

access

BOARD OF DIRECTORS MEETING

MONDAY, AUGUST 27, 2018

Closed Session: 12:00 p.m.

General Session: Immediately Following

**The meeting is expected to end by or
before 3:00 p.m.**

ACCESS SERVICES HEADQUARTERS

Council Conference Room, 3rd Floor

3449 Santa Anita Avenue

El Monte CA 91731

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. BOARD OFFICER ELECTIONS (page 7) [Staff Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning August 27, 2018 and ending June 30, 2019 or the election of their successor, whichever last occurs.]	ACTION [Vote Required: majority of quorum by voice vote waiving term limit requirement for this election; Majority of quorum by voice vote for election of slate]
3. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	

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| <p>4. CLOSED SESSION</p> <p>A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i></p> <p>1. <i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></p> <p style="padding-left: 20px;">(i) <i>A point has been reached where, in the opinion of Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against Access Services.</i></p> <p>2. <i>Pending Litigation: Gov. Code §54956.9 (d)(1)</i></p> <p style="padding-left: 20px;">(i) <i>Litigation, to which Access Services is a party, has been initiated formally.</i></p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 25, 2018 (page 12)
[Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
[Vote Required:
majority of quorum
by roll call]</p> |
| <p>6. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>7. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |
| <p>8. SUPERIOR SERVICE AWARD</p> | <p>PRESENTATION</p> |
| <p>9. CONSENT CALENDAR</p> <p>a) Consideration to Approve Board of Directors' Committee Appointments (page 21)</p> <p>[Staff Recommendation: Appoint Board members or their designated appointee to serve on the following committees effective August 27, 2018:</p> <p>Ad Hoc Budget Sub-committee: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner and Director Martin Gombert.</p> <p>Audit Committee: Vice Chair Art Ida, Michelle Caldwell, Foothill Transit (appointed by Director Doran Barnes) and Giovanna Gogreve, Metro (appointed by Chair Nalini Ahuja).</p> | <p>ACTION
[Vote Required:
majority of quorum
by roll call]</p> |

Compensation Committee: Chair Nalini Ahuja, Treasurer Kim Turner, Director Martin Gombert and Director Dolores Nason.]

- b) Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services (AS-3801) (page 23)

[Staff Recommendation: Authorize an extension in the period of performance for one year, effective February 1, 2019 through January 31, 2020 with GCAP for Contract AS-3801.]

- c) Consideration to Approve Overall Triennial Disadvantaged Business Enterprise Goal For FFYs 2019-2021 (page 26)

[Staff Recommendation: Approve the Overall Triennial DBE Goal of 1.5% for FFYs 2019-2021, developed in conformance with revised Title 49 CFR Part 26 provision, for submission to the Federal Transit Administration.]

- d) Consideration to Appoint Community Advisory Committee (CAC) Member (page 29)

[Staff Recommendation: Appoint Ms. Yael Hagen to the CAC effective September 1, 2018.]

- e) Consideration to Renew Agency Insurance Policies (page 31)

[Staff Recommendation: Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not to exceed amount of \$775,000.]

- f) Consideration to Increase Funds - Eligibility Appeal Services Contract (AS-3926) (page 32)

[Staff Recommendation: Authorize an additional \$450,000 in funds with Medical Management Mission, LLC for Contract AS-3926.]

- g) Consideration to Approve Technical Assignment of Eligibility Appeals Contract (AS-3573) (page 34)

[Staff Recommendation: Authorize staff to execute a contract amendment effective October 1, 2018 consenting to the change of control and therefore technical assignment of Contract AS-3573 to Abraham Ishaaya MD, Inc.]

- h) Consideration to Appoint Transportation Professionals Advisory Committee (TPAC) Members (page 36)

[Staff Recommendation: Approve the reappointment of the following six (Group B) members and appoint one new member due to a vacancy.

Group B Reappointments

- Aida Douglas, Long Beach Transit
- Sebastian Hernandez, City of Pasadena
- Jose Medrano, Montebello Bus Lines
- Eric Hoch, Santa Monica's Big Blue Bus
- Frazier Watts, G-Trans
- Norm Hickling, Antelope Valley Transit Authority

New Member

- Nicole Campos, Senior Program Manager, Pomona Valley Transportation Authority]

- i) Consideration to Increase Funds for Where's My Ride Interface Implementation Services (page 38)

[Staff Recommendation: Authorize an additional \$41,590 in funds to the Trapeze Group for PO#1004331.]

- j) Consideration to Approve Contract for Transitional Voice Communication Services (page 40)

[Staff Recommendation: Authorize a transitional agreement for voice communication costs with TMSI for an amount not to exceed \$540,000 for the period of August 1, 2018 - November 30, 2018.]

[Staff Recommendation: Approve Consent Calendar]

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| 10. | CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - CUSTOMER SERVICE CENTER CONTRACT (AS-3955) (page 42)

[Staff Recommendation: Authorize staff to execute the first option term with ALTA effective January 1, 2019 through December 31, 2020 and add an additional \$3,996,000 in funds.] | PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call] |
| 11. | CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) (page 48)

[Staff Recommendation: Authorize an additional \$133,986,361 in funds, a change of rates, and an extension in the period of performance for three (3) years, from April 1, 2019 through March 31, 2022 for Contract AS-3421 with San Gabriel Transit.] | PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call] |
| 12. | CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967) (page 54)

[Staff Recommendation: Authorize an additional \$55,721,385 in funds, a change of rates, and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.] | PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call] |
| 13. | UPCOMING BOARD ITEMS (page 59) | INFORMATION |
| 14. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 15. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 16. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 17. | ADJOURNMENT | ACTION |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is

given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of 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 goldenrod Public Comment Form and submit it to the Secretary of the Board. Public Comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request that 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.

AUGUST 20, 2017

TO: BOARD OF DIRECTORS
FROM: VINCENT EWING, ACCESS SERVICES LEGAL COUNSEL
RE: BOARD OFFICER ELECTIONS

ISSUE:

It is necessary to elect new officers of the Board for Fiscal Year 2018-2019. Attached you will find Bylaw Article VII - Officers of the Agency which details each officer's responsibilities and duties on the Board. In 1999, the Access Board of Directors set a two-year consecutive term limit for each Board Officer seat. This limit may be waived via voice vote by a majority of Board members present.

RECOMMENDATION:

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning August 27, 2018 and ending June 30, 2019 or the election of their successor, whichever last occurs. The nominees are:

Slate of Officers:

Chairperson:	Nalini Ahuja*
Vice Chair:	Art Ida
Treasurer:	Kim Turner*
Secretary:	Theresa DeVera*
Executive Director:	Andre Colaiace

*** Requires term limit waiver by Board**

ARTICLE VII. OFFICERS OF THE AGENCY

A. Officers of the Agency.

The officers of the agency shall be a Chairperson, Vice Chairperson, Executive Director, Secretary and Treasurer. The agency may also have, at the Board's discretion, such other officers as may be appointed in accordance with this article of these bylaws. Any number of offices may be held by the same person, except that neither the Secretary nor the Treasurer may serve concurrently as Chairperson.

B. Election of Officers.

The officers of the agency, except those appointed under Article VII, Section C of these bylaws, shall be chosen annually by the Board and shall serve at the pleasure of the Board, subject to the rights, if any, of any officer under any contract of employment.

C. Other Officers.

The Board may appoint and may authorize the Executive Director to appoint any other officers that the corporation may require, including, without limitation, a Chief Operating Officer. Each officer so appointed shall have the title, hold office for the period, have the authority, and perform the duties specified in the bylaws or determined by the Board.

D. Removal of Officers.

Without prejudice to any rights or an officer under any contract of employment, any officer may be removed with or without cause by the Board and also, if the officer was not chosen by the Board, by any officer on whom the Board may confer that power of removal.

E. Resignation of Officers.

Any officer may resign at any time by giving written notice to the agency. The resignation shall take effect as of the date the notice is received or at any later time specified in the notice and, unless otherwise specified in the notice, the resignation need not be accepted to be effective. Any resignation shall be without prejudice to the rights, if any, of the agency under any contract to which the officer is a party.

F. Vacancies in Office.

A vacancy in any office because of death, resignation, removal, disqualification, or any other cause shall be filled in the manner prescribed in these bylaws for regular appointments to that office, provided, however, that vacancies need not be filled on an annual basis.

G. Responsibilities of the Officers.

1. Chairperson of the Board:

The chairperson shall preside at meetings of the Board and at meetings of the members and shall exercise such other powers and duties as the Board of Directors shall assign from time to time. In the absence of an Executive Director or Chief Operating Officer, the chairperson shall become the chief executive officer of the corporation and, subject to such supervisory powers as the Board may give to the chairperson of the Board, if any, and subject to the control of the Board, shall direct, supervise and control the agency's activities, affairs and officers until such time as an Executive Director is elected.

2. Vice Chairperson of the Board:

If the chairperson is absent or unable to perform the duties of the chair, the vice chairperson shall perform all of the duties of the chairperson. When so acting, the vice chairperson shall have the powers of and be subject to all the restrictions applied on the chairperson. The vice chairperson shall have such other powers and perform such other duties as the Board may prescribe.

3. Executive Director:

The Executive Director shall be the Chief Executive Officer of the agency and, subject to such limits as the Board may place on the supervisory powers of the Executive Director, if any, and subject to the control of the Board, shall direct, supervise and control the agency's day-to-day activities, affairs and non-board appointed officers.

4. Chief Operating Officer:

In the absence or disability of the Executive Director, the Chief Operating Officer, if any, shall perform all the duties of the Executive Director, and when so acting shall have all the powers of, and be subject to all the restrictions upon the Executive Director. The Chief Operating Officer shall have such other powers and perform such other duties as from time

to time may be prescribed for them respectively by the Board of Directors, the Bylaws or the Executive Director.

5. Secretary:

a. Book of Minutes:

The secretary shall keep, or cause to be kept, at the corporation's principal office or other such place as the Board may direct, a book of minutes of all meetings, proceedings, and actions of the Board, of committees of the Board and of members' meetings. The minutes of meetings shall include the time and place that the meeting was held, whether the meeting was annual, regular, or special, and, if special, how authorized, the notice given, the names of those present at Board and committee meetings, and the number of members present or represented at members' meetings. The secretary shall keep or cause to be kept, at the principal office in California, a copy of the articles of incorporation and bylaws, as amended to date.

b. Membership Records:

The secretary shall keep or cause to be kept, at the agency's principal office or at a place determined by resolution of the Board, a record of the agency's members, showing each member's name, address, and class of membership.

c. Notices, Seal and Other Duties:

The secretary shall give, or cause to be given, notice of all meetings of members, of the Board and of committees of the Board required by these bylaws to be given. The secretary shall keep the corporate seal in safe custody and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

6. Treasurer:

a. Books of Account:

The treasurer shall keep and maintain, or cause to be kept and maintained, adequate and correct books and accounts of the agency's properties and transactions. The treasurer shall send or cause to be given to the members and directors such financial statements and reports as are required to be given by law, by these

bylaws, or by the Board. The books of account shall be open to inspection by any director at all reasonable times.

b. Deposit and Disbursement of Money and Valuables:

The treasurer shall deposit, or cause to be deposited, all money and other valuables in the name and to the credit of the corporation with such depositories as the Board may designate, shall disburse the corporation's funds as the Board may order, shall render to the chairperson of the Board and the Board, when requested, an account of all transactions as treasurer and of the financial condition of the agency, and shall have such other powers and perform such other duties as the Board or the bylaws may prescribe.

c. Disbursement of Funds:

The following signatures shall be required on corporate checks:

- (i) The Board of Directors may from time to time open an account or accounts with banks or other financial institutions and shall designate which officers or other designees shall have the authority to execute checks and other items for an on behalf of the agency.
- (ii) The Treasurer shall disburse or cause to disburse the funds of the agency with such banks or the financial institutions as designated by the Board of Directors. The Treasurer shall periodically review or cause to be reviewed the disbursements of funds to ensure that all disbursements are undertaken in a manner consistent with procedures established by or under the authority of the Board of Directors.



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

**Access Services
3449 Santa Anita Ave.
El Monte, CA 91374**

**Monday, June 25, 2018
12:15 p.m.**

1. CALL TO ORDER

Meeting called to order by Director Ahuja at 12:15 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Angela Nwokike. Ex Officio: TPAC Vice Chair Giovanna Gogreve. Legal Counsel Roger Colvin.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Ex-Officio: CAC Chair Michael Conrad

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments

3. CLOSED SESSION REPORT

Access Services Legal Counsel Roger Colvin briefed the audience on the outcome of the closed session. The Board met in closed session and discussed the following item: Reynaga v. LACMTA, Access et al. No reportable action was taken and no direction was required.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 21, 2018

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes as submitted, seconded by Secretary Nwokike. Via Roll Call, Vice-Chair Ida abstained, all others were in favor, motion passed.

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Giovanna Gogreve, Vice-Chair of the Transportation Professionals Advisory Committee (TPAC) provided a brief report of the May 10, 2018, TPAC meeting. Access Services Executive Director Andre Colaiace informed the committee on his recent meeting with the FTA's Office of Civil Rights in Washington DC. The meeting was to seek clarification on some outstanding items from the last ADA compliance review, and a formal response will be sent to FTA to close out these findings in the coming weeks. He also provided a report on the April 2018 Triennial Review and overall the review went very well with some minor changes to the procurement process. Additionally, staff presented items on the ProMaster fleet design, Fleet Replacement Allocation, Draft Budget, Medi-Cal update and the Operations report.

6. GENERAL PUBLIC COMMENT

Ms. Mary Griffieth acknowledged the Board members, staff, and the audience. She stated that the Board members and Access staff should speak into the microphone so that the audience may hear them speak during the meeting. Secondly, Ms. Griffieth encouraged the Board members and Access staff to acknowledge the audience before the meeting commences.

Andre Colaiace Executive Director assigned Louis Burns to meet with Ms. Griffieth after the meeting.

Ms. Drusilla Hale acknowledged the Board Members. She stated that her mother has been an Access rider for over four years and she would like to report on her mother's quality of service and complaints. Her mother is 84 years old and now lives in an assisting living facility. Additionally, her mother uses a manual wheelchair and receives dialysis treatments three times a week. Ms. Hale stated that both she and her brother take care of their mother and they are grateful for Access' service. However, the following situations continue to happen: First, her mother was dropped off late for her dialysis appointments. Second, Access drivers continue to no-show her mother while she is waiting for her ride. Finally, Ms. Hale stated that Access has not replied to her mother's emailed Reasonable Modification request to meet her mother at the door of the assisted living facility.

Andre Colaiace assigned Chief Operations Officer Mike Greenwood to meet with Ms. Hale after the meeting.

Renee Madera made a public comment by stating the following issues. First, her reservation profile states to provide one seatbelt extension for her trips. However, now she is requesting a second seatbelt extension to accommodate other riders that may need the same accommodations. Secondly, she recently reported an issue to the operations manager concerning a driver who didn't approach her properly. The driver physically approached her not knowing the proper protocol in guiding her to the vehicle. She should not have to explain in detail the reason why she requires a driver's assistance. Lastly, a driver responded angrily towards her boyfriend when he asked for a seatbelt extension. Ms. Madera stated that these issues continue to happen and the staff needs to address them.

Andre Colaiace assigned Project Administrator Faustino Salvador to meet with Ms. Madera after the meeting.

Daniel Garcia made a public comment by stating that Access staff and the Board should make an appeal on behalf of the riders to fund and expand the Parents with Disabilities program throughout Los Angeles County on a permanent basis.

7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

Project Administrator Faustino Salvador presented Jessica Carpio from MV Transportation with the Superior Service Award.

8. CONSENT CALENDAR

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

8-a Consideration to Approve Extension of Term and Increase Funds for Website Services (AS-3221)

8-b Consideration to Award Contract for Voice Communication Services (AS-4445)

Public Comment: None

Director Nason requested that Item 8-a be pulled for the purpose of discussion.

Motion made by Treasurer Turner to approve Item 8-b on the consent calendar, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

Director Nason inquired as to when the contract was first awarded and the term of the extension. Director of Information Technology Bill Tsuei replied the contract was awarded in 2012 and staff intends to rebid the contract next year. This contract extension would consist of \$50,000 for maintenance and \$35,000 to create a Spanish version of the website, an events searching capability and the ability to transfer information from Access' website to other transit agencies.

Motion made by Vice-Chair Ida to approve Item 8-a on the Consent Calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

9. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2018/19.

Recommendation: Approve the FY 2018/19 budget as presented.

Public Comment

Yael Hagen made a public comment expressing her concerns pertaining to Measure M versus Prop C funding. She was disappointed that the Measure M funding would not be used for improvements and new projects.

Daniel Garcia made a public comment by recommending a policy change for the length of time someone is given eligibility from three years to four years, which would be more savings for Access.

Board Members Comments

Treasurer Turner pointed out that the budget presentation should have been sent to the Directors earlier to allow them enough time to review and come up with some questions to ensure everything is okay. Additionally, she suggested to include the presentation charts into the budget report. Andre Colaiace, Executive Director replied point well taken and staff would make sure to include all presentation charts into the budget report next year.

Director Ida commented that he noticed we had some changes in the past to our current contractors due to minimum wage changes. Are we incorporating and or anticipating those changes going forward in the 2019 budget? Hector Rodriguez, Deputy Executive Director, replied the West Central, Northern and Santa Clarita region contracts were rebid and the cost of those regions are programmed in. Staff negotiated increases for the drivers only for the remaining three regions; Southern, Eastern and Antelope Valley and those costs were included in the FY19 budget.

Secretary DeVera asked Access staff a question pertaining to providing the budget report to Member agencies. Andre Colaiace replied we referred to the budget in

previous Behind the Scenes newsletters. However, moving forward we can certainly send them the budget with a cover letter. He stated that we have never done that in the past but it is a good idea.

Treasurer Turner asked how many full-time equivalent positions and actual bodies does this budget propose. She also asked what is the actual operating cost per hour. Hector Rodriguez replied there are seventy-one positions in the budget, which is the same as in FY2017/18. In regards to the cost per hour question, Access uses cost per trip whereas the cost per hour is more related to fixed route services. Andre Colaiace commented that we used to calculate by cost per hour. However, we found that it is more efficient to do a cost per trip and there is no incentive for being efficient if we reimburse contractors on cost per hour.

Secretary DeVera stated that it is difficult to approve the budget as there was not enough time to fully review it. Andre Colaiace replied that we traditionally have a budget subcommittee as was done this year. However moving forward we could do a budget workshop for the Board Members.

Motion made by Director Gombert to approve staff recommendation, seconded by Director Troost. Via Voice Vote - all were in favor, motion passed.

10. PARENTS WITH DISABILITIES PILOT PROGRAM

Recommendation: Authorize an additional \$356,720 in funds and an extension in the period of performance from July 1, 2018, to June 30, 2019, with MV Transportation (AS-3403) to continue the Parents with Disabilities pilot program.

Public Comment

Albert Contreras made a public comment by stating that he has used Access Services for over 20 years. He supports staff's recommendation to extend the Parents with Disabilities program and it should be funded for all regions.

Yale Hagen thanked Access staff and the Board of Directors for being very responsive to this program and for understanding how important this program is to the Parents with Disabilities (PWD) participants' quality of life.

Cynthia Samano made a public comment by stating that she supports the motion to extend the PWD program. She gathered over one hundred signatures to continue this program and thanked Access staff for listening to their request.

Daniel Garcia thanked the Board and staff for extending the PWD program. The PWD program should be funded for all the regions.

Dina Garcia thanked the staff and the Board of Directors for their support and stated that she supports the recommendation to extend the PWD program.

Julie Rivas made a public comment by stating that she supports the recommendation to continue the Parents with Disabilities program. This program has been life changing for both she and her daughter and has improved their quality of life.

Gordon Cardona made a public comment by stating that he supports the Parents with Disabilities program and hopes this program will continue in the San Fernando Valley and expand to the other regions.

Motion made by Director Barnes to approve staff recommendation, seconded by Director DeVera. Via Roll Call Vote - all were in favor, motion passed.

11. CONSIDERATION TO ADJUST SERVICE PROVIDER PROCUREMENT SCHEDULE

Recommendation: Authorize staff to negotiate contract extensions with the Southern and Eastern region service providers.

Public Comment

None.

Board Member Comment

Treasurer Turner asked if it is possible to wait until the real estate options are done with Metro before moving forward. Hector Rodriguez replied he believes so. However, the contract expires in March and we need authority to negotiate an extension. It is too late to put out a bid and it is important that the Board provide us the authority to negotiate in order to know where we stand.

Motion made by Director Barnes to approve the staff recommendation, seconded by Treasurer Turner. Via Roll Call Vote - all were in favor, motion passed.

12. KEY PERFORMANCE INDICATORS

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

Public Comment

Yale Hagen made a public comment by stating that she has noticed an improvement in the last few months especially having no dropped calls in a while. Additionally, she stated that the reservation hold time key performance indicator is reflected in the negotiation process and has nothing to do with having so many calls at the end of the day. Many times riders have to call back continually throughout the day to negotiate the time they need to travel.

13. UPCOMING BOARD ITEMS

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

14. EXECUTIVE DIRECTORS REPORT

Andre Colaiace shared that he spoke at the Paratransit Riders Coalition Annual meeting on June 4th at the California Endowment Center. He updated the audience on some of the initiatives that Access Services has been pursuing and shared the agency's future plans. Mr. Colaiace also complimented Director Nason on the wonderful 42nd Annual Awards Dinner event held at the Disabled Resources Center in Long Beach. Lastly, as you exit the building please stop and look at our proposed Access sticker for our taxi partners. Our design coordinator Josh Southwick created a design scheme that would make it much easier for our customers to identify an Access taxi out in the field. We would like your feedback and let us know what you think.

Public Comment

None.

15. BOARD MEMBER COMMUNICATION

Giovanna Gogreve thanked the staff and Mike Greenwood for a great KPI presentation. She expressed that we are all seeking the same goal which is to improve the quality of service.

Director Nason thanked Hector Rodriguez for doing a great job on the presentations as well as staff.

Director Barnes had no comment.

Director Gombert stated that he attended the Community Advisory Committee (CAC) June 12th meeting. The input received from the CAC Members is always beneficial. Additionally, he thanked the staff for the work they did on all of the items, especially the FY19 budget and the Parents with Disabilities item. Mr. Gombert stated that Director Nason's event was terrific and her organization does fantastic work.

Director Turner thanked the staff and all the attendees for being at the meeting. We appreciate your feedback, input, your research and all that you do for our riding public.

Director Ida thanked all in attendance for their comments. He is really glad that the Parents with Disabilities pilot program was passed and is looking forward to seeing what we can do with this program.

Director Nwokike thanked the staff for all of their contributions. Additionally, she thanked all of the riders for attending the meeting, including Ms. Griffith.

Director Troost invited all to attend the Board of Supervisor's Scholarship event on June 26, 2018, at 9:30 a.m. He also thanked everyone for their continued support for the PWD program and thanked the staff for their presentations.

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

Public Comment

Ms. Hale made additional public comment pertaining to two different events at her mother's assisting living facility. 1) A driver approached her mother on January 29, 2018, shouting and screaming that she should be outside waiting. The driver told her mother to shut-up after she asked the driver if he was going to transport her. Ms. Hale reported the incident to the Elder Abuse Hotline and the Sheriff's department. Secondly, in December 2017 she approached a driver sitting and waiting inside an Access van and informed the driver that her mother was inside and she would bring her out to the vehicle. The driver left without her mother and she was reported as a no-show.

Andre Colaiace assigned Chief Operations Officer Mike Greenwood to meet with Ms. Hale after the meeting.

17. ADJOURNMENT

Motion made by Director Nason, second by Treasurer Turner. Via voice vote all were in favor, motion passed. The meeting adjourned at 3:38 p.m.

Approved

Theresa DeVera, Secretary

Date

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE BOARD OF DIRECTORS' COMMITTEE APPOINTMENTS

ISSUE:

It is necessary to appoint Board members to the Ad Hoc Budget Subcommittee, Audit Committee, and Compensation Committee on an annual basis.

RECOMMENDATION:

Appoint Board members or their designated appointee to serve on the following committees effective August 27, 2018:

Ad Hoc Budget Subcommittee: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner and Director Martin Gombert.

Audit Committee: Vice Chair Art Ida, Michelle Caldwell, Foothill Transit (appointed by Director Doran Barnes) and Giovanna Gogreve, Metro (appointed by Chair Nalini Ahuja).

Compensation Committee: Chair Nalini Ahuja, Treasurer Kim Turner, Director Martin Gombert and Director Dolores Nason.

BACKGROUND:

Ad Hoc Budget Subcommittee

In order to facilitate Board participation and understanding of the operating budget, an ad hoc subcommittee of the Board should be established to review and advise staff regarding the proposed budget in preparation for the draft budget approval. This process has been helpful in the past and staff requests that the Board once again establish this ad hoc budget committee. Access will need to provide a preliminary line

item budget for Fiscal Year 2019/20 to Metro by March 1, 2019 and, based on Board feedback, will seek to have a full Board budget workshop in early February.

After the budget is further refined, the ad hoc subcommittee will meet to discuss major budgetary cost drivers. Staff will subsequently present a final budget for approval during the June 2019 Board meeting, after which the annual Memorandum of Understanding (MOU) between Access and Metro would be executed.

Audit and Compensation Committees

In July of 2005, the Board adopted a resolution forming and appointing an Audit Committee and Compensation Committee. The above individuals are proposed for these committees.

California Government Code § 12586(e) (2) requires that:

- a. Certain non-profit entities create an audit committee.
- b. That no staff member can be a member of that committee.
- c. The audit committee may include persons who are not members of the Board of Directors.
- d. Members of the Audit Committee shall not receive any compensation from the corporation in excess of the compensation, if any, received by members of the Board of Directors for service on the Board and shall not have a material financial interest in any entity doing business with the entity.
- e. Subject to the supervision of the Board of Directors, the Audit Committee shall be responsible for recommending to the Board of Directors the retention and termination of the independent auditor and may negotiate the independent auditor's compensation, on behalf of the Board of Directors.
- f. The Audit Committee shall confer with the auditor to satisfy its members that the financial affairs of the corporation are in order.
- g. The audit committee shall review and determine whether to accept the audit;
- h. The audit committee shall assure that any non-audit services performed by the auditing firm conform with standards for auditor independence; and
- i. The Audit Committee shall approve performance of non-audit services by the auditing firm.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO APPROVE EXTENSION OF TERM FOR
DISADVANTAGED BUSINESS ENTERPRISE (DBE) CONSULTING
SERVICES (AS-3801)**

ISSUE:

Board approval is necessary to exercise the third and final option year of the contract with GCAP Services, Inc. (AS-3801) for Disadvantaged Business Enterprise (DBE) consulting services.

RECOMMENDATION:

Authorize an extension in the period of performance for one year, effective February 1, 2019 through January 31, 2020 with GCAP for Contract AS-3801.

IMPACT ON BUDGET:

None. The funds are programmed in the current FY2018/19 budget and will be included in the FY2019/20 budget. There is no change to the not-to-exceed contract amount of \$232,898.

The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

Current staffing levels are not adequate to meet the needs of Federal DBE compliance requirements. The staff position responsible for DBE compliance is also responsible for grants and overall compliance with all the Federal Transit Administration (FTA) grants management requirements including Consolidated Transportation Service Agency

(CTSA) and training programs. Due to the volume and scope of these duties, it is not feasible to manage the above functions in-house without additional resources and assistance.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with GCAP, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

DOT-assisted contracts must comply with Title 49 CFR Part 26, (Participation by Disadvantaged Business Enterprise in Department of Transportation (DOT) Financial Assistance Programs). The rule was promulgated to assist small businesses (minority and/or women owned), controlled by socially and or economically disadvantaged individuals, by providing them with contracting opportunities on DOT assisted programs.

Access Services is required to certify DBE compliance in the form of a biannual report to the Regional Civil Rights Office. Access is also required to conduct a triennial analysis, where an annual DBE goal is established through complex research, following USDOT's established guidelines. The purpose of the overall goal is to establish the anticipated amount of DBE participation on DOT-assisted projects and to encourage transit entities to conduct outreach on procurements to DBEs and Small Businesses.

Access Services FFYs 2019-2021 DBE Goal Setting Methodology can be found at:
https://accessla.org/uploads/files/AccessServices_DBEGoalFY19-21.pdf

Access Services has been utilizing the services of a qualified consultant in complying with civil rights requirements with the DBE Program since it became an FTA grantee. The consultant provides monitoring and oversight to Access' DOT funded contractors and their sub-contractors to ensure the DBE program implemented by Access is compliant with DOT and FTA rules.

DBE services are also needed to develop recommendations for corrective measures, and provide proactive outreach and ensure good faith efforts toward greater utilization of DBEs. GCAP has played a vital role in ensuring Access' compliance with the DBE program. GCAP successfully established Access' triennial goal including program

policy and continues to monitor contractors along with providing critical support with the bi-annual reports. GCAP has also assisted staff in preparation with the FTA's triennial review process, assisting with document review and other tasks. GCAP staff was on-site during the triennial review to assist staff during the DBE program interviews.

Access Services DBE Policy can be found at:

https://accessla.org/uploads/files/AccessServices_DBE%20Policy.pdf

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO APPROVE OVERALL TRIENNIAL
DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL FOR FFYs
2019-2021**

ISSUE:

Development of Access Services' Overall Triennial Disadvantaged Business Enterprise (DBE) Goal for Federal Fiscal Years (FFYs) 2019-2021 is required as a condition of federal financial assistance.

RECOMMENDATION:

Approve the overall Triennial DBE Goal of 1.5% for FFYs 2019-2021, developed in conformance with revised Title 49 CFR Part 26 provision, for submission to the Federal Transit Administration (FTA).

IMPACT ON BUDGET:

No impact on budget.

BACKGROUND:

Access' DBE Program seeks to ensure nondiscrimination in the award and administration of DOT-assisted contracts and to create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.

Access is required to develop and submit a DBE Overall Triennial Goal for DBE participation as a condition of receiving federal assistance, pursuant to Section 1101 of the Transportation Equity Act for the 21st Century; 49 CFR Part 26; the Federal

Transportation Administration (FTA) Master Agreement, and the American Recovery and Reinvestment Act of 2009 (i.e. Economic Stimulus Package), which includes DBE provisions and requirements. Furthermore, Access received a Notice/Guidance from the Federal Transit Administration in 2006 which directed all DOT recipients in the Ninth Circuit to implement a wholly race-neutral DBE Program.

DOT Policy Race Neutral Directives

As a direct recipient of federal funds, Access Services has developed its Overall Triennial Goal for DBE participation in its Federal Fiscal Years 2019-2021 DOT-assisted contracts. In response to the race neutral directives issued by the Department of Transportation in 2006, Access will continue to implement its DBE Overall Annual Goal race neutrally. In a wholly race-neutral program, the recipient does not set contract goals on any of its DOT-assisted contracts for which DBE subcontracting possibilities exist.

Overall Triennial DBE Goal

As indicated above, the recommended Overall Triennial DBE Goal for Access's DOT-assisted contracting program for FFYs 2019-2021 is 1.5%. The goal was established utilizing the federal two-step goal setting methodology and represents the level of DBE participation that could reasonably be expected on federal-aid contracts. Access Services FFYs 2019-2021 DBE Goal Setting Methodology can be found at: https://accessla.org/uploads/files/AccessServices_DBEGoalFY19-21.pdf

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

Such outreach activities may include participation as an exhibitor at large regional transportation-focused outreach events, trade fairs and workshops, interfacing with minority and women business associations and business development centers, and advertising in minority publications to provide DBEs and small businesses with current information of upcoming Access procurement and contracting possibilities. Access may also provide pre-bid/pre-proposal conferences to afford networking opportunities for primes and subcontractors. Access will promote and encourage teaming opportunities between prospective prime contractors and the DBE and small business contracting community.

As per FTA requirements a public notice advertising the FFY 2019-2021 Overall Triennial DBE Goal for public comment was published in June 2018.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION

RE: CONSIDERATION TO APPOINT COMMUNITY ADVISORY COMMITTEE (CAC) MEMBER

ISSUE:

The Community Advisory Committee (CAC) currently has a membership vacancy. In accordance with the CAC bylaws, Board approval is required to appoint a new member to the committee.

RECOMMENDATION:

Appoint Ms. Yael Hagen to the CAC effective September 1, 2018.

IMPACT ON BUDGET:

None

BACKGROUND:

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues in order to improve Access' transportation program.

In January 2018, Access staff distributed a notice of a vacancy on the CAC. This notice was published on its website, in the Behind the Scenes newsletter, and via email to various community stakeholders, including all the Regional Centers and Independent Living Centers in the county. The notice provided instructions to interested persons on the steps to complete an application. Staff eventually received four applications.

In March 2018, the CAC formed a membership subcommittee comprised of three current CAC members whose duties were to review the applications and conduct interviews. The subcommittee members were Chairperson Michael Conrad, Kurt Baldwin and Terri Lantz. Of the four applications received, one applicant was disqualified from further consideration because she did not attend any CAC meetings in accordance with Article 3.1, Section 3 of the bylaws which states 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. The remaining three applicants were then scheduled for interviews in May and June 2018.

On May 24 and June 12, 2018, the membership subcommittee interviewed and rated the three applicants. All applicants were asked the same questions by the subcommittee regarding their experience and interest in joining the CAC. Each interview lasted approximately one hour. Once all three applicants were interviewed, the subcommittee members met again to deliberate and selected the highest rated applicant (Yael Hagen) for recommendation to the full committee.

At the July 10, 2018 meeting of the CAC, the full committee took action to approve Yael Hagen's membership and forwarded their recommendation to the Access Board of Directors for final review and approval.

Ms. Yael Hagen is a lifelong disability rights activist and a transportation advocate. As a founding member of the Paratransit Riders Coalition, Ms. Hagen has been at the forefront of advancing transportation equality and ensuring Access customers receive safe and reliable service. She was instrumental in working with staff to establish the Parents with Disabilities Pilot program.

Excerpted below is the relevant portion of the bylaws that address CAC membership.

ARTICLE 3.1 -MEMBERSHIP APPLICATION PROCESS

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.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: CONSIDERATION TO RENEW AGENCY INSURANCE POLICIES

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2018.

RECOMMENDATION:

Approve the purchase of various Agency insurance policies, including property, general liability, executive management liability and workers' compensation insurance for a not-to-exceed amount of \$775,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2018/19 includes the cost of these policies. The funding for these policies comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

BACKGROUND:

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for the various insurance policies. Upon Board approval, staff will authorize SCM to purchase the policies with an effective date of no later than November 1, 2018, and December 1, 2018 for the Workers' Compensation policy.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

**FROM: BRIAN SELWYN, PROCUREMENT/CONTRACTS ADMINISTRATOR
GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY**

**RE: CONSIDERATION TO INCREASE FUNDS - ELIGIBILITY APPEAL
SERVICES CONTRACT AS-3926 (MEDICAL MANAGEMENT MISSION,
LLC)**

ISSUE:

Board authorization is needed to add funds to Eligibility Appeal Services Contract AS-3926 with Medical Management Mission, LLC (MMM) in order to meet the demand for appeals for the final nineteen (19) months of the contract.

RECOMMENDATION:

Authorize an additional \$450,000 in funds with Medical Management Mission, LLC for Contract AS-3926.

IMPACT ON BUDGET:

This administrative action will be accommodated in the budgets for fiscal years 2018/19 and 2019/20. This action will result in an increase in the total contract amount, from \$650,000 to \$1,100,000, with no change in the rates of compensation listed in the subject contract.

ALTERNATIVE CONSIDERED:

No alternatives were considered. An eligibility appeals process is mandated by the Americans with Disabilities Act (ADA) and thus must be provided.

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 amendment of the existing contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the amendment 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:

The ADA requires an appeal process be established to review eligibility determinations. An applicant may appeal any decision pertaining to eligibility including level of eligibility determination (e.g. restricted or temporary eligibility, denial of eligibility, etc). To appeal, the applicant submits an appeal request to Access. Access forwards copies of the appeal, the appellant's initial evaluation and other pertinent information to an appropriate appeals contractor (of which MMM is one) based upon the nature of the appeal request. The appeal contractor schedules an appointment with the appellant. If needed, Access provides transportation to and from the location of the appeal appointment for the appellant at no cost to the appeal contractor or appellant.

Access establishes and maintains working relationships with a variety of disability professionals to address concerns of persons with a wide variety of conditions. At a minimum, Access must be able to respond appropriately to appeals from persons with physical disabilities, cognitive disabilities (including developmental disabilities and mental health concerns), and sensory disabilities (e.g. visual or auditory). Access currently contracts with three medical firms, one physical therapist, one clinical psychologist and two orientation mobility specialists to conduct appeal evaluations.

Access must refer appeals to the appropriate type of appeals specialist and, if possible, schedule the evaluations as close to an applicant's home or place of business as possible. At this time, MMM is the only medical firm performing appeal services on behalf of Access in the San Fernando Valley. (It also performs appeal evaluations at its office in West Hollywood.) Staff is very pleased with the practice's performance and recommends continuing to fund this contract.

MMM is currently seeing an average of 54 clients per month vs. 31 per month originally estimated for the current contract year (July 2018-June 2019) and 33 per month originally estimated for the final contract year (July 2019-June 2020). This increase is due to their location being more effective for scheduling for San Fernando Valley applicants as opposed to transporting to the West Los Angeles or Commerce appeals specialists locations. The increase in funding would allow the contract to operate at the higher client average through the completion of its term. Current funding is expected to run out in early 2019.

In general, while MMM is seeing an increase in appeals due to the reasons outlined above, there has been an overall reduction in appeals since the transition of the contract last July from CARE Evaluators to MTM.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

**FROM: BRIAN SELWYN, PROCUREMENT/CONTRACTS ADMINISTRATOR
GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY**

**RE: CONSIDERATION TO APPROVE TECHNICAL ASSIGNMENT OF
ELIGIBILITY APPEALS CONTRACT (AS-3573)**

ISSUE:

Olympic Medical Evaluations (OME) has been purchased by Abraham Ishaaya MD, Inc. (AI). Board approval is required to authorize staff to consent, on behalf of Access, to this transaction.

RECOMMENDATION:

Authorize staff to execute a contract amendment effective October 1, 2018 consenting to the change of control and therefore technical assignment of Contract AS-3573 to Abraham Ishaaya MD, Inc.

IMPACT ON BUDGET:

This item will have no impact on the approved Fiscal Year 18/19 budget as the terms and conditions of the contract will not change following re-assignment.

ALTERNATIVES CONSIDERED:

Given the nature of the request, no alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff, with the aid and advice of legal counsel, would be authorized, but not required, to negotiate the terms of a consent by Access to the change of control of OME and of the assignment and assumption of AS-3573 by AI in a manner and containing terms and conditions reasonably necessary and appropriate to protect the interests of Access. Access Services would not be legally bound to the consent or the assignment of the contract unless and until such consent and assignment are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access' contract with OME, one of three medical eligibility appeals specialists, will expire on January 31, 2019. Eligibility Appeal Services are procured through an open Statement of Qualifications/Request for Quotations (SOQ/RFQ) process which allows qualified firms to bid on the services at any time. A revised SOQ/RFQ will be issued in the coming weeks in order to ensure adequate coverage as five of the seven contracts expire in January or February 2019.

AI's acquisition of OME was finalized on August 1, 2018 and has been characterized as mutually beneficial to both parties. As a result of this acquisition, the two practices have, in effect, merged services, giving the new entity an enhanced ability to serve the needs of current and future clinic patients and Access evaluation appeal clients alike. OME, led by Dr. Yakov Treyzon, is an established medical evaluation clinic, recognized for its ability to complete and process medical evaluations related to identification of impairments and their respective functional capacity. OME has been working with the agency for over two decades. For its part, AI has served the local community with multiple appointments to several acute care and convalescent facilities. AI's director, Dr. Abraham Ishaaya, also serves as a clinical instructor at the UCLA School of Medicine. Ultimately, the broad clinical expertise of both entities will only enhance the appeal evaluation program and thus staff recommends the Board's approval of this assignment.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION

RE: CONSIDERATION TO APPOINT TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBERS

ISSUE:

Six Transportation Professionals Advisory Committee (TPAC) members have terms that will expire on October 28, 2018. The reappointments recommended below are for two-year terms beginning October 2018. These terms will expire in October 2020.

RECOMMENDATION

Approve the reappointment of the following six (Group B) members and appoint one new member due to a vacancy.

Group B Reappointments

- Aida Douglas, Long Beach Transit
- Sebastian Hernandez, City of Pasadena
- Jose Medrano, Montebello Bus Lines
- Eric Hoch, Santa Monica's Big Blue Bus
- Frazier Watts, G-Trans
- Norm Hickling, Antelope Valley Transit Authority

New Member

- Nicole Campos, Senior Program Manager, Pomona Valley Transportation Authority

IMPACT ON BUDGET

None

BACKGROUND

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on odd numbered years. Group B members have term expiration dates which occur on even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers.

Nicole Campos is a Senior Program Manager for the Pomona Valley Transportation Authority (PVRTA) where she manages the agency's Dial-A-Ride and other transportation programs. PVRTA offers transportation programs for the cities of Pomona, Claremont, LaVerne, and San Dimas. Programs include the Pomona Valley Get About program for seniors and disabled, Claremont Dial-a-Ride, Pomona Group Services, and San Dimas Dial-a-Cab. PVRTA also partners with Community Senior Services to Sponsor the Community Connections Volunteer Driver Program.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO INCREASE FUNDS FOR WHERE'S MY RIDE (WMR) INTERFACE IMPLEMENTATION SERVICES

ISSUE:

Board action is required to increase funding for WMR interface implementation services, including licensing fees and support, to allow real time vehicle location data in the Santa Clarita region to be shared with the WMR mobile app.

RECOMMENDATION:

Authorize an additional \$41,590 in funds to the Trapeze Group for PO#1004331.

IMPACT ON BUDGET:

The costs associated with implementation services have been programmed in the FY2018/19 budget and annual licensing fees will be allocated appropriately in the subsequent fiscal year. This action will result in an increase of the contract not-to-exceed amount from \$57,702.50 to \$99,292.50. The funding for these services comes from Measure M funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered as this sole-source contract specifically addresses the real time vehicle location data interface between the Trapeze application used in the Santa Clarita region and the WMR mobile app. Trapeze Group is the sole owner of the Trapeze application.

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:

WMR is Access' mobile app that provides real time vehicle arrival information via smart phones. In order to allow WMR to present the real time vehicle location data on the smart phones, the WMR app needs to access the back-end dispatching system used by the service provider via an application programming interface (API). This implementation services amendment will cover API implementation, quality assurance testing and annual licensing fees for the Trapeze application used by the service provider in the Santa Clarita region.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO APPROVE CONTRACT FOR TRANSITIONAL VOICE COMMUNICATION SERVICES

ISSUE:

Board approval is required to approve transitional voice communication costs due to the delayed implementation of AT&T's toll-free 800 VoIP services.

RECOMMENDATION:

Authorize a transitional agreement for voice communication costs with TMSI for an amount not to exceed \$540,000 for the period of August 1, 2018 to November 30, 2018.

IMPACT ON BUDGET:

This is a month-to-month agreement that will only be continued until the AT&T VoIP services are implemented. The funding for these services comes from Prop C discretionary funds.

ALTERNATIVES CONSIDERED:

No other options were considered as toll-free 800 services are a mission critical application that allows riders to contact Access' service providers for a variety of needs.

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 TMSI, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access' transition of voice communication services (800 numbers) from TMSI to AT&T's VoIP network was originally scheduled to occur by August 1, 2018. A delay occurred when MV Transportation, Access' Northern Region provider, made a change to its proposed VoIP architecture by moving to a cloud based VoIP system hosted in Dallas, TX. As a result, staff has had to work with our VoIP vendor and MV's VoIP vendor to develop a new architecture. Because of the change, the go live schedule has postponed until late September or potentially early October.

In order to continue providing 800 services, it is necessary to have transitional voice communication services provided by TMSI until the final cutover. While staff is confident that the new schedule is achievable, staff is requesting funding through November 30th in case of any other issues.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
DAVID FOSTER, PROJECT ADMINISTRATOR**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
CUSTOMER SERVICE CENTER CONTRACT (AS-3955)**

ISSUE:

Board approval is required to exercise the first option term of the contract with ALTA Resources (AS-3955) for the customer service (call center) contract.

This contract has a two-year base term with two (2) two-year option terms, and the base term ends on December 31, 2018.

RECOMMENDATION:

Authorize staff to execute the first option term with ALTA effective January 1, 2019 through December 31, 2020 and add an additional \$3,996,000 in funds.

IMPACT ON BUDGET:

None. The cost for these services has been programmed in the FY2018/19 budget and will be appropriately allocated in the subsequent fiscal years. This increases the not-to-exceed amount from \$6,732,676 to \$10,728,676. The contractor is reimbursed on a tier basis as follows -

	Monthly Fixed Rate Base Term	Monthly Fixed Rate 1st Option Term
Monthly Call Volume	4/1/2016 - 12/31/2018	1/1/2019 - 12/31/2020
0 - 15,000	\$130,200	\$136,059
15,001-25,000	\$143,100	\$149,540
25,001-35,000	\$159,700	\$166,887
35,001-40,000	\$168,000	\$175,560
40,001-45,000	\$171,000	\$178,695

45,001-50,000	\$180,300	\$188,414
50,001-55,000	\$187,800	\$196,251
55,001-60,000	\$197,000	\$205,865
60,001-65,000	\$206,300	\$215,584
65,001-70,000	\$214,900	\$224,571

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to put this contract out to bid. However, as outlined in the background section, the option term extension will give Access time to incorporate any significant changes into a future scope of work after the completion of the review of customer service, call center and OMC functions.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with ALTA Resources, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

In 2013, the Metro Review of Access called for a review of industry best practices for controlling and containing cost strategies. A consultant was retained in 2014 to conduct a Comprehensive Operational Review (COR) of customer service and a series of recommendations were included in the final report based on three questions Access enlisted the consultant to consider:

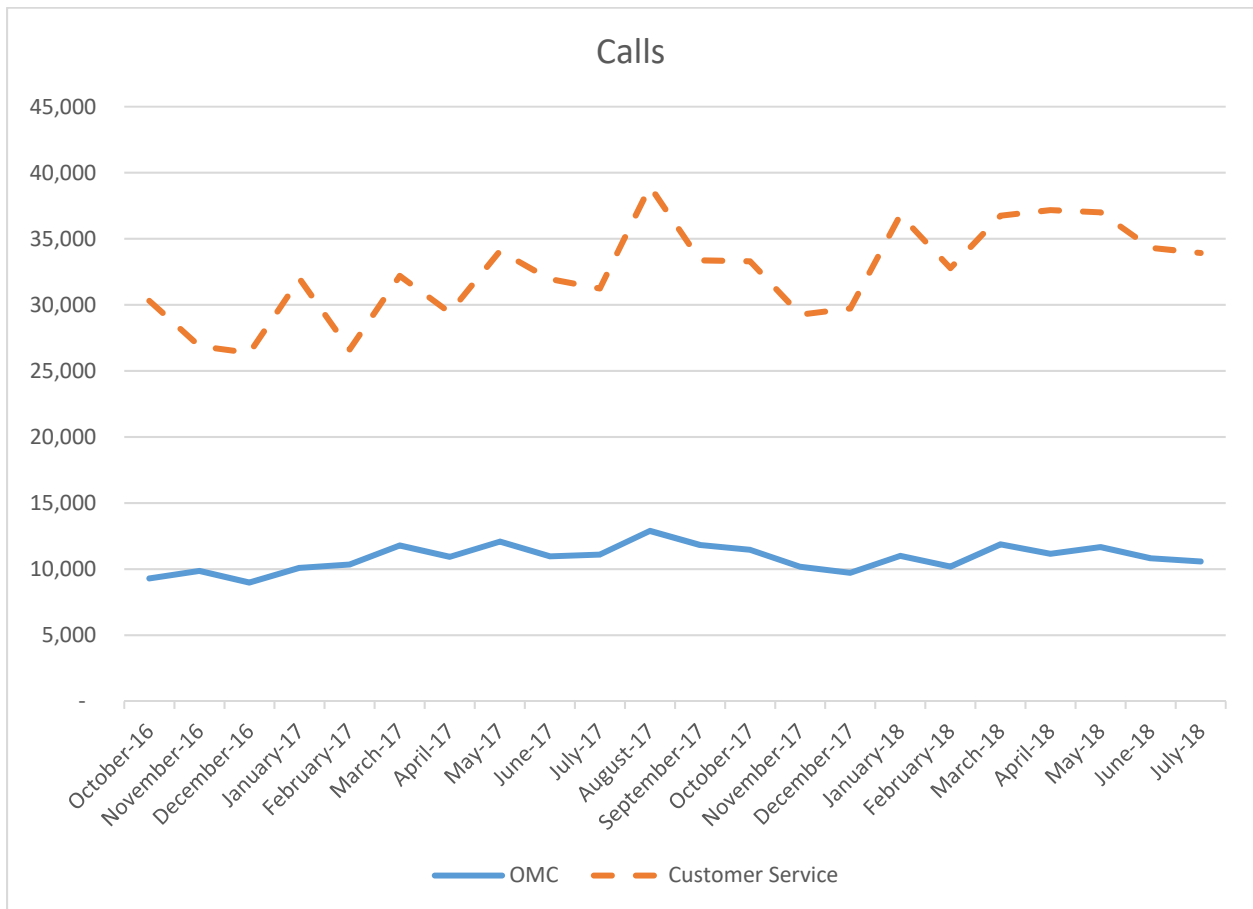
- Assess existing systems, including their delivery, efficiency, and the attainment of performance indicators.
- Identify improved efficiencies.
- Quantify costs to provide current functions considered above and beyond ADA guidelines, and evaluate strengths and weaknesses of the current services provided by Access.

The consultant recommended that Access could control costs and provide a better quality of service through contracting out Customer Service and OMC with a professional call center dedicated to this type of work. In June 2015, those

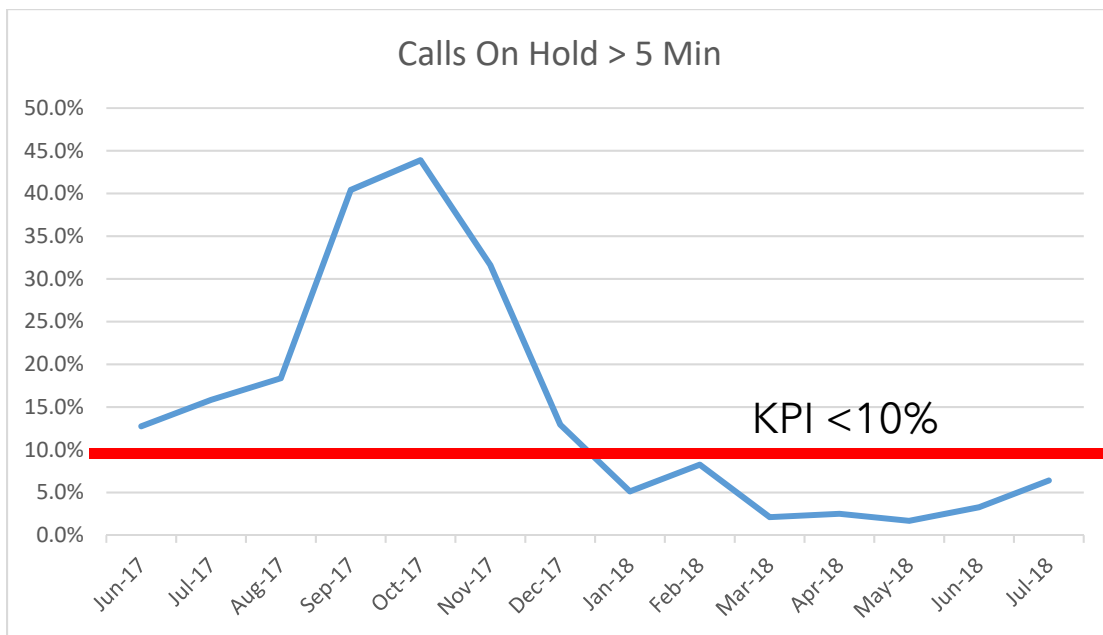
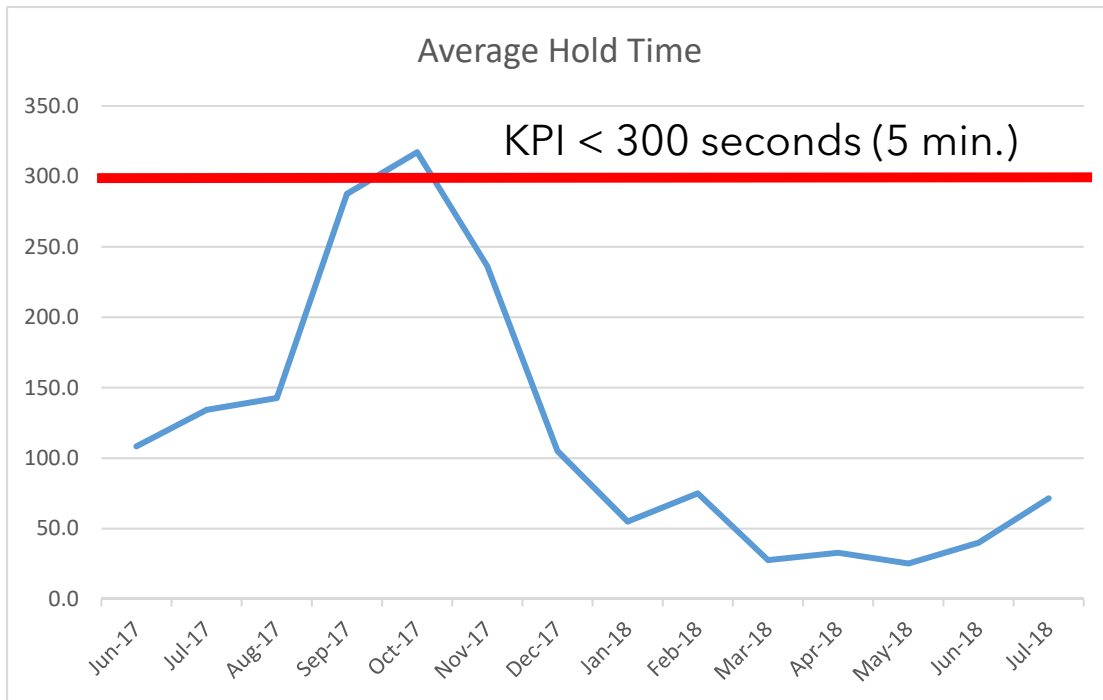
recommendations were presented to the Access Board of Directors and subsequently used to develop the RFP that awarded the current contract to ALTA.

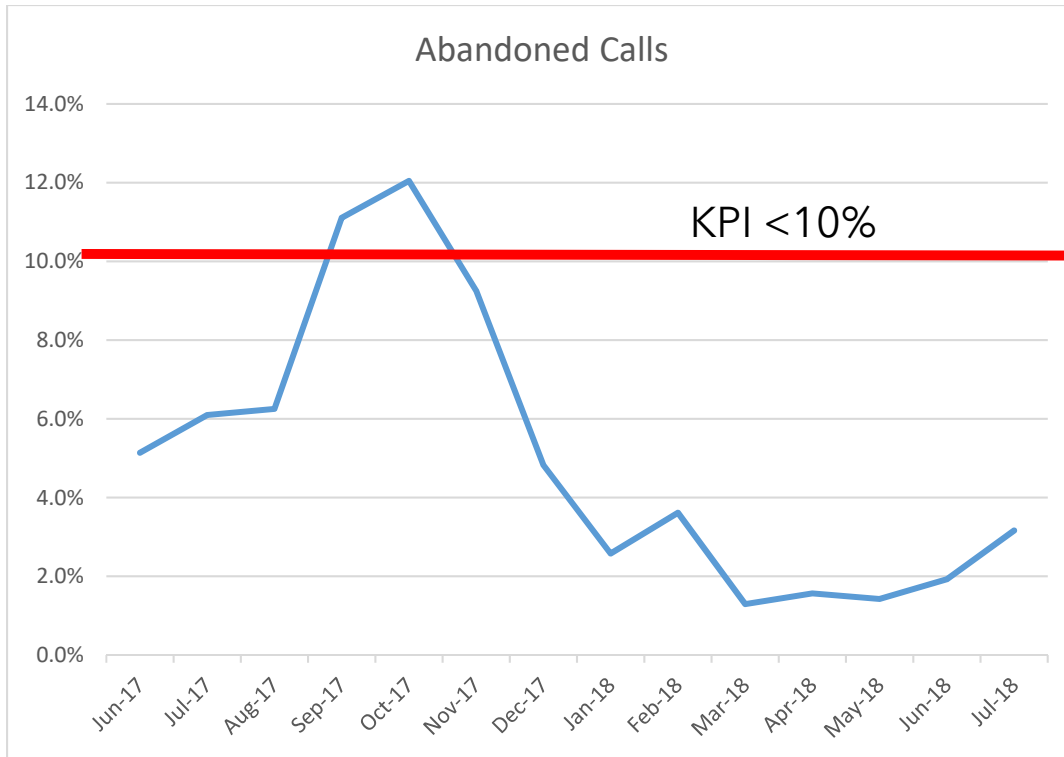
Contract Performance

By October 2016, ALTA had assumed responsibility for all customer service related calls. This included how to apply for Access, TAP card issues, general customer service issues, reasonable modification requests and Operation Monitoring Center (OMC) calls.



Through part of 2017, ALTA did not meet key performance indicators (KPIs) for average initial hold time, calls on hold over five (5) minutes and abandoned calls. ALTA worked diligently to address staffing issues. Consequently, for the last eight months, ALTA has met the mandated KPIs. The charts below outlines the significant improvement in performance.





Staff will continue to closely monitor ALTA's performance to ensure contractual obligations are met while staff and stakeholders examine the current call center structure.

Customer Service Working Group

In response to concerns raised by Board members and customers, staff has begun a review of the call center functions in order to improve customer service and increase customer satisfaction. Staff retained Delta Services Group (DSG) to provide feedback on both the current structure of the call center functions, in particular the OMC, as well as the customer service processes including complaint intake, investigation and response.

Additionally, a working group was put together to offer feedback and suggestions on this topic. The working group consists of:

- Access Board Member Theresa DeVera
- Access Community Advisory Committee Member Terri Lantz
- Access Community Advisory Committee Chairperson Michael Conrad
- Quality Services Subcommittee Chairperson Myrna Cabanban
- Access customer and advocate Yael Hagen

In July 2018, DSG facilitated the first working group meeting and presented their observations of the call center contractor based on conversations with working group members, previous site visits and a review of quality assurance procedures and performance data. DSG also presented next steps for its review such as secret shopper calls, additional phone call monitoring and further review of processes, data and performance. Other topics discussed at the working group meeting included:

- In house vs. outsourcing Customer Service/Operations Monitoring Center (OMC)
- Maximizing the effectiveness of the OMC in terms of solving immediate service issues
- Complaint processing (intake/investigation/response)

Next Steps

Ultimately, the outcome of the DSG's review, including the feedback from the working group, will be incorporated into the recommendations that will be brought to the CAC, TPAC and the Board of Directors, which should occur within the next two quarters.

Given this timeline, staff is recommending exercising the contract option with ALTA. This will allow for sufficient time to either alter the way certain functions are performed or potentially craft a new scope and RFP that reflect the recommendations from this review.

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)

ISSUE:

At the June 2018 Board meeting, staff sought and received approval to negotiate contract extensions with both the Southern and Eastern region service providers. The negotiation of the new terms for the Eastern region, which include the inclusion of the Agency’s new Key Performance Indicators (KPIs), now require Board approval.

RECOMMENDATION:

Authorize an additional \$133,986,361 in funds, a change of rates, and an extension in the period of performance for three (3) years, from April 1, 2019 through March 31, 2022 for Contract AS-3421 with San Gabriel Transit (SGT).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s three (3) year extension. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access’ consultant HDR Engineering Inc.

Trip Growth	Trips	%Increase
Year 6 (4/19-3/20)	992,273	1.6%
Year 7 (4/20-3/21)	1,036,806	4.5%
Year 8 (4/21-3/22)	1,083,518	4.5%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip. A contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	Year 6	Year 7	Year 8
Fixed	\$883,104	\$916,396	\$946,906
Variable	\$30.48	\$32.50	\$34.23

The table below depicts the change in total dollars with the rate changes (excluding certification hours).

	Year 6	Year 7	Year 8
	4/1/2019- 3/31/2020	4/1/2020- 3/31/2021	4/1/2021- 3/31/2022
Annual Cost	\$40,841,724	\$44,692,931	\$48,451,706
% Change	6.0%	6.7%	7.2%

The increase in the contract amount was programmed into the FY2018/19 budget and will be appropriately programmed for subsequent out years.

This action will result in an increase in the previously approved contract amount of \$163,594,868 to \$297,581,229.

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

ALTERNATIVES CONSIDERED:

The current contract with San Gabriel Transit has five (5) option years remaining. While the Board gave authority to staff to seek contract extensions rather than issuing new RFPs, the Board could direct staff to issue a RFP rather than exercise the option years. However, given the strong operational performance of the current provider, staff believes that the most prudent path is to exercise the negotiated option years, which will address the increases to the minimum wage requirements over the next several years through fiscal year 2020 and allow for the inclusion of the Agency’s recently adopted KPIs.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with San Gabriel Transit, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Eastern region service contract, AS-3421, was awarded to SGT on January 1, 2014. The base term of the contract runs through March 31, 2019, and allows for five (5) additional option years. This proposed action will only impact the first three remaining option years.

Minimum Wage Impact

Access' service providers, as part of their proposals to operate their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

After the contract was awarded, legislative changes to the minimum wage had a severe financial and operational effect on all service delivery contractors. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured.

The State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws up to \$15.00 per hour. A summary of the progression is as follows:

Effective Date	Minimum Wage	% change
1/1/2014	\$ 9.00/hr	
1/1/2016	\$10.00/hr	11.1%
7/1/2016	\$10.50/hr	5.0%
7/1/2017	\$12.00/hr	14.3%
7/1/2018	\$13.25/hr	10.4%
7/1/2019	\$14.25/hr	7.5%
7/1/2020	\$15.00/hr	5.3%

The Board had previously approved adjustments to the contract to account for the increases to the minimum wage. However, staff was only authorized to negotiate changes for the drivers and only for a limited time period.

In negotiating the contract extension, staff focused on the cost of future minimum wage changes, the insertion of key performance indicators, additional staff necessary to comply with the KPIs, time separation between the procurement of the Southern and Eastern contracts as well as the potential of significant savings when compared to the award of a new contract. Staff believes that all of these goals have been achieved with the staff recommendation.

Scope of Work Changes

Before the issuance of the three previous service provider RFPs, staff sought input from various constituencies including CAC, TPAC and the Board of Directors. Additional recommendations were received during the Comprehensive Operational Review and during the Federal Transit Administration's ADA Compliance Review. As a result, there have been major changes to the contractual requirements stipulated in the RFPs which staff is proposing to include in the extension.

Listed below are some of the major changes:

- **Key Performance Indicators & Standards -**

In October 2017, the Access Board approved the adoption of KPIs, standards, and liquidated damages and the incorporation of them into operating contracts. Each KPI has applicable industry-consistent standards and liquidated damages for not meeting contractual requirements.

Specific to this amendment, the following KPIs will be added -

- On-Time Performance (Access-to-work trips)
- Phone Queue Hold Times (Reservations)
- Trip Denials
- Complaints
- Preventable Incidents
- Preventive Maintenance Inspections (PMI)
- Miles Between Road Calls
- Missed Trips
- Excessive Travel Time
- Average Initial Hold Time (Reservations)
- Drug and Alcohol Program Audit

- **Staffing requirements**

Additional staffing requirements were requested as part of the negotiations for this extension to improve safety, service quality and compliance with FTA standards and the above KPIs. Outlined below are the major changes that were requested:

- Road Supervisors - The new amendment includes an additional four (4) dedicated road supervisors, who respond to collisions, incidents and disturbances, as well as who monitor driver performance. This will improve contract performance and customer service.
- Safety Manager - Safety is the number one priority of a good transit system, and the safety manager oversees all driver training and the investigation and corrective actions for all collision and incidents.

- Customer Service Representatives (CSRs) - In order to increase customer satisfaction and improve response times, SGT proposes to add CSRs to the reservation lines to reduce wait times.
- Dispatchers - With the projected increase in volume, SGT proposes to add dispatchers in order to better manage the service. The addition of dispatchers should allow for improved scheduling, resolution of operational issues that arise through the day as well as a reduction in overall travel time.
- **Service Improvement**
 - Contractor responsibility for investigating rider complaints - Responsibility for investigating complaints was not included in the previous contract. In 2015, Access imposed the requirement on its operating contractors but did not change the scope of work, or provide compensation for staffing to do such work. The new amendment formalizes the responsibility. In response, SGT proposed adding a Customer Service Coordinator position to manage the process.
- **Technology Enhancements**
 - Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost. This is different than the requirements in the 2014 contract, which offered to provide the software to the contractor at no cost.
 - Video Recording for Taxis - Taxicabs have different video recording systems; Access now requires rapid access to video/audio to enhance investigations and reinforce higher standards of service quality.
 - Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.
 - System Redundancies - Requirements to ensure uptime of systems and minimize disruptions to service.

Current Operational Performance

Staff has been pleased with the performance of San Gabriel Transit which has been meeting nearly all of the updated KPIs despite not being, at this time, contractually obligated to do so. The results for FY18 are listed below:

Key Performance Indicator	Standard	FY18
On Time Performance	≥ 91%	93.1%
Excessively Late Trips	≤ 0.10%	0.05%
Excessively Long Trips	≤ 5%	1.2%
Missed Trips	≤ 0.75%	0.36%
Denials	0	1
Access to Work On Time Performance	≥ 94%	95.4%
Average Hold Time (Reservations)	≤ 120	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	6.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	9.0%
Complaints Per 1,000 Trips	≤ 4.0	2.8
Preventable Incidents per 100,000 miles	≤ 0.25	0.17
Preventable Collisions per 100,000 miles	≤ 0.50	0.79
Miles Between Road Calls	≥ 25,000	56,463

AUGUST 20, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

ISSUE:

At the June 2018 Board meeting, staff sought and received approval to negotiate contract extensions with both the Southern and Eastern region service providers. The negotiation of the new terms for the Southern region now require Board approval.

RECOMMENDATION:

Authorize an additional \$55,721,385 in funds, a change of rates, and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s one (1) year extension. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access’ consultant HDR Engineering Inc.

Trip Growth	Trips	% Increase
Year 8 (9/18-8/19)	1,492,840	n/a
Year 9 (9/19-8/20)	1,581,288	5.9%

Payment terms of the contract will be a firm fixed monthly fee, a variable fixed rate per trip and a fixed rate per hour (Rancho Los Amigos Shuttle). A contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	Year 8 9/1/2018 - 6/30/2019	Year 8 7/1/2019 - 8/31/2019	Year 9 9/1/2019 - 6/30/2020	Year 9 7/1/2020 - 8/31/2020
Fixed	\$787,106	\$847,606	\$881,510	\$881,510
Variable	\$27.32	\$28.55	\$29.69	\$30.85
Rancho Los Amigos	\$36.64	\$39.63	\$42.01	\$42.01

The option years have been split up to reflect the minimum wage rate change dates of July 1, 2019 and July 1, 2020.

Rate changes for Years 8 and 9 include additional Road Supervisors as well as minimum wage and benefits adjustments for the driver classification only.

The table below depicts the change in total dollars with the rate changes.

	Year 8 9/1/2018 - 6/30/2019	Year 8 7/1/2019 - 8/31/2019	Year 9 9/1/2019 - 6/30/2020	Year 9 7/1/2020 - 8/31/2020
Cost	\$225,333	\$7,484,519	\$39,599,745	\$8,411,788
% change	2.3%	3.9%	3.4%	5.5%

The increase in the contract amount was programmed into the FY2018/19 budget and will be appropriately programmed for subsequent out years.

This action will result in an increase in the previously approved contract amount of \$283,240,296 to \$338,961,681.

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

ALTERNATIVES CONSIDERED:

The Board may choose to issue an RFP rather than exercise the option year. However, staff believes that the most prudent path is to exercise the option year with the proposed adjustments with the intention of putting the contract out to bid in 2019 for award in 2020.

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 the existing contract with Global Paratransit, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Southern region service contract, AS-2967, was awarded to Global Paratransit (GPI) in June 2011. The base term of the contract ran through August 31, 2016 and allows for five (5) additional option years, of which three option years have already been exercised.

Minimum Wage Impact

Access' service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

After the contract was awarded, legislative changes to the minimum wage had a severe financial and operational effect on all service delivery contractors. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured.

The State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws up to \$15.00 per hour. A summary of the progression is as follows:

Effective Date	Minimum Wage	% change
1/1/2014	\$ 9.00/hr	
1/1/2016	\$10.00/hr	11.1%
7/1/2016	\$10.50/hr	5.0%
7/1/2017	\$12.00/hr	14.3%
7/1/2018	\$13.25/hr	10.4%
7/1/2019	\$14.25/hr	7.5%
7/1/2020	\$15.00/hr	5.3%

The Board had previously approved adjustments to the contract to account for the increases to the minimum wage. However, staff was only authorized to negotiate changes for the drivers and only for a limited time period.

In negotiating the contract extension, staff focused on the cost of future minimum wage changes, additional staff necessary to enhance customer service, time separation between the procurement of the Southern and Eastern contracts as well as the potential of significant savings when compared to the award of a new contract. Staff believes that all of these goals have been achieved with the staff recommendation.

Scope of Work Changes

The staff recommendation incorporates the following additional changes to the contract which should improve performance for the remainder of the contract term.

Listed below are some of the major changes:

- **Staffing requirements**

Additional staffing requirements were included in this amendment to improve customer service, safety, and service quality.

- Road Supervisors -The new contract amendment would require twelve (12) dedicated road supervisors, who respond to collisions, incidents and disturbances, as well as who monitor driver performance. This will improve contract performance and customer service.

- **Technology Enhancements**

- Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost. This is different than the requirements in the 2011 contract, which offered to provide the software to the contractor at no cost.

- Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.

- System Redundancies - Requirements to ensure uptime of systems and minimize disruptions to service.

Current Operational Performance

In FY 18, Global Paratransit transitioned from legacy software (DDS) to Trapeze. This transition affected performance during the first half of FY18. However, staff would note that Global's performance has steadily improved through the end of FY18.

Key Performance Indicator	Standard	FY18
On Time Performance	≥ 91%	90.9%
Excessively Late Trips	≤ 0.10%	0.09%
Average Hold Time (Reservations)	≤ 120	87
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.3%
Preventable Collision Rate	≤ 0.50	0.65

ITEM 13

AUGUST 20, 2018

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 December 2018 at the regularly scheduled Board meetings.

September 17, 2018

Board Meeting - El Monte

Agenda Items:	Disposition:
No Items	

October 30, 2018

Annual Meeting - California Endowment Center

Agenda Items:	Disposition:
TBD	

December 10, 2018

Board Meeting - Metro

Agenda Items:	Disposition:
TBD	