022) - Increased expense from a planned 8% CPI salary increase, 2% discretionary increase and an additional two (2) FTEs (bringing the Agency's authorized FTE total to 79), and other payroll cost adjustments due to wage compression from increases in the minimum wage. Similar to Metro, regular staff salary increases were deferred during FY21.
- All other categories such as Insurance and Office Rent either remained flat or had a slight decrease when compared to the FY2021/22 budget.

Capital Projects

The total cost of \$33.8 million (13.4% of total budget) is a 103.4% increase when compared to the FY2021/2022 budget amount of \$16.6 million. Of note, \$11.7 million is scheduled to be carried over from the FY22 budget due to a delay in vehicle deliveries that are now currently on order.

Capital projects include -

Vehicle Acquisition	\$33,252,327
Electric Vehicle Demonstration Project	\$ 530,000

Vehicle acquisitions will include Ram ProMaster vans and cutaway vehicles in addition to several electric vehicles which will be part of a pilot program. One of the challenges facing the industry is the lack of inventory due to pandemic related impacts, particularly shortages of electronic components and other parts.

Next Steps

The overall Metro budget (which includes funding for Access) was approved at Metro's regular May Board meeting on May 26, 2022. During Metro's June Board meeting cycle, the Metro Board will consider the approval of the specific local subsidies allocated to Access. Upon approval, staff will execute a funding MOU with Metro.

JUNE 20, 2022

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, SENIOR MANAGER OF FLEET DESIGN AND MAINTENANCE
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE PURCHASE AUTHORIZATION FOR ADA PARATRANSIT VEHICLES

ISSUE:

Board approval is required to purchase up to two hundred fifty-three (253) accessible vehicles for ADA paratransit service as outlined in the FY2022/23 budget. This item was not reviewed or approved by any committee.

RECOMMENDATION:

Authorize the Executive Director to negotiate contracts with public agencies such as the State of California, the CalAct/MBTA Purchasing Cooperative, or other similar agencies to purchase up to 253 ADA paratransit vehicles in an amount not to exceed \$21,836,007.

IMPACT ON BUDGET:

The funds needed for the purchase of the 253 vehicles will come from the FY2022/23 authorized capital program utilizing a combination of local Toll Roads Grant, local Proposition C, and federal Section 5310 funds or other funds as may be made available by the regional planning agency. The proposed total expenditure includes applicable sales tax, licenses and fees.

ALTERNATIVES CONSIDERED:

None. The vehicles are needed to replace a similar number of vehicles which have reached or surpassed their established useful lifespan. This purchase will allow Access to continue to serve its customers with trips performed in safe, fuel-efficient vehicles.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Should the staff recommendation be approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access would not be legally bound to the vehicle purchase contracts unless such contracts are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

Access service provider contracts stipulate that most vehicles will be replaced when they reach 250,000 miles, and the proposed vehicle purchases would serve to replace the vehicles that will reach or have reached the mileage threshold.

Prior to the pandemic, the MV-1, the only purpose-built ADA vehicle, ceased production entirely, and in late 2020 the Dodge Caravan was discontinued. Staff had anticipated this change and was prepared to switch to another vehicle type that would be well suited to ADA paratransit service: the Ram Promaster van.

However, the pandemic has had multiple impacts on the transportation industry:

- The taxi industry was decimated;
- Fewer taxis has led to increased annual mileage on Access vehicles;
- Lack of electronic parts for new vehicles;
- Lack of new vehicles; and
- Delayed delivery of vehicles.

As a result of the lack of replacement vehicles, Access' service providers were put in a position where they had to operate Access-owned vehicles beyond their contractual mileage limit.

Now, as the economy appears to be on its way to recovery, demand for replacement vehicles is expected to be higher than normal as replacement cycles have been disrupted. Access staff needs to have the authority to sign vehicle commitment orders when chassis and/or order slots open. Any delay in the order process will delay vehicle deliveries. The market is presently in a state of flux and very unstable, with ordering opportunities changing monthly. Accordingly, staff must act in the best interest of the agency and make order decisions when build slots become available.

For the reasons outlined above, it is imperative that Access place its vehicle orders as soon as possible in order to reserve slots in the manufacturer's production schedule.

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE SUPPLEMENTAL COMPENSATION FOR SUBCONTRACTED TRIPS

ISSUE:

On April 21, 2022, the Los Angeles Board of Taxicab Commissioners increased taxicab meter rates by 10 percent (see attached). In order to continue to attract taxi resources, Access’ service providers need to adjust their compensation rates to their subcontractors. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the supplemental compensation for subcontracted trips by \$3.15 per trip retroactive to April 21, 2022, and authorize the Executive Director to execute contract amendments as required.

IMPACT ON BUDGET:

The proposed action will have a budget impact in FY 22. The expected cost of the additional compensation is as follows and is based on an assumption that 35 percent of Access trips will be performed by subcontractors:

	Passengers	Trips	35%	Additional Cost at \$3.15 per Trip
April 2022 (Partial)	253,166	197,786	23,075	\$ 72,686
May 2022	260,867	203,802	71,331	\$ 224,692
June 2022	243,870	190,524	66,683	\$ 210,052
Totals:	504,737	394,326	138,014	\$ 507,430

This proposal can be funded with Proposition C 40% Discretionary funds. Given the lower-than-expected service demand due to the Omicron variant over the fall and

winter months, there are sufficient funds to cover this additional expense in FY22. Staff will budget for this additional expense in future fiscal years as part of the normal budget process.

ALTERNATIVES CONSIDERED:

The Board may opt not to approve this supplemental compensation. However, given the importance of taxis to Access' ADA service, Access could experience significant service disruption due to the lack of taxi resources.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into an amendment of existing service provider contracts, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access' service providers over the past 10 years have subcontracted a large portion of their trip demand to the taxi industry. The utilization of the taxi industry to supplement the Access dedicated fleet has allowed the agency to maintain a relatively low-cost structure when compared to other systems throughout the nation.

In recent years, the percent of subcontracted trips has been as high as 51%. However, the emergence of TNCs and the subsequent COVID-19 pandemic have had a detrimental effect on the taxi industry. There are fewer available taxi cabs and the taxis that remain are currently more likely to choose cash trips over paratransit trips.

Further exacerbating the struggles of the taxi industry is the fact that the compensation structure in Los Angeles has remained unchanged since March 17, 2011. On April 21, 2022, the City of Los Angeles Taxicab Commission approved new interim rates ([Item 10 Attachment A](#)) that are ten (10%) percent higher with a 17% increase to the Flag Drop rate from \$2.65 to \$3.10. The new rates will remain in effect until Los Angeles Department of Transportation (LADOT) staff completes a rate study to determine if the new rates should be increased beyond 10 percent. It is expected that the full rate analysis will lead to much higher fares given the change in economic conditions over the last 11 years since the rate was adjusted. Any rate increase over 10 percent must be approved by the Los Angeles City Council.

Given the many economic factors that have changed over the last 11 years, staff believes it is imperative that Access increase the compensation for subcontracted trips to be consistent with the Commission's action until all basin contracts are re-bid and the added cost of subcontracting can be incorporated into the bids for new contracts.

System-wide, service providers subcontract approximately 35% of the daily trip demand and, given the lack of available taxi subcontractors, staff expects that the trend will continue through FY23.

The average Access trip is around 10 miles. Using the average trip length of 10 miles, the cost differential between the 2011 taxi rates and the new rates approved in April 2022 equates to \$3.15 per trip. Staff believes it is prudent to make the rates retroactive to April 21, 2022. The additional compensation will allow our service providers to be competitive given the current employment outlook and the higher compensation rates already in effect for the taxi industry.

JUNE 13, 2022

TO: BOARD OF DIRECTORS

FROM: ERIC J. HAACK, STRATEGIC PLANNER

RE: 2022 CUSTOMER SATISFACTION SURVEY

ISSUE:

Over four weeks from January 3 to February 7, 2022, Access - through its contractor Great Blue Research - conducted a Customer Satisfaction Survey of Access customers to determine overall satisfaction with the services that Access provides for its community of customers.

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 prior customer satisfaction surveys, Access has sought feedback from customers on their experience with the trip booking process, and experience before, during, and after an Access trip. General customer satisfaction surveys were last conducted in 2011 and in 2017. Access also conducted a more narrowly tailored survey in 2021, focusing on satisfaction with new technological improvements, such as the introduction of the *Where's My Ride* mobile app and on-line trip reservation options.

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 to both the committees and the Access Board of Directors.

Access' most recent Customer Satisfaction Survey was conducted over the course of four weeks in the months of January and February 2022. This was Access' first customer satisfaction survey that provided an option for respondents to provide responses using digital means such as clicking on weblinks provided in emails or text messages, or by completing the survey through a link on Access' website. This digital option was provided in combination with telephone surveys obtained from Great Blue Research's call center.

The customer satisfaction survey had a total of 70 questions on a variety of topics, including a respondent's satisfaction with drivers performing Access trips they have taken, satisfaction with trip reservationists or customer service representatives or OMC representatives they have spoken with. Also, there were questions asking whether the respondent travels with a mobility device and/or a service animal and whether they have experienced any difficulty using Access with their mobility device and/or their service animal.

A copy of the draft survey report prepared by Great Blue Research can be accessed at the following link: [Item 11 - Attachment A](#).

SURVEY FINDINGS:

The results of the survey are overall very positive. Some of the highlights from the survey include the following:

- Satisfaction with Drivers: 89.7%
- Satisfaction with Reservation Agents: 90.6%
- Satisfaction with Customer Service Representatives: 84.8%
- Satisfaction with vehicles: (Cleanliness: 89.7%; Appearance 88.0%; Comfort: 85.2%; Rides 83.0%)
- Overall Satisfaction with Access: 84.6%

The majority of respondents (51.9%) also indicated that they felt that Access' service had improved over the past couple of years with 26.5% of respondents indicating that Access' service had neither improved or gotten worse and 15.1% responding that Access' service had gotten worse in the past few years.

CHANGES TO SURVEY METHODOLOGY AND ENVIRONMENTAL IMPACTS ON SURVEY RESULTS:

In consultation with Great Blue Research, Access introduced a number of changes with this survey which staff felt would provide more accurate results from respondents. Additionally, there were large-scale global events taking place during the course of this survey, which also no doubt had some impact on this survey.

First, as indicated above, this customer satisfaction survey was the first survey to employ not only telephone-based surveys, but also encouraged responses through email and text with respondents being able to click on a web-link and complete the entire survey at their own pace. According to Great Blue Research, digital responses can be less positive overall than a telephone-only survey, but this method may also reveal more accurate perceptions of respondent satisfaction.

Second, Access made changes to some questions related to customer experiences, previously asking respondents to respond to their "most recent" experience with

Access, either their most recent trip, trip reservation, or telephone call with a customer service representative. Access changed the questions for respondents to consider their experiences over “the past three months.” By providing customers with a broader range of events to consider, they may also provide overall less positive responses, but - again - this change was made in order to provide Access with more accurate responses related to customer satisfaction.

Lastly, according to Great Blue Research, the ongoing COVID-19 pandemic has negatively impacted overall satisfaction levels in their surveys.

COMPARING 2022 SURVEY RESULTS TO PRIOR CUSTOMER SATISFACTION SURVEYS:

Access previously conducted similar customer satisfaction surveys in 2011 and in 2017. Results of the 2022 survey are similar to results gathered from those prior surveys, with generally high satisfaction levels for all areas of Access’ service.

There was observed some decline in satisfaction when directly comparing results of the 2011 and 2017 surveys to the results received in the 2022 survey. Some of these declines were within the margin of error (+/- 2.5%).

Next Steps

It is staff’s intention to study the results from the 2022 customer satisfaction survey and determine if there are areas where Access may be able to introduce improvements that could respond to identified areas of dissatisfaction.

Lastly, Access uses these customer satisfaction surveys as one of many tools to constantly evaluate how Access is meeting its customers’ needs and to identify if there are areas for improvement in one or more elements of the service that Access provides.

JUNE 13, 2022

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

ISSUE:

The following items are tentatively scheduled to be addressed by the Board and its committees through August 2022.

July 18, 2022 - Board of Directors

Agenda Items:	Disposition:
Board Officer Elections	Action

August 15, 2022 - Board Retreat

Agenda Items:	Disposition:
TBD	Discussion

August 22, 2022 - Board Operations Committee

Agenda Items:	Disposition:
Board Agenda Review	Information