

access

PERFORMANCE MONITORING COMMITTEE

Monday, May 17, 2021

11:00 a.m.

Webinar

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO APPROVE DISADVANTAGED BUSINESS ENTERPRISE GOAL (page 4)	ACTION
4. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) (page 7)	ACTION
5. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-4064) (page 11)	ACTION
6. PERFORMANCE UPDATE	PRESENTATION
7. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
8. 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 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 17, 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. 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/91735120471>

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
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: 917 3512 0471
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.

MAY 10, 2021

TO: BOARD OF DIRECTORS

FROM: ALVINA NARAYAN, MANAGER OF TRAINING AND COMPLIANCE
MATTHEW AVANCENA, DIRECTOR OF PLANNING & COORDINATION

RE: CONSIDERATION TO APPROVE DISADVANTAGED BUSINESS ENTERPRISE GOAL

ISSUE:

Development of Access Services' Overall Triennial DBE Goal for Federal Fiscal Years (FFYs) 2022-2024 is required as a condition of federal financial assistance.

RECOMMENDATION:

Approve the Overall Triennial DBE Goal of 2.4% for FFYs 2022-2024, developed in conformance with revised Title 49 CFR Part 26 provisions, for submission to the Federal Transit Administration (FTA).

IMPACT ON BUDGET:

No impact on budget.

BACKGROUND:

Access is required to develop and submit a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal for DBE participation as a condition of receiving federal assistance, pursuant to Section 1101 of the Transportation Equity Act for the 21st Century, 49 CFR Part 26, and the Federal Transportation Administration (FTA) Master Agreement, which includes DBE provisions and requirements.

DOT Policy Race Neutral Directives

As a direct recipient of federal funds, Access Services has developed its Overall Triennial Goal for DBE participation in its Federal Fiscal Years 2022-2024 DOT-assisted contracts. In response to the policy race neutral directives issued by the Department of Transportation in 2006, Access will continue to implement its DBE Overall Annual Goal race neutrally. In a wholly race-neutral program, the recipient does not set contract goals on any of its DOT-assisted contracts for which DBE subcontracting possibilities exist.

Overall Triennial DBE Goal

As indicated above, the recommended Overall Triennial DBE Goal for Access's DOT-assisted contracting program for FFYs 2022-2024 is 2.4%. The goal was established utilizing the federal two-step goal setting methodology to determine the relative availability of DBEs.

The relative availability of DBEs to all comparable firms (DBE and Non-DBE) available to bid or propose on Access FTA-assisted contracting opportunities projected to be solicited during the triennial goal period was calculated by assigning a North American Industry Classification System (NAICS) code for each item of work in each project and assessing the California Unified Certification Program (CUCP) DBE Database of Certified Firms and the 2018 U.S. Census Bureau County Business Patterns Database within the Access market area for each of the categories of work. Other known evidence potentially impacting the relative availability of DBEs within the market area was reviewed and assessed in accordance with prescribed narrow tailoring provisions set forth under 49 CFR Part 26.45: Step 2; DBE Goal Adjustment guidelines. The goal of 2.4% represents the level of DBE participation that could reasonably be expected on federal-aid contracts.

Access Services FFYs 2022-2024 DBE Goal Setting Methodology can be found at:

[PM Item 3 Attachment A](#)

Access will continue to utilize strictly race-neutral measures to foster DBE attainment, which may include unbundling of contracts when possible, technical assistance, hosting and participating in workshops for the DBE and small business contracting community, conducting "How to do Business with Access" and DBE workshops, and proactive, targeted outreach to all small businesses to increase its contracting base of capable and interested firms with potential for DBE certification.

Such outreach activities may include participation as an Exhibitor at large regional transportation-focused Outreach Events, Trade Fairs and Workshops, interfacing with Minority and Women Business Associations and Business Development Centers, and advertising in minority publications to provide DBEs and small businesses with current information of upcoming Access procurement and contracting possibilities. Access may also provide pre-bid/pre-proposal conferences to afford networking opportunities for primes and subcontractors. Access will promote and encourage teaming opportunities between prospective prime contractors and the DBE and small business contracting community.

Following FTA requirements, a Public Notice advertising the FFY 2022-2024 Overall Triennial DBE Goal for public comment was published on April 14, 2021. Outreach is in progress to minority, women, small, and local business associations, and community organizations within the Access market area to provide an opportunity for comment.

DBE Program Update

To help level the playing field for small businesses, including minority and women-owned small businesses, Access is proposing an enhancement to the DBE Program, which includes adding a small business preference component. This includes a 5% preference for procurements greater than \$75,000. The preference would be applied for evaluation purposes and would reduce the bid or proposal amount by 5% for a certified small business or a large business that includes a certified

small business in its proposal for 25% or more of the proposed amount. The preference would be limited to \$25,000 and the actual proposed amount would be awarded.

MAY 10, 2021

TO: BOARD OF DIRECTORS

**FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
ROGELIO GOMEZ, MANAGER OF OPERATIONS**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - EASTERN REGION
SERVICE PROVIDER CONTRACT (AS-3421)**

ISSUE:

Board action is required to approve the fourth and fifth option years for the Eastern region contract.

RECOMMENDATION:

Authorize an additional \$122,510,424 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from April 1, 2022 through March 31, 2024, for Contract AS-3421 with San Gabriel Transit (SGT).

IMPACT ON BUDGET:

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

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

Trip Growth	Trips	% Increase
Year 9 (4/1/22-3/31/23)	1,290,305	19.1%
Year 10 (4/1/23-3/31/24)	1,357,087	5.2%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip for ADA service, both of which were approved by the Board at its October 2018 meeting (please see table below). In addition, the Contractor is compensated on a per hour and per month basis for the provision of trips to and from our certification center in Commerce. The proposed increase in the rates for certification service for both option years is based on the most recently published year-over-year increase in the Consumer Price Index for the Los Angeles Area, which is 2.2% (*US Department of Labor, Bureau of Labor Statistics*).

The current and proposed rates are as follows:

	Current (4/21-3/22)	Year 9 (4/22-3/23)	Year 10 (4/23-3/24)
ADA Service - Fixed (monthly)	\$829,825	\$895,479	\$931,156
ADA Service - Variable (per trip)	\$34.23	\$36.19	\$38.33
Eligibility Transportation - Fixed (monthly)	\$75,713	\$77,379	\$79,081
Eligibility Transportation - Variable (per hour)	\$36.70	\$37.51	\$38.34

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Years 9 and 10 of the subject contract will be \$44.52 and \$46.56, respectively.

This action will result in an increase in the previously approved contract amount of \$313,812,690 to \$436,323,114. This is inclusive of an additional \$122,510,424 in funding to cover the projected increase in trips for FY22, FY23, and FY24. The increase in the contract amount will be programmed into the FY22 budget and will be appropriately programmed for subsequent out years.

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

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue a RFP for services in the Eastern Region. As the contractor has generally met performance targets, 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 by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with San Gabriel Transit, 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 Eastern region service contract, AS-3421, was awarded to SGT on December 18, 2013. The base term of the contract ran through March 31, 2019, and allows for five (5) additional option years. The third option year was approved by the Board in February 2020. This proposed action will impact the fourth and fifth (final) option years. Staff will return to the Board in FY22 with a plan to issue a new RFP for start-up in FY23, with service beginning in FY24.

Current Operational Performance

The contractor's performance results for year-to-date FY21 are listed below. The contractor is on track to meet or exceed all but one of the KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY21*
On Time Performance	≥ 91%	92.5%
Excessively Late Trips	≤ 0.10%	0.05%
Excessively Long Trips	≤ 5%	0.0%
Missed Trips	≤ 0.75%	0.32%
Denials	0	0
Access to Work On Time Performance	≥ 94%	99.1%
Average Hold Time (Reservations)	≤ 120	29
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	0.6%
Complaints Per 1,000 Trips	≤ 4.0	2.3
Preventable Incidents per 100,000 miles	≤ 0.25	0.02
Preventable Collisions per 100,000 miles	≤ 0.50	0.57
Miles Between Road Calls	≥ 25,000	59,156

*through 3/31/2021

Eligibility transportation services, which are part of the Eastern region scope of work, provide transportation to/from the Commerce eligibility facility for new applicants and those riders who are required to have an in-person interview as part of their eligibility renewal every three years. These services include a separate call center for the scheduling of eligibility appointments for three eligibility locations (Commerce, Antelope Valley, and Santa Clarita) and an on-site trip starter at Commerce.

Trips under this service are scheduled regionally (i.e., all trips are performed by SGT for the other basin regions of Northern, Southern, and West Central) and appointments are made within 10 days of the date of the call. At this time, as a result of the COVID-19 pandemic, SGT is scheduling appointments but not providing transportation as Access replaced in-person assessments with phone assessments as of March 23, 2020. Access anticipates returning to in person assessments early in FY22 at which time SGT would resume the transportation services for these appointments.

Current Operational Performance - Eligibility Trips

Staff has been pleased with the performance of San Gabriel Transit in relation to eligibility transportation services. As San Gabriel Transit has not performed eligibility trip service in FY21, the following performance results are for FY20.

Key Performance Indicator	Standard	FY20
On Time Performance	≥ 91%	94.1%
Excessively Late Trips	≤ 0.10%	0.11%
Excessively Long Trips	≤ 5%	1.0%
Missed Trips	≤ 0.75%	0.22%

MAY 10, 2021

TO: BOARD OF DIRECTORS

**FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
ROGELIO GOMEZ, MANAGER OF OPERATIONS**

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - SANTA CLARITA SERVICE PROVIDER CONTRACT (AS-4064)

ISSUE:

Board action is required to approve the exercise of the first of three possible two (2) year extensions to the Santa Clarita region contract.

RECOMMENDATION:

Authorize an additional \$6,570,853 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2022 through June 30, 2024 with the City of Santa Clarita (SCT).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension.

In terms of ADA paratransit service, trip volume is based on the projected number of trips calculated by Access’ consultant HDR Engineering Inc.

Trip Growth	Trips	% Increase
Year 5 (7/1/22-6/30/23)	54,568	31.8%
Year 6 (7/1/23-6/30/24)	59,486	9.0%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip for ADA service. In addition, the Contractor is compensated on a per revenue hour basis for service performed using gasoline-powered vehicles only. Per the terms of the Contract with SCT and SCT’s contract with MV Transportation, which provides ADA service in the Santa Clarita area, the proposed increase in rates will be based on the year-over-year increase in the Consumer Price Index (CPI) for the Los Angeles Area for December of the year prior to the year for which the rate increase is to be applied. Furthermore, the contract stipulates that the increase in the rates of compensation for any given contract year, regardless of the actual change in CPI, must be no greater than 3.0% and no less than 2.0%. The chart below provides a guide for applicable rates of compensation for both Year 5 and Year 6 of the subject contract. The rates to be applied for each of the two contract years will reflect the actual increase in the year-over-year CPI as follows:

- Year 5: Year over year change in CPI from December 2020-December 2021
- Year 6: Year over year change in CPI from December 2021-December 2022

The Year 4 rates and proposed rates for Years 5 and 6 are as follows:

	Year 4 (7/1/21-6/30/22)	Year 5 (7/1/22-6/30/23)	Year 6 (7/1/23-6/30/24)
ADA Service - Fixed (monthly)	\$43,383.28	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*
ADA Service - Variable (per trip)	\$42.40	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*
Fuel Payment (per revenue hour for gasoline-powered vehicles only)	\$10.92	Year 4 Rate + December 2021 Year-Over-Year Increase in the CPI*	Year 5 Rate + December 2022 Year-Over-Year Increase in the CPI*

**Increase must be between 2% and 3%, regardless of the actual applicable change in the CPI.*

Based on the estimated proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Year 5 of the subject contract will be \$57.15. and in Year 6 will be \$58.03.

This action will result in an increase in the previously approved contract amount of \$8,904,572.30 to \$15,475,425. This is inclusive of an additional \$6,570,853 in funding to cover the projected increase in trips for FY23 and FY24. The increase in the contract amount will be programmed into the FY23 budget and will be appropriately programmed for subsequent out years.

The funding for these services comes from a combination of Federal Section 5310 Grant, other Federal grants and local funds, including Prop C 40% Discretionary and Measure M Funds.

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue an RFP for services in the Santa Clarita Region. As the contractor has met performance targets, 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 by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with the City of Santa Clarita, 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:

Service in the Santa Clarita Region is currently being provided by the City of Santa Clarita through a sole source, intergovernmental agreement between Access and the City of Santa Clarita. The City provides the Access trips through Santa Clarita Transit (SCT), the City's transit program that provides fixed-route, commuter service and dial-a-ride service on behalf of the City. SCT, in turn, contracts the service to MV Transportation. The Santa Clarita region service contract, AS-4064, was awarded to SCT on August 4, 2018. The base term of the contract runs through June 30, 2022. The contract allows for up to three (3), two-year extensions. This proposed action will only impact the first two-year extension and would leave two (2) two-year extensions available.

Current Operational Performance

The results for year-to-date FY21 are listed below. The contractor is on track to meet or exceed all KPIs by the end of the fiscal year.

Key Performance Indicator	Standard	FY21*
On Time Performance	≥ 91%	95.7%
Excessively Late Trips	≤ 0.10%	0.02%
Excessively Long Trips	≤ 5%	0.1%
Missed Trips	≤ 0.75%	0.40%
Denials	0	0
Access to Work On Time Performance	≥ 94%	**
Average Hold Time (Reservations)	≤ 120	54
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.6%
Complaints Per 1,000 Trips	≤ 4.0	1.5
Preventable Incidents per 100,000 miles	≤ 0.25	0.00
Preventable Collisions per 100,000 miles	≤ 0.50	0.00
Miles Between Road Calls	≥ 25,000	116,995

* Through 03/31/21, **Not Applicable