

access

BOARD OF DIRECTORS MEETING

Monday, June 26, 2023

General Session: 12:00 p.m.

Closed Session: Immediately Following

Access Services Headquarters
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731

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|---|---|
| Long Beach Transit 1963 E Anaheim St Long Beach, CA 90813 | 3650 Fairland Boulevard Los Angeles CA 90043 |
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See *Note below for remote public link.

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 17, 2023 (page 7) [Staff Recommendation: Approve minutes as written.] | ACTION [Vote Required: majority of quorum by roll call] |
| 3. REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 4. GENERAL PUBLIC COMMENT | INFORMATION |

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|----|--|---|
| 5. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 6. | <p>CONSENT CALENDAR</p> <p>Item reviewed and approved by the Performance Monitoring Committee:</p> <p style="padding-left: 40px;">a) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 16) [Staff Recommendation Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2024, and an increase in funds of \$683,928.]</p> <p>Item reviewed and approved by the Planning and Development Committee:</p> <p style="padding-left: 40px;">b) Consideration to Award Financial Audit Services Contract (AS-4164) (page 18) [Staff Recommendation: Authorize staff to execute a contract for three years for mandated auditing, governmental reporting services, and miscellaneous consulting services as needed for the period July 1, 2023 through June 30, 2026 with BPM LLP (BPM) in an amount not to exceed \$291,585.]</p> <p>Item not reviewed or approved by any committee:</p> <p style="padding-left: 40px;">c) Consideration to Increase Funds for the Renewal of Commercial Business Package Insurance (page 22) [Staff Recommendation: Authorize an additional \$288,455 in funds for commercial business package insurance.]</p> <p>[Staff Recommendation: Approve the Consent Calendar.]</p> | <p>ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p> |
| 7. | <p>CONSIDERATION TO APPROVE PROPOSED FY2023/24 BUDGET (page 25)</p> <p>[Staff Recommendation Approve the FY2023/2024 budget as presented and authorize the Executive Director to execute contract amendments as required.]</p> | ACTION |

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| 8. | CONSIDERATION TO AWARD ARCHITECTURAL & ENGINEERING SERVICES CONTRACT (AS-4165) (page 30) | ACTION |
| | [Staff Recommendation: Authorize staff to execute Contract No. AS-4165 for Architectural and Engineering Services for the Antelope Valley Paratransit Operations and Maintenance Facility for a three (3) year base contract beginning July 1, 2023, and ending June 30, 2026, with HDR Architecture, Inc. in an amount not to exceed \$1,683,000.] | |
| 9. | CONSIDERATION TO APPROVE SERVICE AREA MAP POLICY (page 37) | ACTION |
| | [Staff Recommendation: Authorize the following service area map policy - "ADA paratransit services will be based on the 2019 ADA service area map and will be expanded based on subsequent fixed route service changes. No service area reduction shall occur without Board approval".] | |
| 10. | 2023 TRAVEL MODE CUSTOMER SURVEY (page 43) | PRESENTATION |
| 11. | OPERATIONS UPDATE | PRESENTATION |
| 12. | UPCOMING BOARD ITEMS (page 46) | INFORMATION |
| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/ POSSIBLE ACTION |
| 16. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 17. | CLOSED SESSION: | DISCUSSION/ POSSIBLE ACTION |
| | A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 | |
| | 1. Anticipated Litigation: Gov. Code §54956.9 (b) | |
| | (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 circumstances," there exists a "significant exposure to litigation". | |
| | 2. Pending Litigation: Gov. Code §54956.9 (d)(1) | |

(i) Litigation, to which Access Services is a party, has been initiated formally.

1. Aviles, Guillermo v. Access Services, Case # 20STCV3752

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 a specific agenda item is debated and voted upon regarding that item, (2) general public comment and (3) before closed session regarding matters to be discussed in closed session. 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

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/81792171966>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833
548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 817 9217 1966

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, 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 17, 2023

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Gombert at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Martin Gombert, Treasurer Doran Barnes, Secretary Dolores Nason, Directors Adrian Aguilar, Andrew Del Castillo and Giovanna Gogreve.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Theresa DeVera

BOARD MEMBERS PRESENT VIRTUALLY (AUTHORIZED UNANIMOUSLY)

Vice Chair Lee Burner, Director John Troost

**2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON
FEBRUARY 27, 2022**

Recommendation: Approval of minutes as written.

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

**3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON
MARCH 29, 2023**

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen reported on the past CAC meetings. She stated that Director DeVera and Director Gombert had given respective Board meeting updates. There was an Eligibility contract update given by Karen Gilbert who stated that eligibility would be extended to five years from the current three years. Susanna Cadenas presented on coupon outlets and stated there would be a location added in the Antelope Valley and that the Azusa location was closed. Rogelio Gomez presented an update on the Eastern Region contract with changes suggested by the committees. In the April CAC meeting, Matthew Avancena spoke on a new subcommittee for customer service. They will discuss the ordering process for coupons and no shows. Susana Cadenas will support the committee, and the volunteers are Members Goeman, Hagen, Lantz, Shah and Hudson. Alex Chrisman stated the emergency mandate had ended and masks were no longer required on rides. They received reimbursement from FEMA for their emergency response during Covid. Matthew Avancena gave an update on the informational videos to be recorded for Access. Mike Greenwood stated they will schedule field trips for new vehicles and will consider changes. In conclusion, Chair Hagen spoke about her idea of creating a podcast. She asked the CAC for possible podcast discussion ideas. Chair Hagen added that they were putting together a goals retreat, so they are discussing the agenda now.

TPAC Chair Diane Amaya reported the TPAC met on March 9th, 2023. An Executive Director's report was given by Andre Colaiace, who stated that in February they had a community meeting with over 100 attendees. They are also in the process of acquiring their first operations and maintenance facility and it will be in the Antelope Valley. He informed them that the Board approved the TNC pilot project. Hector Rodriguez stated that Access was about a million dollars under budget. The issues with the impact on the budget are the lack of drivers and higher starting wages. He stated that for fiscal year 2024 the San Gabriel region RFP was just released. He also stated they would be receiving \$42 million for vehicle replacements in FY24. Karen Gilbert presented the proposed eligibility RFP and stated that it was awarded to Medical Transportation Management, MTM, back in 2017. The contract ends in June 2024. They plan on sharing the information with the committees and Board with proposals due on September 13th, 2023. Vincent Pena presented the operations report. He stated that LA County voted to end the COVID-19 emergency declaration as of March 31st. Access was planning to end its mask requirement.

5. GENERAL PUBLIC COMMENT

Zed LaSalle made a public comment by stating that rides on Access make his life much easier. He stated that he is 80 yrs. old and handicapped and no longer wants to transfer because he is scared to fall. He can ride with no problem on the new vans or cutaways but the older vehicles, where he is forced to transfer on, it is too difficult for him. He

has doctor's appointments every three months and would like to find a resolution to this so that he only gets the new vans to pick him up.

Mel Bailey made a public comment by stating that he would like them to remain with virtual meetings since there is still the risk of infections and less resources will be needed to bring riders to the in-person meetings.

Terry Lantz thanked all the Board members and the leadership at Access for listening to them and keeping the meetings as a virtual option. She respects and appreciates the leadership and the thought that was put into coming up with this hybrid.

6. SUPERIOR SERVICE AWARD

Project Administrator Faustino Salvador introduced the Superior Service Award winner Sonya Hackett.

7. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Extend Term, Modify Rates and Increase Funds - Fleet Inspection Services Contract AS-4104
- b) Consideration to Extend Term and Increase Funds - Insurance Third Party Administrator Services Contract AS-4124
- c) Consideration to Approve Self-Insured Retention Automobile Liability Program Renewal
- d) Consideration to Approve Renewal of Commercial Business Package Insurance
- e) Consideration to Approve Renewals of Employee Health and Benefit Contracts

Public Comment:

None.

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

8. ELIGIBILITY SERVICES SCOPE OF WORK

Director of Administration F Scott Jewell presented this item.

Public Comment:

Yael Hagen stated that she supports this item, especially with the extension of the five years for eligibility. Part of the discussion they are having in the subcommittee is that between three years and five years a person's condition is not going to change that drastically. She thinks it makes sense to have a person reevaluated every five years because not only is it cost effective but also less stressful for riders. She hopes they support it as well.

Board Member Comments:

Treasurer Barnes stated that if the five-year proposal passes, are they prepared to provide any additional support to riders who may have gone a long time between renewal processes. He knows that after five years they might have forgotten how to go through the evaluation process and he wants to be able to support riders going through that process later on. Mr. Jewell responded that it is something they'll take into consideration. At this point for renewals, they send out notices 60 days ahead of time.

Director Gogreve asked about the facilities in Antelope Valley, and if they lease that facility. Mr. Jewell responded that the office in Palmdale is on lease but as part of the Antelope Valley Lancaster facility that is going to be developed, they will include space for eligibility so that they don't have to lease a separate facility anymore. She also asked if they currently have 103,000 registered riders. Mr. Jewell responded that was correct. She asked how many were ambulatory versus mobility device users. Mr. Jewell responded that it's about 20% in terms of mobility devices and the ambulatory is the balance of that. Director Gogreve was concerned that five years was a long time, but that doesn't mean that they are not going to be communicating with them throughout the five years. She is hoping there is some type of communication that can be sent out more than just a renewal 60 days before. Mr. Jewell stated they will include this as part of the process in terms of communicating to new riders what the new process is going to be. They will also have a community meeting, and outreach to inform the community.

This was an informational item only.

9. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

None.

Board Discussion:

Director Barnes asked about the overall operating budget and how it goes up by a little over 10%. He asked if they had a rough breakdown of how much of that is increased demand versus increased cost. Mr. Rodriguez responded that demand was going up about 10%. There are CPI increases and those are contractual and then the only other unknown big cost is the Eastern region. The contract is scheduled to be awarded later this year, but its full contract pricing doesn't go into effect until the fourth quarter of FY 24, so only one new quarter of the revised pricing would impact the budget. Director Barnes stated that as they are communicating the budget and the work that they are doing, he is just concerned that there's stuff that's going to unfold that they don't necessarily know about. Demand could shoot way up, or demand could level off. Mr. Rodriguez agreed with him and stated that prior to the pandemic, HDR predicted demand for the last 10 years to be within plus or minus 1%.

Director Gombert asked what the number of FTEs that the FY 24 budget assumes and is that a change from the current FTE number. Mr. Rodriguez responded that it was 79 FTEs and staff is not proposing to add additional staff. Director Gombert also asked if they had a carryover of the purchase of approximately 130 vehicles. Mr. Rodriguez responded that was correct. Director Gombert asked if their fleet was 700 and Mr. Rodriguez said yes. Director Gombert added that since everything gets pushed back from a replacement standpoint, have they started to do some back of the envelope calculations to see when they will be digging out of this replacement hole? Mr. Rodriguez, they are already looking into this but will know better in FY24. He believes that it will probably take three or four years.

Director Gogreve asked if they could see the actual percentage increase of riders on the slides. Mr. Rodriguez stated those were year-to-date numbers. Director Gogreve stated they don't have percentages on them, and she thought maybe it would help to have them on the slides in terms of growth and then it just really helps with budgeting and planning. Hector Rodriguez responded that those were pandemic years, so it won't be the same as normal years. The difference will be huge and normally not be that way again because it was during the pandemic which was a special situation. Director Gogreve stated that this would help them when they are budgeting and preparing for funding requests, it could help with giving our funding partners and everyone a good indication of whether it could possibly look one way at the start of the fiscal year and then end another way at the end.

Director Gogreve asked if the Antelope Valley has seen an increase in demand. If they could keep an eye on that. Mr. Rodriguez stated that the Antelope Valley has been running hot for literally the last two years. The new contractor who took over in that region has been doing an excellent job which tends to induce demand. When people have good experiences, they ride more. Director Gogreve asked how the certification numbers kind of correlate to this increase because they see a huge decline every single

year. Mr. Jewell stated that service was going up, but they were also projecting at least a 12% growth in eligible riders in that region for a number of years.

This was an informational item only.

10.OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

None.

Board Comments:

Director Gogreve stated that was a good presentation and she is happy to hear about the drivers. She thanked Rick and his staff for the vehicles. She knows it is hard work to get that and everybody is definitely feeling the effects of not being able to have new vehicles, so she is really appreciative of their diligence in this.

Director Gombert asked if the 1,636 active drivers included taxi drivers, and Mr. Greenwood said yes. Director Gombert stated that in February they approved the TNC pilot program. He assumes that in the next few months they will get some feedback on how that's progressing. Mr. Greenwood stated that in the next Board cycle, both committees and the full Board will be getting an update. Director Gombert asked if they have had a reduction in reservation calls due to the use of the Where's My Ride app, in the last year or two. Mr. Greenwood stated they are not seeing the same increase on phone calls for ETAs as on the app side. Director Gombert asked for an update on the number of people using online reservations or get back to them at the next meeting.

11.UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Public Comment:

None.

Board Comments:

None.

This was an informational item only.

12.EXECUTIVE DIRECTOR’S REPORT

Executive Director Andre Colaiace stated that in response to the FTA’s Low or No Emission Vehicle Program funding opportunity, the city of Santa Clarita submitted a grant proposal in partnership with Access to fund the acquisition of accessible electric vehicles to fulfill regional clean air goals. He also thanked Director Aguilar and the City of Santa Clarita for partnering with Access on this application. Access as a standalone paratransit agency is not eligible to apply directly for low or no emission grant programs or the grants for buses and bus facilities program but can apply through other fixed route entities. This was a topic of discussion during a recent trip to Washington DC and they will be working with Access’ congressional delegation to see if there's a solution that would let Access apply directly in the future for these funds. Meantime, he thanked the city of Santa Clarita and Director Aguilar for their assistance on moving our proposal forward. He and Director of Government Affairs and Outreach, Randy Johnson, traveled to DC and met with the FTA Office of Civil Rights and the offices of Senators Diane Feinstein and Alex Padilla. They also met with Congresswoman Grace Napolitano and staff from the office of Congressman Mike Garcia who represents both Santa Clarita and Antelope Valley. A main topic of discussion was Access' request for the Antelope Valley paratransit operations and maintenance facility in the city of Lancaster.

Public Comment:

None.

Board Comments:

None.

13.BOARD MEMBER COMMUNICATION

Director Del Castillo stated it was great to go back to meeting in person and does think there is some convenience in being virtual as well. He thanked the staff here that have been very welcoming and accommodating in making sure they are taken care of. He thanked everyone for keeping things together during the COVID emergency and for helping them transition back.

Director Troost really appreciates everyone for doing a great job. Thank you very much.

Secretary Nason stated she was happy that they were all together and she missed seeing everybody's faces. It was also good to hear they have money, and they are paying bills, getting more vehicles and more drivers coming on board. They've kept them going through the last three years, kept them all involved and not skipping a beat.

Director Gogreve echoed her colleagues' sentiments. She thanked the Superior Service Award winner, Ms. Hackett, because she does amazing work. She thanked the staff because they are awesome and she thanked them for the presentations and everything else that they do.

Director Aguilar did not have anything to add. He stated that everyone did a good job and is happy to be back in person.

Treasurer Barnes echoed the previous comments and is happy there are a lot of great things happening. He thanked everyone for their hard work. He added that he was happy to see how well the hybrid version of the meeting was going and he knows it is a real challenge.

CAC Chair Hagen stated that having a hybrid is workable, and she appreciates the opportunity to be able to have a virtual component so she can participate online. For the CAC however, because the needs are a little different, as well as the community, the ability to be virtual is so needed. The willingness to support that is so appreciated because it makes a big difference for them being able to do all the work the CAC members are doing. They're putting a lot of time and hard work in helping to make Access the best service it could be.

TPAC Chair Amaya really appreciates the opportunity for making it a hybrid meeting. This allows them to also be able to join via Zoom and participate in the meetings. She thanked Access staff for all their hard work and great efforts.

Chair Gombert agrees with everyone else's comments about how great it is to be back. Thanking not only the Access staff for their hard work but most importantly the contractors who are out there every day, every night, every week.

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

15. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

16. CLOSED SESSION REPORT

Legal Counsel Vince Ewing stated the following - "This will constitute the report out for Item 16, closed session. Regarding 16A, no discussion occurred, regarding 16.2, the case entitled Teamsters Local 848 versus Access Services. The Board voted unanimously with two Board members absent to approve the settlement recommended. The motion was made by Director Barnes and seconded by Director

Aguilar. And one other item was 16.2, the Board discussed the case Aviles versus Access Services. No action was taken and direction was given. That concludes my closed session report.

17.ADJOURNMENT

Director Barnes asked to have a moment of silence in memory of Director Teresa DeVera's father who passed away that morning. Motion made by Secretary Nason, seconded by Director Aguilar to adjourn.

The meeting adjourned at 1:57 p.m.

Approved

Dolores Nason, Secretary

Date

JUNE 20, 2023

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE
DAVID CHIA, PROCUREMENT/CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM CONTRACT (AS-3906)

ISSUE:

Board approval is required to extend the term and increase funds for the SmartDrive On-Board Vehicle Camera/Recording System. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2024, and an increase in funds of \$683,928.

IMPACT ON BUDGET:

The requested amount will fund monthly subscription fees, repairs and replacement parts through the term of the extension. The contract not-to-exceed amount will increase from \$4,265,251 to \$4,949,179.

The funding for this contract comes from local funds.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. Staff has identified an opportunity for a complete system improvement that replaces the existing system. The requested extension and funds will allow Access to explore this opportunity while continuing vehicle camera operations of the existing system.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Recognizing the importance of on-board vehicle camera recording systems, the Board authorized the purchase of the "SmartDrive" system in 2010. In 2015, the Board authorized further expansion of the SmartDrive system through the United States General Services Administration's ("GSA") Information Technology ("IT") Schedule 70.

In December 2019, the Board authorized a six-month contract extension that included a camera system upgrade from 3G to 4G broadband cellular network technology, also through GSA IT Schedule 70. Further camera system improvement was disrupted by unforeseen changes to the vehicle camera market. Global pandemic conditions, high inflation, energy price volatility, workforce fluctuations, and supply chain issues restricted the availability of new camera technologies. Three contract extensions followed.

In June 2020, the Board authorized a one-year contract extension to fund monthly subscription and replacement parts, extending the contract to August 31, 2021. In March 2021, the Board authorized a one-year contract extension to fund monthly subscription and replacement parts, extending the contract to August 31, 2022. In April 2022, the Board authorized a one-year contract extension to fund monthly subscription and replacement parts, extending the contract to August 31, 2023.

Recently, new vehicle camera technologies have become available. Access can now evaluate future system improvements, configure installation requirements, and develop equipment service plans. A time extension and increase in funds will allow Access to maintain existing camera operations while doing so.

JUNE 20, 2023

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING AND ANALYSIS
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO AWARD FINANCIAL AUDIT SERVICES CONTRACT (AS-4164)

ISSUE:

Board approval is required to award a contract for Financial Audit Services. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize staff to execute a contract for three years for mandated auditing, governmental reporting services, and miscellaneous consulting services as needed for the period July 1, 2023 through June 30, 2026 with BPM LLP (BPM) in an amount not to exceed \$291,585.

IMPACT ON BUDGET:

The costs associated with this contract will be incorporated into the budget for FY 2023-2024 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. This contract has the option to extend, upon Board approval, for a period of up to two (2) years in one-year increments.

ALTERNATIVES CONSIDERED:

To comply with federally mandated regulations, it is necessary to engage the services of an outside party to perform financial auditing services. Because the current contract (AS-4045) is expiring on June 30, 2023, with no option years remaining, it is necessary to award a new contract for these services, to take effect July 1, 2023.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Solicitation

Access released RFP AS-4164 on February 16, 2023. To attract as wide and diverse a field of potential proposers as possible, staff solicited on both our vendor portal and via Public Purchase, an on-line service which, on an annual basis, informs a national audience about nearly 200,000 non-profit and government solicitations. To reach an even wider audience of vendors, staff also worked with our Disadvantaged Business Enterprise (DBE) consultant, GCAP, who performed their own outreach. Ultimately, no firm with DBE certification submitted a proposal.

Staff received two proposals on March 20th, one from BPM LLP and one from The Pun Group, both local firms. (Historically, the level of response to solicitations for our Financial Audit Services has been very limited. In 2018, for example, we received one proposal.) Both firms were deemed responsible and their proposals responsive. Following receipt and review of the proposals, Staff sent out a request for clarification to both firms on March 22nd and again on April 6th. Interviews were held on April 13th.

An evaluation panel, consisting of three Access staff members with a combined 50+ years of experience in the accounting field, reviewed the two proposals and, based on their scoring of the evaluation criteria listed below, selected BPM for contract award. The evaluation team felt that BPM was stronger than The Pun Group when considering each of the three subjective criteria. They were confident that BPM is equipped to successfully undertake the work outlined in the subject RFP. While The Pun Group proposed lower rates, and thus received a higher score for *Price*, the rates proposed by BPM were still considered reasonable (as discussed below).

| Evaluation Criteria | Score: BPM | Score: The Pun Group | Maximum Score |
|---|-----------------------|---------------------------------|--------------------------|
| Qualifications of the Firm | 33.25 | 29.75 | 35.00 |
| Quality of Technical Approach and Work Plan | 23.08 | 20.00 | 25.00 |
| Qualifications and Availability of Proposed Staff | 19.00 | 12.07 | 20.00 |
| Price | 13.79 | 20.00 | 20.00 |
| TOTAL SCORE | 89.12 | 81.82 | 100.00 |

Cost

The Independent Cost Estimate for the three-year base term was \$280,500. BPM's proposed cost for this period was slightly higher, at \$285,585, while The Pun Group's proposed cost for the term was \$196,875. Staff is proposing to add an additional \$6,000 to BPM's proposed three-year rate to cover the cost of small ad-hoc projects which the agency's financial audit service contractor is occasionally called upon to undertake. Thus, the total proposed cost for the base term is \$291,585.

The rates proposed for BPM's staff positions are within the range charged by firms doing similar work for governmental agencies, based on USGSA Contract Award Labor Category data as of March 2023. The proposed annual increase in the rates of compensation for each staff position during the base term is less than 5%.

The three tasks for which the auditor is responsible for under both the current and proposed contract are *Audit Services*, *NTD Reporting* and *Tax and Information Returns*. BPM is requesting a modest increase in the overall cost of performing these services, as well as the costs for out-of-pocket expenses and administration and technology. The proposed total first year cost, \$84,500, is 4.5% higher than the projected cost for this same work and additional expenses for FY 2023, \$81,000. This increase compares favorably with the year-over-year increase in the local CPI for the most recent month for which data is available, which is 5.1% (USDOL, Bureau of Labor Statistics, Los Angeles Region-Urban, February 2023). Thus, based on fact-finding, the independent cost estimate, and BPM's price schedule, the overall proposed cost for the base term (as outlined below) is deemed fair and reasonable.

| Three Year Costs | BPM | The Pun Group |
|----------------------------|------------------|-----------------------------------|
| Audit Services | \$209,000 | \$159,375 |
| NTD Report | \$33,000 | \$22,500 |
| Tax/Information Returns | \$23,500 | \$15,000 |
| Out-of-Pocket Expenses | \$1,500 | <i>Cost built into above fees</i> |
| Admin./Technology | \$18,585 | <i>Cost built into above fees</i> |
| TOTAL PROPOSED COST | \$285,585 | \$196,875 |
| Ad Hoc Fees | \$6,000 | \$6,000 |
| CONTRACT COST | \$291,585 | \$202,875 |

History

BPM LLP acquired Rossi LLP (formerly Rossi, Duskocil & Finkelstein, LLP) in 2020. In one of its iterations, the firm has performed the professional accounting and auditing services for Access since 1995. The firm has similar long-standing relationships with other non-profit agencies such as Boys and Girls Clubs of Long Beach, Habitat for Humanity of Greater Los Angeles and Orange County Head Start. BPM's performance has been outstanding in fulfilling the requirements set forth in past audit contracts. The firm's performance over the last several years, as well as their competitive pricing, are the main reasons that staff requests the approval of its recommendation.

It should also be noted that Access, for the past seven years, has been included in the annual Consolidated Audit that LA Metro conducts on all of the jurisdictions, operators and program administrators who receive funds for transportation related projects. Metro contracts with two local, independent CPA firms to perform the financial and compliance audits of close to 90 entities receiving funding. These two firms are tasked with performing the necessary audit(s) to assure management that each recipient of subsidies included in the Consolidated Audit are adhering to the statutes of each applicable funding source and that operations data used to allocate funds is fair and in accordance with Federal Transportation Administration (FTA) guidelines.

The CPA firm, Vasquez & Company (Vasquez), has conducted the Consolidated audit of Access on behalf of Metro. Reflecting the quality of the work done by BPM, Vasquez has stated: "In our opinion, Access Services [has complied], in all material respects, with the compliance requirements of the Guidelines..."

JUNE 20, 2023

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO INCREASE FUNDS FOR THE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

ISSUE:

Board approval is necessary to increase the previously approved Not to Exceed Amount and authorize the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

The insurance layers in Access’ program are currently structured as follows:

| | | |
|---------------|-----------------|--------------|
| SIR up to | | \$100,000 |
| Primary Layer | \$100,000 to | \$1,100,000 |
| First Excess | \$1,100,000 to | \$11,100,000 |
| Second Excess | \$11,100,000 to | \$26,100,000 |
| Third Excess | \$26,100,000 to | \$51,100,000 |

RECOMMENDATION:

Authorize an additional \$288,455 in funds for commercial business package insurance.

IMPACT ON BUDGET:

The Board action will increase the not-to-exceed amount from \$7,500,000 to \$7,788,455 and these costs will be included in Access’ budget for FY2023/24. The funding for these policies will come from local funds.

BACKGROUND:

The commercial business package item was reviewed and approved by the Planning and Development Committee in March and subsequently approved by the Board of Directors on April 17, 2023. At that time, staff requested authority to renew the commercial business package insurance policies for a not to exceed amount of \$7,500,000.

Rapid changes in the insurance market for “people mover” entities, and a tightening of the market itself has created uncertainty in pricing. As of early June quotes had not been received for the last layer(s) of up to \$15 million. On June 20, 2023, Access received the final package with quotes for the entire business package totaling \$7,788,455.

While developing the budget, staff anticipated increases to the current rates at around 10%. However, the current quote received for the primary layer will increase by 27% while the second layer received a quote with a 60% increase. (This compares to a 5% increase last year for the primary layer and an 11% increase last year for the second layer.) The third layer is only quoted to increase by 12%. The carrier of the last layer of \$25 million had notified us very early on that they would only be able to quote on \$5 million rather than the \$25 million. Because of current market conditions, securing the same coverage of \$25 million required accepting quotes from three different insurance carriers. Liberty Surplus Insurance quoted on the \$5 million as promised, Lexington Insurance quoted on the second \$5 million and Lloyd’s of London quoted on the final \$15 million to complete the \$25 million layer. However, securing this final layer came at a substantial cost increase. The same coverage of \$25 million amounted to \$404,300 in the current year and will now increase to \$1,186,570, a 318% increase.

The total increase from last year to the upcoming year amounts to a 37.6% increase. An unexpected increase given that last year the increase was only 7.1%.

An option available to the agency would be to reduce the overall insurance coverage currently in place. Staff does not recommend this option as it would create substantial risk for the agency.

A variation of this last option would be to have a “ventilated” insurance coverage policy. This would mean that a middle portion of our insurance coverage (not to exceed \$5 million) would be self-insured. Staff does not recommend this option as the agency would be responsible for the entire amount, of up to \$5 million, that enters into this layer.

The insurance placement process will be completed by June 20, 2023 for all layers except the primary layer.

| CARRIERS AND PARTICIPATION | PREMIUMS |
|--|---------------------|
| Lloyds of London Excess Liability Coverage \$15,000,000 excess of \$35,000,000 | \$644,875 (23-24) |
| Lexington Insurance Co. Excess Liability Coverage \$5,000,000 excess of \$30,000,000 | \$257,950 (23-24) |
| Liberty Surplus Insurance Corporation Excess Liability Coverage \$5,000,000 excess of \$25,000,000 | \$283,745 (23-24) |
| Scottsdale Insurance Co. Excess Liability Coverage \$15,000,000 excess of \$10,000,000 | \$1,026,755 (23-24) |
| James River Insurance Co. Excess Liability Coverage \$10,000,000 excess of \$1,000,000 Primary | \$2,479,730 (23-24) |
| James River Insurance Co. Primary Liability Coverage \$1,000,000 Limit excess of SIR | \$3,095,400 (24-25) |
| \$100,000 Self-Insured Retention (SIR) each accident \$3,000,000 SIR Aggregate | \$7,788,455 TOTAL |

JUNE 20, 2023

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED FY2023/24 BUDGET

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2023, through June 30, 2024. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the FY2023/2024 budget as presented and authorize the Executive Director to execute contract amendments as required.

BACKGROUND:

The proposed FY2023/2024 budget is based on demand projections conducted by Access' service demand consultant HDR Engineering, Inc., available funding, existing programs and capital needs. Overall, the budget is based on a funding level of \$272.7 million of which Contract Operations represents almost 87% of the total operating budget. The budget will provide for delivery of 3.1 million passenger trips and 29.4 million contract revenue miles.

The pandemic had a significant impact on Access' budget over the last three fiscal years. Now that the emergency declaration related to the pandemic has ended, staff expects savings on a cost per trip basis as pandemic related measures are not included in the FY24 budget. However, the HDR forecast calls for a 14% increase in total ridership. While costs have gone down on a per trip basis, the overall budget has increased due to the large increase in ridership.

The following provides a high-level narrative of funding and program expenses by cost center.

Funding

Funding sources include \$80.0 million from the Federal Transit Administration (FTA) Surface Transportation Block Grant (STBG) program; carryover of Section 5310 capital grant funds of \$25.1 million; \$8.8 million from passenger fare revenues; an estimated

\$17.7 million from Measure M funds; \$2.0 million of ARPA direct funds; \$3.0 million from the Building and Construction fund; \$0.1 million from Federal Section 5317 funds; \$0.3 million from the sale of depreciated vehicles and earned interest on cash deposits. Approximately \$137.8 million (inclusive of carryover of prior year operating and capital funds) comes from the Proposition C 40% Local Sales Tax discretionary fund account allocated to Access under an annual Memorandum of Understanding (MOU) with the Los Angeles County Metropolitan Transportation Authority (Metro). The subsidy proposed by Metro for FY2023/2024 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 \$204.7 million for this program (86.8% of total operating funds) is a 7.5% increase (\$14.2 million) from the FY2022/2023 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$183.9 million (\$172.3 million FY 2022/2023)
- Insurance - \$8.2 million (\$7.5 million FY 2022/2023)
- Free Fare Program - \$1.5 million (\$2.5 million FY 2022/2023)

The main cost driver within the purchased transportation program is increased ridership. There are also some minor impacts from escalating minimum wage costs, inflation, higher fuel costs and a higher cost of contracted services as the contracts are procured through an open and competitive process.

While the pandemic has been officially declared to be over, its impacts continue to be felt in many ways. Demand for services has been erratic, which has made projecting ridership difficult. Minimum wage continues to increase as it is now indexed annually against the Consumer Price Index (CPI). The cost of fuel, which was around \$3 per gallon and even lower during the pandemic, jumped to over \$6 per gallon and has remained near \$5 to this day; and lastly, the taxi industry has shrunk due to lack of demand as well as competition from TNCs and the taxi drivers who remain are favoring cash fares over Access trips.

- CPI increases - Most operational contracts have a built in CPI escalator which does not exceed 3%. However, over the last twelve months, inflation has risen over six percent (6%) per the U.S. Bureau of Labor Statistics. In order to maintain the viability of the system, staff is proposing to make adjustments to contractor compensation rates based on the market CPI rather than the contractual CPI should circumstances dictate.
- Taxi Rate Adjustment - Access' historically low-cost structure has been achieved in part due to the high utilization of taxi subcontractors, currently around 35

percent of Agency trips. The taxi industry has allowed our contractors to efficiently manage the peaks and valleys of daily demand; deliver excellent service by allowing the contractors to better manage on-time performance; maintain a low level of capital assets; reduce facility space requirements for our contractors; and eliminate the need for a spare fleet. In FY23, an adjustment to taxi subcontractors was made when the Los Angeles Taxicab Commission approved an increase to the per mile and the flag drop rate. Staff anticipates that another increase will be approved by the City of Los Angeles and another adjustment to taxi subcontractors may be necessary.

Given the heavy reliance on taxi subcontractors, staff believes that Access may need to increase the compensation for subcontracted trips to remain consistent with the City of Los Angeles' action (if approved) until all basin contracts are re-bid and the added cost of subcontracting can be incorporated into the bids for new contracts.

Contract Management

The total cost of \$5.4 million for this program (2.3% of total operating funds) is a 17.7% increase (\$0.8 million) from the FY2022/2023 budget.

The primary cost impacts within this program are:

- Salaries and Related Expense - \$2.9 million (\$2.5 million FY 2022/2023)
- Travel Training Program - \$1.3 million (\$0.95 million in FY2022/2023)
- Driver Incentive Program - \$0.29 million (\$0.25 million FY 2022/2023)

Eligibility Determination

The total cost of \$13.6 million for this program (5.8% of total operating funds) is a 15.5% increase (\$1.8 million) from the FY2022/2023 budget.

Eligibility costs are expected to be impacted by a variety of factors that include a return to in-person assessments, and HDR's projection of a higher number of new applicants. More applicants translate into a higher number of appeals and higher transportation costs. In future years, staff expects costs to remain relatively flat as the period of eligibility will be extended from three years to five years.

Consolidated Transportation Services Agency

The total cost of \$0.36 million for this program (0.20% of total funding) is a 35.9% decrease (\$203,459) from the FY2022/2023 budget.

Administration

The total cost of \$11.9 million for this program (5.0% of total operating funds) reflects an 11.1% increase from the FY2022/2023 budget, and a net increase in total dollars of \$1.19 million.

The primary cost impacts within this program are:

- Professional Services - \$1.9 million (\$1.7 million FY2022/2023) - Due to increases in software support (Zoom, Oracle, Rider360 2.0.), audit services, legal services, and scheduled contractual increases.
- Network & Telecom - \$1.68 million (\$1.59 FY2022/2023) - Due to increases in licensing fees, investments in information technology, enhancements in cybersecurity programs, and higher software development costs.
- Salaries & Related Expenses - \$6.6 million (\$6.0 million FY2022/2023) - Increased expense from a planned 3% CPI salary increase, 2% discretionary increase, and other payroll cost adjustments due to wage compression from increases in the minimum wage. Staffing levels are proposed to remain at FY23 levels at the Agency's authorized 79 FTEs.
- All other categories such as Office Rent either remained flat or had minor increases when compared to the FY2022/23 budget.

Capital Projects

The total cost of \$36.7 million (13.5% of total budget) is an 8.8% increase when compared to the FY2022/2023 budget amount of \$33.8 million. Of note, \$32.4 million is scheduled to be carried over from the FY23 budget due to delays in vehicle deliveries that are now currently on order.

Capital projects include -

| | |
|---|--------------|
| Vehicle Acquisition | \$33,744,581 |
| Antelope Valley Operating Facility Construction | \$ 3,000,000 |

Vehicle acquisitions will include Ram ProMaster vans and cutaway vehicles. The agency has been actively seeking vehicles but, due to regulatory changes and pandemic impacts, new vehicles as well as replacement parts have been difficult to procure and acquire. Staff does anticipate that production lines will resume full operation and acquisition of vehicles and parts will return to more normal levels during FY24. Staff is requesting new funding for replacement staff vehicles related to its Road Safety Inspector program and an additional electric vehicle that will be part of a pilot program in FY 24.

With the acquisition of land in the Antelope Valley, staff is preparing to award several construction-related contracts beginning with architectural services, engineering and

construction management. This will kick off the construction of Access' very first operating facility dedicated to providing ADA transportation services.

Next Steps

The Access funding request was provided to Metro and was approved as part of Metro's overall budget at its May Board meeting on May 25, 2023. In June, the Metro Board will consider the approval of the specific local subsidies allocated to Access. With that approval and upon the Access Board approval of this item, staff will execute a funding MOU with Metro.

Further budget details are available as [Attachment 1](#).

JUNE 20, 2023

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
DAVID CHIA, PROCUREMENT/CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO AWARD ARCHITECTURAL & ENGINEERING SERVICES CONTRACT (AS-4165)

ISSUE:

Board approval is required to execute a contract for architectural and engineering services for a design-bid-build delivery for the construction of the Antelope Valley Paratransit Operations and Maintenance Facility in Lancaster, CA.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4165 for Architectural and Engineering Services for the Antelope Valley Paratransit Operations and Maintenance Facility for a three (3) year base contract beginning July 1, 2023, and ending June 30, 2026, with HDR Architecture, Inc. in an amount not to exceed \$1,683,000.

IMPACT ON BUDGET:

The not-to-exceed maximum of \$1,683,000 will be expended through firm fixed progress payments (based on milestones and percentages of completed work) and reimbursable expenses. This contract is funded through the Facilities Development and Construction Fund.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. An architectural and engineering services contractor is needed to design the Antelope Valley Paratransit Operations and Maintenance Facility and coordinate its construction.

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:

On April 18, 2022, the Board approved the strategic plan for the purchase and construction of paratransit operating facilities to reduce facility leasing expenses, increase grant opportunities, and enhance competition for Access contracts by removing an incumbent transit provider's competitive advantage in controlling an operations facility.

On November 15, 2023, the Board approved the purchase of approximately 3.39 acres of vacant land that is located in the City of Lancaster and situated immediately northwest of the intersection of Avenue L and Morton Way. Access plans to construct a 20,000 square-foot paratransit operations and maintenance facility on the undeveloped site with secure and unsecured parking and elective fueling infrastructure options.

Procurement Overview

On March 8, 2023, Access issued Request for Proposals (RFP) No. AS-4165 to retain an architectural and engineering consultant to design the paratransit operations and maintenance facility, develop construction documents, and perform other design services. Access issued two addenda to provide answers to proposer questions, extend the proposal deadline, and release pre-proposal meeting attendee information (to facilitate subcontracting, joint venturing, and partnership opportunities).

On May 4, 2023, Access received proposals from the following firms:

1. 19Six Architects (**19Six**)
2. Carrier Johnson + Culture (**CJ+C**)
3. COAR Design Group (**COAR**)
4. Gonzalez Goodale Architects (**GGA**)
5. Gillis + Panichipan (**G+P**)
6. HDR Architecture, Inc. (**HDR**)
7. John Friedman Alice Kimm (**JFAK**)
8. La Canada Design Group (**LCDG**)
9. Sillman Wright Architects (**Sillman**)
10. Stantec Architecture (**Stantec**)

An evaluation panel was convened, and a comprehensive technical evaluation followed. The evaluation panel consisted of three Access staff members from Administration, Finance, and Operations. In addition, two non-voting external subject matter experts from program and construction management firm, Griffin Structures, Inc. reviewed the proposals and provided their analysis of each proposal.

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

| | Evaluation Criteria | Percentage |
|----|---|-------------------|
| 1. | Firm Technical Qualifications & Experience | 10 |
| 2. | Staff Qualifications, Experience, Availability & Organization | 30 |
| 3. | Technical Approach | 40 |
| 4. | Project Understanding | 10 |
| 5. | Firm Reputation & Client References | 10 |
| | TOTAL | 100 |

As this procurement is an architectural and engineering services solicitation, price was not a factor.

During the period from May 8, 2023, through May 23, 2023, the evaluation panel conducted its independent evaluation of the proposals. Based on the evaluation criteria, HDR ranked the highest. A summary of scores is set forth below.

| Evaluation Criteria | 19Six | CJ+C | COAR | GGA | G+P |
|--|--------------|--------------|--------------|--------------|--------------|
| 1. Firm Technical Qualifications & Experience | 6.17 | 7.17 | 6.83 | 8.00 | 7.00 |
| 2. Staff Qualifications, Experience, Availability & Organization | 22.00 | 24.00 | 25.00 | 25.00 | 21.50 |
| 3. Technical Approach | 26.67 | 26.00 | 28.00 | 35.33 | 30.00 |
| 4. Project Understanding | 6.50 | 6.83 | 6.67 | 8.83 | 7.67 |
| 5. Firm Reputation & Client References | 8.83 | 8.90 | 8.73 | 9.67 | 9.17 |
| Total | 70.17 | 72.90 | 75.23 | 86.83 | 75.34 |

| Evaluation Criteria | HDR | JFAK | LCDG | Sillman | Stantec |
|--|--------------|--------------|--------------|----------------|----------------|
| 1. Firm Technical Qualifications & Experience | 9.17 | 7.50 | 8.00 | 7.67 | 9.00 |
| 2. Staff Qualifications, Experience, Availability & Organization | 27.20 | 25.00 | 26.00 | 27.50 | 27.00 |
| 3. Technical Approach | 38.00 | 29.33 | 28.67 | 34.67 | 36.00 |
| 4. Project Understanding | 9.33 | 7.50 | 7.67 | 7.83 | 7.50 |
| 5. Firm Reputation & Client References | 9.40 | 9.57 | 6.00 | 9.17 | 9.83 |
| Total | 93.10 | 78.90 | 76.34 | 86.84 | 89.33 |

Cost Analysis

Access reviewed HDR's price proposal, examined its proposed services, and engaged in negotiations. HDR was invited to submit a Best and Final Offer (**BAFO**). A summary of the BAFO is set forth below:

| | | |
|---|-----------------------------|-------------|
| 1 | Conceptual Design | \$70,800 |
| 2 | Schematic Design | \$176,200 |
| 3 | Design Development | \$310,650 |
| 4 | Construction Documents | \$541,645 |
| 5 | Regulatory Permitting | \$56,155 |
| 6 | Bid Support | \$28,850 |
| 7 | Construction Administration | \$454,200 |
| 8 | Reimbursable Expenses | \$44,500 |
| | Total BAFO | \$1,683,000 |

HDR’s BAFO has been determined to be fair and reasonable based upon an independent cost estimate (ICE), fact-finding, negotiations, cost analysis, and best and final offer. A summary of the cost analysis is set forth below:

| Highest Ranked Proposer | ICE | Proposed Amount | BAFO |
|-------------------------|-------------|-----------------|-------------|
| HDR | \$1,473,000 | \$1,834,421 | \$1,683,000 |

Access Finance staff determined that HDR is financially qualified to fulfill the terms of the RFP.

Overview of Recommended Proposer

Headquartered in Nebraska with a large presence in Los Angeles, HDR is a design firm that possesses over 100 years of experience in architecture, engineering, environmental, and construction services. As a globally recognized design leader, HDR has developed over 900 operations and maintenance facilities across the world.

Within the last two decades, HDR has delivered 18 full designs, 20 master plans, 20 space needs programs, 20 sustainable designs, 8 zero emissions fleet needs designs, and 14 paratransit related designs - all for operations and maintenance facility projects. Significantly, HDR has served as prime architect for the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) Mountain Line’s Downtown Connection Center and its Kaspar Headquarters Master Plan and Initial EV Infrastructure. HDR has also served as design consultant for the Antelope Valley’s Operations and Maintenance Facility and Expansion, Metropolitan Atlanta Rapid Transit Authority’s Brady Mobility Facility, Central Ohio Transportation Authority’s Paratransit Facility, Butte County Transit’s Operations and Maintenance Facility, Manatee County’s Area Administration/Operations and Maintenance Facility, Kerr Area Rural Transit System’s Operations and Maintenance Facility, Pierce Transit’s Maintenance and Operations Base Improvements, and TriMet’s Powell Garage.

The proposed project team includes a team of highly experienced personnel. The project team includes a management group, design team, and supporting

subconsultants. Project oversight is led by a principle-in-charge, project manager, and project quality lead. The design team consists of 12 design experts who include a design director, fleet maintenance specialist, fueling specialist, fleet readiness specialist, interior design lead, sustainability lead, two operations and maintenance specialists, and four engineers. Supporting subconsultants include a landscape architect, cost estimator, and security specialist. Collectively, the team possesses well over 400 years of combined industry design experience.

HDR has presented a robust Work Plan that meets the requirements of the Scope of Work. The Work Plan consists of a Design Management and Coordination Plan, Design and Engineering Services Plan, Contractor Bidding Plan, Furniture Design and Procurement Plan, Construction Administration Plan, and Risk Management Plan.

The Design Management and Coordination Plan sets forth a project management strategy that ensures clear communication, transparency, and quality control. The strategy implements a “preview, review, and endorse” process, where concepts are first previewed in advance, then reviewed for feedback, and thereafter endorsed following consensus. The strategy incorporates a quality management plan for checking, correcting, and tracking all documents, reports, and designs. It also includes weekly project team meetings, biweekly stakeholder meetings, monthly design progress schedule updates, and monthly progress reports.

The Design and Engineering Services Plan outlines how HDR would develop the facility’s design in phases. The plan includes a conceptual design phase, schematic design phase, design development phase, and construction documents phase. In the conceptual design phase, HDR would research Access’ paratransit operations, conduct stakeholder interviews, and provide illustrations of the general scope, scale, and character of the facility.

In the schematic design phase, HDR would develop specific criteria for building systems, perform code analysis to ensure regulatory compliance, and create different architectural options for approval. In the design development phase, HDR would develop the approved schematic architectural design, detail functional areas of the facility, and incorporate operational machinery and maintenance equipment.

In the construction documents phase, HDR would create drawings and specifications for construction contractors to build the facility from the ground up. These documents would be provided at 50%, 80% and 100% completion.

To monitor costs, construction cost estimates would be developed at each stage after approval of the conceptual design. Construction cost efficiencies, material substitutes, and process improvements would be recommended at every design stage. Final plan check approval from the City of Lancaster would be secured by HDR.

The Furniture Design and Procurement Plan outlines how HDR would design the facility’s interior spaces. Implemented in conjunction with the Design and Engineering

Services Plan (for the facility's architectural design), the plan focuses on designing inspiring spaces that optimize employee engagement, increase workforce productivity, and promote staff wellbeing. HDR would enhance natural daylight, indoor air quality, acoustics, and user-specific ergonomics in all interior spaces.

The Contractor Bidding Plan sets forth how HDR would provide bidding support when the completed construction documents are released to construction companies for bidding. Under the plan, HDR would participate in bid process planning, attend pre-bid conferences, and respond to requests for information. HDR would also assist with construction bid reviews and participate in pre-construction meetings.

The Construction Administration Plan outlines how HDR would assist with the physical construction of the facility's architectural design. Under the plan, HDR would attend construction meetings, review construction schedules, and analyze material submittals and shop drawings. HDR would respond to requests for information, advise on change orders, and perform cost analyses. HDR would also perform onsite visits, conduct project walk-throughs, and prepare punch lists to ensure work completion.

The Risk Management Plan addresses how HDR would limit scope creep, prevent project delays, and prepare for unforeseen events. The plan emphasizes early-start activities, efficient decision-making processes, and flexible construction sequencing. To ensure timely project delivery that is within budget, HDR would engage stakeholders at the project's outset to define design requirements, assign project leads to quickly transition criteria into design elements, and create construction schedules that include sufficient float to absorb unanticipated delays. HDR would utilize a detailed risk register that identifies potential issues, analyzes impacts, and recommends mitigation strategies; the risk register would also incorporate a risk matrix that weighs an issue's probability of occurrence, cost effects, and schedule impact. In addition, interdepartmental "over the shoulder" reviews would be implemented ahead of milestone deliverables and on an as-needed basis.

At its interview, HDR elaborated on its project understanding and technical approach. It presented an exploratory design that illustrated different challenges that would be encountered in the design process. Proposed team members identified critical issues that included staff movement, spatial workflows, unobstructed clearances, shop supervision, and storage capacity. Team members addressed cost control, product life cycle costs, and total equipment ownership costs. Team members discussed plans to "future proof" the facility for growth, expansion, and change. Based on their prior experience with facility projects in similar landscapes, team members also highlighted project-specific climate conditions that affect natural ventilation, heat recovery, and sustainability.

HDR possesses strong qualifications and experience for this project. It exhibits detailed project understanding. It presents a robust proposal for completing the Scope of Work. HDR is the recommended proposer for the RFP.

Disadvantaged Business Enterprises and Other Special Business Enterprises

HDR's proposal includes three subconsultants that would provide landscape architecture, communications and security, and cost estimating services. Two of these subconsultants are special business enterprises.

Holding several special business certifications, the landscape architecture subconsultant is a Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE), and Minority Business Enterprise (MBE). The communications and security subconsultant is a Small Business Enterprise (SBE).

JUNE 20, 2023

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
RE: CONSIDERATION TO APPROVE SERVICE AREA MAP POLICY

ISSUE:

The ADA mandates that paratransit services must be provided up to ¾ of a mile from a fixed-route bus or rail line. Thus, paratransit service areas can grow or shrink based on the fixed-route footprint. Recent route changes made by Access Services Member Agencies, particularly Metro, have caused Access' service area to contract in some areas and expand in others. Staff is now asking the Board to approve a service area policy to respond to recent and future fixed-route changes.

RECOMMENDATION:

Authorize the following service area map policy - "ADA paratransit services will be based on the 2019 ADA service area map and will be expanded based on subsequent fixed route service changes. No service area reduction shall occur without Board approval."

IMPACT ON BUDGET:

Staff has projected that continuing service in non-ADA mandated areas will cost approximately \$655,400 for FY2023/24. This number will likely continue to grow annually as paratransit service ridership recovers to pre-pandemic levels.

ALTERNATIVES CONSIDERED:

The Board may opt to direct staff to adhere to the ADA minimum requirements and only provide paratransit service as mandated. This is not recommended because it would remove paratransit service from current customers without an adequate replacement. The Board may also opt to "grandfather" in current customers (and their addresses) as has been done in the past. Staff is not recommending this option because it adds operational complexity and is inequitable in that a "grandfathered" address would be in the service area while contiguous addresses would not be.

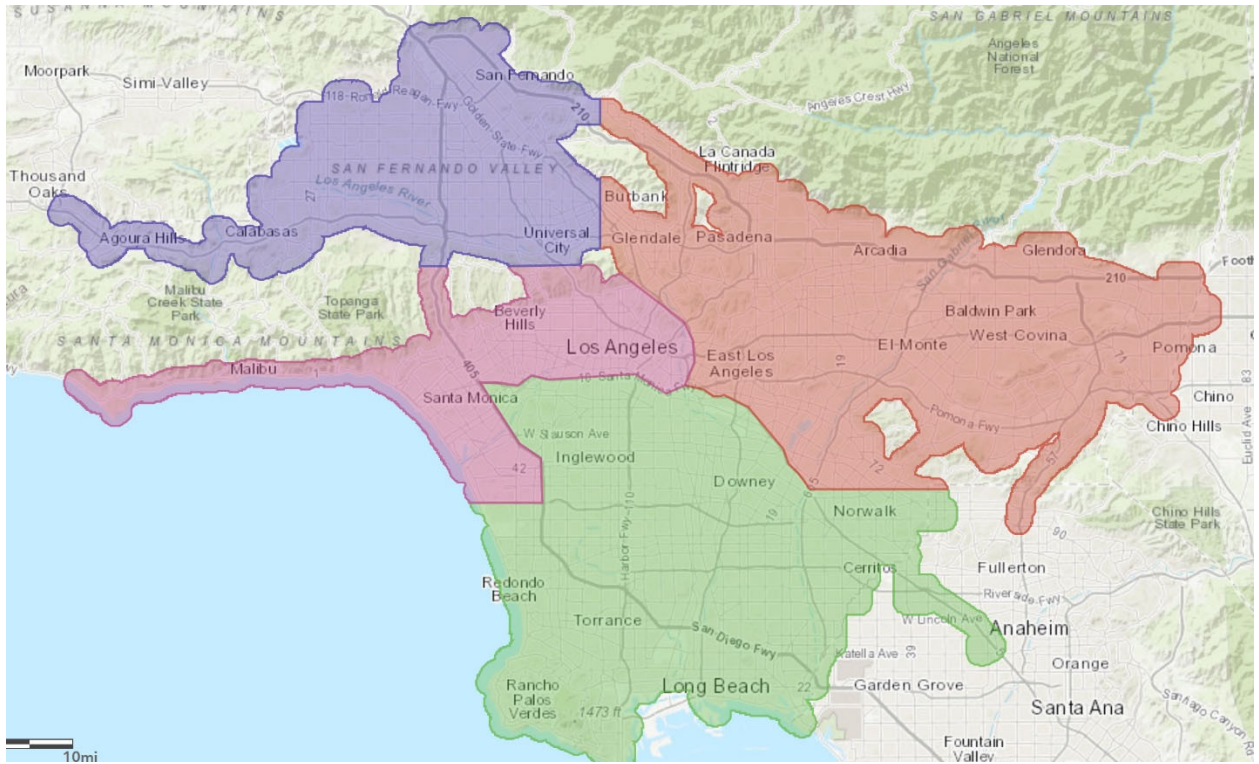
BACKGROUND:

Prior to the pandemic, Access staff would analyze fixed-route service changes every six months to determine if the ADA service area grew or was reduced. In general, changes between 2015 and 2019 were insignificant and, in the case of service reductions, staff followed a Board policy decision from July 2015 to “grandfather” trips to and from addresses that had traditionally been served by Access. By the end of 2019, 205 riders (whose service was technically outside of the service area) were taking an average of 192 trips a month, costing the agency \$7,325 per month. These trips have been paid for by a federal grant and funds would have still been available to pay for these trips for another 2.5 years.

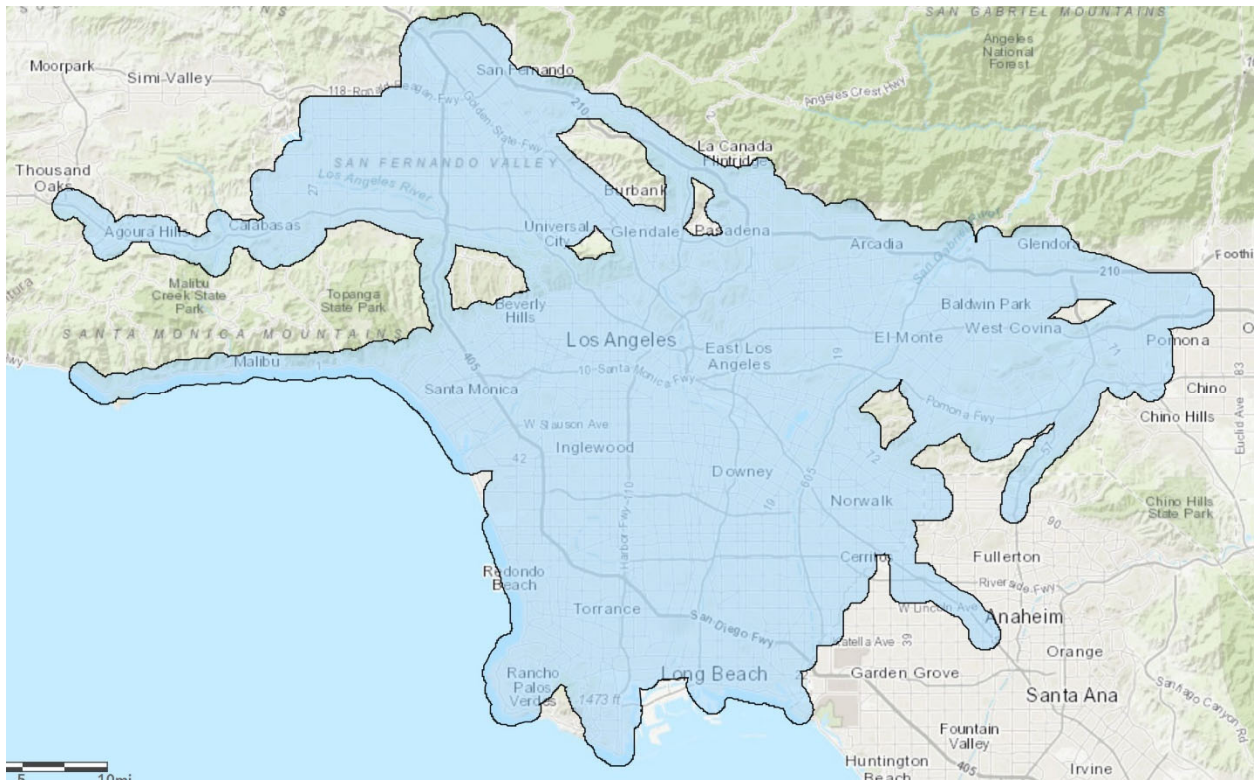
The onset of the pandemic significantly disrupted the levels of service provided, not only by Access, but also our fixed-route partners. Over this period, a number of fixed-route service changes were implemented, including Metro’s NextGen Bus Plan. Initial analysis of Access trip data from January 2022 through July 2022 indicated a significant service reduction that would affect 690 riders and 409 locations (of which 99 are residential addresses). Grant money would only support service for these trips for an additional five (5) months if implemented. Unlike previous service map changes, a significant service reduction would occur in the north San Fernando Valley region, which includes a large medical complex and retail shopping area.

Staff took this analysis to the Planning and Development committee in September 2022 and subsequently to both the CAC and TPAC (in January 2023 and November 2022 respectively) for feedback and guidance on next steps. All three entities expressed concern about the potential reduction of ADA service and its impact on the ridership. The CAC strongly recommended that the Board oppose any reductions in Access’ current service area, so as not to further isolate people with disabilities. The CAC also recommended that the Board consider expanding the service area to 1.5 miles at a minimum.

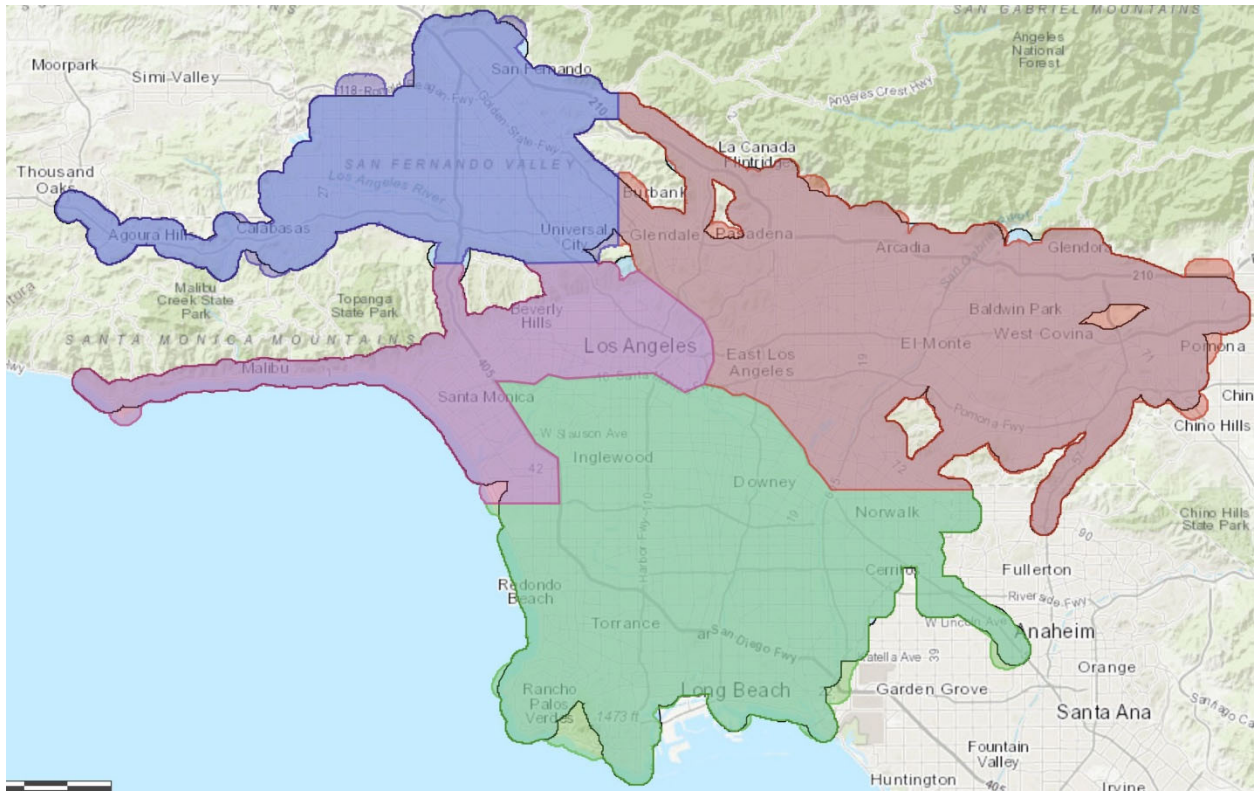
Map 1 below represents the service area from 2019. (Note: Antelope Valley and Santa Clarita are not shown)



Map 2 represents the service area that strictly adheres to the ADA regulations.



Map 3 represents an overlay of the two maps. Those areas on Map 3 that have a lighter shade represent potential service reductions.

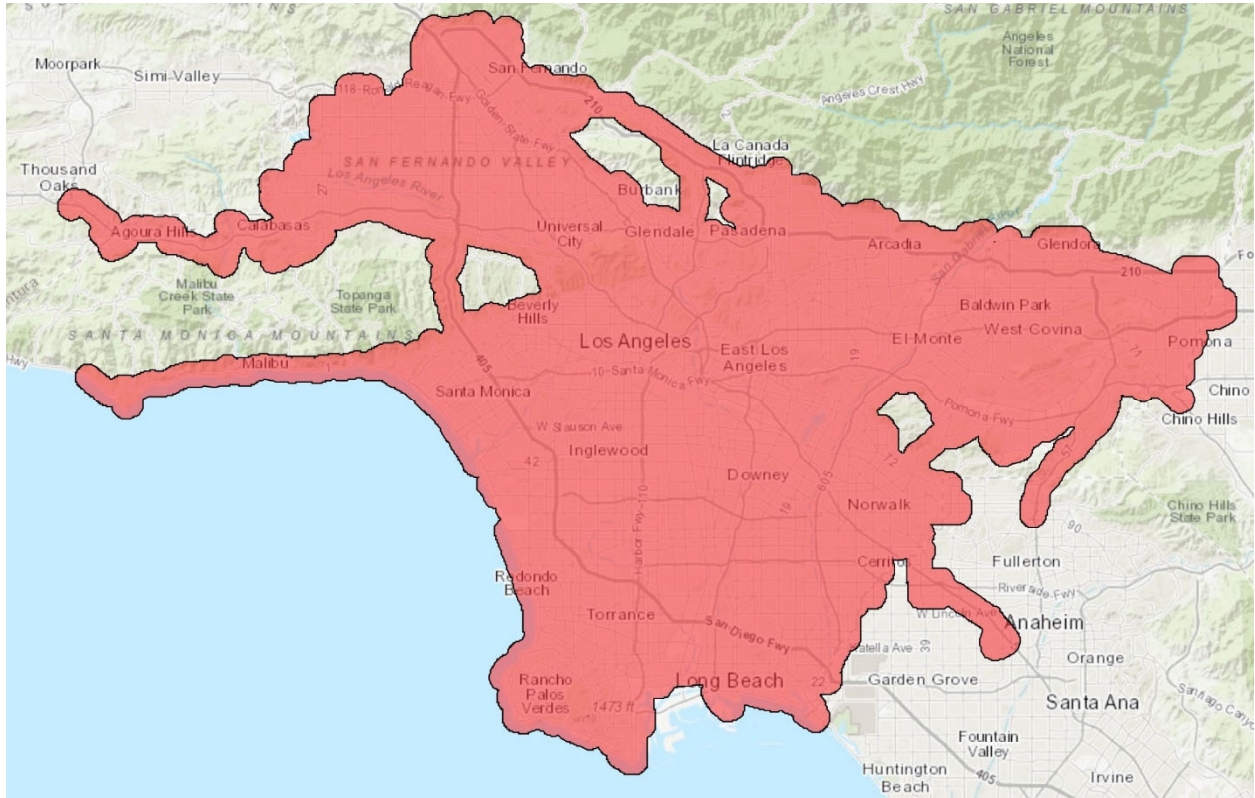


Most impacts occur on the fringes of the map but the most significant impact is in the Porter Ranch area of the San Fernando Valley. Staff has since conducted further analysis on trip data from October 2022 through March 2023. Over that period, the service reduction would have affected 681 riders and 412 locations for a total of 7,854 trips. The table below details the total trip impact by city/neighborhood.

| City/ Neighborhood | Non Residence | % | Residence | % | Total | % |
|-----------------------|------------------|--------|-----------|--------|-------|-------|
| Altadena | 58 | 18.6% | 253 | 81.4% | 311 | 4.0% |
| Anaheim | 15 | 30.6% | 34 | 69.4% | 49 | 0.6% |
| Arcadia | 63 | 100.0% | | | 63 | 0.8% |
| Burbank | 122 | 45.5% | 146 | 54.5% | 268 | 3.4% |
| Calabasas | 38 | 100.0% | | | 38 | 0.5% |
| Chatsworth | 148 | 93.7% | 10 | 6.3% | 158 | 2.0% |
| Chino Hills | 23 | 100.0% | | | 23 | 0.3% |
| Claremont | 180 | 47.6% | 198 | 52.4% | 378 | 4.8% |
| Garden Grove | 2 | 100.0% | | | 2 | 0.0% |
| Glendale | 170 | 85.9% | 28 | 14.1% | 198 | 2.5% |
| Granada Hills | 110 | 90.9% | 11 | 9.1% | 121 | 1.5% |
| La Crescenta | 1 | 100.0% | | | 1 | 0.0% |
| La Habra | 34 | 100.0% | | | 34 | 0.4% |
| Lancaster | 26 | 100.0% | | | 26 | 0.3% |
| Los Alamitos | 53 | 86.9% | 8 | 13.1% | 61 | 0.8% |
| Los Angeles | 117 | 79.6% | 30 | 20.4% | 147 | 1.9% |
| Malibu | 10 | 100.0% | | | 10 | 0.1% |
| Montclair | 88 | 12.7% | 606 | 87.3% | 694 | 8.8% |
| Playa Del Rey | 2 | 100.0% | | | 2 | 0.0% |
| Pomona | 204 | 83.3% | 41 | 16.7% | 245 | 3.1% |
| Porter Ranch | 3,104 | 71.6% | 1,234 | 28.4% | 4,338 | 55.2% |
| Rossmoor | 13 | 100.0% | | | 13 | 0.2% |
| San Dimas | 59 | 49.6% | 60 | 50.4% | 119 | 1.5% |
| Seal Beach | 4 | 1.8% | 222 | 98.2% | 226 | 2.9% |
| Sylmar | 78 | 25.1% | 233 | 74.9% | 311 | 4.0% |
| Tujunga | 1 | 100.0% | | | 1 | 0.0% |
| Woodland Hills | | 0.0% | 17 | 100.0% | 17 | 0.2% |
| Totals | 4,723 | 60.1% | 3,131 | 39.9% | 7,854 | |

As discussed above, the most significant impact is within the Porter Ranch neighborhood. This includes the Porter Ranch Town Center, Kaiser and UCLA health facilities. While it is possible to continue service only to/from this area, staff feels that this would be inequitable unless other impacted cities/neighborhoods were also continued to be served. Annually this would equate to 0.55% of all trips or 0.27% of the Agency's total operating budget.

Accordingly, the above recommendation, if approved, would result in Map 4 below.



This map would, going forward, only be expanded if fixed-route service is added. No reductions would occur if fixed-route service is reduced. Staff will monitor and provide annual reporting on this issue.

JUNE 20, 2023

TO: BOARD OF DIRECTORS
FROM: ERIC HAACK, STRATEGIC PLANNER
RE: 2023 TRAVEL MODE CUSTOMER SURVEY

SUMMARY:

Over five weeks from January 10 to February 13, 2023, Access – through its contractor Great Blue – conducted a Customer Survey of Access-eligible customers to determine the different travel modes that they use to meet their transportation needs across Los Angeles County. There was emphasis given to why a respondent may choose to use one mode of travel over another.

BACKGROUND:

Conducting customer surveys is a critical step in obtaining an enhanced understanding of passenger perceptions.

Access developed a survey questionnaire which was reviewed by and had edits recommended by Access' CAC and TPAC committees in September 2022 with similar review by Access' External / Stakeholder Relations Board Committee and full Board of Directors in September and October of 2022, respectively.

The final survey questionnaire contained approximately 70 questions, although due to skip patterns, respondents were only asked between 40 and 50 questions.

The Travel Mode Customer Survey, conducted from January 10th to February 13th of this year, asked respondents about what different transportation modes they use to meet their travel needs; and also asked when they choose to take a mode other than Access Services; why do they choose that other mode; and when do they choose to take one mode over another.

On January 10th, survey data collection started with a digital-based survey which was sent to Access customers via email and text with a weblink that would connect customers with the survey in both English and Spanish.

At the same time, Access also announced the survey on its website, its newsletter Behind the Scenes (January 9th issue), social media ads with QR codes, and seat drop flyers in vehicles in all six Access regions. These flyers also contained a QR Code where customers could access the digital survey.

The digital portion of the survey remained open until the end of the data collection period on February 13th.

On January 23rd, Great Blue Research expanded on the digital survey by conducting telephone surveys to randomly selected Access customers who had not yet completed the digital survey.

The survey was open to all Access-eligible customers (over 103,000 individuals).

TRAVEL MODES EXPLORED

The survey asked respondents about a variety of travel modes that they may have had experience with. The survey asked about the use of fixed route buses and trains, travel on Transportation Network Company (TNC) services like Uber and Lyft, taxi (non-Access) trips, Dial-a-Ride services, Metro Micro services, travel by private car as well as travel on Access Services.

The survey explored (1) what different modes a respondent had used in the past, (2) what types of trips they took on each different mode, and (3) why they would choose that mode instead of another mode (especially instead of taking Access).

The survey also explored whether customers would be interested in participating in Travel Training and also if they had experience traveling on other paratransit systems with "visitor eligibility."

The survey ended with questions on demographics to ensure that the respondents were representative of Access' existing customer base.

SURVEY FINDINGS:

The results of the survey revealed that a majority of Access-eligible customers are able to make use of different travel modes to meet their transportation needs. Some of the highlights from the survey include the following:

Some services a large number of customers were familiar with:

- Travel on Access Services: 88.3%
- Travel on fixed route buses and rail: 56.6%
- Travel on TNC Services: 56.1%
- Travel using personal or family-member private car: 45.6%

Some services respondents had less experience with:

- Travel on Dial-a-Ride: 16.6%
- Travel on private taxi: 30.5%
- Travel on Metro Micro: 5.1%

The principal trip purpose for all different modes by respondents was travel to doctor appointments.

The main reasons for travel on a mode other than Access was respondents felt that some services were more timely and/or faster (fixed route, TNC services, private taxi, personal car, and Dial-a-Ride services); the service worked for emergency trips, same day trips, and/or spur of the moment trips where no appointment was required (fixed route, TNC services, private taxi); and the service was better suited for travel with family or friends (personal car).

A copy of the draft survey report prepared by Great Blue can be accessed at the following link:

<https://accessla.org/sites/default/files/Publications/Travel%20Mode%20Study%202023.pdf>

JUNE 20, 2023

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 2023.

July 5, 2023 - Board Operations Committee Meeting - **CANCELLED**

July 24, 2023 - Board Meeting - Special

| Agenda Items: | Disposition: |
|--------------------------------------|--------------|
| Board of Directors Officer Elections | Action |

July 24, 2023 - Board Committee Meetings

| Agenda Items: | Disposition: |
|--------------------------------|--------------|
| Access to Work Program Changes | Action |
| | |

August 28, 2023 - Board Meeting

| Agenda Items: | Disposition: |
|--------------------------|--------------|
| Committee Items Approval | Action |