

access

BOARD OF DIRECTORS MEETING
Monday, June 21, 2021
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 19, 2021 (page 8) [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**

ACTION

Items reviewed and approved by the Performance Monitoring Committee:

[Vote Required: majority of quorum by roll call]

- a) Consideration to Approve Disadvantaged Business Enterprise Goal (page 21)

[Staff Recommendation: Approve the Overall Triennial DBE Goal of 2.4% for FFYs 2022-2024, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).]

Items reviewed and approved by the Planning and Development Committee:

- b) Consideration to Award Drug and Alcohol Consulting Services Contract (AS-4145) (page 24)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4145 with LPM Consulting Inc., who will provide drug and alcohol program monitoring and oversight services in an amount not-to-exceed \$480,000 for the five-year period beginning August 1, 2021.]

- c) Consideration to Add Funds - Rider360 Version 2.0 Services Contract (AS-4105) (page 29)

[Staff Recommendation: Authorize an additional \$96,851 in funds to Contract AS-4105 with Cambria Systems.]

- d) Consideration to Approve Procurement Threshold Changes (page 31)

[Staff Recommendation: Authorize staff to implement the following, effective July 1, 2021:

- Revise Access procurement policy to reflect modifications by the Federal Transit Administration (FTA) regarding the micro-purchase threshold. Increase the threshold from \$3,000 to \$10,000.
- Revise Access procurement policy to reflect modifications by the Federal Transit Administration (FTA) regarding the simple

acquisition ("small purchase") threshold. Increase the threshold from \$75,000 to \$150,000.

- Revise procurement policy in order to increase the Board authorization threshold. Increase the threshold from \$75,000 to \$250,000.
- Revise procurement policy regarding aggregate purchase rules. Increase the threshold for aggregate procurements with a single vendor in a fiscal year from \$75,000 to \$250,000.]

**Item reviewed and approved by the External/
Stakeholders Relations Committee:**

e) Consideration to Award Website Contract (AS-4152) (page 37)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4152 for website migration, update and maintenance services for a three (3) year base contract beginning December 1, 2021 and ending November 30, 2024 with Planeteria Media LLC in an amount not to exceed \$138,400.]

f) Consideration to Approve Community Advisory Committee (CAC) Appointment (page 41)

[Staff Recommendation: Appoint Kimberly Hudson to the CAC effective June 21, 2021.]

[Staff Recommendation: Approve the Consent Calendar]

7. **CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)** (page 43)

[Staff Recommendation: Authorize an additional \$122,510,424 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from April 1, 2022 through March 31, 2024, for Contract AS-3421 with San Gabriel Transit (SGT).]

ACTION

[Vote Required: majority of quorum by roll call]

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| <p>8. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-4064) (page 47)</p> <p>[Staff Recommendation: Authorize an additional \$6,570,853 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2022 through June 30, 2024 with the City of Santa Clarita (SCT).]</p> | <p>ACTION
[Vote Required:
majority of quorum by
roll call]</p> |
| <p>9. CONSIDERATION TO AMEND BUDGET FOR FISCAL YEAR 2020/21 (page 51)</p> <p>[Staff Recommendation: Authorize the addition of \$15,000,000 in terms of funding and expenses to the approved Fiscal Year 2020/21 budget.]</p> | <p>ACTION
[Vote Required:
majority of quorum by
roll call]</p> |
| <p>10. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2021/22 (page 53)</p> <p>[Staff Recommendation: Approve the FY2021/22 budget as presented.]</p> | <p>ACTION
[Vote Required:
majority of quorum by
roll call]</p> |
| <p>11. COVID-19/OPERATIONS UPDATE</p> | <p>PRESENTATION</p> |
| <p>12. UPCOMING BOARD ITEMS (page 56)</p> | <p>INFORMATION</p> |
| <p>13. EXECUTIVE DIRECTOR’S REPORT</p> | <p>INFORMATION</p> |
| <p>14. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p> | <p>INFORMATION</p> |
| <p>17. CLOSED SESSION:</p> <p>A) PUBLIC EMERGENCY (COVID-19), GC sec. 54957(a)
B) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</p> <p style="padding-left: 20px;">1. Anticipated Litigation: Gov. Code §54956.9 (b)</p> <p style="padding-left: 40px;">i. Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering “existing facts and</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |

circumstances," there exists a "significant exposure to litigation" (one case).

- C) CALIFORNIA GOV. CODE §54957 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - Appointment, employment, evaluation of performance, discipline, or dismissal of a public employee - Deputy Executive Director, Chief Operations Officer.

18. **ADJOURNMENT**

ACTION

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken

on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, June 21, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

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://zoom.us/j/94912932473>
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. 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 +1 312 626 6799
or +1 929 205 6099 or +1 301 715 8592 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 949 1293 2473
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 19, 2021

12:00 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Nason at 12:00 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa De Vera, Directors Lee Burner, Andrew Del Castillo, Valerie Gibson and Jonaura Wisdom.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost.

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 22, 2021**

Recommendation: Approval of minutes as written.

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

3. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

CAC Vice Chair Gordon Cardona reported that in March they received the Board report from Director Martin Gombert. Access Project Administrator Faustino Salvador presented Global Paratransit dispatcher, Reyna Espinosa, with the Superior Service award. Garrett Rodriguez, Operation Service monitor, provided an update by stating that Access began providing trips to vaccination sites, and now Access riders can use Access to approved drive-thru locations. Director of Administration F Scott Jewell gave a presentation on Zoom meetings and the protocol when attending a CAC meeting.

Director of Planning and Coordination Matthew Avancena stated that he is putting together the goals and ideas that came out of the CAC retreat, as they are quite extensive. Subcommittees will be formed and various goals will be agendized. Mr. Avancena also updated them on the Stand Sign Subcommittee. They are trying to deal with the issue that some riders have problems with stand signs that have been removed for construction, and they are not able to identify which stand signs have been temporarily removed. Chief Operations Officer Mike Greenwood previously issued a directive to the providers to allow the riders to be dropped off or picked up as long as it is safe to do so.

TPAC Vice Chair Diane Amaya reported that the TPAC met on April 8, 2021 and they discussed the following items. Executive Director Andre Colaiace reported on the Access Board election results. Board members Lee Burner and Martin Gombert were re-elected to new terms. Santa Clarita Transit Manager Adrian Aguilar was elected to fill the open municipal operator seat. Mr. Colaiace also provided an update on the earmark process. Access is proposing a project to purchase 10 accessible electric paratransit vehicles and the associated charging infrastructure. The pilot project will test these types of vehicles in paratransit operations. Mr. Colaiace concluded his report with an overview of Access's community outreach efforts with local elected officials. Strategic Planner Eric Haack and Project Manager with Great Blue Research, Catherine Veschi, shared the results of the Access technology survey. The questionnaire measured customer access to internet-based services, satisfaction with web based services, and interest in upcoming projects. Mr. Haack stated that the survey findings will guide service improvements in future project developments. Manager of Operations Rogelio Gomez presented the operations report for February 2021. Mr. Gomez detailed key performance indicators and highlights for each service area. He also shared that the Board approved the intent to award the Southern Region contract to Global Paratransit. Mr. Greenwood and Emergency Management Coordinator Matthew Topoozian presented the COVID-19 Operations report. They discussed trends in ridership and an overview of the agency service restoration plan.

4. GENERAL PUBLIC COMMENT

Kristy Madden made a public comment by stating that she could not wait for item 8 since she has another meeting. According to the CDC recommendations, they are saying that they should stay six feet away from people that are not in their households. She does not see this possibly happening in any of the Access vans. She knows somebody who already had a shared ride and were in the van for over a half hour. She believes that because LA County is still under the warning for the virus, they should not be rushing into this. They need to spend time studying the effects of combining people from different households in one van.

Yael Hagen made a public comment by stating that she was surprised this was not included in the April report given by the Vice Chair previously. She pointed out that there was a lot of concern by not only committee members, but also community

members, on the issue of introducing shared rides into the system. She asked the Board to take extra time to listen, pay close attention to what is expressed, and the concerns that the community has regarding this issue, so appropriate action can be made.

5. SUPERIOR SERVICE AWARD PRESENTATION

Project Administrator Megan Mumby introduced the Superior Service Award winner Albert Gastine.

6. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Approve Renewals of Employee Health and Benefit Contracts
- b) Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program
- c) Consideration to Approve Renewal of Commercial Business Package Insurance
- d) Consideration to Award Coupon Printing Contract (AS-4135)
- e) Consideration to Extend Term and Increase Funds - Language Interpretation Services Contract (AS-4022)
- f) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906)
- g) Consideration to Approve Purchase of Vehicles for Paratransit Service
- h) Consideration to Approve Accessible Electric Vehicle Project Letter of Support
- i) Consideration to Extend Term, Increase Funds and Change Scope for Where's My Ride (WMR) Software and Services Contract (AS-3998)

Public Comment: None.

Director Wisdom requested that Item 6-g be pulled. Secretary De Vera requested that Item 6-i be pulled.

Motion made by Vice Chair Gombert to approve Consent Calendar items 6-a, b, c, d, e, f and h, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.

Item 6-g:

Board Member Comments

Director Wisdom asked what the timeline was for this purchase. Senior Manager of Fleet Design and Maintenance Rick Streiff replied that the schedule was still open as the MBTA just released a request for best and final offers for the contract. His best estimate would be that the award will occur by May 10th or 15th and at that point a better timeline would be established.

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

Item 6-i:

Board Member Comments

Secretary De Vera made a comment by stating that she saw this presentation during CAC, and she interpreted it as though the riders would be able to see where the next shared ride would be. She wanted to know if this was correct.

Director of Information Technology Bill Tsuei responded that other riders will not be able to see the location of the rider, and they will not be able to see the other driver's location as well. The issue that they were referring to is the communication between the rider and the driver. The rider will be able to see the vehicle 15 minutes ahead of the pickup time. At that time, the rider would be able to share their geolocation with the driver. That is just a one-way communication from rider to driver and they need to get consent from the rider for it to work. If the rider declines the location GPS services, the function will not be activated on that particular rider's smartphone.

Executive Director Andre Colaiace stated that maybe this function should be called something else as to not confuse the riders. The community and the CAC have said they need a function that allows the driver and the rider to talk more effectively so they can meet up. They will have to change the name so that it is clearer.

Public Comment:

Mel Bailey made a public comment by stating how the app would work if the driver does not speak English, which has happened several times with him.

Lisa Anderson made a public comment by asking how often they clean the vehicles. She also asked how someone with a vision disability could see where the driver is going and take the rider to the correct location.

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

7. ACCESS CUSTOMER TECHNOLOGY SURVEY

Strategic Planner Eric Haack and Great Blue Research Project Manager Catherine Veschi made a presentation on this item.

Public Comments

Mel Bailey made a public comment stating that it was a very impressive report.

Carlos Benavides made a public comment thanking them for a great presentation. He asked how people who don't have internet access, get the survey. Does anybody reach out to them? He also suggested that when they do a presentation, they don't rush through it or speak so quickly so that it is easier to grasp the information, especially for those with disabilities.

Board Member Comments

Director Wisdom stated that she appreciated the information provided. She asked if they texted the survey website version first, and if they did a follow-up via telephone. Great Blue Project Manager Catherine Veschi responded that usually clients send them a list with emails and phone numbers. They send the emails to those with emails and phone calls to those with only phone numbers to avoid duplicates.

Director Wisdom asked another question concerning the demographic of the survey results and how it is reflective of Access ridership. Strategic Planner Eric Haack responded that racial or ethnic backgrounds are not captured during the eligibility process. However, the question has been asked in previous surveys and the representation has been consistent +/- 5%.

Secretary De Vera asked if there was another way to book an online reservation without going through the site. Mr. Haack responded that the consent item for that was just approved. They are including the online reservation into the mobile application, Where's My Ride, as part of the enhancements. Other than the website, they will be pushing out the mobile app to allow online reservations to be booked or canceled through the mobile app.

8. COVID-19/OPERATIONS UPDATE

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

Public Comments

Kim Hudson made a public comment by stating that a major concern is that many people with disabilities, especially younger people, have not had the opportunity to receive both shots and become fully vaccinated. She encourages them to put off the shared rides at least into the summer until more people can be fully vaccinated. There is no way to stay six feet apart safely in a car or a van.

Yael Hagen made a public comment by stating that some people with disabilities could not get eligibility to be vaccinated until March 15. The date for transit workers to be vaccinated was March 10. If they were to do the math on how long it takes to be fully vaccinated, none of them would be able to have a chance to be fully vaccinated. Neither the drivers nor the riders by the deadline of May 1, which is a huge concern. They need to allow more time to let people make an appointment, get both vaccinations and be able to wait that extra time to be fully immune. They are asking the Board to encourage staff to push back the May 1 deadline to fully open share rides to the levels pre-pandemic to at least mid-summer for re-evaluation. She also encouraged staff to find ways to be able to work with providers on on-time performance to improve that. Safer is not safe and the community has no other way of using other transportation.

Louie Garcia made a public comment by stating that he is the General Manager of Global Paratransit, service contractor for the Access Southern region. He stated that prior to March 2021, GPI was able to manage no shared ride demand in Los Angeles County as traffic was less than normal, but as LA County reopens and County residents obtain their vaccine, the current traffic congestion resembles pre-COVID-19. Under the current traffic patterns for the same trip, it takes the driver two and a half hours to do the trip and return to service. They are also witnessing daily increases with no sign of reduction in traffic. He took this opportunity to present these brief operational facts and reassure both the Board of Directors and Access that GPI will make every effort to manage the demand and operational challenges.

Scott Baron made a public comment by stating he is concerned about share rides and vehicle cleanliness which has been reduced from three times a day to once a day. He also stated that the majority of the ride statistic comparisons are from out of state agencies. He would like to see a ridership comparison with other services throughout the State of California. He encouraged them to do some local research and gather local data before considering their decision. Access is also important for doctors' appointments, family visits and other important tasks so he asks to please reconsider and push back the date of share ride services.

Christie Madden made a public comment by stating that she agrees with the other comments concerning shared rides. She asked if there were protocols in place if they do end up being in a shared ride, to let riders know if their driver or fellow riders contracted COVID because that would be important information for contact tracing.

Terri Lantz made a public comment by stating that she is grateful with all the safety precautions that Access took over the past year. As a CAC member, she was very surprised to learn that Access had reinstated shared trips and that there is plan to return to pre-pandemic shared ride levels on May 1. She understands the reasoning Access has in making this decision but encourages Access to look at all other possible solutions to resolve any current issues before expanding shared rides. She suggested the drivers and riders all be vaccinated before they proceed with shared rides. When looking at the LA County website there were still many deaths and infections. APTA is recommending not only that everybody wear a mask, but to maintain or increase service levels as necessary to enable more effective physical distancing on vehicles. They suggest cleaning not just once a day, but at least adding a mid-day cleaning for paratransit vehicles.

Engracia Figueroa made a public comment by stating that vehicle cleaning needs to remain because in the past she has seen some seat belts that were disgusting. She took a ride for her second vaccine and could smell how clean the van was through her double mask. They need to consider the equality of the people along with CDC requirements and that people of color with pre-existing conditions, older people, are part of the communities at risk in shared rides. She recommends going back and getting the drivers that were laid off pre-pandemic, hire more drivers and get more vans.

Lisa Anderson made a public comment by stating that she doesn't think shared rides should begin again until everyone is fully vaccinated and immune. They should also clean the vehicles more often if they're going to have shared rides, because everybody has to be safe.

Tina Fofoa made a public comment by stating she was taking a ride in Long Beach and they were using a cover between the rider and the driver. They had a cover from the doors, the driver, to the other side with the riders and it was unique. There was Velcro in the part that holds up that cover to the ceiling, because it goes all the way down to the floor. She thought this was a great option.

Mel Bailey made a public comment by stating that on April 13 and 15, he was placed in a minivan with two other people. He feels they violated the CDC directive of six feet apart. He doesn't feel they can compare Orange County or Texas and many other cities to Los Angeles. He was asked by an Access administrator, if he would rather have a vehicle pick him up late versus on time to avoid shared rides to which he said yes. He also believes they could have gotten more notice on the shared rides. He added that there has been no conversation about putting partitions to separate people inside the vehicles.

Carlos Benavides made a public comment by stating that he understands everything that people with disabilities are going through. From what he is gathering the shared ride will only be with two people so, if someone rides with a caregiver, that is

considered the two people. He is also looking at it from as a representative at Rancho Los Amigos, where he represents over 70,000 people a year. For the riders that say, they don't mind being late, they don't realize this can cost someone their medical appointment which take sometimes three weeks or a month to reschedule. If a rider only takes occasional trips then this doesn't affect them as much as someone who uses the service all the time. As long as everybody is safe, doing what they're supposed to do, social distancing and Access keeps up with cleaning the vehicles, that is all they can do at the moment. They started getting word out to all the patients as soon as they found out about the shared rides.

Bhumit Shah made a public comment by stating he was recently appointed to the CAC and apologized for being late but wanted to introduce himself. He also added that he concurs with all of the previous public comments that there has to be a mechanism for some level of flexibility with shared rides and a system in place to offer a limited number of same-day trips. Possibly making up to 4-6 trips a month same day appointments to give riders a little bit of flexibility when needing to make an urgent appointment. People with disabilities need public transportation and it is normally their main access to the community.

Kimberly Gianos made a public comment by stating that she was the General Manager in the Antelope Valley. She thanked Access as well as the Board for the support and the PPE they have provided their location. She also understands the riders' point of view as they move back into shared rides. She wanted to make sure to say hi to everybody and let everybody know that they are doing everything they can to support the community to make sure they have a safe ride.

Wesley Witherspoon made a public comment by stating that he brings his own cleaning stuff because he is not sure of how clean things are. He does not agree that going back to shared rides would be a good idea because there are many people in the disabled community who are still not vaccinated and neither are the drivers. He stated the same day trips are great and the cleaning of the vehicles now is much better. Many people with disabilities don't have access to Uber or Lyft, their own car, or a bus, so this is their only form of transportation. He is asking Access to wait a bit more before reintroducing shared rides.

Gordon Cardona made a public comment by stating that it is far too soon to start ride sharing with the passengers. Since they are still in a pandemic and people with disabilities are more prone to catching viruses, it would be terrible if one of the passengers riding Access would get sick from another passenger. He has not been on public transportation since last March and he is asking the Board to reconsider. He realizes that after the pandemic is over, Access will most likely resume ride sharing and he recommends that Access offer a premium service of no ride shares for an additional fare. As he has mentioned numerous times before, long ride shares could be very unhealthy for some people. Once they are in the Access vehicle, they cannot exit the

vehicle until they get to their destination. He asks Access to reevaluate the ride share service and implement some changes to improve the service for passengers.

Ms. Marquita made a public comment by stating that she takes long distance trips and now has to share those trips with other riders. She understands that there is always a possibility of being late and therefore, they should schedule accordingly. Cleaning the vans only once a day is unfair, unsanitary, and doesn't make sense.

Board Member Comments

Treasurer Barnes understood that the shared rides would initially be with the larger vehicles. He asked for more detail since he believes there could be a misunderstanding of what's planned. Chief Operations Officer Mike Greenwood stated that at the beginning of April, they opened up two-person shared rides on the cutaways, which range from occupancy of six to 15 riders. The additional change that was made just last week was that they approved two-person shared rides on all vehicles except sedans, still at one-rider maximum on taxi cabs, and two-rider maximum on all other vehicles. Two-person max includes the PCA or guests traveling with the rider so there should not be another shared rider in the vehicle.

Treasurer Barnes also asked what percentage of shared rides that would be. Mike Greenwood responded that prior to COVID, roughly 65% of all trips were shared rides, and 35% were non-shared rides. They don't have enough data yet after one week to see where we're going with that. He thinks it will probably be 10 to 20% lower than normal, just because ridership is still lower than normal. It will take a few weeks before they have reliable data to at least have a preliminary conclusion on how many of the trips are two-person shared rides versus no shared rides.

Treasurer Barnes added that there would be a vaccination clinic that Foothill Transit is going to be hosting with City of Covina and with Albertsons. He knows the Access team has been pushing that information out to the community. He encouraged those that can access that location, particularly in the San Gabriel Valley, to do so.

Mr. Colaiace thanked all the customers for making a public comment. Throughout this pandemic, staff has been focused on making the system as safe as possible. They refashioned the system very quickly in March 2020 to get rid of shared rides, and start same-day service. They took many suggestions from the Access customers. They knew demand would return to the point where they needed to get back to normal and they kept this going as long as could because they value people's safety.

Chair Nason asked Mr. Greenwood if they were thinking of having any type of dividers in the vehicles because they have those in her center. He responded that they have investigated various types of barriers that could separate the driver from the riders. Unfortunately, most of the fleet are vehicles that are equipped with airbags and they cannot have something interacting with the airbag as that would further jeopardize the

safety of everybody on the vehicle. Again, on cutaways, since they are only transporting one or two riders, they're far away from the driver to begin with because those vehicles are much larger. In talking with their peer agencies, he is not aware of any barriers that were put in place to separate riders.

Director Del Castillo asked Mr. Greenwood that perhaps not all the call center staff are being clear about the current share ride policy of maximum two people. It seems that they were already returning to normal shared rides, so perhaps call center staff needs to be a little clearer about that in the future because it might be alarming to some people if that's what they're hearing. Mr. Greenwood responded that he will make sure the audit staff gets right on that to sample more of the reservation calls. All of the reservationists should be providing that information at the beginning of the call. He knows they may get to the point where riders might get sick of hearing it, but they will to continue that at least for a couple of weeks to make sure that everybody knows upfront that their ride could be a two-person shared ride.

Director Wisdom stated that she thought it was well done that they did research with their peers. She believes there is about eight of them, and they did both statewide, local, and out of state. She was curious to know if for some of those that never went to a single ride, was there any implication for COVID increases or decreases. It seems like they never changed their process, and she would think that if they experienced an increase in infections or not, they would have documented it. Mr. Greenwood responded that they did not go into that much detail with their peer agencies, but they could follow up with some of them, specifically the ones that never stopped doing shared rides. Access has a very detailed case tracing procedure, where we are in contact with any rider who could have ridden with somebody else that admitted to having COVID. He is not sure whether all transit agencies are doing it to that level, but they will follow up with some of them and will report back at the committee meetings on what they found.

9. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez gave a presentation on the item.

Public Comments

Yael Hagen made a public comment by stating that she is concerned with the predictions of what will happen with the community and with the ridership post pandemic. She believes Access services is going to end up being a stepping stone to people's ability to either utilize fixed route on a full-time basis or using fixed route when they can. She wanted to stress that limited share rides is one thing, but the May 1 date of full-shared rides is premature. It is important to also convey that fact to Metro as they request more funding in the future. They need to be able to build that into the budget for it to be part of the service in the future, especially in lieu of all of the comments they

had from the riders. They should convey that to Metro to see if there is something they can do financially to be able to make their transit safer.

Board Member Comments

None.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell stated that the Board Operations Committee meeting will take place April 26, 2021. The committee will review the agenda items for May/June 2021. The next set of committee meetings will take place on May 17, 2021 and the full Board will meet on June 21, 2021.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated the system they implemented in 2006 called Rider 360, was overhauled. It is the internal data backbone for Access Services that allows them to better serve their customers by keeping a record of their requests and interactions with the agency, from eligibility, to customer service request, to trip histories. In May 2019, the Board approved funding to migrate Rider 360 to the cloud and completely overhaul the program to comply with state and federal rules and regulations, enhance business performance, and implement expanded capabilities to reflect industry best practices. He is pleased to report that this project is nearing the finish line and should be completed in the next month or so. To minimize any disruption staff will be migrating from the old Rider 360 to the new version over a future weekend. This may affect some customer functions such as online reservations for that brief migration period. Staff will make sure to inform customers of any impacts ahead of time. The replacement of this nearly 15-year-old program will help Access conduct its operations more efficiently. One further update in terms of legislative meetings, staff has met with key political offices over the last few weeks, including Los Angeles City Council President Nury Martinez, and last week with the office of Mayor Eric Garcetti. The Mayor's office thanked Access staff for their partnership during the pandemic and said that Access was the agency they thought of when they needed to get things done. That was a big compliment from the Mayor's office, so congratulations to Access staff and the contractors.

12. BOARD MEMBER COMMUNICATION

Treasurer Barnes stated it was good to see everyone and thanked the Access team for adapting and responding. The comments from the Mayor's office are certainly much appreciated. It evokes the spirit of what they have been experiencing, which is to adapt and do the very best they can with the limited resources that they always have to work with. He encouraged everyone to get vaccinated since that is the safest thing that they can do for their communities.

Director Del Castillo commended Access staff for their commitment to safety and commitment to expand operations as permitted.

Secretary De Vera stated thanked all of the riders who participated in public comment. Many years ago the former GM of San Gabriel Transit told her, "It must be very difficult to be a rider and a Board member," and she responded it was. It is however, time for Access to move on. She lost her mother to COVID complications so she takes COVID very seriously. When it comes to catching virus in a van, the riders are six feet away from the driver because the vans are large. She once again thanked Access staff for their diligence during the pandemic.

Vice Chair Gombert thanked Access staff for the presentations. Concerning all the public comments made by riders, he understands their concerns but these are difficult decisions with no easy answers. As Board members they have wrestled with this issue extensively over the past week. He hopes those that spoke have received or are in the process of getting vaccinated. He took his disabled sister to get her second vaccination this past Saturday at the Foothill Transit vaccination clinic in Covina. There are plenty of options now for individuals to get vaccinated. An important point that can't be emphasized enough is the conversation on shared rides. There is no extra capacity in the transportation industry. Local transit agencies are hiring hundreds if not thousands of bus operators to bring service levels back to pre-COVID levels. More ominously for Access, many taxi and ride share drivers have left the industry permanently for Door Dash and other delivery services so there are no extra drivers. This isn't a policy decision that they can say let's spend more and they can fill these shifts because there are no individuals to fill them.

Director Wisdom stated she agrees with the other Boardmember's sentiments. Access cannot be successful without the input of the riders and also without the talent and skills of the actual employees. She really appreciates how the team has pivoted and adjusted accordingly with the limited resources that they have had despite not knowing what to expect. She thinks that with everything that has been given, they are doing a great job to pivot and adjust and sometimes it is not to everyone's satisfaction. She believes the Access Services team is doing the best they can given budgetary constraints and other factors.

Director Gibson stated that she agreed with the other Directors and can't add anything. She understand how difficult these decisions are and she thanked everyone who provided their comments and shared their experience. From what she has seen and what she has heard, Access has been taking the right approach with a safety as the first priority.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Mel Bailey made a public comment by stating that he wanted to highlight Mr. Tom Irvin out of Northern Region, Mr. Robert, not sure of his last name out of Southern Region and Victor out of Southern Region. He wanted to recognize Megan Mumby and Mr. Greenwood. They don't always agree but they have a way of getting their information delivered and not making it a more adversarial situation. He does know some people who are not as nice in the Southern region. He understands that many people have high positions within the agency. However, from the outside Access is Access. The person all the way up top is no more important than the person who puts gas into the vehicle. Customer service is important and auditing them is too.

Carlos Benavides made a public comment by thanking Access for everything they have done. He thanked all the Board members and Andre Colaiace. He also has had issues with people returning his phone calls but they do eventually. If it's something that's vital, there's different ways to go and find out the answer.

15. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated that no action was taken by the Board during Closed Session.

16. ADJOURNMENT

Motion made by Treasurer Barnes, seconded by Director Gibson to adjourn.

The meeting adjourned at 3:13 p.m.

Approved

Theresa De Vera, Secretary

Date

JUNE 14, 2021

TO: BOARD OF DIRECTORS

**FROM: ALVINA NARAYAN, MANAGER OF TRAINING AND COMPLIANCE
MATTHEW AVANCENA, DIRECTOR OF PLANNING & COORDINATION**

**RE: CONSIDERATION TO APPROVE DISADVANTAGED BUSINESS
ENTERPRISE GOAL**

ISSUE:

Development of Access Services' Overall Triennial DBE Goal for Federal Fiscal Years (FFYs) 2022-2024 is required as a condition of federal financial assistance. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Approve the Overall Triennial DBE Goal of 2.4% for FFYs 2022-2024, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).

IMPACT ON BUDGET:

No impact on budget.

BACKGROUND:

Access is required to develop and submit a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal for DBE participation as a condition of receiving federal assistance, pursuant to Section 1101 of the Transportation Equity Act for the 21st Century, 49 CFR Part 26, and the Federal Transportation Administration (FTA) Master Agreement, which includes DBE provisions and requirements.

DOT Policy Race Neutral Directives

As a direct recipient of federal funds, Access Services has developed its Overall Triennial Goal for DBE participation in its Federal Fiscal Years 2022-2024 DOT-assisted contracts. In response to the policy race neutral directives issued by the Department of Transportation in 2006, Access will continue to implement its DBE Overall Annual Goal race neutrally. In a wholly race-neutral program, the recipient does not set contract

goals on any of its DOT-assisted contracts for which DBE subcontracting possibilities exist.

Overall Triennial DBE Goal

As indicated above, the recommended Overall Triennial DBE Goal for Access's DOT-assisted contracting program for FFYs 2022-2024 is 2.4%. The goal was established utilizing the federal two-step goal setting methodology to determine the relative availability of DBEs.

The relative availability of DBEs to all comparable firms (DBE and Non-DBE) available to bid or propose on Access FTA-assisted contracting opportunities projected to be solicited during the triennial goal period was calculated by assigning a North American Industry Classification System (NAICS) code for each item of work in each project and assessing the California Unified Certification Program (CUCP) DBE Database of Certified Firms and the 2018 U.S. Census Bureau County Business Patterns Database within the Access market area for each of the categories of work. Other known evidence potentially impacting the relative availability of DBEs within the market area was reviewed and assessed in accordance with prescribed narrow tailoring provisions set forth under 49 CFR Part 26.45: Step 2; DBE Goal Adjustment guidelines. The goal of 2.4% represents the level of DBE participation that could reasonably be expected on federal-aid contracts.

Access Services FFYs 2022-2024 DBE Goal Setting Methodology can be found at:

[Item 6-a Attachment A](#)

Access will continue to utilize strictly race-neutral measures to foster DBE attainment, which may include unbundling of contracts when possible, technical assistance, hosting and participating in workshops for the DBE and small business contracting community, conducting "How to do Business with Access" and DBE workshops, and proactive, targeted outreach to all small businesses to increase its contracting base of capable and interested firms with potential for DBE certification.

Such outreach activities may include participation as an Exhibitor at large regional transportation-focused Outreach Events, Trade Fairs and Workshops, interfacing with Minority and Women Business Associations and Business Development Centers, and advertising in minority publications to provide DBEs and small businesses with current information of upcoming Access procurement and contracting possibilities. Access may also provide pre-bid/pre-proposal conferences to afford networking opportunities for primes and subcontractors. Access will promote and encourage teaming opportunities between prospective prime contractors and the DBE and small business contracting community.

Following FTA requirements, a Public Notice advertising the FFY 2022-2024 Overall Triennial DBE Goal for public comment was published on April 14, 2021. Outreach is

in progress to minority, women, small, and local business associations, and community organizations within the Access market area to provide an opportunity for comment.

DBE Program Update

To help level the playing field for small businesses, including minority and women-owned small businesses, Access is proposing an enhancement to the DBE Program, which includes adding a small business preference component. This includes a 5% preference for procurements greater than \$75,000. The preference would be applied for evaluation purposes and would reduce the bid or proposal amount by 5% for a certified small business or a large business that includes a certified small business in its proposal for 25% or more of the proposed amount. The preference would be limited to \$25,000 and the actual proposed amount would be awarded.

JUNE 14, 2021

TO: BOARD OF DIRECTORS

**FROM: ALVINA NARAYAN, MANAGER OF TRAINING AND COMPLIANCE
KIMBERLIE NIMORI, PROCUREMENT COORDINATOR**

**RE: CONSIDERATION TO AWARD DRUG AND ALCOHOL CONSULTING
SERVICES CONTRACT (AS-4145)**

ISSUE:

Board approval is required to exercise the award of a drug and alcohol consulting services contract. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4145 with LPM Consulting Inc., who will provide drug and alcohol program monitoring and oversight services in an amount not-to-exceed \$480,000 for the five-year period beginning August 1, 2021.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for FY 2022 and the subsequent out years. The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels. At Access' sole discretion, this contract may be extended for up to three (3) additional years in one-year increments.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Providing monitoring and oversight services to ensure compliance with the US Department of Transportation (DOT) and Federal Transit Administration's (FTA) Drug Use and Alcohol Misuse Prevention Program is a highly specialized field that requires the expertise of a technical expert. Demand for paratransit services has continued to grow in recent years, which has consequently increased monitoring and oversight responsibilities. With over 1,598 safety sensitive positions in Access' Drug and Alcohol testing pool, the program consultant plays a critical role in ensuring Access Services and its contracted service providers, as well as

their sub-contractors, meet and maintain compliance with federal drug and alcohol program requirements.

The Access staff member currently responsible for Drug and Alcohol Program compliance is also responsible for compliance with all FTA and local grants management requirements. In addition, this staff person also serves as the Disadvantaged Business Enterprise Liaison Officer (DBELO), a position responsible for implementing, tracking, reporting and maintaining a federally compliant DBE program. For these reasons, staff believes that continuing to retain the services of an outside technical expert is warranted.

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 herein. 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:

Under FTA 49 CFR Part 655 ("Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations"), contractors that perform any safety-sensitive functions on behalf of Access Services (a FTA grantee) are required to comply with the provisions of Part 655 and follow the procedures prescribed for drug and alcohol testing under DOT 49 CFR Part 40 ("Procedures for Transportation Workplace Drug and Alcohol Testing Programs"). The rule specifically requires the grantee to provide monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access Services is consistent with DOT and FTA rules. Access Services is required to annually certify compliance to the applicable FTA Office.

Access has been utilizing the services of a qualified consultant to comply with Drug and Alcohol program requirements. The consultant provides monitoring and oversight to contractors and their sub-contractors to ensure the Drug and Alcohol Program implemented by the service providers is compliant with DOT and FTA rules.

A request for proposals was issued for Drug and Alcohol Consulting Services on January 12, 2021, with over eighty firms downloading the RFP, from either the Access website or from the nationwide e-procurement service, *Public Purchase*. On February 8, 2021, Access received a single response from LPM, who is teaming up with Diana Byrnes of Byrnes & Associates, to assist with annual compliance audits and FTA-mandated training for safety-sensitive employees and supervisors. Ms. Byrnes is a lead instructor with the USDOT Transportation Safety Institute (TSI). TSI develops and

delivers training programs nationwide using a team of recognized transit professionals and subject matter experts. The firm’s submitted proposal was deemed responsive to the subject RFP and the firm itself was deemed responsible.

In order to better understand the reasons for the lack of response to the RFP, staff conducted a market survey of approximately 90% of those firms who showed initial interest in the solicitation by downloading the RFP. Access contacted these firms via e-mail and determined that the firms’ ultimate decision not to submit a proposal reflected one of two issues: the work involved was outside of their area of expertise or lack of staff that met the minimum requirements identified in the solicitation.

An evaluation of the proposal was conducted in accordance with Access’ Procurement Policies. Technical Proposals were evaluated by three members of Access’ Planning and Coordination Department. The proposal was rated based on cost, for which LPM received the maximum score of twenty points, along with two technical criteria: length and depth of technical expertise and experience of the prime consultant and the project team as well as project understanding and technical approach.

Proposer	Price (Max. 20 Pts)	Technical expertise and experience (Max. 45 Pts)	Project Understanding and Technical Approach (Max. 35 Pts)	Total Score (Max. 100 Pts)
LPM Consulting, Inc.	20.00	44.25	34.18	98.43

COST ANALYSIS

LPM proposed an average hourly rate of \$138.00 for the first year of the five-year base term, which is slightly lower than the current hourly rate of \$140.00. This compares favorably with the most recent year-over-year increase in the Consumer Price Index for the Los Angeles area of 2.2% (*U.S. Consumer Price Index, Los Angeles Region, March 2021*). After the first year of the contract, LPM is proposing a modest increase of an average of 2.0% per year through the end of the five-year base term.

Although LPM operates out of an office in Chatsworth, California, Diana Byrnes of Byrnes & Associates, LPM’s proposed subcontractor, is based in Tampa Bay, Florida and will therefore incur travel expenses when conducting onsite audits. However, to save on travel expenses, Diana will travel to Los Angeles and perform a full week of onsite audits.

Proposer	Year 1	Year 2	Year 3	Year 4	Year 5	Five Year Total
LPM	\$81,446.00	\$87,196.80	\$95,688.24	\$104,668.88	\$110,753.58	\$479,753.50

RECOMMENDED CONTRACTOR

The role of the drug and alcohol program consultant is critical to ensuring that Access and its contracted service providers, and their sub-contractors, meet federal drug and alcohol compliance requirements.

Access has been utilizing the expert services of Leila Procopio-Makuh since June 2003. She is a nationally recognized FTA Drug and Alcohol Program expert and has been a Certified Substance Abuse Program Administrator (C-SAPA) since 2000. Ms. Procopio-Makuh is also a former FTA substance abuse program auditor, who has served as a Commissioner for the Substance Abuse Program Administrators Certification Commission and is a former member of the Legislative and Regulatory Committee of the National Drug and Alcohol Testing Industry Association. Furthermore, Ms. Procopio-Makuh is a subject matter expert and a presenter at the FTA Drug and Alcohol Program National Conference.

For the past seventeen years, LPM has maintained a federally compliant drug and alcohol program for Access Services and its service providers. As the demand for Access has increased, additional subcontractors have been added to augment trip capacity. The addition of taxi subcontractors increased monitoring and oversight responsibilities. LPM’s technical assistance and program knowledge has allowed Access to continue to successfully maintain program compliance.

Over the life of LPM’s contracts with the agency, Access Services and its contractors have successfully passed drug and alcohol compliance audits and triennial reviews conducted by the FTA. With over 1,598 safety sensitive positions in the Drug and Alcohol testing pool, the program consultant plays a critical role in ensuring that Access Services maintains program compliance. LPM provides program monitoring and oversight to a total of 30 entities, including Access Services, it’s six prime contractors, and 20 subcontractors. LPM’s on-site assistance and guidance during the past review periods has proved pivotal in ensuring Access’s compliance with the federally-mandated Drug and Alcohol Testing Program.

LPM Consulting, Inc., will be subcontracting with Diana Byrnes of Byrnes & Associates. LPM will serve as the prime contractor and administrative lead for this contract. Ms. Byrnes will serve as the project lead.

Ms. Byrnes is a Certified Substance Abuse Program Administrator (C-SAPA) whose experience in the field of substance abuse management offers a unique perspective from all avenues of transportation workplace drug and alcohol testing. She began her career in 1999 as an account manager with one of the nation's largest third-party administrators, First Lab. She quickly grew in her position and became certified as a Medical Review Officer (MRO-A) through the American Association of Medical Review Officers (AAMRO) in 2002.

Ms. Byrnes achieved the designation of Certified Substance Abuse Program Administrator (CSAPA) in 2008. This distinction illustrates her ability to develop, implement and administer transportation workplace drug and alcohol testing programs in accordance with federal regulations and within the accepted standards for testing, training, medical review, confidentiality and business ethics.

Ms. Byrnes is also a USDOT Transportation Safety Institute (TSI) Lead Instructor. TSI develops and delivers training programs nationwide, using a team of recognized transit professionals and subject matter experts. In 2019, she began working as a subcontractor for LPM Consulting to administer the Los Angeles County Metropolitan Transportation Authority's Contractor Compliance Oversight project. In this role, Ms. Byrnes performed off-site audits of eight FTA-covered contractors and their applicable service agents.

Together, Ms. Procopio-Makuh and Ms. Byrnes have a total of 48 years of combined experience in the DOT-regulated drug and alcohol testing field. Their experience and ability to practically apply mandated rules and regulations will continue to strengthen Access' efforts with program compliance.

JUNE 14, 2021

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO ADD FUNDS - RIDER360 VERSION 2.0 SERVICES CONTRACT (AS-4105)

ISSUE:

Due to an implementation delay, additional funding is required for a change order to the Rider360 Version 2.0 contract with Cambria Solutions (AS-4105). This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize an additional \$96,851 in funds to Contract AS-4105 with Cambria Systems.

IMPACT ON BUDGET:

The total contract amount will increase from \$1,499,291 to \$1,596,142. There is sufficient funding in the project budget to cover the change order but that will impact the on-going monthly support costs of the project. The additional funds will ensure technical support for Rider 360 2.0 will continue through the initial contract term ending May 31, 2024. The funding for this project comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Rider360 is a critical enterprise management application that is used throughout the Agency and the successful implementation and future support of version 2.0 is critical to Access' operations.

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 amendment 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:

In June 2019, the Board approved and awarded the Rider360 Version 2.0 project to Cambria Solutions. The project called for the development of a new solution to replace the legacy Rider360 platform that Access has been using for more than a decade.

After approximately 21 months of development effort, Rider360 Version 2.0 was originally scheduled to go live on April 12, 2021. However, a variety of factors, not related to Cambria's readiness to implement version 2.0, caused a delay in implementation. These factors included:

- Integration testing with Access' legacy scheduling and dispatching software Stratagen (currently only being used in the Antelope Valley) was still in process. And, although issues were resolved, the team did not feel testing was complete.
- Integration testing with Trapeze (the scheduling and dispatching software used in the Northern and Santa Clarita regions) was not completed due to validation issues on the vendor side. Trapeze was able to view the Rider360 data, but errors were encountered when the data went through their system validation process. As such, Trapeze was not able to process the data from Rider360.
- Provider training was completed by Access, but the Providers needed additional time to fully train their staff.
- Access' customer service contractor, Alta Resources, requested additional time to fully train their Customer Service and Operations Monitoring Center staff.

In order to accommodate the change in the implementation date, Cambria submitted a proposal that incorporated costs that would be incurred by the delay.

Rider 360 2.0 successfully went live on May 10, 2021.

JUNE 14, 2021

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE PROCUREMENT THRESHOLD CHANGES

ISSUE:

Board approval is required to modify procurement policy related to purchase thresholds. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize staff to implement the following, effective July 1, 2021:

- Revise Access procurement policy to reflect modifications by the Federal Transit Administration (FTA) regarding the micro-purchase threshold. Increase the threshold from \$3,000 to \$10,000.
- Revise Access procurement policy to reflect modifications by the Federal Transit Administration (FTA) regarding the simple acquisition (“small purchase”) threshold. Increase the threshold from \$75,000 to \$150,000.
- Revise procurement policy in order to increase the Board authorization threshold. Increase the threshold from \$75,000 to \$250,000.
- Revise procurement policy regarding aggregate purchase rules. Increase the threshold for aggregate procurements with a single vendor in a fiscal year from \$75,000 to \$250,000.

IMPACT ON BUDGET:

This recommended action will have no impact on the budget for the current fiscal year or subsequent annual budgets.

ALTERNATIVES CONSIDERED:

If the Board opts not to approve this item, in whole or part, then staff would continue to operate under the dictates of the current applicable policies described herein.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized to revise Procurement Policies and Procedures as described herein.

BACKGROUND:

The United States Office of Management and Budget Memorandum M-18-18, *"Implementing Statutory Changes to the Micro-Purchase and the Simplified Acquisition Thresholds for Financial Assistance,"* approved by the FTA on June 20, 2018 for all FTA-funded procurements made on or after this date, increased the purchase threshold levels for micro purchases and Simplified Acquisitions (i.e., "Small Purchases") for grant recipients such as Access. This memorandum raises the threshold for micro-purchases under Federal financial assistance awards from \$3,000 to \$10,000, and raises the threshold for simplified acquisitions from \$150,000 to \$250,000 for all recipients, with the exception of procurements in which Buy America provisions apply, in which case the threshold remains at \$150,000.

Considering the above-described FTA revisions, as well as the need to continue to follow best practices for ensuring fair and open competition in all our procurement activity, staff recommends the following changes, effective July 1, 2021:

1. Increase the micro purchase threshold from \$3,000 to \$10,000
2. Increase the small purchase (simple acquisition) threshold from \$75,000 to \$150,000
3. Increase the threshold for Board approval of new and amended contracts from \$75,000 to \$250,000
4. Increase the threshold for Board approval of annual aggregate single vendor purchases from \$75,000 to \$250,000.

If the requested changes are approved, Staff would modify our current Procurement Policies (and related Procurement Procedures), to reflect these changes. The new language would read as follows.

Micro Purchase Threshold

Current Policy:

Micro-purchases are those purchases of \$3,000 or less. If permitted by regulatory agencies (State and local law) these purchases may be made without obtaining competitive quotations. These purchases are exempt from FTA's Buy America requirements. Davis-Bacon wage requirements will apply to construction

contracts exceeding \$2,000. Access will not divide or reduce the size of its procurement in order to come within micro-purchase limit (splitting). Documentation is required that shows that the price is fair and reasonable and a description of this determination is in accordance with FTA regulations.

Recommended Policy:

Micro-purchases are those purchases of \$10,000 or less. If permitted by regulatory agencies (State and local law) these purchases may be made without obtaining competitive quotations. These purchases are exempt from FTA's Buy America requirements. Davis-Bacon wage requirements will apply to construction contracts exceeding \$2,000. Access will not divide or reduce the size of its procurement in order to come within micro-purchase limit (splitting). Documentation is required that shows that the price is fair and reasonable and a description of this determination is in accordance with FTA regulations.

Simple Acquisition ("Small Purchase")

Current Policy:

Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property with a value of less than \$75,000. If small purchase procurements are used, price or rate quotations will be obtained from an adequate number (at least three (3)) of qualified sources. (Procurement Policy Manual - April 2017)

Recommended Policy:

Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property with a value of less than \$150,000. If small purchase procurements are used, price or rate quotations will be obtained from an adequate number (at least three (3)) of qualified sources.

Board Authorization Threshold

Current Policy:

Purchases above \$75,000 require prior authorization of the Board of Directors and must be acquired in accordance with established procurement procedures.

Recommended Policy:

Purchases above \$250,000 require prior authorization of the Board of Directors and must be acquired in accordance with established procurement procedures.

Aggregate Procurement Threshold

Current Policy:

At such time as the aggregate purchase from a single vendor exceeds the total amount of \$75,000 in the fiscal year, any additional purchases from that vendor (during the same fiscal year) must be approved by the Board of Directors, notwithstanding the amount of the purchase.

Recommended Policy:

At such time as the aggregate purchase from a single vendor exceeds the total amount of \$250,000 in the fiscal year, any additional purchases from that vendor (during the same fiscal year) must be approved by the Board of Directors, notwithstanding the amount of the purchase.

Finally, in order to put our request into greater context, please refer to the following tables, which illustrate:

- The breakdown of Access contracts let or modified over the past two years by dollar value (Table A)
- The current micro purchase threshold for peer transit agencies (Table B)
- The current small purchase threshold for peer transit agencies (Table C)
- The dollar value of procurements which require agency board approval for peer transit agencies (Table D)

Table A
Access New/Modified Contract Values - January 2019-March 2021

	<u>Number</u>	<u>% of Total</u>
Under \$3,000	127	(41%)
\$3,000-\$10,000	72	(23%)
\$10,000-\$75,000	80	(26%)
\$75,000-\$250,000	7	(2%)
Over \$250,000	25	(8%)

Table B
Micro-Purchase Threshold - Peer Transit Agencies

• Foothill Transit	\$10,000
• Long Beach Transit	\$10,000
• NYC Transit	\$10,000
• RTD (Denver)	\$10,000
• BART	\$5,000
• MTS (San Diego)	\$3,500
• VTA (San Jose)	\$3,500
• ACCESS SERVICES	\$3,000
• LA Metro	\$3,000
• CTA (Chicago)	\$3,000
• OCTA	\$2,500
• DART (Dallas)	\$2,500

Table C
Small Purchase Threshold - Peer Transit Agencies

• NYC Transit	\$250,000
• RTD (Denver)	\$250,000
• LA Metro	\$250,000
• VTA (San Jose)	\$150,000
• BART	\$150,000
• Foothill Transit	\$100,000
• MTS (San Diego)	\$100,000
• ACCESS SERVICES	\$75,000
• OCTA	\$50,000
• DART (Dallas)	\$50,000
• CTA (Chicago)	\$40,000
• Long Beach Transit	\$25,000

Table D
Contract Value Requiring Board Approval - Peer Transit Agencies

• VTA (San Jose)	\$1,000,000*
• LA Metro	\$500,000*
• RTD (Denver)	\$500,000*
• NYC Transit	\$250,000*
• OCTA	\$250,000
• CTA (Chicago)	\$250,000
• DART (Dallas)	\$250,000
• Long Beach Transit	\$200,000
• BART	\$100,000
• Foothill Transit	\$100,000
• MTS (San Diego)	\$100,000
• ACCESS SERVICES	\$75,000

**Amount higher in some cases.*

JUNE 14, 2021

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR**

RE: CONSIDERATION TO AWARD WEBSITE CONTRACT (AS-4152)

ISSUE:

Board approval is required to execute a contract for website migration, update and maintenance services. This item was reviewed and approved by the External/Stakeholder Relations Committee.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4152 for website migration, update and maintenance services for a three (3) year base contract beginning December 1, 2021 and ending November 30, 2024 with Planeteria Media LLC in an amount not to exceed \$138,400.

IMPACT ON BUDGET:

The contract total of \$138,000 is inclusive of migration costs and support over a three-year time period. The costs associated with this contract will be programmed in future budgets. The funding for this contract comes from local Prop C 40% funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the current website consultant contract, which ends on November 30, 2021, has no option years available.

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:

Since 2012, Access' website services and hosting has been maintained by Trinet, which was selected through a competitive procurement process. During this time, the website has been continuously updated with relevant information such as meeting agendas, Access stand locations, policy updates and community events. The website also allows for individuals to purchase coupons on-line and begin initial eligibility enrollment. A complete redesign of Access' website, for both desktop and mobile users, was completed by Trinet and subsequently launched in early 2020. Due to contract term limitations, it was necessary to issue a solicitation to continue support services and migrate the hosting of the website to Access' Microsoft Azure cloud services domain.

Procurement Overview:

On March 8, 2021, Access issued Request for Proposals (**RFP**) No. AS-4152 to retain an experienced website developer to migrate, update, and maintain Access' website. Access issued one addendum to the RFP in order to provide answers to proposer questions.

Proposals were due April 8, 2021. Access received proposals from the following nine firms:

1. 3Di, Inc. (**3Di**)
2. Bayen Group, LLC (**Bayen**)
3. DirectPointe 7, Inc. (**DP**)
4. KWALL LLC (**KWALL**)
5. MOURI Tech LLC (**MOURI**)
6. NITOR technologies Inc. (**NITOR**)
7. Neumeric Technologies Corporation (**NTC**)
8. Planeteria Media LLC (**Planeteria**)
9. Trinet Internet Solutions, Inc. (**Trinet**)

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: one from the Administration department, one from the Planning and Coordination department, and one from the Information Technology department.

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

	Evaluation Criteria	Maximum Points
1.	Firm Qualifications & Experience	15
2.	Key Personnel Qualifications, Experience & Availability	25

3.	Client References	5
4.	Quality of Work Plan	35
5.	Price	20
	TOTAL	100

From April 9, 2021 through April 28, 2021, the evaluation panel conducted its independent evaluation of the proposals. Based on the evaluation criteria, Planeteria ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	3Di	Bayen	DP	KWALL
1. Firm Qualifications & Experience	13.75	11.25	8.90	13.25
2. Key Personnel Qualifications, Experience & Availability	22.08	19.58	14.17	18.75
3. Client References	4.58	3.97	3.33	4.42
4. Quality of Work Plan	30.92	25.08	19.83	26.83
5. Price	16.85	15.57	10.83	9.22
Total	88.18	75.45	57.06	72.47

Evaluation Criteria	MOURI	NITOR	NTC	Planeteria	Trinet
1. Firm Qualifications & Experience	11.25	10.75	11.95	13.75	12.75
2. Key Personnel Qualifications, Experience & Availability	19.17	8.33	17.92	21.67	21.67
3. Client References	3.58	3.38	3.63	4.58	4.00
4. Quality of Work Plan	28.00	26.83	28.47	30.33	27.42
5. Price	13.22	8.79	16.52	20.00	13.18
Total	75.22	58.08	78.49	90.33	79.02

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

Planeteria's price has been determined to be fair and reasonable based upon an independent cost estimate (**ICE**), competition, and fact-finding. Proposer prices for the three-year base term are set forth below.

Proposer	ICE	Original Price
1. 3Di	\$174,550	\$164,236.80
2. Bayen	\$174,550	\$177,770.00
3. DP	\$174,550	\$255,626.77
4. KWALL	\$174,550	\$300,300.00
5. MOURI	\$174,550	\$209,440.00
6. NITOR	\$174,550	\$315,000.00
7. NTC	\$174,550	\$167,522.45
8. Planeteria	\$174,550	\$138,400.00
9. Trinet	\$174,550	\$209,960.37

Overview of Recommended Proposer

Headquartered in Santa Rosa, California, Planeteria is a technology and marketing company that has specialized in website design and development for over 20 years. It has developed over 500 websites and provided website services for municipalities, transit agencies, and transit operators throughout the country.

Local clients include Gold Coast Transit, Foothill Transit, and the Carlsbad Jet Center. Notable project experience includes website services for several transit agencies. One project involved an ADA compliance audit, and the subsequent redesign of San Bernardino County Transportation Authority's website.

Another project involved the redesign of a family of three interrelated websites for the Solano Transportation Authority. A third project involved a turnkey solution for a new website for AC Transit, the Oakland-based public transit agency serving the western portions of Alameda and Contra Costa counties in the San Francisco Bay Area.

The proposed project team includes a group of highly qualified technical staff. Proposed staff includes a project manager, technical director, senior information architect, web producer, senior visual designer, and senior developer. Collectively, the team possesses over 80 years of combined technical experience.

Planeteria has presented a detailed Work Plan. It addresses various design issues. It emphasizes the need for a modern, mobile-friendly design and underscores the importance of good interactive imagery. It addresses website functionality, highlighting separate sections for the Board of Directors, Procurement, calendar and events, job postings, email subscriptions, frequently asked questions, social media, and an Access directory. In its proposal, the company discusses transit tools that include schedules, maps, alerts, and trip planning. It also proposes additional options for website enhancement, including a chatbot and an e-alert system.

Planeteria's plan details a range of backend Content Management System (**CMS**) features to manage the website. These features include drag-and-drop capabilities, content scheduling, "what you see is what you get" (**WYSIWYG**) editing, document archiving, media upload and asset management, and website analytics.

Planeteria has provided an effective project management strategy. It provides a detailed website project plan, breaking down phases and stages. It utilizes several software tools to ensure quality assurance and timely project delivery per the requirements of the Scope of Work. These tools include Basecamp (an online project coordination tool), BugHerd (an online quality assurance tool), and FreshDesk (a client support portal).

Planeteria is a California Micro Small Business. No subcontractors are proposed.

JUNE 14, 2021

TO: BOARD OF DIRECTORS

**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION
RYCHARDE MARTINDALE, ADA COORDINATOR**

**RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE
(CAC) APPOINTMENT**

ISSUE:

The Community Advisory Committee (CAC) currently has one membership vacancy. In accordance with the CAC Bylaws, Board approval is required in order to appoint new members to the committee. This item was reviewed and approved by the External/Stakeholder Relations Committee.

RECOMMENDATION

Appoint Kimberly Hudson to the CAC effective June 21, 2021.

IMPACT ON BUDGET

None.

BACKGROUND

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to impact and improve Access' transportation program. The following outlines the timeline associated with this vacancy.

January 2021

CAC member Kurt Baldwin announced his retirement from the CAC effective February 28th.

February 2021

With Mr. Baldwin's announcement, Access staff reconvened the CAC's Member Selection Subcommittee. The subcommittee agreed to advertise the vacancy for a period of two weeks beginning March 1, and ending March 15, 2021. Staff published

the vacancy notice on its website, and distributed it by email to various community stakeholders, including all the Regional Centers and Independent Living Centers in the County and the L.A. City and County Commissions on Disabilities. The notice provided instructions to interested persons on the steps needed to complete an application. Staff received one new application in addition to the applications that were already on file.

March 2021

After receiving the new application, the Member Selection Subcommittee agreed to review the one application received and asked staff to remind the applicant to attend at least two CAC meetings. The subcommittee planned to meet again to determine interview dates.

April 2021

The subcommittee reviewed all of the existing applications on file and narrowed the pool of qualified applicants down to three (3) individuals meeting the criteria set forth in the Bylaws.

May 2021

The subcommittee interviewed three (3) applicants: Wilma Ballew, Allan Buck and Kimberly Hudson. After careful consideration and evaluation of the candidates' qualifications and experience, they selected the highest scoring individual and recommended Ms. Hudson for approval by the full CAC at its May CAC meeting.

At the May 11 CAC meeting, the full committee took action and approved Kim Hudson's membership and forward their recommendation to the Access Board of Directors for final review and approval.

Ms. Kim Hudson holds a Master's Degree in Social Work and brings an extensive background of experience in disability advocacy to the CAC. As a person with a disability and an Access rider, she has been working with the disability community for over 30 years and has worked as a social worker for persons with chronic illnesses for over 20 years. She possesses an in-depth knowledge of cross-disability expertise through her affiliation with organizations such as United Cerebral Palsy Los Angeles (UCPLA), Service Center for Independent Life (SCIL) and Children's Hospital Los Angeles.

MAY 10, 2021

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)**

ISSUE:

Board action is required to approve the fourth and fifth option years for the Eastern region contract. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize an additional \$122,510,424 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from April 1, 2022 through March 31, 2024, for Contract AS-3421 with San Gabriel Transit (SGT).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two one (1) year extensions.

Trip volume for ADA paratransit service is based on the projected number of trips calculated by Access’ consultant HDR Engineering Inc.

Trip Growth	Trips	% Increase
Year 9 (4/1/22-3/31/23)	1,290,305	19.1%
Year 10 (4/1/23-3/31/24)	1,357,087	5.2%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip for ADA service, both of which were approved by the Board at its October 2018 meeting (please see table below). In addition, the Contractor is compensated on a per hour and per month basis for the provision of trips to and from our certification center in Commerce. The proposed increase in the rates for certification service for both option years is based on the most recently published year-over-year increase in the Consumer Price Index for the Los Angeles Area, which is 2.2% (*US Department of Labor, Bureau of Labor Statistics*).

The current and proposed rates are as follows:

	Current (4/21-3/22)	Year 9 (4/22-3/23)	Year 10 (4/23-3/24)
ADA Service - Fixed (monthly)	\$829,825	\$895,479	\$931,156
ADA Service - Variable (per trip)	\$34.23	\$36.19	\$38.33
Eligibility Transportation - Fixed (monthly)	\$75,713	\$77,379	\$79,081
Eligibility Transportation - Variable (per hour)	\$36.70	\$37.51	\$38.34

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Years 9 and 10 of the subject contract will be \$44.52 and \$46.56, respectively.

This action will result in an increase in the previously approved contract amount of \$313,812,690 to \$436,323,114. This is inclusive of an additional \$122,510,424 in funding to cover the projected increase in trips for FY22, FY23, and FY24. The increase in the contract amount will be programmed into the FY22 budget and will be appropriately programmed for subsequent out years.

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

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue a RFP for services in the Eastern Region. As the contractor has generally met performance targets, staff does not recommend this option as pricing is likely to increase through an open competitive process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

The Eastern region service contract, AS-3421, was awarded to SGT on December 18, 2013. The base term of the contract ran through March 31, 2019, and allows for five (5) additional option years. The third option year was approved by the Board in February 2020. This proposed action will impact the fourth and fifth (final) option years. Staff will return to the Board in FY22 with a plan to issue a new RFP for start-up in FY23, with service beginning in FY24.

Current Operational Performance

The contractor’s performance results for year-to-date FY21 are listed below. The contractor is on track to meet or exceed all but one of the KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY21*
On Time Performance	≥ 91%	92.0%
Excessively Late Trips	≤ 0.10%	0.09%
Excessively Long Trips	≤ 5%	0.0%
Missed Trips	≤ 0.75%	0.38%
Denials	0	0
Access to Work On Time Performance	≥ 94%	98.9%
Average Hold Time (Reservations)	≤ 120	34
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.3%
Calls On Hold > 5 Min (ETA)	≤ 10%	0.9%
Complaints Per 1,000 Trips	≤ 4.0	2.4
Preventable Incidents per 100,000 miles	≤ 0.25	0.06
Preventable Collisions per 100,000 miles	≤ 0.50	0.54
Miles Between Road Calls	≥ 25,000	61,541

*through 4/30/2021

Eligibility transportation services, which are part of the Eastern region scope of work, provide transportation to/from the Commerce eligibility facility for new applicants and those riders who are required to have an in-person interview as part of their eligibility renewal every three years. These services include a separate call center for the

scheduling of eligibility appointments for three eligibility locations (Commerce, Antelope Valley, and Santa Clarita) and an on-site trip starter at Commerce.

Trips under this service are scheduled regionally (i.e., all trips are performed by SGT for the other basin regions of Northern, Southern, and West Central) and appointments are made within 10 days of the date of the call. At this time, as a result of the COVID-19 pandemic, SGT is scheduling appointments but not providing transportation as Access replaced in-person assessments with phone assessments as of March 23, 2020. Access anticipates returning to in person assessments early in FY22 at which time SGT would resume the transportation services for these appointments.

Current Operational Performance - Eligibility Trips

Staff has been pleased with the performance of San Gabriel Transit in relation to eligibility transportation services. As San Gabriel Transit has not performed eligibility trip service in FY21, the following performance results are for FY20.

Key Performance Indicator	Standard	FY20
On Time Performance	≥ 91%	94.1%
Excessively Late Trips	≤ 0.10%	0.11%
Excessively Long Trips	≤ 5%	1.0%
Missed Trips	≤ 0.75%	0.22%

JUNE 14, 2021

TO: BOARD OF DIRECTORS

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

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

ISSUE:

Board action is required to approve the exercise of the first of three possible two (2) year extensions to the Santa Clarita region contract. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize an additional \$6,570,853 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2022 through June 30, 2024 with the City of Santa Clarita (SCT).

IMPACT ON BUDGET:

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

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

Trip Growth	Trips	% Increase
Year 5 (7/1/22-6/30/23)	54,568	31.8%
Year 6 (7/1/23-6/30/24)	59,486	9.0%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip for ADA service. In addition, the Contractor is compensated on a per revenue hour basis for service performed using gasoline-powered vehicles only. Per the terms of the Contract with SCT and SCT’s contract with MV Transportation, which provides ADA service in the Santa Clarita area, the proposed increase in rates will be based on the year-over-year increase in the Consumer Price Index (CPI) for the Los Angeles Area for December of the year prior to the year for which the rate increase is to be applied. Furthermore, the contract stipulates that the increase in the rates of compensation for

any given contract year, regardless of the actual change in CPI, must be no greater than 3.0% and no less than 2.0%. The chart below provides a guide for applicable rates of compensation for both Year 5 and Year 6 of the subject contract. The rates to be applied for each of the two contract years will reflect the actual increase in the year-over-year CPI as follows:

- Year 5: Year over year change in CPI from December 2020-December 2021
- Year 6: Year over year change in CPI from December 2021-December 2022

The Year 4 rates and proposed rates for Years 5 and 6 are as follows:

	Year 4 (7/1/21-6/30/22)	Year 5 (7/1/22-6/30/23)	Year 6 (7/1/23-6/30/24)
ADA Service - Fixed (monthly)	\$43,383.28	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*
ADA Service - Variable (per trip)	\$42.40	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*
Fuel Payment (per revenue hour for gasoline-powered vehicles only)	\$10.92	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*

**Increase must be between 2% and 3%, regardless of the actual applicable change in the CPI.*

Based on the estimated proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Year 5 of the subject contract will be \$57.15. and in Year 6 will be \$58.03.

This action will result in an increase in the previously approved contract amount of \$8,904,572.30 to \$15,475,425. This is inclusive of an additional \$6,570,853 in funding to cover the projected increase in trips for FY23 and FY24. The increase in the contract amount will be programmed into the FY23 budget and will be appropriately programmed for subsequent out years.

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

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue an RFP for services in the Santa Clarita Region. As the contractor has met performance targets, staff does not recommend this option as pricing is likely to increase through an open competitive process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Service in the Santa Clarita Region is currently being provided by the City of Santa Clarita through a sole source, intergovernmental agreement between Access and the City of Santa Clarita. The City provides the Access trips through Santa Clarita Transit (SCT), the City’s transit program that provides fixed-route, commuter service and dial-a-ride service on behalf of the City. SCT, in turn, contracts the service to MV Transportation. The Santa Clarita region service contract, AS-4064, was awarded to SCT on August 4, 2018. The base term of the contract runs through June 30, 2022. The contract allows for up to three (3), two-year extensions. This proposed action will only impact the first two-year extension and would leave two (2) two-year extensions available.

Current Operational Performance

The results for year-to-date FY21 are listed below. The contractor is on track to meet or exceed all KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY21*
On Time Performance	≥ 91%	95.3%
Excessively Late Trips	≤ 0.10%	0.05%
Excessively Long Trips	≤ 5%	0.2%
Missed Trips	≤ 0.75%	0.43%
Denials	0	1

Access to Work On Time Performance	≥ 94%	**
Average Hold Time (Reservations)	≤ 120	57
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.7%
Complaints Per 1,000 Trips	≤ 4.0	1.7
Preventable Incidents per 100,000 miles	≤ 0.25	0.00
Preventable Collisions per 100,000 miles	≤ 0.50	0.00
Miles Between Road Calls	≥ 25,000	135,541

* Through 04/30/2021, **Not Applicable

JUNE 14, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO AMEND BUDGET FOR FISCAL YEAR 2020/21

ISSUE:

Board approval is required to amend the Agency’s operating budget due to higher than projected demand. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize the addition of \$15,000,000 in terms of funding and expenses to the approved Fiscal Year 2020/21 budget.

IMPACT ON BUDGET:

The funds for operating expenses will increase as illustrated in the below table:

	FY21 Approved Budget	FY21 Proposed Budget	Difference
Total Operating Budget:	\$150,677,579	\$165,677,579	\$15,000,000

ALTERNATIVES CONSIDERED:

There were no alternatives considered as Access is required to provide ADA complementary paratransit services

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized to incur expenditures up to the Board approved amount.

BACKGROUND:

During the FY21 budget process, staff requested passenger estimates from its consultant HDR which, at that time, staff believed were projected to be low. Accordingly, staff requested that Metro include a \$15,000,000 reserve in its budget should demand exceed the initial projections. The recent increase in demand and revised end of year projections will most likely require Access to utilize all or most of the reserve. . In terms of the budgetary process, it is thus necessary for the Board to amend the FY2020/21 budget to reflect the additional funds and expenses.

JUNE 14, 2021

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2021/22

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2021 through June 30, 2022. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the FY2021/2022 budget as presented.

BACKGROUND:

The proposed FY2021/2022 budget is based on demand projections conducted by Access' service consultant HDR Engineering, Inc., available funding, existing programs and capital needs. Overall, the budget is based on a funding level of \$219.7 million of which Paratransit Operations represents almost 83% of the total budget. The budget will provide for delivery of 3.240 million passenger trips and 26.7 million contract revenue miles.

The following provides a high-level narrative of funding and program expenses by cost center. Full budget detail is available for download as [Item 10 Attachment - A and Item 10 - Attachment B](#).

Funding

Funding sources include \$71.3 million from the Federal Transit Administration (FTA) Surface Transportation Block Grant (STBG) program; \$30.595 million of CRRSAA equivalent funds; \$7.038 million from passenger fare revenues; estimated Section 5310 capital grant of \$15.776 million; \$12.75 million from Measure M funds, \$0.614 million from the sale of depreciated vehicles and earned interest on cash deposits. Approximately \$77.7 million 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 FY2021/2022 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 \$182.4 million for this program (83% of total funding) is a 23.8% increase (\$35.1 million) from the FY2020/2021 amended budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$166.2 million (\$131.4 million FY 2020/2021)
- Insurance - \$6.7 million (\$6.8 million FY 2020/2021)
- Free Fare Program - \$3.5 million (\$1.8 million FY 2020/2021)

The main cost drivers within the purchased transportation program are: Return of ridership to near pre-Covid-19 levels; escalating minimum wage costs; and a higher cost of contracted services as the contracts are procured through an open and competitive process.

Eligibility Determination

The total cost of \$11.1 million for this program (5.1% of total funding) is a 15.5% increase (\$1.5 million) from the FY2020/2021 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 as Covid-19 restrictions are lifted.

Consolidated Transportation Services Agency

The total cost of \$0.54 million for this program (0.30% of total funding) is an 8% increase (\$40,115) from the FY2020/2021 budget.

Administration

The total cost of \$8.98 million for this program (4.1% of total funding) reflects a 9.1% increase from the FY2020/2021 budget, and a net increase in total dollars of \$751,586.

The primary cost impacts within this program are:

- Professional Services - \$1.5 million (\$1.2 million FY2020/2021) - Due to increases in software support (Oracle, Rider360 2.0.), audit services, legal services, and scheduled contractual increases.
- Network & Telecom - \$687,000
- Salaries & Related Expenses - \$5.56 million (\$5.0 million FY2020/2021) - Increased expense from a planned 5% salary increase and an additional four (4) FTEs (bringing the Agency's authorized FTE total to 75), other payroll cost adjustments due to minimum wage scale compression. Similar to Metro, regular staff salary increases were deferred during FY21.
- Communications - \$135K
- Other categories such as Insurance and Office Rent added an additional \$100K to the budget compared to FY2020/21.

Capital Projects

The total cost of \$16.6 million (7.6% of total funding) is an 25.8% increase compared to the FY2020/2021 budget amount of \$13.2 million. Please note that the capital budget, in part, is an estimate of the total amount of available grant funding that will be carried over from FY2020/2021 to the proposed FY2021/2022 budget.

Capital projects include -

Vehicle Acquisition	\$15,776,650
IT Projects	\$830,350

Vehicle acquisitions will include El Dorado cutaways and Dodge Low Floor ProMasters. One of the challenges facing this agency and the entire state is the current lack of an approved vehicle to replace the low floor Dodge Caravan minivan that has ceased production.

Next Steps

The overall Metro budget (which includes funding for Access) was passed by the Metro Board of Directors in May. 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 14, 2021

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 2021.

June 28, 2021 - Board Operations Committee

Agenda Items:	Disposition:
Board Agenda review	Action

July 19, 2021 - Committee Meetings - Performance Monitoring, Planning and Development and External/Stakeholder Relations

Agenda Items:	Disposition:
Federal Lobbyist Contract Award	Action

August 4, 2021 - Board of Directors Retreat

Agenda Items:	Disposition:
Retreat Items TBD	Discussion

August 16, 2021 - Board of Directors

Agenda Items:	Disposition:
Committee Items Approval	Action

August 23, 2021 - Board Operations Committee

Agenda Items:	Disposition:
Board Agenda review	Action