

# access

## PERFORMANCE MONITORING COMMITTEE

Monday, March 21, 2022

11:00 a.m.

### Webinar

Committee Members: L. Burner, Chair  
A. Del Castillo  
G. Gogreve

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - LANGUAGE INTERPRETATION SERVICES CONTRACT (AS-4022) (page 5)	ACTION
4. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM CONTRACT (AS-3906) (page 7)	ACTION
5. CONSIDERATION TO MODIFY KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS (page 9)	ACTION
6. INFORMATION TECHNOLOGY UPDATE	PRESENTATION
7. FLEET UPDATE	PRESENTATION
8. PERFORMANCE UPDATE	PRESENTATION
9. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
10. 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 committee 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 committee 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 committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon and (3) during the time allotted for general public comment. The exercise of the right to address the Board committee 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 further 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 committee cannot and will not 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and staff may respond to all public comments in writing prior to the next Board committee meeting.

### **Commitment to Civility**

To assure civility in its public meetings, staff and the public are also encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. To achieve compliance with these Rules, Directors, staff, and the public are encouraged to:

- Create an atmosphere of respect and civility where Directors, staff, and the public are free to express their ideas;
- Establish and maintain a cordial and respectful atmosphere during discussions;
- Foster meaningful dialogue free of personal attacks;
- Listen with an open mind to all information, including dissenting points of view, regarding issues presented to the Board;
- Recognize that it is sometimes difficult to speak at Board meetings, and out of respect for each person's feelings, allow others to have their say without comment, including booing, whistling or clapping; and
- Adhere to speaking time limit.

Alternative accessible formats are available upon request.

**\*NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee 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 9:00 am on Monday, March 21, 2022 so they can be read into the record as appropriate.

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](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/87253085224>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee 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 an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. 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](https://accessla.org/news_and_events/agendas.html)
2. You can also call in using the following information -  
Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 872 5308 5224

3. When the Committee 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 upon to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
5. When called upon, 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.

MARCH 14, 2022

**TO: BOARD OF DIRECTORS**

**FROM: MAYRA PEREZ, CUSTOMER RELATIONS PROJECT ADMINISTRATOR**

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

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize a one-year contract extension with Language Line Services from October 1, 2022 through September 30, 2023 and an increase in funds of \$220,000.

**IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY2022/23 and the subsequent out year. The not-to-exceed contract total will increase from \$668,747 to \$888,747. The funding for this contract comes from local funds.

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

**ALTERNATIVES CONSIDERED:**

The alternative, should the Board not approve the option term, is to release an RFP for translation services for an October 1, 2022 start date. However, staff does not recommend this option as the contractor has satisfactorily met the terms of the contract and the extension ensures the current rates remain the same.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

In order to ensure meaningful access to persons with limited English proficiency, Access Services uses a telephone interpreting service. This service allows callers to communicate with Access and its service contractors via a three-way conference call in a multitude of languages. In the past year, Language Line Services assisted 7,737 Access calls in 29 different languages.

The current contract was procured using a competitive RFP in 2016 and was awarded to Language Line Services Inc. for a base three-year term with five one-year options. Language Line Services Inc., the current incumbent for telephone interpreting services, is headquartered in Monterey, California and has been in business for 39 years. Language Line Services Inc. is one of the largest over-the-phone interpreting companies in the world, offering services in over 240 languages, including American Sign Language, and completing more than 40,000,000 interactions yearly, while serving approximately 30,000 clients.

MARCH 14, 2022

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

Board approval is required to extend the term and increase funds for the SmartDrive On-Board Vehicle Camera/Recording System.

**RECOMMENDATION:**

Authorize a one-year contract extension with SmartDrive Systems, Inc., from September 1, 2022 through August 31, 2023 and an increase in funds of \$579,600.

**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 \$3,685,651 to \$4,265,251.

The funding for this contract comes from local Prop C 40% and fare box funds.

**ALTERNATIVES CONSIDERED:**

No suitable alternatives are available. No new camera system options have been released by the United States General Services Administration (GSA). The global chip shortage has affected the camera system supply chain and the development of new camera technologies. This requested extension is meant to allow Access to continue operations of the upgraded existing system. This action would also allow Access to maintain current standards of operational safety and security.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

## **BACKGROUND:**

Recognizing the importance of on-board vehicle camera recording systems, the Board authorized the purchase of the "SmartDrive" system in 2010. 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.

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.

The GSA has consolidated IT Schedule 70 with its Multiple Award Schedules (MAS). No significant product updates have been made. Staff continues to carefully monitor the onboard video camera technology market and awaits an update to the GSA's Multiple Award Schedules.

In the meantime, a one-year contract extension with an increase in contract value will allow Access to continue camera system operations, repair and replace system components, and assess market opportunities for future system improvements.



MARCH 14, 2022

**TO: BOARD OF DIRECTORS**

**FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER**

**RE: CONSIDERATION TO MODIFY KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS**

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**ISSUE:**

Board action is required to approve changes to Access' contractual key performance indicators (KPIs) and service standards.

**RECOMMENDATION:**

Authorize staff to modify two of the 13 KPIs - denials and preventable collisions - and their corresponding service standards in both current and future service contracts.

**IMPACT ON BUDGET:**

This action will not impact the current budget.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered, though the Board could elect to make no changes to Access' current KPIs and service standards.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If the Board approves the staff recommendation, staff would be authorized to update contractual KPIs and service standards, as well as report on the newly approved KPIs and standards.

**BACKGROUND:**

Access' current KPIs were approved by the Board of Directors in 2017 and subsequently incorporated into Access operating contracts via the request for proposal process or contract amendments. After more than four years of actual performance and review, staff is recommending several modifications to fine-tune the KPIs and standards to remain challenging, realistic, and within industry standards, while continuing to focus on providing high quality service to the rider. All KPIs and standards are supported by contractual liquidated damages, whose presence is designed to compensate Access for a specific breach of contract and to incentivize the contractor to meet service standards. Changes presented incorporate input from the Community Advisory Committee and the Transportation Professionals Advisory Committee.

## Denials

The standard for denials is identified in the Code of Federal Regulations, Title 49, Subtitle A, Part 37, Subpart F, Section 131 (b)(2). The standard for denials is further described in Circular 4710.1 issued by the Federal Transit Administration, most recently updated on November 4, 2015.

Per federal guidelines, trip denials result when a rider's trip request is not accepted. Examples include:

- (1) A rider requests a next-day trip and the contractor says it cannot provide the trip;
- (2) A rider requests a next-day trip and the contractor only offers a trip that is outside the 1-hour negotiating window (regardless of whether the rider accepts the trip); and
- (3) A rider requests a round-trip and the contractor offers one leg of the trip that is outside the 1-hour negotiating window resulting in other legs of the trip being canceled, each portion of the trip is a denial.

In the past, Access has had a broad approach to denials, exceeding federal standards, including the counting of Customer Service Representative (CSR) negotiating errors as denials. For example, if a rider asks for a pick-up at 8:00 a.m. and the CSR offers pick-up options at 7:45 a.m. and 9:05 a.m., the second option would be considered a CSR negotiating error and a denial, even if the rider chose to book (and took) the 7:45 a.m. trip. Moving forward, and using the same example, staff is proposing that a denial be confirmed only if the rider chose the 9:05 a.m. offered time.

Historically, most denials are the result of CSR negotiating errors, which are extraordinarily rare as shown in the chart below:

	FY19	FY20	FY21	TOTAL
Denials per Previous Standard	10	18	4	29
Denials per New Standard	2	0	1	3
Completed Trips	3,491,521	2,940,073	1,728,683	8,160,277

Moving forward, consistent with federal guidance, staff recommends a tightening of the denial definition to include only incidents when the rider was not offered a trip at all, or is only offered a trip outside the standard negotiating window. Trip negotiating performance by contractor CSRs will still be monitored and action taken, but it alone will not be cause for determining a denial.

Proposal - Change the definition of a trip denial to be consistent with federal guidance. The standard for denials will remain zero. The liquidated damages associated with this KPI will remain unchanged but a new liquidated damage will be incorporated to address call taker errors that do not rise to the level of a denial.

## Preventable Collision Rate

The Preventable collision rate is a standard measurement of safety in the transit industry. It is common to calculate the rate by weighing collisions versus miles operated. Access' standard of not exceeding 0.5 preventable collisions per 100,000 miles is industry-leading and has proven to be largely unattainable. Experience in recent years shows that Access' standard is not realistic considering the challenging service area that Los Angeles County presents.

The following chart shows the agency's annual, system-wide preventable collision rate since FY16:

	FY16	FY17	FY18	FY19	FY20	FY21
Preventable Collision Rate	0.55	0.64	0.68	0.64	0.67	0.50

Proposal: Increase the standard to 0.75 preventable collisions per 100,000 miles, a goal which is still aggressive and stricter than the industry standard of 1.00 preventable collisions per 100,000 miles. The liquidated damages associated with this KPI will remain unchanged.

## Current Key Performance Indicators, Service Standards, and Operational Performance

Key Performance Indicator	Standard	FY21 Performance	FY22 Performance*	Proposed Change
On Time Performance	≥ 91%	92.6%	90.6%	No change
Excessively Late Trips	≤ 0.10%	0.07%	0.10%	No change
Excessively Long Trips	≤ 5%	0.5%	3.2%	No change
Missed Trips	≤ 0.75%	0.36%	0.45%	No change
Denials	0	4	4	Change KPI definition
Access to Work On Time Performance	≥ 94%	97.8%	96.8%	No change
Average Initial Hold Time (Reservations) in seconds	≤ 120	52	58	No change
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.2%	2.6%	No change
Calls On Hold > 5 Min (ETA)	≤ 10%	1.5%	2.1%	No change
Complaints Per 1,000 Trips	≤ 4.0	2.5	3.1	No change
Preventable Collisions per 100,000 miles	≤ 0.50	0.50	0.75	Change standard to 0.75

Preventable Incidents per 100,000 miles	$\leq 0.25$	0.15	0.21	No change
Miles Between Road Calls	$\geq 25,000$	64,040	62,875	No change

SOURCE: Board Box

\* Performance for FY22 through January 2022