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.

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION

   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9

      I. Anticipated Litigation: Gov. Code §54956.9 (b)

         (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9

         (ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9

   B) CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES

4. SUPERIOR SERVICE AWARDS AND TWO RUNNER UP PRESENTATIONS FOR JERRY WALKER COMMITMENT TO PRESENTATION
QUALITY SERVICE AWARD 2012

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING OF FEBRUARY 25, 2013 (page 4) [Staff Recommendation: Approve]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Approve of Extension of Eligibility Determination Services Contract (AS-2441) (page 11)
   b) Approval to Add Funds To Contract AS-3354 and to Allocate Funds For Contract AS-3449 For Eligibility Service Provider Postage (page 13)
   c) Award of AS-3419 - Telecommunication Consulting And Service Contract (page 15)
   d) Approval to Amend Contract for TAP Card Production (AS-3030) (page 17)
   e) Approval of Extension of Santa Clarita Service Area Contract (AS-2602) (page 19) [Staff Recommendation: Approve Consent Calendar]

9. SELECTION OF NORTHERN (SAN FERNANDO VALLEY) AREA SERVICE PROVIDER CONTRACT NO. (AS-3341) (page 21) [Staff Recommendation: Authorize staff to execute a contract for transportation service in the Northern service area beginning May 1, 2013 and ending July 31 2018, with MV Transportation, Inc. (MV) in an amount not to exceed $105,435,580 for the five year base period.]

10. APPROVAL TO PURCHASE UP TO 71 VEHICLES FOR PARATRANSIT SERVICE (page 27) Revised Item [Staff Recommendation: Authorize staff to purchase up to sixty-five (65) Low emission Flex Fuel ADA-accessible low floor Dodge Minivans and six (6) Ford Eldorado Aerotech cutaways for a cost not to exceed $. 3,400,000.]

11. FINANCIAL UPDATE

12. EXECUTIVE DIRECTOR’S REPORT
13. **BOARD MEMBER COMMUNICATION**

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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those 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](http://accessla.org). Documents, including Power Point handouts distributed to 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 agendized 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 yellow Public Comment Form and submit it to the Secretary to 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 the 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 in 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 will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."

14. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

15. **ADJOURNMENT**
The Access Services Board of Directors meeting convened at 1:10 p.m. on Monday, February 25, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Joseph Stitcher, Treasurer, Theresa DeVeria, Secretary, Jano Baghdanian, and Angela Nwokike. Ex-Officio, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Directors Martin Gombert, James Woodson and Ex-Officio Wayne Wassell, Chair TPAC were excused from the meeting.


**PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board did not meet in Closed Session because there was no pending or anticipated litigation items to discuss. The general meeting began at 1:10 p.m.

Chairperson Barnes asked Mr. Jones, Access Services Legal Counsel, to explain the right for public comment and how it could be exercised.

Mr. Jones explained the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement but due to the amount of public comments submitted for today’s meeting the Chairperson would only allow three minutes for public comments.

Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they are unable to speak for themselves the Board should receive written communications to make them part of the record.
SUPERIOR SERVICE AWARDS

Chan Mun Park, a Driver from MV Transportation, was the recipient of the Superior Service Award for the month of December 2012.

REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM JANUARY 28, 2013

Motion: Director Nason moved approval of the January 28, 2013 Board meeting minutes.

Second: Director Stitcher seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Nason, Baghdanian, Stitcher, and Nwokike.

Opposed: None.

Abstention: Director DeVeria.

Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, February 12, 2013 and discussed the possibility of relocating their monthly CAC meetings to Access Services headquarters but it was decided that they would continue to have their meetings at Metro. Mr. Arrigo mentioned that there were still a few vacancies if anyone was interested in applying.

Mr. Arrigo also reported that the committee discussed the formation of the Service Animal Sub-committee and the complaints that were brought up at last month’s Board meeting. Mr. Arrigo concluded his report by stating that David Foster, Access Services Manager of Customer Support Services, was going to send letters to the service animal users to obtain their viewpoints and ideas regarding the Service Animal Sub-committee.

GENERAL PUBLIC COMMENT

Tonni Yee Hemphill stated that she booked a ride to Torrance Memorial Hospital and her vehicle arrived 20 minutes early which was fine with her because it gave her plenty of time to complete her paperwork. However, the driver took her directly to Northridge where the three other passengers in the vehicle were designated to be dropped-off. She stated that after the driver dropped-off the passengers he headed to Burbank before dropping her off in Torrance. Ms. Hemphill stated that the route the driver took was not in accordance with the fixed bus route, which was confusing to
her and she wondered why she had to take such a long journey to get where she was going.

Ms. Hemphill concluded her public comment by stating that she and other riders were still not receiving the reservation times they requested, the rides are either scheduled a lot earlier or later.

Ms. Verrinder informed Ms. Hemphill that Access Services Manager of Customer Support Services, David Foster, would follow-up with her after the meeting.

CONSENT CALENDAR

Motion: Director Baghdanian moved approval of all the items on the Consent Calendar.

Second: Director Stitcher seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Baghdanian, DeVer, Stitcher, Nwokike, and Nason.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

APPROVE EXTENSION OF CONTRACT WITH CORVEL ENTERPRISES COMP. INC. (ASI-2744)

Access Services Deputy Executive Director, Planning and Governmental Affairs, Andre Colaiace provided a brief presentation on the staff recommendation to approve the extension of contract with Corvel Enterprises Comp. Inc.

Board Questions & Comments: Director Nason asked if staff’s recommendation was an increase to the current contract or was it for the same amount and just to extend the contract for another year.

Mr. Colaiace replied that it was for the same amount as last year. Director Nason asked if staff should be getting a discount for having less claims. Mr. Colaiace replied that Corvel Enterprises bills Access Services based on how much work they do and this was just the maximum amount.

Director Stitcher asked if the amount was for total claims or for total claims that exceeded $50,000. Mr. Colaiace replied that it was for total claims.
Chairperson Barnes stated that the chart that showed the dollar payouts displayed the pending amount and the amount paid, he asked if the claim payments plus the projected future claim payments would equal the total potential claim payments for the year, or would you need to add the two numbers together. Mr. Colaiacce replied “no” the white numbers were actuals, the blue numbers were projected and projected were the projected total, staff wanted to show the Board what the actual cash payouts were. Chairperson Barnes asked if the $581,000 in fiscal year 11/12, included $321,000 that was actually paid plus the amount that was outstanding and had been settled but could be. Mr. Colaiacce replied “yes,” Chairperson Barnes replied that those were even better results and he was glad he asked.

Motion: Director Nason moved approval of staff’s recommendations.

Second: Director Stitcher seconded the motion.

Discussion: Chairperson Barnes stated that the program was a success and he thanked the providers for the part they played in making the program successful because these kinds of claim results showed their dedication to safety and the well-being of the riders.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Stitcher, Nwokike, Nason, Baghdanian, and DeVera.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

DEMAND/BUDGET FORECASTING

Access Services Manager of Planning and Coordination, Matthew Avancena, Deputy Executive Director Administration, F Scott Jewell and Mark Maloney, Chief Operations Officer provided a brief presentation on the demand projections and budget forecasting.

Board Questions & Comments: Director Baghdanian stated that last year staff postponed the purchase of replacement vehicles he asked if those vehicles would be included in fiscal year 2012/2013. Mr. Jewell replied that this was still part of the same fiscal year, so the 62 vehicles were being deferred to the later part of fiscal year 2013/2014. Director Baghdanian also asked, what would happen if there was still not enough money to purchase the 62 deferred vehicles, would staff have to defer the purchase even further. Mr. Jewell replied that the vehicles would be replaced as funds were available.
Ms. Verrinder added that staff submitted the demand projections and a request to Metro and was now waiting for a response as to what funding levels were available for next year. Chairperson Barnes also mentioned that staff’s funding request was for $11.5 million, he also asked what staff’s history had been in terms of deferring year to year, did staff have a trend line on the deferrals.

Mr. Maloney replied, since 2006 staff had deferred vehicles twice. Mr. Jewell added that the last time vehicles were deferred was in 2010. Chairperson Barnes asked if staff made up for it in 2011 and 2012, Mr. Jewell replied “yes.” Chairperson Barnes also asked what staff was doing to educate their stakeholders regarding their capital needs and future projections.

Mr. Maloney replied that staff was currently working with Metro because they were very interested in this topic. Staff also had a few items on the agenda for the Regional GM’s meeting which was postponed due to the Transit CEO’s APTA Seminar earlier this month.

Ms. Verrinder added that the TPAC members were very interested in the demand projections and especially when you looked at the numbers for the 15 year projections because the costs increased as we moved forward. She also added that after reviewing the overall budget Access Services was the second largest transit system in the county but she did not believe that the fixed route operators had that kind of growth built into their budgets.

Chairperson Barnes stated that as we move forward it’s important for all of Access Services stakeholders to understand the story and the reasons behind it. The fixed route side was constricted by resources to some extent because of the construct of the ADA demand had to be met so Access Services partners needed to understand the magnitude of the trend line and what the challenges are because it is a countywide issue that we all face.

Ms. Verrinder added that staff would ensure that an item is agendized for TPAC. Staff would also put together a Newsletter on the topic that would be mailed to all member agencies and try to work in a presentation at the Annual Membership meeting next month along with technology in order to drive home the cost of providing ADA service in Los Angeles County.

Director Baghdanian asked if staff could provide a presentation on the HDR report. Ms. Verrinder replied that staff would include an item in the March 2013 Board Box on the 15 year forecast.

Director Nason asked what staff does with the vehicles that are taken out of service. Mr. Maloney replied that they are sold at auction and staff includes a line item in the budget which projects how much we expect to get back. Director Nason stated that she did not see
anything in the item that provided that information. Mr. Maloney replied when the Ad Hoc Budget committee meets, staff will provide a breakdown of the line item budget. Ms. Verrinder added that the vehicles that go to auction and are over 200,000 miles are surprisingly bringing in $4,000 to $5,000 each.

Chairperson Barnes thanked Mr. Avancena, Mr. Jewell, and Maloney for their detailed presentation and reminded the Board that this was an information item only and no action was needed.

EXECUTIVE DIRECTOR’S REPORT

Ms. Verrinder reported the operations statistics for the month of January 2013 by stating that ridership actually increased over the month of December by 7% but year to date we were under budget by .5% and as far as the budget goes staff was right on target with the overall numbers. On-time performance increased slightly from 89.6 percent to 90.92 percent, average initial hold time decreased slightly to 82 seconds, cost per trip remained steady at $36.20, and total eligible riders decreased from December to January by 79 individuals, which she felt had to do with a larger number of re-certifications versus the number of new riders because staff was still seeing a higher demand at the eligibility center.

Ms. Verrinder stated that the focus of this year’s Annual Membership Meeting was technology and the highlight speech would be given by Mr. F Scott Jewell, Where we are, and all of the technology Access Services had invested in so far. Ms. Verrinder announced that the meeting was to be held on March 27, 2013 at 11:00 a.m. at the California Endowment Center and staff did not anticipate having a Board meeting, so it would just be an Annual Meeting. Ms. Verrinder also thanked Director DeVera for inviting her and her family to a Wendy Greuel event in Eagle Rock two weeks ago which was very nice.

Ms. Verrinder reminding everyone that the City Elections were coming up on Tuesday, March 5, 2013 and the importance to transportation with this election was that the Mayor appoints four out of the thirteen seats to the Metro Board. She stated with that in mind there would be some regional changes and probably a run off with the candidates. Ms. Verrinder concluded her report by recognizing Access Services Project Administrator, Rogelio Gomez. She stated that Mr. Gomez had been Access Services producer of the Superior Service Award videos and others up until this month, she thanked him once again for the wonderful job he done.

BOARD MEMBER COMMUNICATION

Director Nwokike stated that she attended a disability summit on Wednesday, February 20, 2013 and about 80 percent of the comments were regarding Access Services and the availability of reservation times, which were coming from Los Angeles residents. She stated that the riders were not able to get the reservation time they requested even if they call as early as 6:00 a.m. Another comment was made, which
she named “Beyond the Boundary,” Access Services taking a rider outside the boundary and that county bringing them back into the boundary.

Director Nwokike concluded her comment by encouraging the commentators present at the Board meeting today to continue to attend the Board meetings and make their public comments because this was the place to make their public comments, not at the disability summit.

Director DeVera stated that on March 15th thru 17th the Disabilities Expo would be held at the Los Angeles Convention Center and May 22, 2013 would be Disabilities Capital Action Day, which is the time to meet with your state legislator to discuss issues regarding the disabled community.

Mr. Arrigo stated that the quality of the Superior Service Awards videos were incredible and Rogelio had done a great job producing them. Mr. Arrigo also mentioned that he had a friend that owned an online pet store that was willing to donate mats for service animals with the rubber on the bottom and Velcro so you can fold it up. He will probably bring them to the April Board meeting.

Chairperson Barnes stated that he looked forward to seeing everyone at the Annual Membership meeting on Wednesday, March 27, 2013.

**NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

**ADJOURNMENT**

**Motion:** Director Nason moved to adjourn the meeting.

**Second:** Director DeVera seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:05 p.m.

**Approval**

Theresa DeVera, Secretary

Date
APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: APPROVAL OF EXTENSION OF ELIGIBILITY DETERMINATION SERVICES CONTRACT (AS-2441)

ISSUE:

Board approval is necessary to increase funds and to exercise the third of seven possible option years for the eligibility determination services contract (AS-2441) with C.A.R.E. Evaluators, LLC (CARE).

RECOMMENDATION:

Staff recommends Board authorization of the following:

1. An extension in the period of performance for one year, from July 1, 2013 through June 30, 2014;
2. $2,700,000.00 in funds for the period July 1, 2013-June 30, 2014;
3. An increase in the fixed monthly rate from $120,656 to $124,959 effective July 1, 2013;
4. An increase in the fixed rate for in-person evaluations from $24.16 to $25.08 effective July 1, 2013; and
5. An increase in the fixed rate for evaluations based on a document review from $11.51 to $11.75 effective July 1, 2013.

IMPACT ON BUDGET:

These actions will result in an increase in the previously approved contract amount of $12,412,049 to $15,112,049. The proposed increase in the contract amounts will be accommodated by the Access budget for FY2013/14. The above listed proposed rates are consistent with those specified in the CARE contract.

As a point of information, reflecting the contract rates previously approved by the Board, the rates of compensation for the proposed option year and subsequent option years, if exercised at a future date, will be:
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**ALTERNATIVES CONSIDERED:**

No alternatives were considered to this contract.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with C.A.R.E. Evaluators, LLC for eligibility determination services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into formal written amendments to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

Demand for eligibility services continues to increase. For example, in FY 2008/09, CARE conducted 34,925 evaluations. In FY 2011/12, CARE conducted 54,248 evaluations. In the current year, CARE is on track to see an additional 10 percent increase over the previous year.

CARE continues to take proactive steps to meet the increased demand for eligibility determination services. Analysis of the eligibility process is done on a daily basis and changes are made regularly. For example, CARE has worked closely with San Gabriel Transit to streamline policies and practices in pickups and drop offs of individuals for evaluations. San Gabriel Transit has increased the number of hours in their drivers’ work day and CARE is open on some Saturdays to cover additional demand.

Additionally, CARE is planning to increase the number of evaluations it can conduct by opening up additional appointments to individuals who can provide their own transportation. This provides a transportation cost savings to Access while allowing more flexibility for the customer.
APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: APPROVAL TO ADD FUNDS TO CONTRACT AS-3354 AND TO ALLOCATE FUNDS FOR CONTRACT AS-3449 FOR ELIGIBILITY SERVICE PROVIDER POSTAGE

ISSUE:

Board approval is required to fully fund the cost of postage for C.A.R.E. Evaluators, LLC (CARE) for the remainder of the current contract year (through June 30, 2013) and the upcoming contract year (July 1, 2013 through June 30, 2014.)

RECOMMENDATION:

Staff recommends Board authorization of the following:

- Add $55,000 in funds to AS-3354, increasing the contract not-to-exceed amount from $120,000 to $175,000 for the period ending June 30, 2013.
- Allocate $200,000 in funds for AS-3449 for the period July 1, 2013 - June 30, 2014.

IMPACT ON BUDGET:

The recommended Board action is consistent with the FY 2012-2013 budget and the proposed budget for FY 2013-2014.

ALTERNATIVE CONSIDERED:

No alternatives were considered as transmission of information from our eligibility service contractor to our clients or potential clients via US mail is a necessary function of the contractor.

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 a contract with CARE Evaluators 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.

BACKGROUND:

Applicants applying for Access receive written material regarding their eligibility status via USPS mail. The Access Eligibility Center - CARE continues to experience significant increases in both in-person and ‘paper’ applications when compared to the previous fiscal year. The proposed funds for AS-3354 are needed to fully fund the cost of mailings from CARE to our customers for the remainder of the current contract year (through June 30, 2013).

Access staff anticipates the number of applicants to continue to rise in the next fiscal year. Accordingly the funds requested for AS-3349 represents the anticipated increase in postage costs.
APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AWARD OF AS-3419 - TELECOMMUNICATION CONSULTING AND SERVICES CONTRACT

ISSUE:

Board approval is requested for the selection of a contractor to provide consulting services related to Access Services telecommunications network.

RECOMMENDATION:

Authorize staff to execute a three-year contract with five one-year options, for telecommunications consulting and services beginning May 1, 2013 with The RTP Group in an amount not to exceed $380,000.00 for the base three-year period.

IMPACT ON BUDGET:

This action is consistent with the FY2012/13 budget and will be budgeted accordingly in future fiscal years. The vendor has proposed the same rates under the current consulting and services contract.

ALTERNATIVES CONSIDERED:

The previous contract for these services exhausted its allowable option years hence requiring that a negotiated procurement process be undertaken.

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 a contract with the RTP Group as a telecommunications consulting and services contractor 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 and approved as to form by this entity’s legal counsel.
BACKGROUND:

The telecommunications consulting and services contract covers a range of tasks that ensures the stability of Access Services’ telecommunications and data network. These tasks include capacity planning, network optimization, and prefix updating of the toll-free 800 phone network as well as crisis/troubleshooting and consulting services. The RTP Group also provides wide area network and firewall configuration labor and consulting services.

The Request for Proposals (RFP) was issued on February 1, 2013 with a due date of March 14, 2013 and advertised in local publications as well as Access Services’ website. Only one (1) firm responded, The RTP Group.

The RTP Group has been providing telecommunications maintenance services for Access Services since 1994, and to date, its performance has been exemplary. Nadi Ayromlou from RTP the primary contact with Access Services since 1994 has consistently provided highly responsive and superior service to ensure that the Access paratransit telecommunication network functions reliably. She has been available 24 hours a day, 7 days a week to solve problems. The RTP Group was awarded the previous contract in March 2008.
ITEM 8-d

APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR ADMINISTRATION

RE: APPROVAL TO AMEND CONTRACT FOR TAP CARD PRODUCTION (AS-3030)

ISSUE:

Board approval is necessary to extend the contract for TAP card production with Ready Credit Corporation.

RECOMMENDATION:

Authorize an additional $497,000 in funds and an extension in the period of performance for one year, from December 1, 2013 through November 30, 2014.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $1,345,000 to $1,842,000. The per card cost will remain at $7.10 with this extension. Costs associated with this action will be included in the proposed budget for FY2013/2014.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

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 to AS-3030 with Ready Credit Corporation under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

In October of 2010 the Board authorized staff to execute contracts in order to move forward with participation in the regional TAP program. The contract for the
production of TAP cards was with Ready Credit Corporation for an initial run of 35,000 cards. In October 2011 based upon initial demand the Board authorized an extension of the contract term to November 30, 2012 along with an additional 60,000 cards. In April 2012 the Board approved an extension of this contract and subsequently approved a per card cost of $7.10 in August 2012. On-going production of the cards averages about 5,500 cards per month. It is necessary to approve the bulk purchase of the cards due to the extended lead time for manufacturing.
APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: ALFREDO TORALES, PROJECT ADMINISTRATOR
       BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: APPROVAL OF EXTENSION OF SANTA CLARITA SERVICE AREA CONTRACT (ASI-2602)

ISSUE:

Board approval is necessary to exercise the third option year of contract ASI-2602 with the City of Santa Clarita’s Santa Clarita Transit (SCT) for service in the Santa Clarita Area.

RECOMMENDATION:

Authorize an additional $1,100,000 in funds and an extension in the period of performance for one year, from August 4, 2013 through August 3, 2014.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $4,603,589 to $5,703,589. The monthly fixed rate will increase from $30,832.69 to $31,511.01 and the fixed per trip rate will increase from $16.68 to $17.05. Per the terms of the contract, the proposed percentage change in the fixed and variable rates (2.2% in this case) is equivalent to the most recently available annual percentage change in the Consumer Price Index for the Los Angeles area (U.S. Department of Labor, Bureau of Labor Statistics). The additional funds will be programmed into the Access budgets for FY 2013-2014 and FY 2014-2015.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with the City of Santa Clarita for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are
incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The Santa Clarita Service Contract, ASI-2602, was awarded to Santa Clarita Transit (SCT) on August 4, 2008. During their tenure as the regional service provider, SCT has committed their operational focus to providing safe, reliable, cost-effective and customer-oriented transportation to our customers and constituents. SCT’s performance over both the past year has been stellar, despite operational challenges presented by an unprecedented increase in ridership.

- SCT continues to provide Access customers with safe, consistent and reliable service. SCT’s on-time performance rate continues to exceed Access’ standard for this measurement. During the current fiscal year, over 94% of trips performed have been on time, an increase from last year, when the rate was 93%.

- The consistent service within the Santa Clarita service region has nurtured confidence and stability within the region’s transportation environment. The heightened reliability, compounded with limitations on other transportation options outside of Access, has positioned Access as one of the primary paratransit options for residents of the Santa Clarita region.

- During their tenure as the service provider for the Santa Clarita region, SCT has immersed itself within the community, expanding outreach to our customers at various forums such as the Accessibility Advisory Committee (AAC) and regional Access Services community meetings. The outreach has reaped beneficial partnerships with Access Services customers and constituents.
TO: BOARD OF DIRECTORS

FROM: ROGELIO GOMEZ, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: SELECTION OF NORTHERN (SAN FERNANDO VALLEY) AREA SERVICE PROVIDER CONTRACT NO. (AS-3341)

ISSUE:

Board approval is required for the selection of a contractor to provide service in Access Services’ (Access) Northern Service Area beginning August 1, 2013, with start-up beginning May 1, 2013.

RECOMMENDATION:

Authorize staff to execute a contract for transportation service in the Northern service area beginning May 1, 2013 and ending July 31 2018, with MV Transportation, Inc. (MV) in an amount not to exceed $105,435,580 for the five year base period.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s five year base term. Assumed trip volume utilized in producing cost proposals was based on the projected number of trips calculated by HDR Engineering Inc. for this five year period. Payment terms of the contract will be a fixed monthly fee plus a fixed rate per trip. Subject to Board approval, the contract may be extended for up to an additional five years in one year increments.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

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 a contract with MV as the Northern area provider under terms that are no less favorable to Access than those proposed 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.
BACKGROUND:

Service in the Northern area is currently provided by MV, under contract number AS-2492. This contract ends August 2, 2013. In order to continue this service, Access issued a Request for Proposals (RFP) on November 5, 2012. The scope of work entails the provision of three types of trips: next day ADA trips, standing orders and the J.A.R.C.-funded, Access-to-Work service.

Following a pre-proposal conference on November 28, 2012 and the release of addenda to the original RFP, four proposals were received on January 30, 2013. The four firms that submitted proposals were MV Transportation (MV), Global Paratransit, Inc. (GPI), First Transit, and SCR Medical Transportation, Inc. (SCR). The proposals submitted were preliminarily reviewed by staff and deemed responsive.

The proposals were then evaluated by a multi-agency panel comprised of two Access staff members and two representatives of local transit agencies. In reviewing the proposals, the four panelists brought a blend of talents and experience in the field of transportation and paratransit, specifically in the areas of operations, procurement, dispatch and planning. All are familiar with ADA paratransit service and the work of Access and appreciate the importance of carefully selecting a vendor who can properly serve Access customers and the community as a whole.

The proposers were interviewed on February 13, 2013 and follow up questions, including a request for a Best and Final Offer (BAFO), were forwarded to the proposers.

The criteria considered in evaluating the proposals and the weight attached to each criterion were:

- Qualifications and Availability of Proposed Staff: 20 points
- Quality of Technical Approach: 30 points
- ADA Paratransit Operating Experience: 15 points
- Employee Pay and Benefits: 15 points
- Cost Proposal (Excluding Start Up Cost): 20 points

Subtotal: 100 points

Agreement to retain existing employees: 10 points

TOTAL: 110 points

Based on the evaluation criteria delineated in the RFP and following the submission of BAFOs, the evaluation team scored the proposals as follows:
**PROPOSER**

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>MV</th>
<th>GPI</th>
<th>First Transit</th>
<th>SCR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications and Availability of Proposed Staff</td>
<td>19.35</td>
<td>17.20</td>
<td>18.80</td>
<td>18.35</td>
</tr>
<tr>
<td>Quality of Technical Approach</td>
<td>28.95</td>
<td>27.38</td>
<td>27.60</td>
<td>28.05</td>
</tr>
<tr>
<td>Paratransit Operating Experience</td>
<td>14.48</td>
<td>13.95</td>
<td>14.21</td>
<td>13.20</td>
</tr>
<tr>
<td>Employee Pay and Benefits</td>
<td>13.65</td>
<td>14.25</td>
<td>13.95</td>
<td>13.65</td>
</tr>
<tr>
<td>Cost Proposal (Excluding Start-Up Cost)</td>
<td>19.60</td>
<td>20.00</td>
<td>17.62</td>
<td>18.19</td>
</tr>
<tr>
<td><strong>SUBTOTAL</strong></td>
<td>96.02</td>
<td>92.78</td>
<td>92.18</td>
<td>91.44</td>
</tr>
<tr>
<td>State Mandated Employee Retention Preference</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
</tr>
<tr>
<td><strong>TOTAL SCORE</strong></td>
<td>106.02</td>
<td>102.78</td>
<td>102.18</td>
<td>101.44</td>
</tr>
</tbody>
</table>

The final scores for all the proposers, given their experience and the quality of their Proposals, were very close. The scores for the first three above listed criteria were submitted individually by each member of the evaluation team. The score for Employee Pay and Benefits was determined by the Access members of the evaluation team, who compared the four proposals in terms of wages and benefits such as proposed health insurance, vacation, and incentive programs.

The score for the Cost Proposals was determined by a strict formula in which the proposer with the lowest cost proposal earns the maximum 20 points and all other proposers earn points based on how close their five year cost is to that of the proposer with the lowest bid. The formula is as follows:

\[
\text{(Lowest Proposed Cost/Proposed Cost of Proposal Being Evaluated)} \times 0.2
\]

It should be noted that in calculating scores for the cost criterion, staff did not include the cost of start-up, as this cost is generally lower for incumbent vendors who have less work to do than other proposers in terms of facility lease and preparation (a significant expense for the three vendors not selected), staff recruitment, training, etc. Had we included start-up costs in the Cost Proposal criterion, MV's total score would have outdistanced the other proposers by an even greater margin than it did.
The table below details the final submitted proposed costs.

<table>
<thead>
<tr>
<th>Proposer</th>
<th>Startup Costs</th>
<th>Total 5 Year Service Cost (incl. S/U)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Transportation</td>
<td>$257,767.73</td>
<td>$105,435,578.19</td>
</tr>
<tr>
<td>Global Paratransit</td>
<td>$305,358.72</td>
<td>$103,371,964.12</td>
</tr>
<tr>
<td>First Transit</td>
<td>$1,937,831.70</td>
<td>$118,952,237.75</td>
</tr>
<tr>
<td>SCR Medical Transportation</td>
<td>$591,266.00</td>
<td>$113,887,673.83</td>
</tr>
</tbody>
</table>

The proposed rates of compensation for the five year base term, submitted by MV are listed below. Over the five year base term, the average annual increase in the fully loaded cost per trip is 0.14%. This increase, along with the increase in the fully loaded per trip rate from that currently in place to that proposed for the first year of the new contract, 2.4%, compare favorably with the most recent year over year increase in the Consumer Price Index (CPI) for the Los Angeles region, which is 2.2% (U.S. Department of Labor, Bureau of Labor Statistics).

<table>
<thead>
<tr>
<th>Contract Year</th>
<th>Monthly Fixed Rate</th>
<th>Per Trip Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$487,865.21</td>
<td>$23.27</td>
</tr>
<tr>
<td>2</td>
<td>$485,064.66</td>
<td>$23.25</td>
</tr>
<tr>
<td>3</td>
<td>$501,598.46</td>
<td>$23.48</td>
</tr>
<tr>
<td>4</td>
<td>$523,285.93</td>
<td>$23.82</td>
</tr>
<tr>
<td>5</td>
<td>$547,788.26</td>
<td>$24.16</td>
</tr>
</tbody>
</table>

Since the RFP for the current Northern area contract was released in 2008, Access has introduced the Access to Work program, established a minimum starting wage for the three front-line staff positions - vehicle operator, call taker and dispatcher - and introduced a comprehensive emergency preparedness program, of which the service providers are an integral part. Given these enhancements and the fact that the current year-over-year change in the local CPI is 2.2%, staff feels that MV's proposed rate changes are reasonable.

The chart below shows the proposed fully-loaded per trip rates for Year 1 for the four contractors who submitted proposals, as well as the fully-loaded per trip rate for the current Northern Area contractor.
### FULLY-LOADED PER TRIP RATES:
ACCESS SERVICE CONTRACTORS

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Contractor</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Current</td>
<td>MV</td>
<td>$32.66</td>
</tr>
<tr>
<td>Northern Proposed Year 1</td>
<td>MV</td>
<td>$33.45</td>
</tr>
<tr>
<td></td>
<td>GPI</td>
<td>$32.29</td>
</tr>
<tr>
<td></td>
<td>SCR</td>
<td>$35.08</td>
</tr>
<tr>
<td></td>
<td>First Transit</td>
<td>$35.26</td>
</tr>
</tbody>
</table>

Members of the evaluation panel commented positively on MV’s proven track record in the areas of service delivery, maintenance, driver and call taker training, and customer service, as well as the company’s overall commitment to providing high quality service in a region which it knows very well. The following comments highlight just a few of the strengths gleaned by the panelists as they reviewed the proposals:

- **Unique among not only the proposals received in response to this RFP but among all such proposals, MV has proposed utilizing two satellite locations, in addition to their main facility in Van Nuys. This should help ensure better coverage of the entire Northern region, thus contributing to an increase in scheduling efficiency along with a reduction in deadhead and vehicle maintenance costs.**

- **MV will employ a comprehensive data mining system, which will allow designated staff to both track and analyze performance on a real-time basis. Through the use of both high level and more narrowly focused dashboards, staff will have access to information that will help them monitor performance throughout the day, while affording them the opportunity to either make changes on the fly or longer term adjustments based on the reporting of trends and tendencies.**

- **MV has proposed a system change in order to create redundancies between radio and data communications. Phone lines, which are currently used to transmit both voice and data will be used for radio communications only, while data will now be transmitted separately via microwave. Significantly, this approach will help prevent a complete communication breakdown in the event of an emergency.**

- **MV Transportation has proposed a robust training program, requiring 84 hours training for new drivers in lieu of the 55 hours required by Access. In addition, in order to ensure that staff understands that they will be involved in a new contract, MV will require re-training of all current driver and dispatch staff.**

MV Transportation offers a blend of ADA paratransit experience, a competent team of professionals, and innovative solutions to handle operational challenges, a focus on safety and the financial resources of a national paratransit provider. This combination
assures Access that MV will not only continue to provide outstanding service but also ensure long-term service stability.

Since beginning its partnership with Access in the Northern region in 2002, MV has shown its capability to provide safe and reliable transportation. Throughout the term of their most recent contract, which began in 2008, MV has regularly exceeded Access performance standards in the key areas of on-time performance, late trips and telephone hold time. At the same time, the company has successfully managed a steady increase in ridership demand. MV has been able to reinforce Access’ safety culture at the highest level. Since the implementation of the Self-Insurance Retention program in June 2009, MV has consistently attained the lowest overall accident claims rate among Access providers in the Los Angeles Basin. More recently, MV successfully celebrated an effective transition to the StrataGen dispatch system. This platform now allows MV to make reservations, route, and dispatch trips utilizing one robust system, which has already shown signs of promise in terms of increasing efficiency.

Based upon its receipt of the highest evaluation score among the four proposers, staff recommends award of contact AS-3341 to MV Transportation for the period and under the terms specified above. This recommendation is consistent with Board-adopted contracting principles. The contract will also contain an option to extend the period of performance, upon Board approval, in one year increments for up to five additional years. The three month start-up period will commence on May 1, 2013, with actual service beginning on August 1, 2013.
APRIL 12, 2013

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: APPROVAL TO PURCHASE UP TO 71 VEHICLES FOR PARATRANSIT SERVICE

ISSUE:

Board approval is required to purchase up to seventy-one vehicles for paratransit service during Fiscal Year 2012-2013.

RECOMMENDATION:

Authorize staff to purchase up to sixty-five (65) Low emission Flex Fuel ADA-accessible low floor Dodge Minivans and six (6) Ford Eldorado Aerotech cutaways for a cost not to exceed $3,400,000.

IMPACT ON BUDGET:

The funds needed for the purchase of up to seventy-one vehicles will be drawn from the FY 2012-2013 unspent capital budget (which totals $1,839,700) and the balance from anticipated surplus funds due to operational savings in this fiscal year. Using local Prop C funds, the estimated total expenditure includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicles proposed for this project are needed to replace a similar number of vehicles which have reached or surpassed their accepted useful lifespan. Based on past experience, purchasing from cooperative contract schedules - a practice encouraged by the FTA - expedites the purchasing process, while ensuring that a competitive price is paid for goods and services. As was the case with our most recent vehicle procurement, staff is proposing purchasing these vehicles through an approved vendor of the CalACT/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the 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 Services than those proposed above. Access Services 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:

The paratransit vehicles scheduled for replacement have each accumulated approximately 230,000 miles. The FTA assumes that vehicles the size of Access minivans and cutaways have a useful life of four (4) years or 100,000 miles.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle Purchasing Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices.