

access

PERFORMANCE MONITORING COMMITTEE

Monday, May 16, 2022

11:00 a.m.

Webinar

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO INCREASE FUNDS - ANTELOPE VALLEY SERVICE PROVIDER CONTRACT (AS-3116) (page 5)	ACTION
4. CONSIDERATION TO AWARD RIDER360 MAINTENANCE AND OPERATIONS CONTRACT (AS-4159) (page 7)	ACTION
5. PERFORMANCE UPDATE	PRESENTATION
6. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
7. ADJOURNMENT	ACTION

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

Note: Access Services Board committee meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board committee both initially and

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

Commitment to Civility

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

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

Alternative accessible formats are available upon request.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1)

through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 9:00 am on Monday, May 16, 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/81179736100>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 811 7973 6100
3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called upon to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.

4. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
5. When called upon, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

MAY 9, 2022

TO: BOARD OF DIRECTORS

**FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION
ROGELIO GOMEZ, SENIOR MANAGER OF OPERATIONS**

RE: CONSIDERATION TO INCREASE FUNDS - ANTELOPE VALLEY SERVICE PROVIDER CONTRACT (AS-3116)

ISSUE:

Board action is required to approve an increase in the contract value for the Antelope Valley region service contract AS-3116, which ended on April 30, 2022.

RECOMMENDATION:

Authorize an increase in funds of \$475,000 for Contract AS-3116 with Diversified Transportation LLC (Keolis).

IMPACT ON BUDGET:

This action, while resulting in an increase in funding for the subject contract, can be accommodated in the current FY 22 budget. The not-to-exceed contract total will increase from \$50,869,753 to \$51,344,753.

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

ALTERNATIVES CONSIDERED:

There are no alternatives available as Access is contractually obligated to pay the Contractor for all approved invoices, including, in this case, those covering the performance periods of April 1-15, 2022 and April 16-30, 2022.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with Diversified Transportation LLC, 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:

While in the past two years the trip volume in the Antelope Valley region fell significantly below projected levels, the combination of the increase in the Variable Rate, the Transfer Trip Rate and the reimbursements for special sanitation procedures, all due to the Pandemic, slightly outweighed the savings from lower trip volume. This has resulted in an invoice balance that is now projected to surpass the current authorized not-to exceed contract amount.

Staff has also included a 10% cushion to absorb any turnover expenses related to the conclusion of this contract that have not yet been submitted by the contractor.

MAY 9, 2022

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR, INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR

RE: CONSIDERATION TO AWARD RIDER360 MAINTENANCE & OPERATIONS CONTRACT (AS-4159)

ISSUE:

Board approval is required to execute a contract for the maintenance and operations of Rider360.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4159 for as-needed Rider360 maintenance and operations services for a three (3) year base contract beginning July 1, 2022 and ending June 30, 2025 with Information Technologies Curves, Inc. in an amount not to exceed \$807,000.

IMPACT ON BUDGET:

The not-to-exceed contract amount of \$807,000 will be expended on a time-and-materials basis at fixed fully burdened hourly rates for as-needed maintenance and operations services. This contract is funded by Proposition C funds..

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. This procurement is necessary to ensure the continued stability and future enhancement of this mission critical information management system.

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:

Rider360 is a customized information management system that provides an application interface to: (1) retrieve and analyze ridership data, risk management data, and operations information; and (2) allow paratransit customers to retrieve personal information, ridership history, and other related data.

In 2021, Rider360, originally implemented in 2006, was upgraded to its second iteration, Rider360 V2, to comply with federal and state regulations, enhance business performance, and implement expanded capabilities that reflect industry best practices. This new iteration of Rider360 went live in May 2021.

On March 2, 2022, Access issued Request for Proposals (RFP) No. AS-4159 to retain an experienced information technology (IT) consultant to maintain and operate Rider360 V2. Access issued one addendum to provide answers to proposer questions.

Access received proposals from the following firms:

1. Dynamic Consultants Group, LLC (**DCG**)
2. Information Technologies Curves, Inc. (**ITC**)

All proposals submitted were deemed responsive and the proposers responsible.

An evaluation panel was convened and a comprehensive technical evaluation followed. The evaluation panel consisted of four members: two Access staff from Information Technology, one Access staff member from Customer Relations, and one Access staff member from Risk Management. In addition, one non-voting internal subject matter expert from Finance 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.	Key Personnel Qualifications, Experience & Availability	20
3.	Client References	10
4.	Quality of Work Plan	40
5.	Price	20
	TOTAL	100

Price is based on the proposed average fully burdened hourly rate for all proposed labor positions for the base term of three years.

During the period from April 5, 2022 through April 21, 2022, the evaluation panel conducted its independent evaluation of the proposals.

Based on the evaluation criteria, ITC ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	DCG	ITC
1. Firm Qualifications & Experience	8.38	8.75
2. Key Personnel Qualifications, Experience & Availability	14.25	17.00
3. Client References	8.38	8.00
4. Quality of Work Plan	30.00	33.50
5. Price	8.76	20.00
Total	69.77	87.25

ITC's rates have been determined to be fair and reasonable based upon competition, fact-finding, and a comparison of proposed rates of compensation to rates in the industry. Proposers' fully burdened hourly rates for the three-year base term are set forth below.

TABLE 1: DCG LABOR POSITIONS & RATES

Labor Position	Year 1 Rate	Year 2 Rate	Year 3 Rate
1. Project Success Manager	\$190.00	\$190.00	\$190.00
2. Support Engineer	\$190.00	\$190.00	\$190.00
3. Functional Consultant	\$190.00	\$190.00	\$190.00
4. Technical Developer	\$190.00	\$190.00	\$190.00
5. Support Manager	\$190.00	\$190.00	\$190.00

TABLE 2: ITC LABOR POSITIONS & RATES

Labor Position	Year 1 Rate	Year 2 Rate	Year 3 Rate
1. Project Manager	\$95.00	\$98.80	\$102.75
2. Incident Manager	\$70.00	\$72.80	\$75.71
3. Application Manager	\$95.00	\$98.80	\$102.75
4. System Change Manager	\$95.00	\$98.80	\$102.75
5. Solution Enhancement Manager	\$95.00	\$98.80	\$102.75
6. Build & Release Manager	\$70.00	\$72.80	\$75.71
7. Environment Manager	\$70.00	\$72.80	\$75.71
8. Software Upgrade & CM Technician	\$70.00	\$72.80	\$75.71
9. Security Manager	\$70.00	\$72.80	\$75.71
10. Maintenance & Support Technician	\$70.00	\$72.80	\$75.71

The average fully burdened hourly rates for all proposed positions over the base term of three years are set forth below.

Proposer	Average Hourly Rate
1. DCG	\$190.00
2. ITC	\$83.24

Overview of Recommended Proposer

Headquartered in Maryland, ITC is a transportation technology solutions provider that possesses over 14 years of experience in automation and software development in the transportation industry. As a leading transportation technology provider, ITC pioneered many foundational technologies that include mobile data terminal connectivity over cellular wireless, automatic vehicle location, rider interactivity tools (e.g., rider tracking and split payment management), and reservation attribute assignments (which allows riders, drivers, and vehicles to be matched to satisfy different service level requirements).

The proposed project team includes a group of highly experienced technical staff. Proposed staff includes a project manager, system change manager, incident manager, software upgrade and environment manager, and an application and system support manager. Many team members are cross-trained to serve multiple roles. Collectively, the team possess over 70 years of combined relevant technical experience.

The proposed project team has significant experience in configuring, managing and customizing customer relationship management (CRM) systems, programs, and applications. The team has worked on many transit maintenance and operation projects. A current project involves software support for routing, dispatching and back-office software that is used by SilverRide, a transportation network operator that facilitates paratransit and senior transit services across several states. Another current project involves software support for a brokerage platform that distributes trips to a taxi network across Washington, DC for the Washington Metropolitan Area Transit Authority.

ITC has presented a detailed work plan that addresses all areas of engagement required under the Scope of Work. Significantly, it sets forth a robust project management plan, incident management plan, test environment management plan, and system maintenance plan. The project management plan provides regular status reports to update Access staff, outlines communication procedures to expedite issue resolution, and identifies different management tools to enhance stakeholder coordination. The incident management plan provides pre-defined steps to address three different levels of priority troubleshooting. The test environment management plan identifies three different models (Development, Pre-Production and Beta Test) to develop and assess software issues, patches and repairs. The system maintenance plan lists eight different activities to ensure a high level of operational performance.

ITC also proposed a detailed application management plan, system change management plan, solution enhancement plan, build-and-release development plan, software upgrade plan, and security management plan. Each of these plans identifies methods, processes, and tools for ensuring work completion and timely project delivery.

During its interview, ITC also elaborated on the depth of its resources. ITC specializes in transportation, allowing it to develop industry-specific solutions that are tailored to Access' paratransit needs. ITC possesses a diverse talent pool, allowing it to adapt to unforeseen challenges that may arise during operations. Finally, ITC retains an extensive workforce that can assist with large projects for protracted periods of time.

In addition, ITC developed the "Where's My Ride" application for Access, a smart device and web program that enables our riders to monitor the status and location of their designated vehicle by phone, tablet or computer. ITC's prior experience with Access has given it a deep understanding of Access' business operations, technology infrastructure, and systems architecture.