

access

BOARD OF DIRECTORS MEETING
MONDAY, APRIL 17, 2017
Closed Session: 12:00 p.m.
General Session: Immediately Following
The meeting is expected to end by or
before 3:00 p.m.

Los Angeles County Metro Board Room
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012

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.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>	
1. <i><u>Anticipated Litigation</u>: Gov. Code §54956.9 (b)</i>	

- (i) *Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9*
(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure to litigation"

2. Pending Litigation:

- (i) *Erik Washington v. Access Services LASC # BC645044*
- (ii) *Lynch v. Access Services et al LASC # KC068609*
- (iii) *Reynaga v. LACMTA, Access et al. BC673040*

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| <p>4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 27, 2017 (page 5)
[Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>5. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>6. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |
| <p>7. SUPERIOR SERVICE AWARD</p> | <p>PRESENTATION</p> |
| <p>8. CONSENT CALENDAR</p> <ul style="list-style-type: none"> a) Consideration to Extend Term and Increase Funds - ATBOS Software Licensing Agreement (AS-1250) (page 13) b) Consideration to Extend Term and Increase Funds - Information Technology Consulting Services Contract (AS-1288) (page 15) c) Consideration to Approve Community Advisory Committee By-Laws Article 3.1 - Membership Application Process (page 17) d) Consideration to Approve Commerce Furniture Purchase and Installation Services Contract (AS-4041) (page 19) e) Consideration to Approve Renewal of Employee Health and Benefit Insurance Contracts (page 21) | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |

- f) Renewal of Free Fare Program Agreement With Santa Monica's Big Blue Bus (page 23)

[Staff Recommendation: Approve Consent Calendar]

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| <p>9. CONSIDERATION TO APPROVE MODIFICATIONS TO PROCUREMENT POLICIES (page 25)</p> <p>[Staff Recommendation: Approve the revised procurement policies as presented.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>10. FREE FARE ASSESSMENT SURVEY AND REPORT (page 28)</p> | <p>PRESENTATION</p> |
| <p>11. CUSTOMER SERVICE UPDATE</p> | <p>PRESENTATION</p> |
| <p>12. UPCOMING BOARD ITEMS (page 31)</p> | <p>INFORMATION</p> |
| <p>13. INTERIM EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>14. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE ACTION</p> |
| <p>16. ADJOURNMENT</p> | <p>ACTION</p> |

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 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>. Documents, including Power Point handouts distributed to the 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 agenda 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 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 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 at 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 may respond to all public comment in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



STATEMENT OF PROCEEDINGS FOR THE
MEETING OF THE ACCESS SERVICES
BOARD OF DIRECTORS

Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA 91731

Monday, February 27, 2017
12:00 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Nalini Ahuja at 12:00 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Martin Gombert, Valerie Gibson, John Troost and Angela Nwokike. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Linda Evans, and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Doran Barnes.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

Access Services Legal Counsel Jim Jones briefed the audience on the outcome of the closed session. Mr. Jones stated that the Board met in closed session and discussed the following items: Erik Washington v. Access Services, Lynch v. Access Services, and Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to these matters.

Mr. Jones then explained the public comment process.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 23, 2017

Approval of the minutes from the Board of Directors meeting held on Monday, January 23, 2017.

Motion made by Vice Chair Nason to approve the minutes as submitted, seconded by Secretary DeVera. Via Roll Call Vote all were in favor, motion passed.

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC's meeting held on Tuesday, February 14, 2017. Chair Conrad stated that the committee did not receive a Board of Directors report because Secretary DeVera was ill. He stated that he was happy to see that she was at today's meeting and was feeling better. Chair Conrad concluded his report by stating that the Quality Services Subcommittee (QSS) members were approved and Rycharde Martindale, Access Services staff member was in charge of that item. Jack Garate, Access Services Project Administrator, provided an operational update and finally Nelson/Nygaard provided a Comprehensive Operational Review, which he found to be very interesting.

6. GENERAL PUBLIC COMMENT

Elizabeth Lyons made public comment by commending Access Services Project Administrator Jack Garate. She stated that Mr. Garate attends all of the CAC meetings and the members enjoy his presentations. Ms. Lyons concluded her public comment by stating that Mr. Garate also taught the members how to book a ride, which she thought was very interesting. She again thanked Mr. Garate and staff for all their help.

Mary Griffieth made public comment by stating that the last Board meeting she attended on November 14, 2016, she made a reference during her public comment related to the Board members. She added that she was not present at today's meeting to tell the Board members when and who they should speak to but she felt that it was sad that the people in higher positions tend not to acknowledge the riders when we should all be considered part of the Access team.

Ms. Griffieth concluded her public comment by adding that some of the staff that had been with Access Services for a long time did not acknowledge the riders even when they were in close proximity.

7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

California Transit Inc. Driver Trent Dennis was the Superior Service Award recipient.

REPORT FROM EX-OFFICIO BOARD MEMBERS - Continued

Linda Evans, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, February 9, 2017 where the following discussions took place. Interim Executive Director's report, provided by Andre Colaiace; Comprehensive Operational Review, provided by Heather Menninger from AMMA Transit Planning; Regional Performance Data Review, provided by Randy Johnson and a Mid-Year Budget Review, provided by Hector Rodriguez.

Ms. Evans concluded her report by stating that Eric Haack, Access Services Strategic Planner, stated that Access staff would begin outreach efforts to local transit providers and the goal of the outreach was to encourage participation among the local and smaller transit operators on Access related matters.

8. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar (list of items provided below):

8-a Consideration to Appoint Community Advisory Committee (CAC) Member

8-b Consideration to Extend Term and Increase Funds - Data Services Contract (AS-3705)

8-c Consideration to Extend Local Vehicle Inspection Contract (AS-2985)

8-d Consideration to Approve Contract Assignment - Information Technology Services Contract (AS-3039)

Vice Chair Nason requested that Item 8-a be pulled for purposes of discussion.

Motion made by Treasurer Turner to approve the remaining Items, 8-b thru 8-d on the consent calendar, Seconded by Secretary DeVera. Via Roll Call Vote all were in favor, motion passed.

Item 8-a: Vice Chair Nason asked if the vacancy was posted on the Access Services website and were any new applicants interviewed. Sherry Kelley

replied yes, it was posted on the website and there were a total of five candidates, two that reapplied and three new candidates. Vice Chair Nason stated that she had heard that the selected candidate came in second with the first group interviewed for another open seat on the CAC. Ms. Kelley explained the process and how the CAC sub-committee decided to move forward on the selection. She also mentioned that the CAC Chair and Vice Chair were also part of the election sub-committee.

Vice Chair Nason stated that at the January 23, 2017 Board meeting the Board was asked to approve a new CAC member that was not present at the Board meeting to be properly introduced to the Board members. She stated that she would like to see in the future that all vacancies be posted on the Access website and wherever they need to be posted. She would also like the selected candidate to be present at the Board meeting when requesting the Board's approval.

Secretary DeVera stated that she was the Director that pulled this item off the consent calendar at the last Board meeting due to the selected candidate's personal blog which she felt was very negative towards Access Services. Secretary DeVera stated that the candidate changed the name of her blog and was willing to comply with what the Board expected of her, so Secretary DeVera felt that the candidate would now be a great asset to the CAC.

Vice Chair Nason stated that her concerns had nothing to do with the candidate, her concern was with the CAC selection process.

Motion made by Secretary DeVera to amend the existing CAC selection process by adding the two additional steps to the process. 1) The selected candidate will attend the Board meeting for proper introduction to the Board of Directors; 2) staff shall post all CAC vacancies on Access Services website and bring back the revised process for Board approval. Seconded by Vice Chair Nason. Via Roll Call Vote all were in favor, motion passed.

9. CONSIDERATION TO AWARD CONTRACT FOR ADA ELIGIBILITY AND MOBILITY EVALUATION SERVICES (AS-4030)

Recommendation: Authorize staff to execute a three (3) year base and four (4) month start-up contract with Medical Transportation Management, Inc. (MTM) in an amount not to exceed \$16,866,943 beginning March 1, 2017 and ending June 30, 2020.

Public Comment

David Lee from C.A.R.E. Evaluators made public comment by stating that he was disappointed in the decision to award the eligibility contract to another provider and he knew that there were things that he could have improved upon.

Mr. Lee briefly described what C.A.R.E Evaluators believed in and the type of service his company strived to provide to their clients. He also stated that he had the opportunity to learn and have the experience of working with the Access Services Board of Directors and the disabled community for the past 23 years. Mr. Lee concluded his public comment by thanking the Board of Directors for this opportunity and their support.

Alaina Macia, the CEO from Medical Transportation Management (MTM), made public comment by thanking the Board for the opportunity to serve the Los Angeles Access community. She provided a brief overview on MTM and added that they plan to work very closely with the community, the eligibility department, Access Services and the current eligibility operator. Ms. Macia concluded her public comment by stating that MTM was looking forward to a smooth transition and being a long-term partner.

Mary Griffieth made public comment by responding to a question that was asked regarding the diversity of MTM. Ms. Griffieth stated that with her current health issues and the treatments she currently receives she noticed that Asian-Pacific Islanders and Hispanics were the cultures that assisted with filling out paperwork and assisting people at these types of locations and she had always received 100 percent service.

Ms. Griffieth concluded her public comment by stating that culture may be an issue for some people but she felt that if someone had a love for their job or the service they provide they were going to give it 100 percent.

Motion made by Treasurer Turner to approve staff recommendation, Seconded by Director Nwokike. Via Roll Call Vote all were in favor, motion passed.

10. CONSIDERATION TO AWARD TENANT IMPROVEMENT CONSTRUCTION SERVICES CONTRACT (AS-4037)

Recommendation: Authorize staff to execute a seven (7) month contract with Norm Wilson & Sons Inc. (NWS) in an amount not to exceed \$1,005,825 beginning March 1, 2017 and ending September 30, 2017.

Director Nwokike stated that it was very important that the restrooms at the Commerce site be accessible for mobility devices and that there be large hand rails in the disabled stall for people to hold on to.

Treasurer Turner stated that when this issue came up in the past she had requested that staff provide a site visit of the Commerce location. She asked if staff would put something together. Mr. Jewell replied yes, staff would be setting something up in the next week or two. Mr. Rodriguez added that staff was waiting until the Board approved the item so staff could setup the insurance coverage. Once the insurance was in place, staff would setup a location visit for the Board members.

Public Comment

Rachele Goeman made public comment by asking if a location at the Commerce site had been put aside for their service animals to relieve themselves. Mr. Jewell replied that staff would definitely address this issue.

Motion made by Secretary DeVera to approve staff recommendation, Seconded by Director Nwokike. Via Roll Call Vote all were in favor, motion passed.

11. NELSON\NYGAARD – COMPREHENSIVE OPERATIONAL REVIEW UPDATE

After the presentation provided by Mr. Rodman from Nelson\Nygaard, the Board requested that they be allowed time to submit their comments and recommendations regarding this review and that there be a Board workshop scheduled for some time in May to work through them.

Chair Ahuja reminded the Board that this was an information item only and no action was needed, she thanked Mr. Rodman for his overview on the item.

12. UPCOMING BOARD ITEMS

Chair Ahuja reminded the Board that this was an information item only and no action was needed.

13. INTERIM EXECUTIVE DIRECTOR'S REPORT

Access Services Deputy Executive Director of Finance, Hector Rodriguez, provided the Interim Executive Director's report in Andre Colaiace's absence. He began the report by stating that on Friday, February 24, 2017 at 6:00 a.m. the Southern Region Call Center was officially transitioned to the Northern Region service provider MV Transportation. There were also 50 new customer service representative trained and ready to go. During the transition, MV Transportation managed to keep their hold times to a minimum throughout the weekend with only one small glitch in the data transfer process on Friday night but it was resolved by Saturday. MV Transportation also implemented the new automated callout process. The driver would no longer have to push a button to issue a callout. The new callout feature would allow the rider to receive a text message and/or phone call and testing of the new feature will begin soon.

Mr. Rodriguez also reported that Access Services would be participating in Metro's triennial review on Monday, March 6, 2017. This will be part of the usual process as Access participates in the ADA portion of the triennials for our member agencies. Mr. Rodriguez concluded the report by stating that Access Services Project Administrator, Rogelio Gomez, will be leaving Access Services after 15 years of service but he would not be far away and would still be part of the Access family. Mr. Gomez will be working with Global Paratransit Inc.

14. BOARD MEMBER COMMUNICATION

CAC Chair Conrad welcomed back Secretary DeVera. He stated that Director DeVera was not able to provide the Board report at their last CAC meeting on Tuesday, February 14 because she was very ill but he was glad to see that she was doing better. Chair Conrad also welcomed Director Nwokike back.

Director Gibson also welcomed Director Nwokike back.

Director Gombert welcomed Director Nwokike back. He also thanked C.A.R.E. Evaluators and David Lee for his many years of service.

Treasurer Turner also welcomed Director Nwokike back and thanked David Lee for his many years of service.

Vice Chair Nason thanked David Lee for his many years of service and hoped that the new contractor would also provide excellent service to the disabled and elderly community. Vice Chair Nason also welcomed back Director Nwokike.

Secretary DeVera thanked David Lee for his many years of service and stated that Mr. Lee was always present at CAC and Board meetings. Secretary DeVera also hoped that the new contractor would do the same.

Director Troost also thanked David Lee for his many years of service to Access Services. He also welcomed Director Nwokike back.

Director Nwokike thanked the Board for contacting her to see how she was doing. She also thanked everyone for welcoming her back to the meetings and stated that she was getting better every day.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

16. ADJOURNMENT

Motion made by Treasurer Turner, Seconded by Director Nwokike. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:42 p.m.

Approval

Theresa DeVera, Secretary

Date

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
ATBOS SOFTWARE LICENSING AGREEMENT (AS-1250)

ISSUE:

Board action is required for the extension and increased funding of the software licensing agreement (AS-1250) for the Integrated Transit Software Solutions (ITSS) ATBOS software that is used for data reconciliation and reporting.

RECOMMENDATION:

Authorize \$250,008 in funds to Integrated Transit Software Solutions and an extension in the period of performance for one (1) year, from October 1, 2017 through September 30, 2018.

IMPACT ON BUDGET:

The costs associated with this licensing will be programmed in the FY2017/18 budget and will be allocated appropriately in subsequent fiscal years. This action will result in an increase of the contract not-to-exceed amount from \$6,503,728 to \$6,753,736. The per site license cost is listed as follows -

Site	License Fees
Eastern	\$ 4,060
West Central	\$ 4,060
Southern	\$ 4,060
San Fernando Valley	\$ 4,060
Antelope Valley	\$ 347
AS Agency	\$ 3,900
Santa Clarita	\$ 347
Monthly Total	\$ 20,834

The funding for this agreement comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

Access' service providers are evaluating/implementing a variety of software for reservations, scheduling and dispatching. Until this process is complete, staff does not recommend replacing the existing ATBOS system. This will be a continuation of the existing licensing of a sole source 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 enter into a written extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the extension 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:

ITSS ATBOS software provides a computerized program management, trip archiving and billing solution to an Access Services contractor via the data generated by the dispatching system. The licensing is based upon a "per site" basis, and a total of six licenses are currently in use.

An additional license is for the ITSS ATBOS Paratransit Agency software, which provides data consolidation in a data repository (warehouse) with the following additional functionality:

- Centralized repository for comprehensive client data
- Centralized repository for consolidating trip data across service providers
- Centralized repository for consolidating trip sheet data across service providers
- EDI specification for data exchange with service providers
- NTD Reporting
- Enhanced data audit features (geo-validation, detailed tracking of changes)
- GUI user interface with map enabled trip audit features
- Open ODBC access to data for creation of custom reports and applications

The funds and extension requested will cover the existing licenses currently in use.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS –
INFORMATION TECHNOLOGY CONSULTING SERVICES CONTRACT
(AS-1288)

ISSUE:

Board action is required for the extension of software modification and implementation services provided by Integrated Transit Software Solutions (ITSS).

RECOMMENDATION:

Authorize \$50,000 in funds to Integrated Transit Software Solutions and an extension in the period of performance for one (1) year, from October 1, 2017 through September 30, 2018.

IMPACT ON BUDGET:

The costs associated with this licensing has been programmed in the FY2017/18 budget and will be allocated appropriately in the subsequent fiscal year. There is a reduction of the labor rates from \$175/hour to \$145/hour through the term of this extension. This action will result in an increase of the contract not-to-exceed amount from \$610,500 to \$660,500. The funding for these services comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this sole-source contract specifically addresses consulting services related to the ITSS ATBOS software.

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 extension of the existing contract upon terms and conditions no less favorable to Access Services than those proposed

above. Access Services would not be legally bound to the extension 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:

This software service contract covers programming modifications and implementation services (i.e. new provider start-ups) for the ATBOS system. Its contract duration must mirror AS-1250 since only ITSS can make modifications to the ATBOS system under the lease agreement.

APRIL 10, 2017

TO: BOARD OF DIRECTORS
FROM: SHERRY KELLEY, SENIOR MANAGER, CUSTOMER RELATIONS
RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY
COMMITTEE BY-LAWS ARTICLE 3.1 - MEMBERSHIP APPLICATION
PROCESS

ISSUE:

At the February 2017 Access Services Board of Directors meeting, the Board requested revisions to CAC Bylaws Article 3.1 to increase outreach efforts and add requirements for recommended CAC members.

RECOMMENDATION:

Approve the amendment to Article 3.1 - Membership Application Process as detailed below.

ALTERNATIVES CONSIDERED:

None as these changes are at the request of the Board.

IMPACT ON BUDGET:

No impact.

BACKGROUND:

The Access Services Community Advisory Committee (CAC) was established to provide input and advice to Access Services related to operational and policy issues, and to make recommendations to the Access Services Board and staff.

This revision to the CAC Bylaws will ensure that openings to the CAC are posted publicly, and the recommended applicant(s) are presented to the Access Board of Directors for final approval.

ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Old language -

Section 1 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 3 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 4 - Following this in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval.

New language -

Section 1 - Any CAC Membership opening will be posted publicly on the agency website along with distribution to interested stakeholders.

Section 2 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 3 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 4 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 5 - Following this in-person meeting, CAC application(s) will be presented to the Community Advisory Committee for potential review and approval. Applicant(s) approved by the full Committee will be forwarded to the Board of Directors for final review and approval. The applicant must attend this Board meeting.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO AWARD COMMERCE FURNITURE PURCHASE
AND INSTALLATION SERVICES CONTRACT (AS-4041)

ISSUE:

Board approval is required for the selection of a contractor to provide furniture and installation services for Access' eligibility facility in Commerce, CA.

RECOMMENDATION:

Authorize staff to enter into a contract with Office Furniture Group (OFG) in an amount not to exceed \$295,621 for the period of April 17, 2017 through April 16, 2018.

IMPACT ON BUDGET

The recommended action will utilize funds budgeted for FY2016/17. Funding for these services has been allocated from Proposition C 40% Discretionary Funds.

ALTERNATIVES CONSIDERED

No alternatives were considered. The services are necessary to build out the facility for eligibility evaluation services in time for an occupancy date of June 1, 2017.

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 OFG 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

In June 2016 the Board authorized the lease of a facility to conduct eligibility evaluations. The facility, located at 5747 Rickenbacker in the City of Commerce, is a 17,460 square foot single story building that was previously occupied by the Los Angeles County Sherriff's Department for a number of years. Accordingly, in order to make the space usable for eligibility evaluations, an extensive tenant improvement process must be undertaken prior to the scheduled occupancy date of June 1, 2017. This also includes the furnishing of cubicles, offices, and other related furniture.

In conjunction with Access' architectural firm, Ex Novo, and construction project management firm, JLL, furniture specification documents were developed, with attention on durability and warranty specifications. A Request for Proposal (RFP) for furniture and installation services was issued on February 27, 2017. The scope included providing cubicles (78), office furniture (3), chairs (119) and installation services.

A total of three (3) bids were received and evaluated on the following criteria -

- Compliance of proposal with RFP requirements.
- Cost proposal for the services requested.
- Installation completion schedule.
- Experience with projects of similar scope and complexity.
- Proposed project team.

PROPOSER	COST
Office Furniture Group	\$233,338.33
Westfall Commercial Furniture	\$253,086.29
Interior Office Solutions	\$291,614.34

After evaluation of the above referenced criteria, staff is recommending OFG, a Teknion office furniture dealer, for award. Teknion Corporation designs, manufactures, and markets workplace interiors. Its products include panel systems, desk systems, private office systems/case goods, seating solutions, architectural products, tables and collaborative spaces, storage products, work better tech products (complements), and textiles.

Staff also requested pricing for ancillary furniture (break room tables and chairs, waiting and reception area furniture, and other furniture options). OFG's proposed cost for those items is \$62,283 and is included in the total contract award. All furniture is covered by a lifetime warranty and includes a free one-year tuning/adjustment provision.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: FAYE MOSELEY, DEPUTY EXECUTIVE DIRECTOR, HUMAN RESOURCES

RE: CONSIDERATION TO APPROVE RENEWAL OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS

ISSUE:

The current Access Services employee benefit insurance policies for medical, dental, vision, life and long term disability will expire on June 30, 2017. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2017.

RECOMMENDATION

Approve the employee benefit insurance policies for the period of July 1, 2017 through June 30, 2018 at a cost not to exceed \$860,000.

IMPACT TO BUDGET

The costs for these policies (\$750,000 for the health policy and \$110,000 for all other policies) will be included in the proposed FY18 budget. The funding for these policies comes from Prop C Discretionary funds.

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 renewal of the existing Kaiser Health Care plan and modify Access existing vision and dental plans in accordance with terms, conditions and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications 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

Health Renewal (HMO/PPO)

The total estimated cost is projected to be \$750,000. Assuming a 10% employee contribution, Access' annual increase is estimated to be 6% based on coverage of 60 full time equivalent positions (FTEs). Access employees are happy with the Kaiser medical plan and it is our intention to continue our relationship with Kaiser for the coming plan year.

Dental Renewal

The total estimated cost is projected to be \$64,767, a 7% increase based on 61 full time equivalent positions (FTEs).

Vision Renewal

The total estimated cost is projected to be \$9,803, a 0% increase based on 63 FTEs. Our VSP vision plan rates are guaranteed and will not change until 7/1/18.

Ancillary Renewal

Ancillary policies cover Basic Life/Accidental Death and Dismemberment (AD&D), Voluntary Life/(AD&D) and Long Term Disability. The total estimated cost is projected to be \$27,525, a 0% increase based on 63 FTEs.

We have a zero rate and benefit increase for our Chubb Business Travel Accident, Lifelock Identify Theft and Nationwide/VPI Pet Insurance plans.

Overall, the proposed costs are well below market expectations and we are continuing to negotiate the best possible cost for the coming plan year.

*Note - The FTEs vary based upon the existing number of employees electing to have the employer provided insurance.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: RENEWAL OF FREE FARE PROGRAM AGREEMENT WITH SANTA MONICA'S BIG BLUE BUS

ISSUE:

The Free Fare Agreement between Access Services and Santa Monica's Big Blue Bus has expired. Big Blue Bus and Access staff believes it is in the mutual interest of both agencies to continue Big Blue Bus's participation in the Free Fare program. During FY 2016, Big Blue Bus reported 849,152 Access TAP boardings.

RECOMMENDATION:

Renew the Free Fare Program Agreement with Big Blue Bus effective May 1, 2017.

IMPACT ON BUDGET:

The annual reimbursement cost for Big Blue Bus's participation in the free fare program is currently capped at \$456,877. The cost is programmed in the current FY 2016/2017 budget and will be appropriately allocated in future fiscal years. Funding for this program comes from Prop C funds.

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 renewal of the Free Fare Agreement with Santa Monica's Big Blue Bus in accordance with terms, conditions and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications 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:

In 2000, Access established the Free Fare Program to encourage Access customers to use regular, accessible bus or rail service when they are able to. The Free Fare Program allows Access customers to ride the bus or rail free of charge. Access reimburses free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency.

Big Blue Bus was one of the first agencies to participate in the Free Fare program. When it joined the program in 2004, Big Blue Bus initially requested a flat reimbursement rate of \$565 per quarter or \$2,260 per year. In 2012, Big Blue Bus requested to renegotiate its agreement due to the increasing number of Access customers who were boarding their system. The implementation of the regional TAP program also enabled Big Blue Bus to accurately capture the number of Access customers based on TAP data.

At the request of the city of Santa Monica, the agreement contained a sunset clause in which the agreement would expire in five years from the date of execution.

Since then all new free fare agreements Access has entered into do not have an expiration date and may be terminated with 90 days written notice from either party. The new agreement with Big Blue Bus will contain the same terms and termination provisions as other free fare agreements.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND
CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE MODIFICATIONS TO
PROCUREMENT POLICIES

ISSUE:

Access' existing procurement policies need to be updated to be consistent with FTA procurement guidelines, the newly enacted FAST Act, industry best practices and to reflect changes to Access' internal reporting structure.

RECOMMENDATION:

Approve the revised procurement policies as presented.

IMPACT ON BUDGET:

None.

BACKGROUND:

The Procurement Policies and Procedures are designed to formalize the standards used for acquiring, awarding and administering all contracts. These standards are set forth to ensure the procurement processes incorporate sound business practices, fair and open competition, and administrative organization and control.

The Executive Director is responsible for ensuring that the Access procurement process functions in accordance with various legal and regulatory requirements, as interpreted by Legal Counsel, Access Policy and Board direction. Access' existing procurement policies have been developed based on applicable Federal, State, and/or Local guidelines. These policies are occasionally reviewed for compliance either internally or through an audit such as the Triennial Review. Access' procurement policies were last updated in March 2016 by Board approval to reflect changes relative to its internal reporting structure.

Staff is proposing to modify the following sections of the procurement policy:

1. Section C, 3.0, b to change the internal reporting structure from the Chief Operating Officer to Deputy Executive Director, Finance.
2. Section C, 3.0, b to increase the requirement for full and open competition from over \$500 to over \$3,000.
3. Section C, 6.0, ii to add Purchasing Cards as a new payment system for procuring non-repetitive transactions of \$3,000 and less.
4. Procurement System Integrity and Control, Section C, 20.0 - change the responsibility to the Deputy Executive Director, Finance position for the Program Review and Certification section.
5. Section B, Definitions to define Executive Director as the head of Access Services.
6. Procurement System Integrity and Control, Section B, Definitions to reflect the current titles as follows:
 - Change the definition of Executive Director as "The head of Access Services"
 - Remove "Chief Operating Officer"
 - Remove the title "Vice President"
 - Change "Procurement and Contracts Manager" to "Manager, Procurement and Contract Administration"
 - Add "Senior Procurement Specialist" and "Assistant Procurement Specialist"
7. Procurement System Integrity and Control, Section B, Definitions - Change the reporting structure of the Manager, Procurement and Contract Administration to report to the Deputy Executive Director, Finance.
8. Procurement System Integrity and Control, Section C, 1.0 to add Federal laws: (a) 2 CFR 200 and (b) Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94).
9. Add the following new sections:
 - Architecture and Engineering Services
 - Public Works/Construction
 - Real Estate/Real Property
10. Procurement System Integrity and Control, Section C, 14.0 - Standards of Conduct/Conflicts of Interest to include evaluation panel members.

11. Procurement System Integrity and Control, Section C, insert new paragraph 15.0
- “Non-Conference with Proposers or Subcontractors During Proposal Period”.

Board ratification of these changes will continue to provide the appropriate policy guidance to staff. The entire procurement policy document is available for review on Access’ website at http://accessla.org/about_us/publications.html under “Board Meeting Attachments”.

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND
COORDINATION

RE: FREE FARE ASSESSMENT SURVEY AND REPORT

ISSUE:

Access Services retained the survey firm of The Fairfax Research Group to conduct a statistically valid Free Fare Program survey of Access customers to get a better understanding of customer behavior in their usage of paratransit, fixed route, rail and commuter rail services.

RECOMMENDATIONS:

Receive and file the attached Free Fare Assessment Survey Report.

IMPACT ON BUDGET:

None.

BACKGROUND:

The Fairfax Research Group conducted an independent telephone survey of eight hundred (800) Access customers who used the Free Fare program. For the purposes of obtaining a representative sample of all Free Fare users, Access provided Fairfax Research with an electronic file that contained a complete list of all Access customers who used the Free Fare program at least once in the previous six months.

In order to protect the confidentiality of the survey respondents, the file contained only the names, telephone numbers and taps for each Free Fare user. It did not contain any additional identifying information. Fairfax Research only reports aggregated findings and does not provide Access with information that would identify the opinions and attitudes of individual customers.

Fairfax Research used this file to draw a representative sample frame of all Free Fare users. Using this sample frame, the telephone interviews were conducted between January 9 and 22, 2017. Professional interviewers asked for and interviewed the Free

Fare users by name. Interviews were conducted in English and Spanish and lasted an average of 18 minutes and 50 seconds.

The questionnaire was designed to measure the Access passengers' current utilization of the Free Fare program, trip purposes, reasons for using the Free Fare program, the potential impact on their travel behavior and utilization of fixed route public transit if a per-trip fee, a limit on the number of free trips or a monthly card were instituted and the potential shifts in trips from fixed-route public transit to Access paratransit.

The findings included:

- Many of the riders who used the Free Fare program are often accompanied on their bus and train trips by a PCA. Seven in ten of the Access customers (69%) said they are accompanied by a PCA on at least one bus or train trip a month. These customers averaged approximately 11 bus or train trips a month accompanied by a PCA.
- Getting to doctors' appointments was the most frequently cited reason for using their Access ID card to ride the bus or train. A significant 89% of them said they rode the bus or train to get to a doctor's appointment. Furthermore, 54% of them identified a trip to a doctor's office as their most frequent use of their Access ID card to ride the bus or train.
- A number of Free Fare users (45%) initially claimed the introduction of a per-trip fee or the purchase of a monthly card would not affect their ridership. However, when presented with specific per-trip price points and the potential to incur fees, their responses suggested that a per-trip fee could potentially decrease their ridership of the bus and train.
- Those who said they would take fewer trips on the bus or train if they encountered a per-trip fee, a limit to the number of free trips or a fee for a monthly card, claimed they would most likely call Access for a ride. In addition, they said they would contact a friend or family member for a ride. A number of them said they would take fewer trips and just stay home.
- The number of trips that might potentially shift to Access vary from a low of 1.2 trips at a fee of \$0.25 to a high of 5.1 trips at a fee of \$1.00 per trip. The potential average number of monthly bus and train trips that might shift to Access with the introduction of a monthly TAP card ranged from a low of 0.9 to a high of 1.5.
- Free Fare users want a hypothetical trip limit that will not require them to alter their current utilization of fixed-route public transit and necessitate the paying of fees. They favor an option that grants them as much daily flexibility as possible. Many of them suggested they would call Access to replace at least some of the trips they would no longer take on the bus or train.

- Most of them (83%) said they used their Access ID card to ride the Metro Bus. Approximately half of them (52%) used their Access ID to ride the Metro Rail. They also used the Free Fare program to ride Metrolink (30%), LADOT Dash (25%), Santa Monica's Big Blue Bus (19%), Long Beach Transit (18%), Montebello Bus Lines (15%), Culver City Bus (14%), Foothill Transit (14%), Gardena Transit (12%) and Torrance Transit (11%).
- They felt that most Access ID card holders used their cards appropriately. They disapproved of allowing other people to use their Access ID card to ride the bus or train. This does not appear to be either an accepted or a widespread practice.

Next steps:

Staff and the consultant from Fairfax Research Group presented the survey results to a Community Advisory Committee (CAC) meeting on March 14 and the Regional Paratransit Free Fare Working Group meeting on April 4. Staff also plans to present the results at the next TPAC meeting.

Staff will continue to analyze the results and use the findings to continue discussions with regional partners about the future of the Free Fare program.

The survey and report is available for review on Access' website at http://accessla.org/about_us/publications.html under "Board Meeting Attachments".

APRIL 10, 2017

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through July 2017 at the regularly scheduled Board meetings.

May 22, 2017

Board Meeting - Metro

Agenda Items:	Disposition:
Consideration to Award Contract for Specialized ADA Paratransit Service: West Central Region	Action
Consideration to Extend Term and Increase Funds - Passenger Opinion Survey Services Contract	Action
Consideration to Approve Renewal of Commercial Business Package Insurance	Action
Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program	Action
Consideration to Award Contract for Audit Services	Action
Consideration to Award Contract for Mail Fulfillment Services	Action
Consideration to Approve Lease for Antelope Valley Eligibility Services Location	Action
Consideration to Extend Term and Increase Funds - Parents with Disabilities Contract	Action
Consideration to Extend Term and Increase Funds - Website Services Contract	Action

June 26, 2017
Board Workshop - El Monte

Agenda Items:	Disposition:
Comprehensive Operational Review	Presentation/Discussion

June 26, 2017
Board Meeting - El Monte

Agenda Items:	Disposition:
Consideration to Approve FY2017/18 Budget	Action
Consideration to Authorize Funding for Back-Up Service Providers	Action

July 24, 2017
Board Meeting - Metro

Agenda Items:	Disposition:
TBD	