

# access

BOARD OF DIRECTORS MEETING

Monday, May 20, 2024

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

Long Beach Transit  
4801 Airport Plaza Dr.  
Long Beach CA 90815

3650 Fairland Boulevard  
Los Angeles CA 90043

See \*Note below for remote public link.

## Access Values

### To Lead

Develop and implement innovative ideas as part of a nationally recognized team.

### To Succeed

Demonstrate a measured and expert approach to the business at hand.

### To Respond

Be sensitive to the needs of our customers and respond to their requests in a timely manner.

### To Protect

Deliver results that exceed our customers' expectations.

### To Respect

Treat all customers the way we, ourselves, would want to be treated.

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<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 22, 2024 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]

3.	<b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>	INFORMATION
4.	<b>GENERAL PUBLIC COMMENT</b>	INFORMATION
5.	<b>SUPERIOR SERVICE AWARD</b>	PRESENTATION
6.	<b>CONSENT CALENDAR</b>	ACTION
	<ul style="list-style-type: none"> <li>a) Consideration to Approve Renewals of Employee Health and Benefit Contracts (page 12) [Staff Recommendation: Approve the employee benefit insurance policies for the period of July 1, 2024, through June 30, 2025, at a cost not to exceed \$1,339,319.]</li>   <li>b) Consideration to Approve Self-Insured Retention Automobile Liability Program Renewal (page 15) [Staff Recommendation: Authorize staff to continue a \$100,000 Self-Insured Retention program with estimated liability of \$2,110,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.]</li>   <li>c) Consideration to Approve Extension of Oracle Fusion ERP Support Services Contract (AS-4127) (page 17) [Staff Recommendation: Authorize the exercise of option years two and three for the period June 1, 2024 through May 31, 2026, and authorize staff to: <ul style="list-style-type: none"> <li>• Increase the rates of compensation from \$172 to \$200 per hour for work performed under the terms of the contract;</li> <li>• Adopt a reduced rate of \$100 per hour for Contractor travel time.]</li> </ul> </li> </ul>	[Vote Required: majority of quorum by roll call]
	<b>[Staff Recommendation: Approve the Consent Calendar.]</b>	
7.	<b>CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (page 20)</b>	ACTION
	[Staff Recommendation: See item for full recommendation.]	
8.	<b>FACILITIES PLAN UPDATE</b>	PRESENTATION
9.	<b>OPERATIONS UPDATE</b>	PRESENTATION
10.	<b>UPCOMING BOARD ITEMS (page 22)</b>	INFORMATION
11.	<b>EXECUTIVE DIRECTOR'S REPORT</b>	INFORMATION
12.	<b>BOARD MEMBER COMMUNICATION</b>	INFORMATION

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|-----|--|-----------------------------------|
| 13. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>  | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 14. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>   | INFORMATION                       |
| 15. | <b>CLOSED SESSION:</b>   | DISCUSSION/<br>POSSIBLE<br>ACTION |
|     | <ul style="list-style-type: none"> <li>A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 <ul style="list-style-type: none"> <li>1. Anticipated Litigation: Gov. Code §54956.9 (b) <ul style="list-style-type: none"> <li>(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".</li> </ul> </li> <li>2. Pending Litigation: Gov. Code §54956.9 (d)(1) <ul style="list-style-type: none"> <li>(i) Litigation, to which Access Services is a party, has been initiated formally. <ul style="list-style-type: none"> <li>1. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752</li> </ul> </li> </ul> </li> </ul> </li> <li>B) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS - <ul style="list-style-type: none"> <li>1. Property: APN:6139-014-008</li> <li>Access Negotiator: Andre Colaiace/Hector Rodriguez</li> <li>Negotiating Party: Colliers</li> <li>Under Negotiation: Price and terms</li> </ul> </li> <li>C) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b) <ul style="list-style-type: none"> <li>1. Executive Director</li> </ul> </li> </ul> |                                   |
| 16. | <b>ADJOURNMENT</b>   | ACTION                            |

Access Services does not discriminate based on 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) 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 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](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/87064110871>
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](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: 870 6411 0871
4. When the Board Chair calls for the item on which you wish to speak, press \*9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the “raise hand” feature, the please submit a written comment as outlined above.
6. When called, please state your name, and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker’s Zoom profile will be muted.



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

APRIL 22, 2024

12:00 p.m.

**1. CALL TO ORDER**

The meeting was called to order by Chair de Vera at 12:05 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair de Vera, Vice Chair Doran Barnes, Secretary Dolores Nason, Directors Valerie Gibson, Giovanna Gogreve, Martin Gombert, Liam Matthews, and John Troost

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Treasurer Lee Burner

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

CAC Chair Yael Hagen stated that Senior Manager of Operations Rogelio Gomez spoke on the rides to and from Abilities Expo by stating that the West Central region was the only provider doing pickups from the Expo. In the future they will be utilizing all four Basin contractors for pickups from the Expo to prevent some issues they had at this year's Expo. Some suggestions were to have better waiting areas for riders and better communication with the contractors. Chief Operations Officer Mike Greenwood gave a presentation on transfer trip service between Santa Clarita, Antelope Valley and the rest of the four regions in LA County. Chair Hagen asked for future agenda items such as call outs to riders, driver training, and the evolving design of the Ram ProMaster. Director of Planning and Coordination Matthew Avancena spoke on outreach materials used to encourage CAC participation. Manager of Eligibility Karen Gilbert gave a report on the Eligibility Subcommittee in which members resumed discussions on page three of the application. The Subcommittee asked if the language regarding the oversized mobility device needs to be revised based on the ProMaster vehicle capacity. The group also suggested adding a mock-up of the rear seating and steps to simulate the ProMaster at the eligibility center. Manager of Customer Relations Susanna Cadenas spoke on the Customer Service Subcommittee where members had discussions on improving the operations monitoring center. The discussion started with feedback related to the Abilities Expo experience such as the scheduling of the trips and late pickups. They had a discussion on the customer's awareness of OMC and whether we need to do more marketing. They also revisited the topic of written

responses to complaints, specifically mentioning how written responses do not provide a detailed outcome of conduct-related concerns. Mr. Greenwood spoke on the Operations Subcommittee where they discussed estimated time of arrival calls and some of the difficulties riders face when not getting the help they need when calling for an ETA. The committee reviewed a staff recommended operations bulletin and they received feedback. Manager of Strategic Planning Eric Haack gave an update on the Video Communication Subcommittee where they are currently working on an informational video with the topic of how to avoid a no-show.

### **3. GENERAL PUBLIC COMMENT**

None.

### **4. SUPERIOR SERVICE AWARD**

Project Administrator Faustino Salvador introduced the Superior Service Award winner, Anthony Sanchez.

### **5. CONSENT CALENDAR**

- a) Consideration to Approve Minutes from the Board Meeting on March 25, 2024
- b) Consideration to Award Contract for Fleet Inspection Services (AS-4170)

**Motion made by Chair de Vera to approve the Consent Calendar. Via Roll Call Vote - all were in favor, motion passed.**

### **6. SERVICE DEMAND PROJECTIONS**

Deputy Executive Director Hector Rodriguez and Brad Hollingsworth of Hollingsworth Consulting provided the presentation for this item.

#### **Public Comment:**

Fernando Roldan made a public comment by stating that when it comes to surveys, especially during pre-pandemic, he asks they don't just include the pre-pandemic topics. Since they are living in an earthquake and fire prone area, Access Services must be ready for any situation. He asks that they include natural disasters when they make those kinds of surveys.

#### **Board Member Questions:**

Vice Chair Barnes asked if the future numbers on the chart were based on the work they've done. Mr. Hollingsworth responded it was a projection based on more recent ridership trends. Vice Chair Barnes stated the reason it caught his eye was that they see significant growth as time goes forward which has significant cost implications. Access needs to make sure they are informing their partners what these projections look like and the resources that are going to be needed to fill those trips. Executive Director

Andre Colaiace responded that they do periodically provide long-term planning documents to our funding partner at Metro, and they can provide another one based on these numbers.

Director Gogreve asked if they are using the same economic factors that HDR used. Mr. Rodriguez responded they aren't, but some of them may overlap. Director Gogreve asked for the factors they are currently using. Mr. Hollingsworth responded that they are using the scheduled trip demand, the number of requests that come in. That provides more accuracy than the previous model.

Director Gogreve asked if the economy or unemployment rate were some of those economic indicators and if they are considered. Mr. Hollingsworth responded that those factors are measured on a yearly basis and are not applicable to the model they are using due to the limited number of months of data since the pandemic.

Director Gogreve asked how it correlated to the registered riders. Mr. Colaiace responded that the number of riders has started going up again. They should be able to see a much more stable trend after next year. Director Gogreve stated that they should be very cognizant of this issue because it is very important for long-term funding. Mr. Colaiace stated that their goal is to provide quality service and the agency does everything it can to provide different options for funding to the region.

Director Gombert asked what the Board has to be worried about in the future, but the chair answered that question. He also noted that as the model matured, eventually more economic factors could be added back in for even more accurate forecasting.

Vice Chair Barnes followed up on Director Gogreve's thoughts about getting a financial forecast that goes with the projected ridership forecast. One thing he can guarantee is that when they revisit it in six months or a year or whatever that timeframe is, it's going to change. As a long-time Board member, he knows they work really hard to deliver that high quality service in the most cost-effective way they can. They must constantly be thinking about what the numbers are, and the region must be thinking about that. To that end, he thinks it would make sense to do something at the annual meeting to talk about the trends so that the partners understood the issue.

Director Gogreve asked what other agencies are running those models. Mr. Hollingsworth responded that in terms of paratransit forecasting, Access Services is their only client for this particular service.

## **7. BUDGET UPDATE**

Deputy Executive Director Hector Rodriguez presented this item.

### Public Comment:

Yael Hagen made a public comment by stating that the trends of fixed route are also very important, and what happens in fixed route in terms of people with disabilities.



She stated the decrease in the use of fixed route has a lot to do with pandemic issues. There is a safety issue that's with people not wanting to be in close proximity to others. She doesn't think it is a quality of service issue and she thinks it's very important to look at people with disabilities and seniors' ability to use fixed route. They need to continue addressing these issues because there is definitely a correlation.

Board Member Questions:

None.

**8. OPERATIONS UPDATE**

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Yael Hagen made a public comment by stating that a person who is traveling with a PCA who also uses a wheelchair, the opportunity of having them together in a vehicle, in a ProMaster, is doable. They just need to make sure that there's a track for tie downs. Moving people onto bigger vehicles is not ideal.

Board Member Questions:

Chair de Vera wanted to understand why they are purchasing more and more of the ProMasters as they are single wheelchair vehicles. As the population gets older, they will be requiring more vehicles that can accommodate more than one wheelchair. Mr. Greenwood stated they have investigated that and that is why they have some of the larger Ram ProMasters. They might order more of those because they accommodate two wheelchairs, and they will continue to operate the cutaways as well. As they move through replacing all of the Dodge Caravans, they are going to continue to look at the fleet makeup. They have also been tasked with looking at fleet expansion down the road. With fleet expansion, they are going to be looking at possibly acquiring sedans as an alternative to a wheelchair-capable vehicle, but also be able to look at other vehicles that can accommodate more than one wheelchair as part of that exercise.

Chair de Vera also asked if the riders that opted out of the Flex Program, were they ambulatory or wheelchair users. Mr. Greenwood responded they haven't seen an opt-out in a number of months. Most of this happened within the first couple months of the program. Some of them didn't leave a reason why they opted out.

**9. UPCOMING BOARD ITEMS**

Director of Administration F Scott Jewell presented this item.

Public Comment:

None.

Board Member Questions:

None.

**10. EXECUTIVE DIRECTOR'S REPORT**

Executive Director Andre Colaiace stated that the Zero Emission Bus Rollout plan was submitted for approval to the California Air Resources Board, or CARB. CARB staff has reviewed the rollout plan and concluded that it met the regulatory requirements. He thanked the Board, Access staff, particularly Manager of Strategic Planning Eric Haack for getting them across the finish line. A few weeks ago, he had a meeting with Metro CEO Stephanie Wiggins, to discuss Access Services' priorities. They discussed their need for facilities and their participation in the Olympic Games. Hector Rodriguez, Randy Johnson and himself have also had a series of meetings with Metro Board offices to discuss their priorities and the FY25 budget request. They met with Mayor Bass's office, Supervisor Katherine Barger's office, Council Member Paul Krekorian's office, and Supervisor Lindsay Horvath's office. Overall, the meetings went well and they will be scheduling additional meetings over the next few weeks. Finally, Access is also requesting approximately \$20 million for the Antelope Valley Paratransit Operations Maintenance facility in Lancaster, California, through the federal Bus and Bus Facilities program. Since this program is only open to fixed-route agencies, something they are going to be working on changing at the federal level, their partners at the Antelope Valley Transit Authority have graciously agreed to submit it on our behalf.

Public Comment:

None.

Board Member Questions:

None.

**11. BOARD MEMBER COMMUNICATION**

Director Troost had nothing to say, but that everyone is doing a great job and he really appreciates that.

Director Gogreve thanked the Superior Service award winner for his service and thinks it's great what he's doing with riders and with the operators and encouraging such great attitude with the riders.

CAC Chair Hagen thanked Global for assisting riders and making sure that the rider's experience is improving. It is through people like Mr. Sanchez, that things like that are happening and the riders are feeling the effects.

Chair de Vera stated that as a rider, seeing all those numbers is great. She appreciates a lot more what Access is doing in terms of providing the service to her. Without

Access, she would not be where they are today. She also appreciated employees like Mr. Sanchez. She wished everyone who is celebrating Passover a happy Passover.

Director Gibson thanked everyone and acknowledged that last week was the conference in San Diego and she appreciates the representation from Access Services. They have a lot to be proud of and to share that information with all the other agencies throughout the state.

**12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

None.

**13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

There was no public comment.

**14. CLOSED SESSION REPORT**

No action was taken.

**15. ADJOURNMENT**

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

The meeting adjourned at 2:51 p.m.

Approved

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Dolores Nason, Secretary

\_\_\_\_\_  
Date

MAY 13, 2024

TO: BOARD OF DIRECTORS  
FROM: ELIZABETH ZAMBRANO, MANAGER OF HUMAN RESOURCES  
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO APPROVE RENEWALS OF EMPLOYEE HEALTH  
AND BENEFIT CONTRACTS

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**ISSUE:**

The current Access Services employee benefit insurance policies for medical, dental, vision, life, and long-term disability will expire on June 30, 2024. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2024.

**RECOMMENDATION**

Approve the employee benefit insurance policies for the period of July 1, 2024, through June 30, 2025, at a cost not to exceed \$1,339,319.

**IMPACT TO BUDGET**

The costs for these medical policies are a 10.1% increase for Kaiser and a 6.4% increase for Anthem, respectively over the current year rates and will be included in the proposed FY2024/25 budget (\$1,217,808 for the medical policy and \$121,511 for all other Access sponsored policies). The funding for these policies comes from local funds.

**ALTERNATIVES CONSIDERED**

Access' insurance broker, SullivanCurtisMonroe (SCM), conducted a market survey on both medical and ancillary plans to compare what renewal rates and other carrier options look like. The current medical plans are the most cost advantageous to Access and maintain the current level of benefits for staff.

The market survey conducted on other policies for Basic Life, Basic AD&D, Supplemental Term Life, Supplemental Term AD&D, Supplemental Dependent Life, Supplemental Dependent AD&D, Employer Sponsored Dental, Managed Dental Plan, Vision, Long Term Disability identified a thirty-six percent savings on the dental PPO (Preferred Provider Organization) option by switching to a new carrier, MetLife. This is an overall savings of around \$35,000 annually and provides a higher annual coverage for dental services to staff.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter a renewal of the existing Kaiser and Anthem health plans and modify Access' existing dental, and other benefit plans in accordance with terms, conditions, and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND**

Access Services (Access) offers a comprehensive package of employee benefits. Coverage of insurance begins the first day of the month after 30 days of employment. All full-time staff employees and their eligible dependents may participate in Access' comprehensive health coverage. These benefits include the following:

### Comprehensive Health Insurance - Kaiser-Permanente and Anthem (HMO & PPO)

Participants may choose coverage for themselves and any eligible dependents or opt-out of the plan if covered by another employer-sponsored plan.

Access pays 90% of the entire premium cost for HMO or 80% of the entire premium for PPO coverage for both employee and eligible dependents up to limits established by the Board.

### Chiropractic/Acupuncture Care

Anthem HMO Health insurance plans offer in-network acupuncture visits. Chiropractic care coverage is limited to thirty visits per calendar year. Anthem PPO Health insurance offers in-network acupuncture visits. Chiropractic care coverage is limited to twenty visits per calendar year.

The Kaiser HMO Health insurance plan offers chiropractic care with coverage limited to twenty visits per calendar year combined with acupuncture.

### Dental Insurance

Access pays 90% of the entire premium cost for the Managed Dental Care (DHMO) option which provides basic care and other common dental procedure services at low co-insurance costs.

Access pays 80% of the entire premium cost for the dental PPO (Preferred Provider Organization) option which provides basic care and other common dental procedures services at a coinsurance reimbursement of 90% on basic procedures up to an annual maximum of \$2,500 per year.

### Vision Insurance

Access pays 80% of the entire premium cost for the VSP® Vision Care option which provides comprehensive vision insurance (PPO) covering frames, lenses, contact lenses, and exams.

### Life and Long-Term Disability Insurance

Employer-paid Life Insurance provides an amount equal to the employee's annual salary. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit. Employees may choose additional voluntary life insurance and pay the premiums through payroll deductions.

Employer-paid Long Term Disability Insurance provides up to 66% of the salary for employees unable to work after a 90-day waiting period. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit.

### Long Term Care

Employer-paid Long Term Care Insurance provides basic coverage of \$2,000 per month for qualified confinement to a skilled nursing facility. Employees may choose additional coverage choices and pay the premiums through payroll deductions.

### Supplemental Insurance

Employees may choose any of the voluntary supplemental insurance policies and pay for the premiums via payroll deduction. Employees may opt for supplemental insurance at any time.

### Flexible Spending Accounts

Access participates in Flexible Spending Accounts (FSA) as regulated by the Internal Revenue Service. Employees can participate in an FSA when they become benefit eligible (1st of the month following 30 days of hire) and during the open enrollment period (effective as of July 1 each year).

MAY 13, 2024

TO: BOARD OF DIRECTORS  
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
RE: CONSIDERATION TO APPROVE SELF-INSURED RETENTION  
AUTOMOBILE LIABILITY PROGRAM RENEWAL

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**ISSUE:**

Board approval is requested to continue the Self-Insured Retention (SIR) program for all automobile liability claims up to \$100,000 per claim.

**RECOMMENDATION:**

Authorize staff to continue a \$100,000 Self-Insured Retention program with estimated liability of \$2,110,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.

**IMPACT ON BUDGET:**

Based on projected actuarial studies performed by Aon Risk Solutions, it is expected that this program may have a projected total cost of claims within the SIR of up to \$2,110,000 for FY 2024/25. The final cost will depend on the actual loss history over the policy period. For example, claims so far for the preceding 12 months ending in March are projected to be \$1,819,521, and continue the trend of staying below the actuarial projection of \$1,892,000 for FY24. (This estimate is subject to change depending on claims experienced through June 20, 2024.)

Aggregate stop loss insurance will be procured in order to limit SIR exposure. The aggregate insurance will become effective only when Access has paid \$3,500,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2024/25.

**ALTERNATIVES CONSIDERED:**

Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.

**BACKGROUND:**

The proposal with an SIR and cost sharing of total claims was developed by our insurance brokers, SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third-Party Administrator (CorVel) has allowed Access to better manage and resolve claims against the Agency. The data for the actuarial study consists of data for claims incurred from June 21, 2009 to date gathered from CorVel. The requested SIR liability limit is an increase from the current year's limit of \$1,972,000.



MAY 13, 2024

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO APPROVE EXTENSION OF ORACLE FUSION  
ERP SUPPORT SERVICES CONTRACT (AS-4127)

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**ISSUE:**

Board approval is required to exercise option years two and three of Oracle Fusion Enterprise Resource Planning (ERP) Support Services Contract AS-4127, with C3 Business Solutions (C3).

**RECOMMENDATION:**

Authorize the exercise of option years two and three for the period June 1, 2024, through May 31, 2026, and authorize staff to:

- Increase the rates of compensation from \$172 to \$200 per hour for work performed under the terms of the contract;
- Adopt a reduced rate of \$100 per hour for Contractor travel time.

**IMPACT ON BUDGET:**

No additional funds are requested. Funding for the contract is included in the budget for FY24 and will be included in the budgets for subsequent out years. These services are funded from Proposition C 40 Discretionary Funds.

**ALTERNATIVES CONSIDERED:**

Staff determined that maintaining the existing relationship with the current service provider, rather than issuing a formal RFP, was more beneficial to the Agency in that there would be no disruption in service, which is critical to ensuring the stability and functionality of Access' financial management software.

**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 for ERP support services upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein

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

**BACKGROUND:**

The Board approved the award of Contract AS-4127 at its February 2020 meeting. At that time, the rate of compensation, inclusive of work performed per the terms of the contract scope of work, as well administrative and fringe costs, was \$170 per hour for each of the three base years and \$172 per hour for each of the three option years. (C3's hourly rate for the entire term of its original contract, which commenced in 2017, was \$165 per hour.) Even with the proposed increase in rates for the final two option years, the average annual increase in hourly rates over the six-year contract period is less than 3.5%, well within the year-over-year increase in the Consumer Price Index for that period (Bureau of Labor Statistics, Los Angeles Region). For travel time outside of the contractor's normal commute, Contractor will be compensated at a rate of \$100 per hour.

Access Services implemented the Oracle Fusion ERP system in January 2015. As part of ERP support, update implementation and training requirements, Access contracted with a vendor for a one (1) year base term but the work needed exceeded the not-to-exceed contract amount. As a result, Access issued a Request for Proposals (RFP AS-4046) in order to solicit ERP consulting services, with an updated scope of work to reflect the additional level of labor needed in order to carry out this project. The RFP was issued on March 29, 2017 and nine proposals were received. Following a thorough evaluation of the proposals submitted, C3 was selected as the vendor. C3 was subsequently awarded the current contract in 2020.

C3's contract, now in its first option year or year 4 of their engagement with Access, has two option years remaining. Given the quality of the work performed by C3 over the past four years, staff have determined that the best course of action would be to exercise the option for years 5 and 6 with C3, rather than soliciting these services through the RFP or IFB processes.

C3 is a Santa Ana-based company that has been in business for nearly a quarter century. The firm is an Oracle ERP Platinum Partner and services clients throughout Southern California. C3 staff are dedicated, thorough and very responsive to the changing needs of the Access team. Furthermore, they are a local vendor, of which there are not many, which greatly facilitates timely response to Access' needs as well as keeping consultant travel time to a minimum. Maintaining C3 as a long-term partner benefits both Access Services and C3 since the synergy built has helped increase Access' ability to maximize the Oracle investment and enables C3 to staff appropriately given the long-term nature of the relationship. C3 has a dedicated team that is local and has spent the time to learn, expand and truly understand the support needed for Access services.

Based on current projections of labor effort (please see table below), the total projected spend for six years with C3 will come in well below the authorized total of

\$663,000. Access internally has revamped some of its Oracle support processes which has slightly mitigated the need to use a 3<sup>rd</sup> party support vendor such as C3, which is why the projection is below the authorized limit. However, it is still critical for Access to partner with a vendor like C3 who has the expertise to enable Access to maximize the efficiencies of utilizing Oracle for Procurement and Accounting solutions.

<b>Support Year</b>	<b>Actual Hours</b>	<b>Rate</b>	<b>Total</b>
July 1, 2020 - June 30, 2021	486	\$170	\$82,620
July 1, 2021 - June 30, 2022	355	\$170	60,223
July 1, 2022 - June 30, 2023	393	\$170	\$66,698
<b>Total Base Years</b>	<b>1,233</b>		<b>\$209,541</b>
<b>Support Year</b>	<b>Projected Hours</b>	<b>Rate</b>	<b>Total</b>
Option Year 1	550	\$172	\$94,600
Option Year 2	600	\$200	\$120,000
Option Year 3	700	\$200	\$140,000
<b>Total Years 4-6</b>	<b>1,850</b>		<b>\$354,600</b>
<b>Grand Total</b>	<b>3,083</b>		<b>\$564,141</b>

MAY 13, 2024

TO: BOARD OF DIRECTORS  
 FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
 RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL  
 BUSINESS PACKAGE INSURANCE

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**ISSUE:**

In order to continue the Access Self-Insured Retention (SIR) program, Board approval is necessary to 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	\$31,100,000
Fourth Excess	\$31,100,000 to	\$36,100,000
Fifth Excess	\$36,100,000 to	\$51,100,000

The Primary Automobile Layer is covered by a policy with James River Insurance Company that expires on June 20, 2025, and staff has asked Access' insurance broker, SullivanCurtisMonroe, for pricing on extending the existing policy with James River through June 20, 2026.

The five excess layers above the primary layer will expire on June 20, 2024, and therefore require Board action to extend to June 20, 2025.

**RECOMMENDATION:**

Authorize the Executive Director to:

- Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2025, through June 20, 2026;
- Enter into a one-year policy agreement with James River Insurance Company for the first excess layer;
- Enter into a one-year policy agreement with Scottsdale Insurance Company for the second excess layer;

- Enter into a one-year policy agreement with Liberty Insurance Company for the third excess layer;
- Enter into a one-year policy agreement with Lexington Insurance Company for the fourth excess layer;
- Enter into a one-year policy agreement with Lloyds of London Insurance Company for the fifth excess layer;
- Enter into one-year policies with various carriers for the above-named insurance policies dependent on the outcome of the quotes received;
- Authorize an amount not to exceed \$12,500,000 for all of the above insurance layers.

**IMPACT ON BUDGET:**

These costs will be included in Access' budget for FY2024/25. The funding for these policies will come from local funds.

**BACKGROUND:**

The insurance placement process will be completed by June 20, 2024, for all layers except the primary layer. A report with specific insurance carrier and policy information will be transmitted to the Board.

The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the 'A. M. Best Guide' industry rating, policy limits, potential covered losses and cost. SullivanCurtisMonroe has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access currently carries, and as part of their process, conduct a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this Board item. Since quotes are generally not available until the date of the actual policy renewal, it is expected that the actual cost of the premiums will be lower than the stated estimate.

Generally, staff anticipates increases to the current rates at around 10%. However, given the current insurance market, staff expects that at least one of the excess layers may be split into two or more layers in order to maintain the same overall coverage. Any layers that have to be split will likely exceed the expected 10% increase with rates likely to increase as high as 50%.

MAY 13, 2024

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

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**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board and its committees through July 2024.

**June 24, 2024 - Board Meeting**

<b>Agenda Items:</b>	<b>Disposition:</b>
Language Interpreting Services Contract Award	Action
FY2024/25 Budget Approval	Action

**July 22, 2024 - Board Meeting**

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Elections	Action
Agency DBE Program and Goals	Action
Customer Survey Results	Presentation