

access

BOARD OF DIRECTORS MEETING
Monday, October 17, 2022
General Session: 12:00 p.m.
Closed Session: Immediately Following

***Webinar - please see note below**

MISSION STATEMENT

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETINGS ON JULY 18, AUGUST 15, SEPTEMBER 7, and SEPTEMBER 19, 2022 (page 8) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION
5. SUPERIOR SERVICE AWARD	PRESENTATION

6. **CONSENT CALENDAR**

ACTION
[Vote Required:
majority of
quorum by roll
call]

Items reviewed and approved by the Planning and Development Committee:

- a) Consideration to Extend Term and Increase Funds - Legal Services Contract (AS-4039) (page 21)
[Staff Recommendation: Authorize an additional \$1,900,000 in funds for legal services with Alvarez-Glasman & Colvin (AGC) (AS-4039) and extend the term of the contract for five (5) years through March 31, 2028.]

- b) Consideration to Approve Renewal of Agency Insurance Policies (page 23)
[Staff Recommendation: Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not-to-exceed amount of \$700,000.]

- c) Consideration to Approve Additional Agency Holidays (page 25)
[Staff Recommendation: Approve the permanent administrative holidays of Juneteenth (June 19) and Cesar Chavez Day (March 31).]

Items reviewed and approved by the External/Stakeholders Relations Committee:

- d) Consideration to Approve Transportation Professionals Advisory Committee Member Reappointments (page 27)
[Staff Recommendation: Approve the reappointment of the following seven (Group B) members.
 - Chaka Garbutt, Long Beach Transit
 - Sebastian Hernandez, City of Pasadena
 - Adrianna Kendricks, Montebello Bus Lines
 - Eric Hoch, Santa Monica's Big Blue Bus
 - Frazier Watts, G-Trans
 - Esteban Rodriguez, Antelope Valley Transit Authority
 - Nicole Carranza, Pomona Valley Transportation Authority.]

Items neither reviewed nor approved by any Committee:

- e) Consideration to Approve Board and Standing Meeting Calendar Change (page 29)
[Staff Recommendation: Review and approve the revised Board and Standing Committee Meeting calendar for 2022.]
- f) Consideration to Approve Amendment to the Executive Director’s Employment Agreement (page 31)
Recommendation: Authorize the amendment of the contract with Andre Colaiace.]
- g) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing (page 32)
[Staff Recommendation: Approve the following resolution - “The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days.”]

[Staff Recommendation: Approve the Consent Calendar.]

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| 7. | CONSIDERATION TO EXTEND TERM AND CHANGE RATES - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059) (page 34)
[Staff Recommendation: Authorize a change in rates of compensation, and an extension in the period of performance for one (1) year, from August 1, 2023, through July 31, 2024, for Contract AS-4059 with MV Transportation (MV).] | ACTION
[Vote Required: majority of quorum by roll call] |
| 8. | CONSIDERATION TO AWARD TRAVEL TRAINING CONTRACT (AS-4157) (page 37)
[Staff Recommendation: Authorize staff to execute Contract No. AS-4157 with Mobility Management Partners, Inc. (MMP) for travel training services in an amount not-to-exceed \$7,363,504.44 for a five-year period beginning March 1, 2023 and ending February 29, 2028.] | ACTION
[Vote Required: majority of quorum by roll call] |

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| <p>9. CONSIDERATION TO AWARD CUSTOMER SERVICE CALL CENTER CONTRACT (AS-4160) (page 46)</p> <p>[Staff Recommendation: Authorize staff to execute Contract No. AS-4160 for Customer Service Call Center management and operations for a four (4) year base contract beginning January 1, 2023, and ending December 31, 2026, with Alta Resources Corporation in an amount not to exceed \$13,882,476.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>10. BOARD RETREAT REVIEW</p> | <p>PRESENTATION</p> |
| <p>11. OPERATIONS UPDATE</p> | <p>PRESENTATION</p> |
| <p>12. UPCOMING BOARD ITEMS (page 54)</p> | <p>INFORMATION</p> |
| <p>13. EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>14. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p> | <p>INFORMATION</p> |
| <p>17. CLOSED SESSION:</p> <p>A) PUBLIC EMERGENCY (COVID-19), GOV. CODE 54957(a)</p> <p>B) CALIFORNIA GOV. CODE § 54956.8 - REAL PROPERTY NEGOTIATIONS -</p> <ul style="list-style-type: none"> • Property: APN: 3126-009-975 and 3126-009-974
Access Negotiator: Andre Colaiace/Hector Rodriguez
Negotiating Party: City of Lancaster
Under Negotiation: Price <p>C) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9</p> <p>1. Anticipated Litigation: Gov. Code §54956.9 (b)
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" (two cases).</p> <p>D) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b)</p> <p>1. Executive Director</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |

18. ADJOURNMENT

ACTION

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

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

Alternative accessible formats are available upon request.

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, October 17, 2022, so they can be read into the record as appropriate.

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/85992886568>
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 +1 253 215 8782 or +1 929 205 6099 or +1 301 715 8592 or +1 309 205 3325
or +1 312 626 6799 or +1 386 347 5053 or +1 564 217 2000 or +1 646 931 3860
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: 859 9288 6568

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



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

Webinar

July 18, 2022

12:00 p.m.

1. **CALL TO ORDER**

Meeting was called to order by Chair Gombert at 12:03 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. **BOARD OFFICER ELECTIONS**

Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 18, 2022, and ending June 30, 2023, or the election of their successor, whichever last occurs.

Legal Counsel Vince Ewing gave a presentation on the item and stated the slate of officers were as follows: Chairperson: Martin Gombert, Vice Chair: Lee Burner, Treasurer: Doran J. Barnes, Secretary: Dolores Nason, Executive Director: Andre Colaiace.

Public Comment:

None.

Board Member Comments:

Board Discussion:

Vice Chair DeVera stated that she believed previously that nominees for Board Officer positions were not emailed to general counsel but instead Board members would submit their intent and a statement on why they wanted to run. She felt this led to a more open process. Director Barnes stated that current process has been in place as long as he remembered but this should be a topic at the Board retreat. Director Gogreve concurred with having this as a topic at the retreat.

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

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 20, 2022

Recommendation: Approval of minutes as written.

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

4. GENERAL PUBLIC COMMENT

There was no general public comment.

5. EMPLOYEE RECOGNITION

Executive Director Andre Colaiace recognized Appeals Specialist Vince Calderon for his many years of service in advance of his retirement from Access Services.

6. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comment:

None

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

7. CONSIDERATION TO APPROVE TRANSPORTATION NETWORK COMPANIES (TNCS) PILOT PROGRAM

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Yael Hagen made a public comment by stating that she thought this program would not be for her, but it would provide an opportunity for her to have an option in case she is ever stranded. She would likely not register to use it, but she has friends who would likely register for this program because it could work for them. She asked the Board members to celebrate the fact that staff is looking at innovative ideas and ways to make a rider's life easier. She understands security and safety is everybody's concern, however, being stranded is also a security issue.

Myrna Cabanban made a public comment by stating that she doesn't like the idea of using the TNC vehicles for rides. Access values driver training and service training as well as holding the contractors accountable. Uber has been reported as having a high sexual harassment complaint rate from its regular riders. She stated that Uber was called by the Los Angeles Commission on Disability to respond to address the inequity of its service and there is still no response from them. How can they expect them to be accountable to Access Services? Approval of this item would be legitimizing bad service to Access ridership.

Board Discussion:

Director Del Castillo made a comment by stating that he would like to clarify how the TNC structure would work. The riders would book it online and then the customer would presumably get a phone call from Access if there's no available vehicles asking for permission to send the TNC. He just wanted to get clarification. Executive Director Andre Colaiace emphasized that there are two concepts, and one has to do with integrating TNCs into a next day paratransit service. The other one is much smaller, and maybe 200 trips a year and that's through the OMC for backup trips.

Director Nason asked if they are first asking the rider's permission before sending a TNC. Mr. Rodriguez answered that they would inform the riders about the differences between a TNC and a regular Access trip.

Director Nason asked if there were any other agency using this option. Mr. Rodriguez responded there are, but they are pilot programs. They have looked at them and had discussions with them as well.

Director Gogreve asked if they were asking them to give them authority to explore the program and then come back and get permission to use it. Mr. Colaiace responded that they are asking them to approve the pilot program. Director Gogreve stated that there are not enough safety and other parameters that they have outlined. It is not very clear in the recommendations, and it doesn't explicitly spell out the opt-in program either. She is a bit hesitant, and it makes her nervous given the current conditions. She has concerns about what was outlined in the presentation.

Director Gogreve stated that the Board item is not giving them enough detail. She needs assurances that this would be something that would be very tightly monitored. She is not happy that they would come back to the Board after a full year to review this. She thinks that it is too much time and thinks they need a report at least every three to six months.

Mr. Colaiace stated that he appreciates her feedback and concerns, and staff is open to any amendments to the recommendation, which would hopefully satisfy their concerns. He believes the recommendation encompasses all pertinent details in the Board item. If she wants more explicit details in the recommendation, they would be open to amendments when the time comes.

Director Aguilar responded that he agrees that this should be revisited in one year. His concern is the data collected on the TNC trips. He hopes they have enough data from customers that are opting into the program to see if they are receiving the same level of service that they would with an ADA trip. He is curious to see what a trip in a TNC vs. an Access trip looks like. He doesn't want to see a situation where the contractors send a specific trip type to the TNCs. For example, difficult or long trips. He knows the Access team will be doing a lot of analysis, he just wants to make sure that whatever data they collect, they are able to analyze to ensure quality of service.

Mr. Rodriguez responded that in terms of data, the TNCs would be required to provide the same data that they have with the contractors. They will probably have a lot more detail in the data since the TNCs do it all live and in real time.

Director DeVera stated she is very concerned that they are even considering this. She believes that only those able to use it will use it. She stated that they would have to download an app and there is no Uber or Lyft that is low cost. There is no on demand waiver of fares. It's an issue of equity, unless it's available to everyone in the community, it should not be offered.

Mr. Colaiace made a comment by stating that the TNC would have an agreement with the contractor, and Access would pay the difference on the fare. In terms of equity, this

program is viewed as a supplemental program. This is also on a voluntary basis from the riders. He appreciated her concerns.

Director Gogreve stated that it was written that the TNC drivers must be regularly reviewed for new information related to criminal or driving history on at least an annual basis. She asked if any of this was negotiable because she recalled many cities were having trouble collecting this data from the TNCs that they were working with. She asked if that issue had been resolved and if they would be able to get that information. She asked how they will communicate this information to the riders, especially those with cognitive disabilities.

Mr. Rodriguez responded that Uber was willing to provide all of that data. In terms of the disclaimer, it can be communicated in different ways. One was when the riders call to make a reservation, and Access could ask them during the eligibility process.

Mr. Colaiace responded he shares their concern. Access doesn't want someone who doesn't understand the pros and cons of opting into this program. Access can read the rider a disclaimer at reservations, and then there could be another follow up that would signal their acceptance of the terms. It is something Access will need to finalize, but he agrees Access needs to make sure that people truly understand what they are agreeing to before the rider gets sent one of these vehicles.

Treasurer Barnes stated that from a procurement standpoint, it looks like it will take two different paths and have two different processes. He asked if the contractors would be working directly with the TNCs in terms of securing their services, the billing and all other issues. He asked what the role of the OMC would be in this process.

Mr. Rodriguez responded that the recommendation is that the contractors themselves would have to contract with a TNC and it would be up to them to secure contracts and figure out compensation and logistics. The second path was the OMC where they would directly dispatch trips and where a hundred percent of the fare would be waived by Access. In situations where it needs to be wheelchair accessible or ambulatory, they would use the contractor that has those types of vehicles available for whatever the need is.

Chair Gombert stated that the conversation has been on utilizing TNCs and asked if they could talk a bit more about uncertified taxi drivers and describe the difference between a taxi driver that's certified vs. somebody who is not certified under the Access system. Mr. Rodriguez responded that in terms of certified taxis, they passed a background check, they're subject to drug and alcohol testing in the same way that Access drivers are. They must pass the taxicab commission inspection. Access also adds them to their drug and alcohol program, and they also require them to have around 80 hours of additional training before they can perform services.

Chair Gombert asked if they can offer an amendment to potentially include the TNCs and also add uncertified taxi drivers. Mr. Colaiace stated that it could definitely be done in addition to any other amendments made by other Directors. However, they first need a motion on the staff recommendation, then it would open the floor to amendments.

Board Member Comments:

Director DeVera stated that before anything is brought that will affect the riders in any way, it should be brought to the ridership, in a survey form.

Director Gogreve stated that her concern that both the TPAC and CAC Chairs should be present to hear how their committees were feeling about this issue. They are their advisory bodies and to not have them present on such a critical topic, is something that should not happen. In the future that they do need to get their input on this, publicly.

Director Del Castillo addressed Director DeVera's concerns and stated that once things are more formalized and once the staff has gotten a little more of the details worked out, they should go the TPAC and the CAC for more input. He thinks that some issues of clarification about whether it would be an advantage for people who could utilize Uber and Lyft versus those in wheelchairs that aren't able to use them. Whether this be done through the contractors or the OMC, this is going to be an emergency kind of ride. It would be a service used for a backup more than a regular ride.

Director Gogreve stated that they need to consider all disabilities while they are using this service and it is a vital component of making sure it is a successful program.

Motion made by Treasurer Barnes to approve the item along with the following conditions -

- 1. Provide the Board quarterly updates.**
- 2. Provide the Board with all educational materials that will be issued to the ridership.**
- 3. Form a working group comprised of members from the Board, CAC, TPAC and staff to provide input and feedback.**
- 4. Include the use of non-certified taxis.**

The item as amended was seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

8. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

9. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

10. CLOSED SESSION REPORT

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

11. ADJOURNMENT

Motion made by Secretary Nason, seconded by Treasurer Barnes to adjourn.

The meeting adjourned at 2:17 p.m.

Approved

Dolores Nason, Secretary

Date



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

Webinar

August 15, 2022

10:00 a.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 10:08 a.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Gombert, Vice Chair Burner, Treasurer Barnes, Secretary Nason, Directors Aguilar, Del Castillo, DeVera, and Gogreve

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Troost

2. GENERAL PUBLIC COMMENT

None.

3. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

- a) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comments

None.

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

4. **RETREAT WORK SESSION**

The firm Insight Strategies facilitated the Retreat work session.

5. **ADJOURNMENT**

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

The meeting adjourned at 5:04 p.m.

Approved

Dolores Nason, Secretary

Date



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

Webinar

September 7, 2022

12:00 p.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 12:03 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Gombert, Vice Chair Burner, Treasurer Barnes, Secretary Nason, Directors Aguilar, Del Castillo, DeVera, Gogreve and Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. GENERAL PUBLIC COMMENT

None.

3. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

- b) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comments

None.

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

4. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Public Comments

None.

5. CLOSED SESSION REPORT

Director of Administration F Scott Jewell stated that the Board voted (motion by Treasurer Barnes, seconded by Director Aguilar, 8 ayes, 1 abstention) to approve negotiating authority for property APN: 3126-009-975 and 3126-009-974.

6. ADJOURNMENT

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

The meeting adjourned at 12:47 p.m.

Approved

Dolores Nason, Secretary

Date



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

Webinar

September 19, 2022

11:00 a.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 11:05 a.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Gombert, Treasurer Barnes, Directors Del Castillo, Gogreve and Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Vice Chair Burner, Secretary Nason, Directors Aguilar and DeVera

2. GENERAL PUBLIC COMMENT

None.

3. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

- a) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comments

None.

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

4. **ADJOURNMENT**

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

The meeting adjourned at 11:09 a.m.

Approved

Dolores Nason, Secretary

Date

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, EXECUTIVE DIRECTOR

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - LEGAL SERVICES CONTRACT (AS-4039)

ISSUE:

Board approval is required to extend the term and increase funds for general and special legal counsel services in order to continue the Agency’s legal representation. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Authorize an additional \$1,900,000 in funds for legal services with Alvarez-Glasman & Colvin (AGC) (AS-4039) and extend the term of the contract for five (5) years through March 31, 2028.

IMPACT ON BUDGET:

The costs associated with this contract have been included in the FY23 budget and will be budgeted for in subsequent fiscal years. Fees are based on a fixed monthly retainer in addition to rates specifically tied to litigation expenses, which have been higher than anticipated over the course of the contract. There are no increases proposed to the current rates.

	Rates
Managing Partner/Senior Partners	\$350 per hour
Partners	\$300 per hour
Associates	\$250 per hour
Paralegals	\$100 per hour
Retainer	\$12,000 per month
Retainer Hourly Rate (in excess of 60 hours/month)	\$275 per hour
Insurance - Covered Employment Litigation (Associates/Senior Associates)	\$200-\$250 per hour

The total not-to-exceed cost for this contract will increase from \$1,397,000 to \$3,297,000. The funding for these services comes from Prop C discretionary funds.

ALTERNATIVES CONSIDERED:

None. The Agency requires General Counsel services and staff has been satisfied with the expertise provided by General Counsel Vince Ewing and his firm.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and amend the contract with Alvarez-Glasman & Colvin for legal services under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto.

BACKGROUND:

Access has traditionally employed an outside law firm to act as its General Counsel representing Access on general and transactional matters and certain litigation matters. Current legal counsel services were procured in 2018 through a competitive process and AGC was awarded a five-year contract. AGC Senior Partner Vincent C. Ewing was appointed to serve as Access Services' General Counsel.

AGC is a law firm that has provided legal services for more than twenty (20) years. The firm specializes in public agency law and represents various municipalities, school districts and other government agencies. The firm also represents or has represented a number of public transit agencies including Long Beach Transit, Montebello Bus Lines and Alameda-Contra Costa Transit District. The firm is headquartered in the City of Industry and has a Northern California office in Napa Valley/Yountville. AGC is a minority-owned firm.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE RENEWAL OF AGENCY INSURANCE POLICIES

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2022. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not-to-exceed amount of \$700,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2022/23 includes the cost of these policies. The funding for these policies comes from Prop C 40% Discretionary funds. The cost of the policies for the current year is \$556,416. However, staff is expecting some increases in certain policies, such as cyber security insurance and Workers Compensation.

ALTERNATIVES CONSIDERED

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

BACKGROUND:

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for the various insurance policies. Upon Committee approval, staff will

authorize SCM to purchase the policies with an effective date of no later than November 1, 2022, and November 30, 2022, for the Workers' Compensation policy.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE ADDITIONAL AGENCY HOLIDAYS

ISSUE:

At the June 2022 Board meeting, staff was directed to draft a Board item to add two agency administrative holidays - Juneteenth and Cesar Chavez Day. This would be in addition to the existing ten (10) observed holidays. This item was reviewed and approved by the Planning and Development Committee.

RECOMMENDATION:

Approve the permanent administrative holidays of Juneteenth (June 19) and Cesar Chavez Day (March 31).

IMPACT ON BUDGET:

As the Agency would conduct no business on these days, there would be minimal budgetary impact unless, due to business-related circumstances, an hourly staff member would be required to work and thereby earn double time. However, this would be an infrequent occurrence. Otherwise, staff would be paid for the normal holiday.

ALTERNATIVES CONSIDERED:

The Board may opt to designate these as service holidays whereas the service providers (including eligibility and customer service) would also be required to recognize the proposed holidays. This would require renegotiation of the existing contracts and associated compensation.

BACKGROUND:

The Juneteenth (June 19) holiday commemorates the Emancipation Proclamation that President Abraham Lincoln issued to free enslaved African Americans in secessionist states. President Biden signed the Juneteenth National Independence Day Act in June 2021, making this day a federal holiday.

The Cesar Chavez (March 31) holiday honors the work Chavez did to organize farm workers and promote civil rights for all. It is a California state holiday.

The chart below compares a number of city/agency administrative holiday observances.

	Access	Metro	City of Santa Clarita	Long Beach Transit	Foothill Transit	City of Redondo Beach	City of Santa Monica
New Year's Day	Y	Y	Y	Y	Y	Y	Y
Martin Luther King Jr. Day	Y	Y	Y	Y	Y	Y	Y
Presidents' Day	Y	Y	Y		Y	Y	Y
Memorial Day	Y	Y	Y	Y	Y	Y	Y
Independence Day	Y	Y	Y	Y	Y	Y	Y
Labor Day	Y	Y	Y	Y	Y	Y	Y
Veterans' Day	Y	Y	Y		Y	Y	
Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
Day After Thanksgiving	Y	Y	Y		Y	Y	Y
Christmas Day	Y	Y	Y	Y	Y	Y	
Juneteenth	Y	Y					Y
Cesar Chavez	Y	Y					Y
Other			Y		Y (3)	Y (2)	Y
Total	12	12	11	7	13	12	11

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEMBER REAPPOINTMENTS

ISSUE:

Seven Transportation Professionals Advisory Committee (TPAC) members have terms that will expire on October 31, 2022. The reappointments recommended below are for two-year terms beginning November 2022. These terms will expire in October 2024. This item was reviewed and approved by the External/Stakeholders Relations Committee.

RECOMMENDATION

Approve the reappointment of the following seven (Group B) members.

Group B Reappointments

- Chaka Garbutt, Long Beach Transit
- Sebastian Hernandez, City of Pasadena
- Adrianna Kendricks, Montebello Bus Lines
- Eric Hoch, Santa Monica’s Big Blue Bus
- Frazier Watts, G-Trans
- Esteban Rodriguez, Antelope Valley Transit Authority
- Nicole Carranza, Pomona Valley Transportation Authority

IMPACT ON BUDGET

None.

BACKGROUND

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members

have term expiration dates which occur in odd numbered years. Group B members have term expiration dates which occur in even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

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

ISSUE:

In order to resolve a scheduling conflict, staff is recommending a change in date and time for the 2022 Annual Meeting. This item was not reviewed or approved by any committee.

RECOMMENDATION:

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

IMPACT ON BUDGET:

None.

DISCUSSION:

The Access Annual Meeting, scheduled for 11:00am Thursday, November 17, conflicts with the California Transit Association's Fall Conference. To resolve the conflict, staff is proposing to move it to Monday, November 14 at 9:30am. This is the same day the other Access committee meetings are scheduled and all would be virtual.

The proposed revisions are marked below.

2022 Meeting Calendar

Annual

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Thursday November 17 th Monday November 14 th	Annual Meeting*	11:00 am 9:30 am

*Virtual

Board

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday December 12 th	Board Meeting	12:00 pm

Committees

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday October 24 th	Board Operations	11:00 am - 12:00 pm
Monday December 19 th	Board Operations	11:00 am - 12:00 pm
<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday November 14 th	Performance Monitoring Planning and Development External/Stakeholder Relations	11:00 am - 12:00 pm 12:30 pm - 1:30 pm 2:00 pm - 3:00 pm

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: VINCE EWING, GENERAL COUNSEL

RE: CONSIDERATION TO APPROVE AMENDMENT TO EXECUTIVE DIRECTOR EMPLOYMENT AGREEMENT

ISSUE:

On August 22, 2022, the Board Operations Committee directed the General Counsel to draft an amendment to the employment contract of Andre Colaiace as Executive Director. Said contract, set to a base salary of two hundred eighty-eight thousand seven hundred fifty dollars (\$288,750.00) per year, as amended, shall be set to three hundred seventeen thousand six hundred twenty-five dollars (\$317,625.00) per year effective July 1, 2022. All other terms and conditions of said contract previously negotiated and approved by the Board of Directors shall remain in full force and effect. The Committee also requested a salary survey of similar Executive Director positions be conducted prior to the next salary adjustment.

RECOMMENDATION

Authorize the amendment of the contract with Andre Colaiace.

EFFECT OF APPROVAL OF THE RECOMMENDATION

If this recommendation is approved by the Board, the parties specified will be authorized, but not required, to amend the contract with Andre Colaiace under terms that are no less favorable to Access than those proposed and approved herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

IMPACT ON BUDGET

No material impact on the budget is anticipated.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

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

ISSUE:

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

RECOMMENDATION:

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

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

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

BACKGROUND:

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

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

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

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

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS, PERFORMANCE MONITORING COMMITTEE

**FROM: BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS
ROGELIO GOMEZ, SENIOR MANAGER OF OPERATIONS
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION**

RE: CONSIDERATION TO EXTEND TERM AND CHANGE RATES - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)

ISSUE:

The Northern Region service area base contract period will end on July 31, 2023, and Board action is required to approve the first option year. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize a change in rates of compensation, and an extension in the period of performance for one (1) year, from August 1, 2023, through July 31, 2024, for Contract AS-4059 with MV Transportation (MV).

IMPACT ON BUDGET:

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

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

Trip Growth	Trips	% Decrease
Year 6 (8/1/23-7/31/24)	441,814	(48.8%)

Payment terms of the contract are a firm fixed monthly fee (Fixed) and a fixed rate per trip (Variable) for ADA service (please see table below). In addition, as delineated in the same table, the Contractor is compensated for two other services on an as-needed basis. As stipulated in the subject contract, the proposed increases in the rates of compensation for the option year may be no greater than the most recent three-month average of the year-over-year increase in the Consumer Price Index for the Los Angeles Area at the time rates were negotiated. For the three most recent months for which

data is published (April-June 2022), the average year-over-year increase in the CPI was 8.17% (US Department of Labor, Bureau of Labor Statistics).

The current and proposed rates are as follows:

	Current (8/22-7/23)	Year 6 (8/23-7/24)
ADA Service - Fixed (monthly)	\$852,065.00	\$921,678.71
ADA Service - Variable (per trip)	\$39.86	\$43.12
As Needed Service - Variable (per hour)	\$47.76	\$51.66
Ripple Text Notification - Fixed (monthly, as requested by Access)	\$600.17	\$649.20

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Year 6 of the subject contract will be \$68.17.

This action will not result in an increase in the previously approved contract amount of \$185,989,905.

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

ALTERNATIVES CONSIDERED:

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

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The Northern Region service contract, AS-4059, commenced on May 1, 2018, with full service beginning on August 1, 2018. The base term of the contract runs through July 31, 2023 and allows for four (4) additional option years, the first of which is sought for

approval. At the direction of the Board, staff has prepared a Board report one year in advance of the contract's expiration to allow the Board and staff sufficient time to vet other avenues should the Board choose not to exercise the option year.

Current Operational Performance

The contractor's performance results for FY22 and FY23 are listed below.

Key Performance Indicator	Standard	FY22	FY23*
On-Time Performance	≥ 91%	87.1%	90.7%
Excessively Late Trips	≤ 0.10%	0.30%	0.07%
Excessively Long Trips	≤ 5%	3.3%	4.0%
Missed Trips	≤ 0.75%	0.91%	0.75%
Denials	0	1	0
Access to Work On-Time Performance	≥ 94%	97.3%	97.8%
Average Initial Hold Time (Reservations)	≤ 120 seconds	99	84
Calls On Hold > 5 Min (Reservations)	≤ 5%	6.3%	4.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.0%	1.8%
Complaints Per 1,000 Trips	≤ 4.0	3.6	4.1
Preventable Incidents per 100,000 miles	≤ 0.25	0.11	0.00
Preventable Collisions per 100,000 miles	≤ 0.75	0.59	0.35
Miles Between Road Calls	≥ 25,000	54,211	39,664

* Through 8/31/2022

In FY22, the Northern Region contractor experienced significant operational challenges due to the COVID-19 pandemic and certain labor market conditions, including a reduction in available taxi subcontractors and difficulties in hiring employee drivers. In the past year, MV has added two new subcontractors to assist them with operational performance; one of those subcontractors is SilverRide, a transportation network company (TNC) that now has a dozen drivers doing Access trips. In conjunction with the FY23 budget, MV raised employee driver wages and currently has the highest starting driver wages (\$22.00 per hour) of any Access contractor. MV is now fully staffed with drivers and has shown considerable progress in performance so far in FY23, meeting 12 of 13 KPIs as of the end of August 2022.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD TRAVEL TRAINING CONTRACT (AS-
4157)**

ISSUE:

Board approval is required to exercise the award of a travel training services contract. This item was reviewed and approved by the Performance Monitoring Committee.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4157 with Mobility Management Partners, Inc. (MMP) for travel training services in an amount not-to-exceed \$7,363,504.44 for a five-year period beginning March 1, 2023 and ending February 29, 2028.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted in FY 2023 and the subsequent out years. The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels. At Access' sole discretion, this contract may be extended for up to three (3) additional years in one-year increments.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Over the past two decades, Access staff has learned that travel training is an important tool to enhance customer mobility options and reduce overall paratransit trip demand by providing specialized instruction to Access-eligible customers on how to safely and effectively navigate local public transit resources. Travel training is a specialized field that requires experience working with persons with physical and cognitive disabilities and also a familiarity with local transit resources and ADA regulations. Access does not possess the in-house expertise to

perform this function and thus the engagement of a firm possessing this technical expertise is truly warranted.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

As stated above, travel training is an important tool that enhances customer mobility options and reduces overall paratransit trip demand by providing instruction on public transit resources to Access-eligible customers. This does not prevent Access-eligible customers from using Access, but it gives these customers an option of choosing fixed route for some of their trips when they are physically able to do so. Travel training provides information on how an individual can safely and confidently use bus and rail services that that person may never have utilized before.

Individual travel training provides one-on-one instruction with an instructor and an Access-eligible customer (and their personal care attendant or companion if desired). Training is provided so a customer may take a bus and/or rail route to reach a destination that the customer would otherwise reach using Access. Understanding how to use fixed route to reach this, and other, destinations encourages the Access customer to rely less on Access for their travel needs.

Access staff has regularly analyzed the results of travel training by examining the post-training data provided by Access' contractor as well as using Access trip and Free Fare TAP data. The results generally reveal that customers who complete travel training sessions will use fixed route resources for some of their trips and utilize paratransit resources less frequently than the average paratransit-riding customer.

The contractor was asked to provide the following work:

- 1) **Individual Travel Training** - The contractor will be responsible for conducting three hundred (300) one-on-one individual travel trainings in the first year and up to five hundred (500) one-on-one individual travel trainings in the fifth year. In light of the ongoing COVID-19 pandemic, Access has permitted the contractor to separate the full travel trainings into a virtual travel training for instruction that can be provided over a remote (i.e. Zoom-like) meeting and an in-person section for elements where an instructor need be present (i.e.

accompanying the trainee on-board a bus trip). These trainings will provide instructions and in-the-field experience to Access-eligible customers to develop the skills and confidence necessary to use accessible fixed route public transportation. The contractor will also conduct follow-up telephone surveys with graduates of the individual travel training programs at 1 week, 1 month, 2 month and 6 month intervals to respond to any questions the graduate may have and to record the frequency that the graduate is using fixed route following the training.

- 2) **Orientation and Mobility Training** - The contractor will provide up to twelve (12) trainings annually for customers with a visual impairment.
- 3) **Group Travel Training (Optional)** - Access may request that the contractor provide up to twenty (20) group travel training workshops per year, if demand for such workshops is demonstrated by a community, social service agency, or similar organization.
- 4) **Travel Buddy Pilot (Optional)** - The contractor, at Access' request, may be tasked with providing up to twelve (12) annual travel trainings to persons with disabilities through a program similar to LA Metro's *On the Move Riders Program*.
- 5) **Outreach Meetings** - The contractor is expected to conduct an average of twelve (12) outreach meetings per year.
- 6) **Call Center Calls** - The contractor will conduct up to 39,000 calls to recent Access eligibility applicants in order to learn more about the applicant and gauge their interest in receiving travel training, as well as Access customers who are Medi-Cal eligible to provide them with alternative transportation resources that are available to them through their health insurance coverage.

The contractor will also provide monthly documentation of the results of their Individual Travel Trainings, post-training telephone surveys, and Post-Eligibility Evaluation calls. This data will assist with Access' ongoing evaluation of the success of the Travel Training program.

Procurement Overview

A Request for Proposals (RFP) was issued on April 14, 2022, to all vendors registered on the Access' website. The RFP was also posted on Access' eProcurement system, *Public Purchase*. Questions from potential proposers were received and one addendum, containing responses to questions, was issued on May 11, 2022.

One proposal was received from Management Partners (MMP), who is currently providing this service for Access. Shortly after the deadline for receipt of proposals, a market survey was conducted to determine the reasons why firms who downloaded the RFP ultimately decided not to submit a proposal. Of the 143 firms who downloaded the RFP, including firms certified as a disadvantaged business by one or more government jurisdictions, the primary reasons for not submitting a proposal fell into two categories: the firm did not have sufficient staffing needed to undertake the

work or the firm did not have the needed expertise, regardless of staffing, to undertake the work.

While MMP does not qualify as a disadvantaged business, we did work with our consultant, GCAP, to ensure that the solicitation was made known to firms which are so certified.

A request for clarification and a Best and Final Offer was issued on June 29, 2022.

MMP's proposal was carefully reviewed and deemed responsive and the firm responsible. The proposal was evaluated by a panel comprised of two (2) Access in-house staff and one (1) outside rater who is from a transportation agency in an adjacent county. Following are the criteria used to evaluate the proposal and the scores provided by the members of the evaluation panel.

	Evaluation Criteria	Weight	Score
1	Qualifications and Availability of Proposed Staff	40%	36.00
2	Quality of Technical Approach	30%	27.90
3	Qualifications of the Firm	15%	14.25
4	Cost/Price of Proposal (Per BAFO)	15%	15.00
	Total	100%	93.15

Financial Overview

MMP's price for the five-year base term was determined to be fair and reasonable based upon financial analysis, including consideration of the Los Angeles area year-over-year cost of living increase; a comparison of proposed rates of compensation and the current rates for the same service; fact-finding; and an Independent Cost Analysis.

MMP has proposed a cost not-to-exceed \$7,363,504.44 for the contract five-year base-term. The cost components of the contract are as follows:

COST CATEGORY	PROPOSED RATE YEAR 1	CURRENT RATE	RATE CHANGE	AVG. RATE CHANGE OVER FIVE YEARS
FIXED RATES				
Start-Up Costs	\$12,000.00	N/A	N/A	N/A
Monthly Fixed Fee	\$27,855.40	\$25,320.39	10.01%	4.81%
VARIABLE RATES				
Individual Travel Training: Virtual	\$479.20	\$456.86	4.89%	-1.19%
Individual Travel Training: In-Person	\$1,118.15	\$1,066.02	4.89%	-1.19%
O&M Training	\$3,816.00	Not Offered	N/A	4.81%
Outreach Meetings	\$477.11	Not Offered	N/A	4.78%
Call-Center Calls	\$8.13	\$7.70	5.58%	4.78%
<i>Optional Group Travel Training</i>	\$1,769.57	\$1,716.29	3.10%	4.81%
<i>Optional Travel Buddy Pilot</i>	\$2,854.15	Not Offered	N/A	4.81%

As demonstrated in the preceding table, the proposed increase in the variable rates for cost categories that are found in the current Travel Training contract compares favorably with the most recent year-over-year increase in the Consumer Price Index for the Los Angeles area of 8.60% (*U.S. Consumer Price Index, Los Angeles Region, June 2022.*)

The proposed start-up cost, which covers the purchase of office equipment, including workstations, computers, phones, licenses and miscellaneous electronic equipment needed to meet the need for staff expansion under the new scope of work, are considered fair and reasonable. The proposed increase in the monthly fixed fee, which is 1.41% above the change in the CPI, is also considered fair and reasonable given the greater demand for staffing, including a full time Call Center Manager.

After the first year of the contract, MMP is proposing a modest annual increase of no more than 4.81% in any one cost category. The rate for the two individual travel training cost categories, which makes up nearly half of the total annual contract cost, actually declines an average of 1.19% per year.

Overview of Recommended Proposer

Mobility Management Partners (MMP) is a private, non-profit company headquartered in Camarillo, California that has been in business since 2009. MMP is a division of R&D

Transportation Services, Inc., a provider of transportation management and consulting services to regional centers and school districts throughout California and elsewhere.

MMP and Access have a long and successful relationship in the field of travel training and providing mobility management solutions for Access customers. MMP has been a partner with Access since 2008 and throughout that time, MMP has worked closely with Access to provide useful information about alternative transportation services to Access customers.

Through this partnership, Access and MMP have been able to develop - and refine - analysis of the ways in which successful Travel Training program can impact Access' paratransit service. MMP and Access have developed analyses that have been shared with other industry partners (most recently at the Autumn 2021 CalACT conference). These analyses have revealed that persons who are provided with the knowledge and confidence to use fixed route buses and trains for some of their trips will often make use of such services, thus reducing the demand for paratransit trips.

MMP is a recognized national leader in the field of travel training, with many partnerships throughout southern California. In addition to MMP's solid partnership with Access, the former also operates travel training services for the Orange County Transportation Authority (OCTA) and provides paratransit eligibility services for the Ventura County Transportation Commission (VCTC). Further demonstrating their breadth of experience in the field of paratransit, MMP provides the equivalent of Access' Marking and Tethering service for L.A. Metro's Safely Transporting All Riders (STAR) program.

Outside of southern California, MMP, in partnership with Transdev, recently began providing travel training services for Chicago's Regional Transportation Authority (RTA).

Over the years, MMP and Access have developed an excellent working relationship. This relationship has been very helpful when circumstances have required MMP to modify their model in order to reflect changes in Access' own operating model or larger changes in the global environment

When Access was interested in developing Group Travel Training workshops that had not existed before in Los Angeles County, MMP and Access were able to work together to develop a new service, designing practices for this new program so that it could succeed.

More recently, when the COVID-19 pandemic impacted all aspects of life in southern California, Access and MMP worked together to develop a modified one-on-one travel training service. This modified service was developed around the concept of reducing the amount of time that Access customers and MMP may operate in the same space. Virtual (i.e. Zoom) meetings were developed where important instruction could be

provided while both trainer and trainee were safely separated from one another. Finally, during the height of the COVID-19 pandemic, MMP served as a valuable resource, providing information to Access customers on how to travel to COVID testing sites, when Access was not permitted to provide transportation to these facilities.

Given MMP's well-documented expertise in the field and their long-standing and successful relationship with Access, staff supports the recommendation of the evaluation panel to have MMP continue to serve as Access' travel training services contractor.

ADDITIONAL INFORMATION RELATED TO CONTRACT AS SOUGHT FROM PERFORMANCE MONITORING COMMITTEE MEMBERS

When this item was discussed at the September Performance Monitoring Committee meeting, there were some items about which committee members sought additional information. The section below provides responses to those requests for additional information.

Selection of Outreach Criteria, Historically Disadvantaged Communities

Mobility Management Partners (MMP) representatives have historically attended approximately twelve (12) Access outreach events annually, sharing information about Travel Training and - in coordination with Access staff at the outreach event - sharing information about Access as well.

Historically, MMP personnel would attend outreach events where there would be larger audiences visiting information tables and/or seeking transportation information. In this new contract, this criteria will not change.

During discussion at the Performance Monitoring Committee, a request was made that the limited number of outreach events that MMP attends could be performed in historically disadvantaged communities and/or communities of color. This criteria can be added for outreach events that MMP would be invited to attend.

As illustrated in Access Services' Public Participation Plan as part of its Title VI Plan, Access Services' outreach events take place across Los Angeles County and regularly take place in historically disadvantaged communities and/or communities of color. For this reason, Access could easily incorporate this added criteria as part of its outreach selection process for MMP.

Incorporating Metro Micro and Additional Travel Modes as Part of Travel Training Services

Access' Travel Training services have historically trained on bus and rail fixed route services but have on occasion also included other transportation services.

Access' goal with Travel Training is to provide Access customers with the skills and knowledge of how to use services other than Access' paratransit.

The Performance Monitoring Committee asked if services like Metro Micro and Transportation Network Company (TNC) options could be included as part of the training curriculum.

On occasion, MMP has performed training on services such as local Dial-a-Ride systems. This training generally aids persons being trained with first-mile/last-mile access to the larger fixed route system. In these instances, if training on a Dial-a-Ride or other mode, aids the person being trained in reaching their destination, the training on that mode is provided.

Access can say confidently that Metro Micro can be a service that MMP can perform training on. As part of an existing contract that MMP has with L.A. Metro for mobility device securement training (STAR Program), MMP staff are already familiar with Metro's Metro Micro program and can effectively incorporate training on that service into their Travel Training services.

MMP can also perform training on TNC services. Again, this will be for the purpose of helping Access customers utilize services outside of Access' paratransit system and trips.

Metro Micro, TNC, and Dial-a-Ride services will be included as modes that a customer may be trained on during their Travel Training sessions.

Analysis Methods to be Employed by Access to Determine Program Success

A question raised during the Performance Monitoring Committee meeting was what different analytical methods will Access employ to evaluate the success of its Travel Training program.

Access has employed multiple different means to reinforce the value and impact of its Travel Training program. Access will continue to study travel patterns of customers who have completed Travel Training looking both at how frequently (or infrequently) they travel by Access.

One of Access' most valuable tools in determining the impact of Travel Training is Access' analysis of customer fixed route travel using customer TAP card data. With this data, Access can see how frequently customers travel by bus or rail systems throughout Los Angeles County with verifiable data. Through this data, Access is able to determine customer usage of fixed route services not just months, but years after their training has completed.

Last year Access presented results of this analysis at the Autumn 2021 CalACT conference summarizing the travel patterns of over 1,700 customers from 2012 through 2019.

As additional support for the success of this program, MMP performs follow-up call surveys of persons who have been Travel Trained. It is during these calls, customers report how often they have traveled by fixed route since their training and whether they seek additional help. The data collected by MMP provides additional support for the data gathered through TAP records.

In this new contract, Access will continue to perform analysis to continue to demonstrate the value the Travel Training program provides to Access and the region.

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

**FROM: SUSANNA CADENAS, MANAGER, CUSTOMER RELATIONS
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR
BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS**

**RE: CONSIDERATION TO AWARD CUSTOMER SERVICE CALL CENTER
CONTRACT (AS-4160)**

ISSUE:

Board approval is required to execute a contract to manage and operate the Customer Service Call Center (AS-4160). This item was reviewed and approved by the External/Stakeholders Relations Committee.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4160 for Customer Service Call Center management and operations for a four (4) year base contract beginning January 1, 2023, and ending December 31, 2026, with Alta Resources Corporation in an amount not to exceed \$13,882,476.

IMPACT ON BUDGET:

The not-to-exceed maximum of \$13,882,476 will be expended at fixed rates based on monthly call volume and as-needed hourly services for the Customer Service Call Center. This contract is funded by Proposition C.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. The existing contract for customer service center operations expires on December 31, 2022. This procurement would maintain operations with the award of a new contract for the Customer Service Call Center.

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 February 8, 2016, the Board approved the consolidation of Customer Service operations and Operations Monitoring Center services under one contract and awarded Contract No. AS-3955 to Alta Resources for two base years with two options to extend the term for an additional four years in two-year increments. Both options have been exercised. Contract No. AS-3955 ends on December 31, 2022.

Procurement Overview

On March 22, 2022, Access issued Request for Proposals (RFP) No. AS-4160 to retain an experienced contractor to oversee the Customer Service Call Center, which manages Customer Service operations and Operations Monitoring Center services. Access issued three addenda to provide answers to proposer questions and extend the proposal deadline.

Access received proposals from the following firms:

1. A to Z Call Center Services, LP doing business as The CMI Group (**CMI**)
2. Allied Digital Services, LLC (**Allied**)
3. Alta Resources Corp. (**Alta**)
4. Ecco Group USA, LLC (**Ecco**)
5. Inktel Government BPO Services, LLC (**Inktel**)
6. Senture, LLC (**Senture**)
7. Transcosmos America, Inc. (**Trans**)
8. USCB America, Inc. (**USCB**)
9. Visaya Knowledge Process Outsourcing Corporation (**Visaya**)

Visaya's proposal was deemed unresponsive for failing to comply and respond to all terms and conditions of the RFP. The remaining proposals were deemed responsive and their respective proposers responsible.

An evaluation panel was convened, and a comprehensive technical evaluation followed. The evaluation panel consisted of five members: two Access staff from Customer Relations, one Access staff from Eligibility, and one Access staff from Operations, and one external member from LA Metro's Office of Management and Budget. In addition, two non-voting internal subject matter experts, one from Finance and one from Information Technology, examined the proposals.

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

	Evaluation Criteria	Maximum Points
1.	Firm Qualifications & Experience	10
2.	Quality of Staff, Recruitment & Management Plan	25
3.	Quality of Work Plan	35
4.	Quality of Facility Plan	10
5.	Price	20
	TOTAL	100

Price is based on the proposed average monthly rate for the base term of four years.

During the period from May 18, 2022, through August 17, 2022, the evaluation panel conducted its independent evaluation of the proposals. Based on the evaluation criteria, Alta ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	Alta	USCB	Senture	CMI
1. Firm Qualifications & Experience	9.00	7.00	6.60	6.90
2. Quality of Staff, Recruitment & Management Plan	20.75	18.75	17.50	18.50
3. Quality of Work Plan	28.35	26.60	25.20	24.15
4. Quality of Facility Plan	9.10	8.90	5.40	5.70
5. Price	16.14	20.00	18.98	15.02
TOTAL	83.34	81.25	73.68	70.27

Evaluation Criteria	Ecco	Inktel	Allied	Trans
1. Firm Qualifications & Experience	5.90	7.90	7.00	6.40
2. Quality of Staff, Recruitment & Management Plan	17.00	15.75	13.75	15.00
3. Quality of Work Plan	23.80	23.45	17.50	18.20
4. Quality of Facility Plan	5.60	5.40	7.90	6.70
5. Price	14.94	13.77	13.36	5.81
TOTAL	67.24	66.27	59.51	52.11

Financial Overview

The average monthly fixed rates for all monthly call volumes over the base term of four years for each proposer are set forth below.

TABLE 1: AVERAGE MONTHLY FIXED RATE
(FOR ALL CALL VOLUMES FOR BASE FOUR-YEAR TERM)

Proposer	Average Monthly Fixed Rate
Transcosmos America, Inc.	\$811,072.59
Allied Digital Services, LLC	\$352,639.31
Inktel Government BPO Services, LLC	\$342,198.10
Ecco Group USA, LLC	\$315,235.24
A to Z Call Center Services (CMI)	\$313,711.00
Alta Resources Corp.	\$291,942.00
Senture, LLC	\$248,143.21
USCB America, Inc.	\$235,539.00

Alta's rates have been determined to be fair and reasonable based upon competition, fact-finding, and a comparison of proposed rates to rates in the industry. Alta's monthly fixed rates for the four-year base term are set forth below.

TABLE 2: FIXED MONTHLY RATES

Monthly Call Volume	Monthly Fixed Rate Year 1	Monthly Fixed Rate Year 2	Monthly Fixed Rate Year 3	Monthly Fixed Rate Year 4
0 - 15,000	\$189,190	\$189,190	\$189,190	\$211,893
15,001 - 25,000	\$207,935	\$207,935	\$207,935	\$232,887
25,001 - 35,000	\$232,056	\$232,056	\$232,056	\$259,902
35,001 - 40,000	\$244,116	\$244,116	\$244,116	\$273,410
40,001 - 45,000	\$248,476	\$248,476	\$248,476	\$278,293
45,001 - 50,000	\$261,989	\$261,989	\$261,989	\$293,428
50,001 - 55,000	\$272,888	\$272,888	\$272,888	\$305,634
55,001 - 60,000	\$286,255	\$286,255	\$286,255	\$320,606
60,001 - 65,000	\$299,769	\$299,769	\$299,769	\$335,741
65,001 - 70,000	\$312,266	\$312,266	\$312,266	\$349,738
70,001 - 75,000	\$327,879	\$327,879	\$327,879	\$367,225
75,001 - 80,000	\$344,273	\$344,273	\$344,273	\$385,586
80,001 - 85,000	\$361,487	\$361,487	\$361,487	\$404,865
85,001 - 100,000	\$379,561	\$379,561	\$379,561	\$425,108

Task (hourly rates)	Base Year 1-3	Base Year 4
Change in Phone Recording	\$170	\$190
Change in Phone Menu Recording	\$170	\$190
Change in IVR Recordings	\$170	\$190
Change in IVR Systems Menu	\$170	\$190
CRM development	\$ 225.00	\$ 250.00

ALTA's proposed rates reflect additional resources that will be dedicated to the project including additional staff, competitive wages, and additional performance standards.

TABLE 3: FINANCIAL COMPARISON

45k - 50k Calls/Month	Current	Proposed	% Change
Monthly Fee	\$194,066	\$261,989	35%
Estimated Annual Spend	\$2,328,792	\$3,143,868	35%
Cost per Call	\$4.09	\$5.52	35%
CSR Starting Wage	\$16.25	\$17.50	8%
Supervisors	1	2	100%
Quality Assurance	0	1	N/A

Overview of Recommended Proposer

Headquartered in Wisconsin, Alta is an integrated business product outsourcing (BPO) company that possesses over 25 years of experience in omnichannel customer service and client relations. As a leading customer service and client relations provider, Alta provides contact center services for the Orange County Transportation Authority (OCTA) and Metrolink. In addition, as the incumbent, Alta's experience has given it a deep understanding of Access' business operations, technology infrastructure, and administrative procedures.

The proposed project team includes a team of highly experienced management staff. Proposed staff includes an executive manager, program director, and team leader. ALTA will also be assigning a supervisor for all shifts, including after hours and weekends, and a designated staff person dedicated to quality assurance. The team members possess financial training, human resources expertise, healthcare experience, and decades of customer care experience. Collectively, the team possesses over 70 years of combined customer service and client relations experience.

Alta has presented a detailed Staff, Recruitment and Management Plan that meets the requirements of the Scope of Work. The plan implements a wide range of recruiting techniques to attract qualified candidates. It utilizes recruiters at community job fairs and university employment events. It uses job postings on its website and external job boards. It uses print, radio, and online advertisements. The plan also offers bonuses to employees who refer candidates who are hired by Alta and encourages internal transfers of employees from other departments who have demonstrated high performance.

To further attract and retain employees, the plan offers increased wages for call agents. It also implements an internal promotion program that seeks to advance new employees to senior positions. The promotion program trains and evaluates employees on best practices and Six Sigma techniques.

To engage employees, the plan implements a workforce program that was developed with global analytics and consulting firm Gallup, Inc. The Gallup program applies a detailed curriculum that increases employee involvement in the workplace. This curriculum has been in place at Alta for six years. The effectiveness of the curriculum was recently demonstrated in Alta's recent employee engagement assessment in which Alta scored an employee participation of 91% -- well above Gallup's 85% best practice standard.

To manage staffing needs, the plan proposes several strategies. Alta can adjust full-time and part-time schedules, enlist overtime support, and mobilize cross-trained staff from other departments. To expedite response time, Alta can utilize two software tools. The first tool is the automated callback queue, which gives customers the opportunity to save their place in the call queue (without having to wait on hold) and receive a call back when a call agent becomes available. The second tool is the NICE IEX communication tool that allows Alta to send blanket texts to call agents and offer shifts with minimal notice.

Alta has presented a detailed Work Plan that addresses the requirements of the Scope of Work. At the core of its Work Plan is its training plan. To ensure quality service, it stresses staff training and continuing education. It implements corporate best practices training and tailored team-specific training. To facilitate training, the plan utilizes flexible settings that include in-person classrooms, virtual meetings, and hybrid environments. Significantly, emphasis is placed on handling negative contacts. Through Alta's CARE coaching process, team leads mentor call agents on a one-on-one basis, teaching them how to quickly defuse tension and effectively respond to a myriad of customer issues.

To maintain performance standards, the Work Plan sets forth a detailed reporting plan. The plan provides monthly operational reports that examines key metrics and other statistics. In addition, the plan offers a range of analytical reports that include a basic report (which releases additional statistical measures), customized report (that includes additional descriptive analyses with the assistance of a Reporting Analyst), business

report (that includes additional customized analyses with the assistance of a Business Analyst), and premium report (that includes additional forecasts with the assistance of a Senior Business Analyst).

The Work Plan includes a robust information technology and telecommunications plan. The technology and telecommunications plan provides each call agent with a Wyse Citrix terminal, VoIP phone with headset, and dual 20-inch monitors. To ensure consistent connections, all agent stations have in-bound and outbound integrations that can be accessed remotely through web access. This includes the ability to utilize a web Text-to-Chat function similar to Short Message Service (SMS). To safeguard data, two-factor authentication is required for remote workers. In addition, the plan incorporates use of Access' Rider360 Portal and the "Where's My Ride" (WMR) app.

The Work Plan also includes a detailed business continuity plan to respond to emergency circumstances and unforeseen events. To deliver continuity of operations, the business continuity plan includes a list of contacts, inventory of business applications, inventory of business specific hardware and software, procedures to respond to weather and pandemic disasters, interim manual processing procedures, procedures to recover lost data, and other important information.

Alta has presented a detailed Facility Plan that responds to all requirements in the Scope of Work. The plan utilizes a Southern California campus that is over 286,500 square feet. Located in the city of Brea, California, the campus is only 45 minutes away from Access Headquarters in El Monte, allowing Access staff to coordinate onsite inspections on short notice. The campus includes a large conference center and fitness center, with a staff lounge and game room scheduled for opening later this fall.

In addition, Alta has successfully performed most of its call center duties and responsibilities under the current contract. It has maintained key performance standards for all the KPIs except for one as they have had to respond to unforeseen challenges. These included post-pandemic service changes, an introduction of a new Customer Relations Management system, and similar to our contract providers, ALTA has been challenged with recruitment and employee retention. We are confident that the proposed additions to the contract mentioned above will allow ALTA to meet the scope of work.

	Answered Calls	Calls On Hold > 5 Min	Abandoned Calls	Average Hold
Standard	---	≤ 10%	≤ 10%	≤ 180 sec
FY 19	489,948	7%	3%	71
FY 20	388,151	4%	2%	46
FY 21	222,296	13%	5%	119
FY 22	337,532	14%	5%	117
FY 23*	77,516	8%	3%	80

Key Performance Indicators (KPIs)

Following presentations to the CAC, TPAC and the Board, staff made modifications to the KPIs associated with this contract. This increased the number of KPIs from four (4) to (6). Liquidated damages are assessed after not meeting standard two or more months in a rolling six-month period.

Queue / Item	Category	Definition	Standard	Liquidated Damage Schedule
Customer Service	Average Hold Time	The average number of seconds ACD calls waited before being answered.	Average hold times no greater than three (3) minutes	\$1,000 when average hold time for all CS Queues fall within 3:01 minutes and 4 minutes. \$3,000 when average hold time for all CS Queues fall within 4:01 minutes and 5 minutes. \$5,000 when average hold time for all CS Queues exceed 5 minutes.
Customer Service	Calls on Hold Over 5 Minutes	The percentage of calls on hold for more than 5 minutes (300 seconds) before being answered.	No more than 10% of all calls shall be on hold for more than five (5) minutes	\$500 for each percentage point above 10%
Customer Service	Abandoned	The percentage of calls terminated by customers while waiting on hold before the call is answered (After 60 seconds).	No more than 10% of all calls shall be abandoned	\$500 for each percentage point above 10%
OMC	Average Hold Time	The average number of seconds ACD calls waited before being answered.	Average hold times no greater than three (3) minutes	\$1,000 when average hold time for all CS Queues fall within 3:01 minutes and 4 minutes. \$3,000 when average hold time for all CS Queues fall within 4:01 minutes and 5 minutes. \$5,000 when average hold time for all CS Queues exceed 5
OMC	Calls on Hold Over 5 Minutes	The percentage of calls on hold for more than 5 minutes (300 seconds) before being answered.	No more than 10% of all calls shall be on hold for more than five (5) minutes	\$500 for each percentage point above 10%
OMC	Abandoned Calls	The percentage of calls terminated by customers while waiting on hold before the call is answered (After 60 seconds).	No more than 10% of all calls shall be abandoned	\$500 for each percentage point above 10%

OCTOBER 10, 2022

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

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

November 14, 2022 - Annual Meeting

Agenda Items:	Disposition:
Establishment of Nominating Committees - Board Elections	Action

November 14, 2022 - Board Committee Meetings

Agenda Items:	Disposition:
Contract Extension - TAP Card Production	Action
Survey Questions Review	Discussion
2023 Board Calendar	Action
CAC Reappointments	Action
Contract Award - Ridership Demand Projections	Action
System Safety Plan	Discussion

December 12, 2022 - Board Meeting

Agenda Items:	Disposition:
Committee Items Approval	Action

December 19, 2022 - Board Operations Committee

Agenda Items:	Disposition:
Board Agenda Review	Information