

# access

## PLANNING AND DEVELOPMENT COMMITTEE

Monday, September 20, 2021

12:30 p.m.

### Webinar

Committee Members: T. DeVera, Chair  
M. Gombert  
D. Nason

---

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FINANCIAL REPORTING ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE CONTRACT (AS-3753) (page 4)	ACTION
4. CONSIDERATION TO APPROVE RENEWAL OF AGENCY INSURANCE POLICIES (page 6)	ACTION
5. CONSIDERATION TO APPROVE SHORT RANGE STRATEGIC PLAN (FY2022 - FY2026) (page 7)	ACTION
6. TECHNOLOGY UPDATE	PRESENTATION
7. BUDGET UPDATE	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](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, September 20, 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://us06web.zoom.us/j/83070842421>
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 +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)  
Webinar ID: 830 7084 2421
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, then 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.

SEPTEMBER 13, 2021

**TO: BOARD OF DIRECTORS**

**FROM: BRUCE FRINK, SENIOR MANAGER, FINANCE  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT  
ADMINISTRATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FINANCIAL  
REPORTING ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE CONTRACT (AS-  
3753)**

---

**ISSUE:**

Board approval is required to increase funds and extend the term of Contract AS-3753 with Oracle America, Inc. (Oracle) for a period of five years.

**RECOMMENDATION:**

Authorize a five-year contract extension with Oracle through February 11, 2027 and an increase of funds of \$367,286.40.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$445,343.95 to \$812,630.35. This action is consistent with Access' approved budget for Fiscal Year 2021/2022, and will be programmed in subsequent budget years.

The funding for this extension comes from the Proposition C Discretionary Fund.

**ALTERNATIVES CONSIDERED:**

An assessment was made of whether to issue a formal solicitation for this financial software ERP system and it was determined that maintaining the existing relationship with the current software provider was preferable. Staff determined that continuing our relationship with the current contractor would prevent any unnecessary disruption in service, which is critical to ensuring the stability and functionality of Access' financial management processes. Staff may, at its sole discretion, seek approval of the Board in October 2021 to change the period of performance from five years to three years with a corresponding reduction in fees, if negotiations for the five-year term are not deemed acceptable to staff.

## **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:**

The original contract with Oracle America, Inc. was approved by the Board in November, 2014 as part of the Financial Software ERP Migration project. Oracle was selected as the application software provider.

Access currently holds twenty (20) user licenses which are used primarily by the Accounting and Procurement staff at Access. No additional licenses are required at this time nor do any software modules need to be added.

Since implementing the Oracle ERP Cloud, the agency has recognized numerous improvements over its previous financial management system. This has included the following: 1) the ERP Cloud platform has enabled the agency to have a secure system that is routinely being updated with the latest enhancements from Oracle; 2) it has streamlined the procurement and accounts payable approval work flow process and eliminated the majority of the recordkeeping functions by storing most of the documents within Oracle's database; 3) it has greatly reduced the number of hours staff needs to spend in providing data and reports to outside auditors; and 4) financial reports can be customized to meet the agency's needs and are readily available online to authorized staff.

SEPTEMBER 13, 2021

**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, 2021.

**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 \$600,000.

**IMPACT ON BUDGET:**

The approved budget for Fiscal Year 2021/22 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 \$511,249. However, staff is expecting some increases in certain policies, such as cyber security insurance.

**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, 2021, and November 30, 2021 for the Workers' Compensation policy. Staff will bring this item to the December Board of Directors meeting for ratification.

SEPTEMBER 13, 2021

**TO: BOARD OF DIRECTORS**

**FROM: ERIC HAACK, STRATEGIC PLANNER  
MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**

**RE: CONSIDERATION TO APPROVE SHORT RANGE STRATEGIC PLAN (FY2022 - FY2026)**

---

**ISSUE:**

Board approval is necessary in order to adopt Access Services' Short Range Strategic Plan for FY 2022-FY 2026. The projects proposed in the Plan are designed to improve service, reduce costs, and ensure future stability for the agency's operations.

**RECOMMENDATION:**

Approve the five-year Strategic Plan.

**IMPACT ON BUDGET:**

None. Staff will seek Board approval for individual projects identified in the plan.

**BACKGROUND:**

Staff drafted a Short Range Strategic Plan (FY 2022 - FY 2026) for the purpose of presenting proposed projects that Access seeks to execute over the next five years. The projects proposed in the plan are designed to improve service, reduce costs, and ensure the future stability of the agency's operations.

**Access' First Five Year Strategic Plan (FY 2016 - FY 2020)**

Access' first Five Year Strategic Plan (FY 2016 - FY2020) identified anticipated challenges and summarized proposed projects.

A number of projects identified in the first plan were later implemented and are now an integral part of Access' service. Among some of the projects that were identified as proposed projects in the first plan were to develop a customer mobile phone app which eventually became today's Where's My Ride app. Additionally, on-line reservations was identified as a priority project and has since been implemented in several of Access' service regions.

Other projects identified in the first plan included seeking out new revenue sources, specifically working alongside L.A. Metro towards passage of what would become the Measure M sales tax measure. Measure M did pass and has provided Access with additional operating revenue.

### Anticipated Challenges (FY 2022 - FY 2026)

The new Short Range Strategic Plan (FY 2022-FY 2026) - similar to the prior Strategic Plan - focuses on the next five years and the challenges facing the agency.

Over the next five years, Access anticipates there will be an increase in demand for services, both from additional new applicants and an increase in demand from eligible customers for paratransit trips.

The demand increase will occur alongside a potential reduction in vehicles and drivers available to provide such service. Due to regulatory changes (AB5), and the impact from the COVID-19 pandemic, a number of taxi contractors likely with discontinue their operations.

### Proposed Projects (FY 2022 - FY 2026)

The majority of the Plan is dedicated to identifying multiple projects that Access intends to pursue.

The proposed projects section is divided into six (6) different categories:

- 1) Expand funding opportunities;
- 2) Improve Access' service through new technology;
- 3) Improving Access' customer information and services;
- 4) Develop and strengthen partnerships;
- 5) Design security to ensure continuity of service delivery; and
- 6) Acquiring physical and human resources to effectively oversee Access' expanding service.

The Plan is intended to be a living document that, once approved, will provide stakeholders, partners, customers, and the public with an understanding of Access' proposed projects for the near future and the direction the agency wishes to pursue.

As the world recovers from the effects of the global pandemic, Access is eager to focus upon work that will ensure ongoing safe and reliable service for its customers, while also pursuing policies that will continue to introduce improvements to that service. It is through the process of forward-looking planning that Access intends to improve and remain a valuable resource for people with disabilities in Los Angeles County for many years to come.

The plan is available for review at the following link -

[https://accessla.org/sites/default/files/Publications/DRAFT%202021-2026\\_Strategic%20Plan.pdf](https://accessla.org/sites/default/files/Publications/DRAFT%202021-2026_Strategic%20Plan.pdf)