

# access

## PERFORMANCE MONITORING COMMITTEE

Monday, March 22, 2021

11:00 a.m.

### Webinar

Committee Members: D. Barnes, Chair  
A. Del Castillo  
L. Burner

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - LANGUAGE INTERPRETATION SERVICES CONTRACT (AS-4022) (page 4)	ACTION
4. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM CONTRACT (AS-3906) (page 6)	ACTION
5. CONSIDERATION TO APPROVE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE (page 8)	ACTION
6. DIVERSITY, EQUITY, AND INCLUSION POLICY	PRESENTATION
7. DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM	PRESENTATION
8. PERFORMANCE UPDATE	PRESENTATION
9. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
10. ADJOURNMENT	ACTION

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities.

However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board committee meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board committee both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board committee 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and the staff may respond to all public comments in writing prior to the next Board committee meeting.

Alternative accessible formats are available upon request.

\*NOTE

#### NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - [board@accessla.org](mailto:board@accessla.org) or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 9:00 am on Monday, March 22, 2021 so they can be read into the record as appropriate.

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

## How to Provide Public Comment in a Board Meeting via Zoom

### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://zoom.us/j/97208088551>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

### By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. You can also call in using the following information -  
Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)  
Webinar ID: 972 0808 8551
3. When the Committee Chair calls for the item on which you wish to speak, press \*9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. 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.

MARCH 15, 2021

**TO: BOARD OF DIRECTORS**

**FROM: SUSANNA CADENAS, CUSTOMER RELATIONS MANAGER**

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

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize a one-year contract extension with Language Line Services through September 30, 2022 and an increase in funds of \$100,000.

**IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY2021/22 and the subsequent out year. The not-to-exceed contract total will increase from \$568,747 to \$668,747. The funding for this contract comes from local funds.

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

**ALTERNATIVES CONSIDERED:**

The alternative, should the Board not approve the option term, is to release a RFP for translation services for an October 1, 2021 start date. However, staff does not recommend this option as the contractor has satisfactorily met the terms of the contract and the extension ensures the current rates remain the same.

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

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

## **BACKGROUND:**

In order to ensure meaningful access to persons with limited English proficiency, Access Services uses a telephone interpreting service. This service allows callers to communicate with Access and its service contractors via a three-way conference call in a multitude of languages.

The current contract was procured using a competitive RFP in 2016 and was awarded to Language Line Solutions Inc. for a base three-year term with five one-year options. Language Line Solutions Inc., the current incumbent for telephone interpreting services, is headquartered in Monterey, California and has been in business for 34 years. Language Line Solutions Inc. is one of the largest over-the-phone interpreting companies in the world. They translate over 240 languages, including American Sign Language, and complete more than 40,000,000 interactions yearly while serving approximately 30,000 clients.

MARCH 15, 2021

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize a one-year contract extension with SmartDrive Systems, Inc. through August 31, 2022 and an increase in funds of \$504,000.

**IMPACT ON BUDGET:**

The requested amount will fund monthly subscription fees, repairs and replacement parts through the term of the extension. The contract not-to exceed amount will increase from \$3,181,651 to \$3,685,651. The funding for this contract comes from local funds.

**ALTERNATIVES CONSIDERED:**

No alternatives are available. No new upgrades have been released on the United States General Services Administration's procurement schedule. No significant camera system advancements are anticipated for the year. This requested extension is meant to continue operations of the upgraded existing system. This action would maintain current standards of operational safety and security.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

## **BACKGROUND:**

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

In December 2019, the Board authorized a six-month contract extension that included a camera system upgrade from 3G to 4G broadband cellular network technology, also through GSA IT Schedule 70.

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

Staff continues to carefully monitor the onboard video camera technology market and awaits the reissuance of GSA Schedule 70. In the meantime, a one-year contract extension with an increase in contract value will allow Access to continue camera system operations, repair and replace system components, and assess market opportunities for future system improvements.

MARCH 15, 2021

**TO: BOARD OF DIRECTORS**  
**FROM: RICK STREIFF, SENIOR MANAGER OF FLEET DESIGN AND MAINTENANCE**  
**BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION**  
**RE: CONSIDERATION TO APPROVE PURCHASE OF VEHICLES FOR PARATRANSIT SERVICE**

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**ISSUE:**

Board approval is required to purchase up to one hundred eighteen (118) accessible vehicles for paratransit service.

**RECOMMENDATION:**

Approve the purchase of up to 118 vehicles through the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative contract 21-01 for an amount not to exceed \$8,850,000.

**IMPACT ON BUDGET:**

The funds needed for the purchase of the 118 vehicles will be from the FY2020/21 capital budget, using a combination of local Proposition C and federal Section 5310 funds, along with insurance proceeds. The proposed total expenditure includes applicable sales tax, licenses and fees. Staff has obligated the funds necessary to purchase these vehicles.

**ALTERNATIVES CONSIDERED**

None. Of the proposed vehicles, 113 are required to replace a similar number of vehicles which have reached or surpassed their useful lifespan (4 years or 100,000 miles) as defined by the FTA. The remaining five vehicles will replace vehicles that have been damaged to the point that they are no longer repairable. If staff chooses to not replace some or all of these vehicles it would be forced to operate service with a reduced accessible fleet, which would negatively affect operating performance.

**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 for the purchase of vehicles upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the vehicle purchase contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.



## **BACKGROUND**

### **CalACT/MBTA Purchasing Cooperative**

As noted above, staff is proposing to purchase the vehicles through a cooperative contract schedule. A cooperative contract is preferred to a more traditional procurement because this method expedites the purchasing process and ensures acquisition of goods at the most competitive prices. With a cooperative contract schedule, product specifications have been identified and prices have been set at negotiated values.

Access is proposing to purchase the vehicles through an approved vendor in the CalACT/MBTA Purchasing Cooperative. Morongo Basin Transit Authority, a member of CalACT, is the lead agency of the Cooperative. Encouraged by many CalACT member agencies, MBTA and CalACT formed the Cooperative as an alternative to traditional state bidding processes to create a competitive marketplace for expedited vehicle purchases in the State of California. The Cooperative establishes a Local Government Schedule pursuant to FTA third-party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), which provides local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California that includes ADA accessible vehicles. Staff expects the schedule to be approved and available to use by April 26, 2021.

### **Section 5310 Funding Plan**

As delegated by the Governor of the State of California, the Los Angeles County Metropolitan Transportation Authority (Metro) is the Designated Recipient of Federal Transit Administration (FTA) funds apportioned to the Los Angeles-Long Beach-Anaheim Urbanized Area (UZA 2) from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. As a direct recipient of Federal funds, with the Metro's Board approval, Access is able, in turn, to become a direct recipient of the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Metro's Board has approved the allocation of \$10,934,004 of Section 5310 funding to Access Services for its vehicle replacement program for the procurement of one hundred forty (140) accessible vehicles to be used in the provision of ADA complementary paratransit services. Staff requested and the Board approved the purchase of 27 vehicles at its February meeting. Staff is now requesting approval to purchase the balance of these vehicles.

The 118 vehicles remaining to be replaced (including 5 vehicles damaged beyond repair) are low floor Dodge Caravans and MV1s, which are no longer available. Replacement vehicles will be low floor ProMasters or Chrysler Voyagers, or a combination of both. The new models have a similar passenger load and footprint as the vehicles they will replace. CalACT/MBTA is currently evaluating both models to ensure availability and Buy America compliance.

Vehicle Type	Quantity	Cost Estimate
Low Floor Vehicle*	5	\$375,000
Low Floor Vehicle**	113	\$8,475,000
Total	118	\$8,850,000

\*Replaced vehicles damaged beyond repair (to be purchased through CalACT/MBTA Purchasing Cooperative Contract No. 21-01).

\*\*Replace minivans and MV1s which have exceeded their useful life (to be purchased through CalACT/MBTA Cooperative Contract 21-01).