BOARD OF DIRECTORS MEETING
MONDAY, DECEMBER 12, 2016
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 Service promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

DISPOSITION
1. CALL TO ORDER  
   ACTION

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9
      DISCUSSION/POSSIBLE ACTION

7233 La Palmas Drive
Fontana, CA  92336
1. **Anticipated Litigation:** Gov. Code §54956.9 (b)

   (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”

B) **CALIFORNIA GOV. CODE §54957 - GENERAL COUNSEL**

   1. **PUBLIC EMPLOYMENT/PUBLIC EMPLOYEE PERFORMANCE EVALUATION**

      (Consideration of renewal or extension of existing contract, evaluation of performance of a public employee.)

4. **SUPERIOR SERVICE AWARD**

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 14, 2016** (page 6)

   [Staff Recommendation: Approve minutes as written.]

6. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

7. **GENERAL PUBLIC COMMENT**

8. **CONSENT CALENDAR**

   a) Consideration to Extend Term and Increase Funds - Internet Services with Cogent Communications (AS-2940) (page 18)

   b) Consideration to Extend Term and Increase Funds - Travel Training Contract (AS-3355) (page 20)

   c) Consideration to Approve 2017 Board of Directors Meeting Calendar (page 23)

   d) Consideration to Reappoint Community Advisory Committee (CAC) Members (page 27)

   e) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 29)
f) Consideration to Approve Extension of Facility Sublease (AS-3261) (page 31)
g) Consideration to Authorize the Purchase of up to 33 Vehicles for Paratransit Service (page 33)
h) Consideration to Approve Increase of Funds for Appeal Evaluation Services Contract AS-3574 (Lemus Medical Center) (page 35) - ADDENDUM

[Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO ADD FUNDS AND MODIFY SCOPE - SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967) (page 38)

[Staff Recommendation: Authorize the reimbursement of one-time software and call center migration costs of $506,845 and monthly Trapeze license fees of $39,710 for the period of January 1, 2017 through August 31, 2019. This represents a total of $1,777,565 that will increase the total contract value from $278,825,517 to $280,603,082.]

10. CONSIDERATION TO ADD FUNDS AND MODIFY SCOPE - SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341) (page 42)

[Staff Recommendation: Authorize the reimbursement of one-time software migration costs of $348,041 and monthly Trapeze license fees of $32,112 for the period of July 1, 2016 through July 31, 2018. This represents a total of $1,150,841 that will increase the total contract value from $106,421,249 to $107,572,090.]

11. WEST/CENTRAL SERVICE REGION RFP PREVIEW

12. CONSIDERATION TO AWARD COMPREHENSIVE OPERATIONAL REVIEW CONTRACT (AS-4033) (page 46)

[Staff Recommendation: Authorize staff to execute a one (1) year contract with Nelson/Nygaard Consulting Associates, Inc. in an amount not to exceed $250,001, beginning January 1, 2017 and ending December 31, 2017.]

13. UPCOMING BOARD ITEMS (page 50)
14. **INTERIM 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 agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary 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 of 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.
1. **CALL TO ORDER**

   Meeting called to order by Chair Nalini Ahuja at 12:03 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Valerie Gibson and John Troost. Ex-Officio CAC Chair Michael Conrad and Legal Counsel Jim Jones.

**BOARD MEMBER(S) VIA TELECOMMUNICATION**

Present Via Telecommunication: Director Angela Nwokike.

**BOARD MEMBERS/EX-OFFICIOS EXCUSED FROM THE MEETING**

Not Present: Ex-Officio TPAC Vice Chair Linda Evans.

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

   No public comments.

3. **CLOSED SESSION REPORT**

   During closed session, the Board discussed the case of *Lynch vs. Access Services* LASC #BC574568. It was reported to the Board that the case went to trial and Access prevailed. No other reportable action was taken with respect to any pending or threatened litigation and potential or initiation of litigation.
Access Services Legal Counsel Jim Jones stated that all items on the agenda would be done by roll call vote due to Director Nwokike’s telecommunication for this meeting.

Chair Ahuja recommended that the Board move on to Item 5 and come back to Item 4 when the sign language interpreter arrived because she was running behind.

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 24, 2016**

Access Services Legal Counsel Jim Jones stated that he noticed that the meeting minutes were in narrative form and the Board had discussed and approved that they would be done in a summary form. He stated that he was not aware why they had changed but recommended that they be consistent from month to month going forward. He asked the Directors if they agreed with summary form or did they prefer narrative.

Treasurer Turner stated that she preferred the narrative form because she would like to review a summary of what she stated at a meeting.

Secretary DeVera stated that she had to report back to her appointing authority and they would like to see how she voted on issues so she also preferred the narrative form.

Director Gombert stated that he was comfortable with the summary form of minutes. Director Barnes and Chair Ahuja stated that they were fine either way.

**Motion made by Treasurer Turner to keep the meeting minutes in a narrative form, seconded by Director Troost. Via Roll Call Vote all were in favor, motion passed.**

Approval of the minutes from the Board of Directors meeting held on Monday, October 24, 2016.

**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.**
6. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Conrad, Chair of the Community Advisory Committee (CAC), stated that the committee was led to believe that the Board meeting was only going to be closed session, so the committee voted to cancel the November CAC meeting. Therefore, there was no CAC report.

7. **GENERAL PUBLIC COMMENT**

William Zuke made public comment by stating that he heard a comment made at one of the Board meetings that there was a possibility of the 800 number being discontinued. He added that he was not sure if it was the 800 number for customer service or for customers calling in with questions. He reminded the Board that the priority should be on the individuals most in need of the service and to carefully reconsider discontinuing the number.

Access Services Deputy Executive Director of Client Relations Steve Chang was assigned to assist Mr. Zuke after the meeting.

Belinda Conrad made public comment by describing the process of becoming a trainer at the guide dog school. She stated that trainers are blindfolded for 10 days and stay at the school with their dogs. They also take their showers, eat, sleep and do everything under blindfold. She suggested that the people being trained to drive and do other things should also undergo the same concept of training. Maybe one day in a wheelchair and another blindfolded, something of that nature, so they could experience what the riders go through.

Ms. Conrad concluded her public comment by recommending that the dispatchers switch places with the drivers, so they could experience what the drivers go through on a daily basis.

Access Services Deputy Executive Director of Operations and Safety Mike Greenwood was assigned to assist Ms. Conrad after the meeting.

Renee Madera made public comment by stating that on November 1st a driver from the Eastern Region picked her up and physically approached her which made her happy. The driver then started scolding and belittling her on how to buckle a seat belt and the way she was handing her money. She stated that she handed the driver a coupon and $0.75 for a long distance ride just like she did in the past but the driver kept scolding her and it almost seemed like the driver wanted to make her mad. Ms. Madera also mentioned a ride she had on November 7th where the driver from MV Transportation was misbehaving. She stated that she filed a report but she still needed to talk to someone about this incident.
Access Services Project Administrator Randy Johnson was assigned to assist Ms. Madera after the meeting.

Mary Griffieth made public comment by stating that she had been an Access rider for many years and she had seen many changes that she felt were not good. She stated that she did not need special treatment and she was able to use public transportation on occasions when she was unable to book a ride but it had caused her to lose her Access rider privileges. She felt if a person wanted to help themselves, Access Services should not condemn a person for helping themselves.

Ms. Griffieth also stated that many of the Board members do not acknowledge the riders anymore but her statement did not mean that she needed a hug or a kiss on the cheek or to be treated like something special, just a handshake once in a while. Ms. Griffieth stated that she received excellent service most of the time but we all were going to experience the good and the bad in life. We all need to have independence and understanding of what the drivers, customer service and service employees go through on a daily basis because they take the heat from Board members and she felt they were not very friendly.

Ms. Griffieth concluded her public comment by stating that she had known Mr. Colaiace since he was employed with Foothill Transit and he was an asset then and still was with Access Services. She recommended that the Board make Mr. Colaiace the new Executive Director of Access Services.

Access Services Senior Manager of Client Relations Sherry Kelley was assigned to assist Ms. Griffieth after the meeting.

Chair Ahuja stated that she would now return to Item 4 on the agenda since everyone was present.

4. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

C.A.R.E. Evaluators Maintenance Worker Cynthia Pritchett was the Superior Service Award recipient for the month of August 2016.
8. CONSENT CALENDAR

Recommendation: Approval of all items on the consent calendar (list of items provided below):

8-a Consideration to Extend Term and Increase Funds – Facility Security System Maintenance Contract (AS-2879)

8-b Consideration to Approve Rate Change and Extend Term - Information Technology Consulting & Services Contract (AS-3039)

8-c Consideration to Extend Term and Increase Funds – Eligibility Determination Contract (AS-2441)

Motion made by Secretary DeVera to approve all the items on the consent calendar, seconded by Director Gombert. Via Roll Call Vote all were in favor, motion passed.

9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

Recommendation: Authorize the addition of funds by $1,207,105, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Southern Region Service Provider, Global Paratransit, Inc.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year 5</th>
<th>Year 6</th>
<th>Year 6</th>
<th>Year 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2016-</td>
<td>9/1/2016-</td>
<td>7/1/2017-</td>
<td>9/1/2017-</td>
</tr>
<tr>
<td>8/31/2016</td>
<td>6/30/2017</td>
<td>8/31/2017</td>
<td>6/30/2018</td>
</tr>
<tr>
<td>Variable per trip</td>
<td>$24.27</td>
<td>$24.79</td>
<td>$25.46</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.7%</td>
<td>1.4%</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75, $10K - 0.75-1.00, $25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%, $10K - 88.0%-89.9%, $25K - 87.9% or lower</td>
</tr>
</tbody>
</table>
10. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341)

Recommendation: Authorize the addition of funds by $985,669, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the San Fernando Valley Region Service Provider, MV Transportation.

The rates are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Year 3 7/1/2016-7/31/2016</th>
<th>Year 4 8/1/2016-6/30/2017</th>
<th>Year 4 7/1/2017-7/31/2017</th>
<th>Year 5 8/1/2017-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip</td>
<td>$24.47</td>
<td>$24.78</td>
<td>$26.22</td>
<td>$26.49</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>2.8%</td>
<td>2.6%</td>
<td>3.8%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K -.11%-.15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K -.16%-.20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K -.21% or higher</td>
</tr>
</tbody>
</table>
Motion made by Treasurer Turner to approve staff recommendation, seconded by Vice Chair Nason. Via Roll Call Vote all were in favor, motion passed.

11. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364)**

Recommendation: Authorize the addition of funds by $399,340, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the West Central Region Service Provider, California Transit.

The rates are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Year 9 7/1/2016 - 10/31/2016</th>
<th>Year 10 11/1/2016 - 6/30/2017</th>
<th>Year 10 7/1/2017 - 10/31/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$28.82</td>
<td>$29.00</td>
<td>$29.34</td>
</tr>
<tr>
<td>% change</td>
<td>1.6%</td>
<td>1.5%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75 $10K - 0.75-1.00 $25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9% $10K - 88.0%-89.9% $25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%-.15% $10K - .16%-.20% $25K - .21% or higher</td>
</tr>
</tbody>
</table>

Motion made by Secretary DeVeria to approve staff recommendation, seconded by Director Gombert. Via Roll Call Vote all were in favor, motion passed.
12. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)**

Recommendation: Authorize the addition of funds by $776,591, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Eastern Region Service Provider, San Gabriel Transit.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Variable per trip</th>
<th>% change from old rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 3 7/1/2016-3/31/2017</td>
<td>$26.87</td>
<td>1.4%</td>
</tr>
<tr>
<td>Year 4 4/1/2017-6/30/2017</td>
<td>$27.02</td>
<td>1.3%</td>
</tr>
<tr>
<td>Year 4 7/1/2017-3/31/2018</td>
<td>$27.79</td>
<td>2.1%</td>
</tr>
<tr>
<td>Year 5 4/1/2018-6/30/2018</td>
<td>$27.92</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%- .15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%- .20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

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

13. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)**

Recommendation: Authorize the addition of funds by $193,267, a change in the variable per trip rates and a change in the scope of work to add liquidated
damages for on-time performance, Late 4 trips and preventable collisions for the Antelope Valley Region Service Provider, Diversified Transportation, LLC.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year 5 7/1/2016-4/30/2017</th>
<th>Year 6 5/1/2017-6/30/2017</th>
<th>Year 6 7/1/2017-4/30/2018</th>
<th>Year 7 5/1/2018-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip</td>
<td>$16.89</td>
<td>$17.23</td>
<td>$18.00</td>
</tr>
<tr>
<td>% change</td>
<td>2.7%</td>
<td>2.3%</td>
<td>4.0%</td>
</tr>
</tbody>
</table>

The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt; 0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$25K - 1.01 or higher</td>
</tr>
</tbody>
</table>

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

14. CONSIDERATION TO APPROVE EXTENSION OF ADMINISTRATIVE OFFICE SPACE LEASE

Recommendation: Authorize staff to extend the lease agreement with Metro for office space located at 3449 Santa Anita Avenue, El Monte, CA. The total commitment over the 5-year period will not exceed $3,000,000, which includes:

- Annual Rental Rate
- Annual Operating Costs
- Utilities
- Janitorial Services
- Assigned Parking
Motion made by Secretary DeVera to approve staff recommendation, seconded by Treasurer Turner. Via Roll Call Vote all were in favor, motion passed.

15. **UPCOMING BOARD ITEMS**

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

16. **INTERIM EXECUTIVE DIRECTOR’S REPORT**

Access Services Interim Executive Director Andre Colaiace began his report by providing an operational update. He stated that performance of the system remained good and as of last week the on-time performance was 91.1% year-to-date. For the month of October, which was one of Access Services busiest months in terms of demand and traffic conditions, on-time performance was 90.7% which was slightly below Access Services standards but was still very good for one of our most challenging months. Mr. Colaiace stated that with the Board’s actions at today’s meeting he was hopeful that staff would be able to further improve the service by helping the providers to attract and retain experienced drivers.

Mr. Colaiace also stated that Measure M’s passage was one of the brightest spots in last week’s election. He stated that it was very hard to pass a tax increase much less a tax increase that required two thirds of the vote, so this was a remarkable achievement. He congratulated Metro, the Board and everyone else that worked hard to get this passed. He also thanked the Chair for ensuring that Access Services and services for people with disabilities made it into the measure. Mr. Colaiace concluded his report by stating that this would be the fourth sales tax that the region had passed but this would be the first sales tax to specifically mention funding for ADA paratransit, which again was a great achievement.

17. **BOARD MEMBER COMMUNICATION**

Director Gibson congratulated everyone region wide over the passage of Measure M, which she felt was the result of the considerable efforts of so many different agencies, transit municipalities and others.

Director Barnes stated that with the passage of Measure M there will be a tremendous amount of activity underway with serving individuals with disabilities and with continuing to expand our overall network.
Director Barnes stated that he just returned from an event where he represented APTA in Australia and had a chance to see some of their transit systems which were a lot smaller than the County of Los Angeles but were a lot better. He concluded his comment by adding that the bright spot in this was the services that we provide for the disabled community are far superior to what he saw during his travels, so we should all be proud of what we have accomplished.

Treasurer Turner thanked Mary Griffieth for bringing her public comment to her attention especially because the Board was often hurried to start the meeting. She stated that she would do her best to come out and meet and speak to the riders in the audience because the Board truly appreciated them coming to the Board meetings and taking time out of their busy schedules to be with the Board and provide feedback to help them do their job better. Treasurer Turner also congratulated Metro for the passage of Measure M because it was funding that was definitely needed for the region. It was also accomplished by a team effort with Metro and others to put it together and she felt that their staff did a great job marketing it during that time period.

Vice Chair Nason congratulated C.A.R.E. Evaluators for hiring a person with a disability that did a fantastic job, and it was also good to see a sign language interpreter at today’s meeting. She stated that she understood how difficult it was to try and get jobs for individuals with disabilities because at her center they had job developers to do that. Vice Chair Nason added that C.A.R.E. Evaluators also hired one of their individuals from the center and Cynthia Pritchett had been training that individual. Vice Chair Nason thanked Ms. Pritchett for taking the time and being very patient in training that person.

Secretary DeVera concurred with Vice Chair Nason’s comment and stated that it was nice to see someone with a disability working for a provider and someone who knew what it was like to have a disability and what a disabled person went through every day. Secretary DeVera concluded her comment by congratulating Metro and the City of Los Angeles on the passage of Measure M because she knew Mayor Garcetti worked very hard on it.

Director Troost thanked everyone for doing a great job on the passage of Measure M and he also thought it was great to see someone with a disability getting a job at C.A.R.E Evaluators.

Director Gombert stated that on Friday, November 11, 2016 he attended the Community Meeting in Culver City for the Southern region, which he felt had a good turnout with CAC Chair Michael Conrad in attendance. Director Gombert thanked Access and provider staff members who were there talking
to the customers and listening to their comments and concerns. He also stated that he spent some time after the meeting talking to staff and watching them interact with customers.

Director Nwokike thanked everyone that had been calling her to lift her spirits and for the get well card that everyone signed and sent her. She concluded her comment by stating that she was very excited about the passage of Measure M because she had worked on it last year and she was very happy it passed. She also congratulated Metro.

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

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

19. **ADJOURNMENT**

   No Motion or second was made. The meeting adjourned at 2:05 p.m.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: KEVIN LEE, MANAGER OF BUSINESS ANALYTICS & IT
F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – INTERNET SERVICES WITH COGENT COMMUNICATIONS (AS-2940)

__________________________

ISSUE:

Board approval is required for the extension and increased funding of the internet services contract (AS-2940) with Cogent Communications.

RECOMMENDATION:

Authorize $16,284 in funds and an extension in the period of performance for six (6) months, effective January 7, 2017 through July 6, 2017.

IMPACT ON BUDGET:

The costs associated with this contract were budgeted in the current fiscal year and will be allocated in the FY2017/18 budget. This action will result in an increase of the contract not-to-exceed amount from $188,626 to $204,910. The monthly rate of $2,714/month has not increased.

The funding for these services comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

The Board, at its option, could request that these services be put out to bid. However, staff does not feel it would be advantageous to potentially transition to a new internet service provider before the migration of the Agency’s internet services to CALNET3. CALNET3 is a telecommunication contract negotiated and managed by the State of California, Department of Technology, on behalf of all local government agencies. Access Services applied for a CALNET3 membership and was recently approved by the state.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend a written month-to-month contract with Cogent Communications for the provision of internet services upon terms and conditions no less favorable to Access Services than those proposed above. Access would not be legally bound to this extension 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 Services maintains a high speed, high capacity internet services line that has been scaled to meet its extensive technology needs. This line not only encompasses normal day-to-day business internet needs but also carries traffic associated with public access to Rider 360 and the support to a number of enterprise level applications used by the agency.

Cogent Communications has provided this service since Access relocated from downtown Los Angeles and the contract was renewed for a three-year period in April 2013 and then was extended through December 2016 to coincide with the expiration of the current lease of Access’ administrative office. Since the Board took action to extend the administrative office lease another five (5) years, staff will begin transitioning to the CALNET3 contract. This is anticipated to take 3-6 months, thereby requiring the extension with Cogent.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – TRAVEL TRAINING CONTRACT (AS-3355)

ISSUE:

Board approval is necessary to exercise the remaining option year for travel training services with Mobility Management Partners (MMP).

RECOMMENDATION:


IMPACT ON BUDGET:

These services were budgeted for in FY 2016/2017 and will be programmed in the FY 2017/2018 budget. This action will result in an increase in the not to exceed amount from $2,149,397 to $2,710,218. The monthly fixed rate will increase from $21,507 to $22,152 and the per travel training rate will increase from $1,211 to $1,247. The total cost of these services do not exceed the original negotiated cost for the option year. There is no change to the Group Workshop rate of $1,416 and the per call rate of $5.00. The funding for these services comes from the Proposition C Discretionary Fund.

ALTERNATIVES CONSIDERED:

No alternative was considered as staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term. This is the final option year that can be approved.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and amend the contract with MMP 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:

Access Services has had a Travel Training Program since 2005. This program has been available to those Access Services clients that have gone through the eligibility process. This program has effectively trained thousands of clients to use fixed route bus and rail service throughout Los Angeles County. Trainees were typically given individual training that emphasized the skills required to ride the fixed route, travel planning and extensive practice in the use of the fixed route system.

Beginning with last year’s extension, which was approved by the Board, staff revised the scope of work to increase the reach of the program while remaining within the allocated funds. For the past year, the scope of MMP’s services included:

- Twenty-four (24) group travel trainings (10-20 per workshop) offered to Access eligible customers or those who are considering applying for Access. Group travel training includes classroom and practical application sessions. The introduction of group travel trainings increases the number of individuals who can be reached by this program.

- One hundred eighteen (118) one-to-one trainings that included classroom and training out in the field on fixed-route buses or rail.

- “Intro” transit option calls - A mobility management pilot project wherein MMP contacts individuals who have recently requested an Access eligibility application but who have not yet decided to schedule and complete their in-person evaluation. MMP educates and informs these applicants regarding all transit options available to them that they may not have been aware of when requesting their application. The goal has been for MMP to successfully contact one hundred (100) applicants daily to provide a higher level of service by educating these callers on their transportation options.

To date, MMP is on target to achieve all three goals for this contract term. Moreover, based on recent trending, it appears that the “intro” calls are having an impact in terms of the percentage individuals who request an application and then subsequently complete their eligibility process for Access. For example, in the six months prior to the
implementation of the “intro” calls, the average percentage of those individuals who pursued the eligibility process after requesting their application was 49%, whereas recent trending is closer to 41%. This would indicate that those who received the intro call had an opportunity to have a better understanding of what Access is as well as being provided with other transportation options.

Due to the success of this education process with the “intro” calls, staff has modified the script used by our Customer Service provider, ALTA Resources, to include this information. This means that all callers requesting an Access application receive this additional education regarding transit options coupled with a clearer understanding of what Access is and who it is intended for.

In place of the “intro” calls, MMP is now making calls that have traditionally been made in the past by Access Mobility Management staff. MMP will now be calling on the back end of the process once customers have been evaluated and provided with their eligibility determination. This process also includes a short survey on their experience with the eligibility process followed by questions relating to their transportation needs. If a person was found “not eligible” they may be contacted by MMP to possibly provide them assistance with other transportation resources. If a person was found “restricted”, MMP will outline other transportation options as well as possible travel training. Finally, if a person was found unrestricted they still may reach out to them to provide information on any services they might be interested in. The purpose is to ensure that mobility management is woven throughout the eligibility process to ensure people with disabilities in Los Angeles County have the information they need to access the right transportation option for themselves.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
       DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON

RE: CONSIDERATION TO APPROVE 2017 BOARD OF DIRECTORS
   MEETING CALENDAR

--------------------------------------------------------------------------------

ISSUE:

The Metro Board room that is used for the Access Board of Directors Meetings has
limited availability on the 4th Monday of the month in 2017. Staff has developed an
alternate Board meeting schedule to maximize the use of the Metro Board room.

RECOMMENDATION:

Review and approve the proposed Option A Board Meeting calendar for 2017.

Eight (8) meetings would be at Metro, three (3) meetings would be in El Monte, and
one (1) meeting would be at the California Endowment (Annual Meeting). The day of
the meeting will vary between the 3rd and 4th Mondays of the month except for the
December meeting which would be on the 2nd Monday of the month and the Annual
Meeting which would be on the last Thursday in November.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

The Board could opt to maintain its traditional meeting calendar on the 4th Monday of
the month as represented by Option B. Five (5) meetings would be at Metro, six (6)
meetings would be in El Monte, and one (1) meeting would be at the California
Endowment (Annual Meeting). The December meeting would be on the 2nd Monday
of the month and the Annual Meeting would be on the last Thursday in November.
DISCUSSION:

The Metro Board room has been used by Access for a number of years. It has the advantage of significant capacity, ample parking, a centralized location, and robust audio/visual systems. The availability to use this room on the 4th Monday of the month for Access’ Board of Directors Meetings has steadily decreased over the last few years. To address this issue, staff is putting forth an option that would vary the Board of Directors Meeting dates between the 3rd and 4th Mondays of the month.
### Option A

**Board of Directors**

**2017 Board Meeting Calendar**

All meeting dates and locations are subject to change and must be approved by the Board in advance.

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting Type</th>
<th>Location</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, January 23rd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, February 27th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, March 27th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, April 17th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>3rd Monday</td>
</tr>
<tr>
<td>Monday, May 22nd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, June 26th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, July 24th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, August 21st</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>3rd Monday</td>
</tr>
<tr>
<td>Monday, September 18th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>3rd Monday</td>
</tr>
<tr>
<td>Monday, October 23rd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Thursday, November 30th</td>
<td>Annual Meeting</td>
<td>California Endowment Center</td>
<td>5th Thursday</td>
</tr>
<tr>
<td>Monday, December 11th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>2nd Monday</td>
</tr>
</tbody>
</table>
Option B
Board of Directors
2017 Board Meeting Calendar

All meeting dates and locations are subject to change and must be approved by the Board in advance.

<table>
<thead>
<tr>
<th>Date</th>
<th>Meeting Type</th>
<th>Location</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, January 23rd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, February 27th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, March 27th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, April 24th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, May 22nd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, June 26th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, July 24th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, August 28th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, September 25th</td>
<td>Board Meeting</td>
<td>El Monte</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Monday, October 23rd</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>4th Monday</td>
</tr>
<tr>
<td>Thursday, November 30th</td>
<td>Annual Meeting</td>
<td>California Endowment Center</td>
<td>5th Thursday</td>
</tr>
<tr>
<td>Monday, December 11th</td>
<td>Board Meeting</td>
<td>Metro Board Room</td>
<td>2nd Monday</td>
</tr>
</tbody>
</table>
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO REAPPOINT COMMUNITY ADVISORY COMMITTEE (CAC) MEMBERS

ISSUE:

The two-year term of the Group B slate of CAC members expires on January 23, 2017 and therefore requires Board action for reappointment.

RECOMMENDATION:

Staff is requesting the Board re-appoint the following members of Group B to a two-year term beginning on January 23, 2017.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Access User</th>
<th>Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aroch</td>
<td>Maria</td>
<td>Yes</td>
<td>Southern California Resource Services for Independent Living</td>
</tr>
<tr>
<td>Cohen</td>
<td>David</td>
<td>Yes</td>
<td>Chaplain, Veterans Administration</td>
</tr>
<tr>
<td>Conrad</td>
<td>Michael</td>
<td>Yes</td>
<td>Metro Accessibility Advisory Committee</td>
</tr>
<tr>
<td>Coto</td>
<td>Phyllis</td>
<td>Yes</td>
<td>Los Angeles County Client Coalition - Department of Mental Health</td>
</tr>
<tr>
<td>Francois</td>
<td>Marie</td>
<td>No</td>
<td>Director of Programs - Foothill Aids Project/Child with Autism</td>
</tr>
<tr>
<td>Garcia</td>
<td>Dina</td>
<td>Yes</td>
<td>Communities Actively Living Independent &amp; Free (CALIF)</td>
</tr>
</tbody>
</table>

Staff is also requesting the Board appoint the following individual to a two-year term in Group B beginning on January 23, 2017.
GROUP B

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Access User</th>
<th>Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goeman</td>
<td>Rachele</td>
<td>Yes</td>
<td>California Council of The Blind, Greater Long Beach</td>
</tr>
</tbody>
</table>

**ALTERNATIVES CONSIDERED:**

None. The process conducted was in accordance with guidelines in the CAC bylaws.

**IMPACT ON BUDGET:**

No impact.

**BACKGROUND:**

The Access Services Community Advisory Committee (CAC) was formed to provide input and advice to Access Services staff and the Board of Directors concerning Access operational and policy issues. The CAC meets on the second Tuesday of each month.

As prescribed in the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a two-year term (known as Group B). Group A terms will expire on January 25, 2018 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2017 and every two years thereafter on the date of the Board of Directors meeting.

The new member of Group B is Ms. Rachele Goeman.

Ms. Goeman represents the Southern Region of Access Services, as a customer and advocate of the disabled community. In addition to being an Access consumer, she has a Master’s Degree in Social Work. She was an influential part of the CAC Service Animal Subcommittee and working groups that helped develop best practices for our customers with service animals. Ms. Goeman serves as a member of the Access Quality Services Subcommittee and the California Council of the Blind, Greater Long Beach.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP CARD PRODUCTION MEMORANDUM OF UNDERSTANDING (MOU)

ISSUE:

Additional funding is required to continue the production of Access Rider ID/TAP cards under the existing MOU with Metro.

RECOMMENDATION:

Authorize an additional $150,000 for the production and issuance of Access Rider ID/TAP cards for the period of 2/1/2017 - 1/31/2018.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $1,029,000 to $1,179,000. The amount requested is lower than the average annual expenditure on TAP cards (~$380,000) as previously approved funding will cover the first seven months of production of the extension period. The reimbursement agreement is based on a per card cost of $4.50 plus shipping that is invoiced by Metro on a monthly basis. There is no change in the cost per card for this extension. The funding for this agreement comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the County in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly no other alternatives were considered.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless the terms are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

In September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. In December 2015 the Board extended the agreement through January 2017. It is now necessary to increase funds and extend the term to continue production for another year through January 2018. During this period, Metro will again competitively procure TAP card production services.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE EXTENSION OF FACILITY SUBLEASE (AS-3261)

ISSUE:

Access subleases office space from Southland Transit in Antelope Valley (44110 Yucca Avenue, Lancaster) to conduct eligibility evaluations and the current sublease expires December 31, 2016. Staff has negotiated a month-to-month term while on-going real estate options are explored and evaluated.

RECOMMENDATION:

Authorize staff to extend the sublease agreement with Southland Transit Inc. for eligibility evaluation facility space for up to six (6) months, January 1, 2017 to June 30, 2017 at a rate of $5,000 per month.

IMPACT ON BUDGET:

The costs associated with this lease have been included in the FY2016/17 budget. The monthly rent is $5,000 and utilities are paid for separately. There are sufficient approved funds under the existing contract with Southland Transit to cover this extension and increase. The funding for this lease comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

Access is currently engaged in procurement efforts for ADA eligibility determination services. This includes the identification of appropriate space for use in the Antelope Valley region. Since Southland Transit wants to end its master lease for this facility, it is necessary to identify a new location for eligibility services. This action will provide sufficient time to address this specific real estate need.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to amend the written contract with Southland Transit Inc. to sublease facility space upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The significant increase in demand for both eligibility and transportation services in the Antelope Valley necessitated the need to move from using a mobile evaluation unit to having a fixed facility in 2014. The facility space is part of an 8,315 square foot industrial building leased by Southland Transit, a sister company of San Gabriel Transit.

San Gabriel Transit provides the eligibility reservation services in the Antelope Valley and Diversified Transportation provides the eligibility transportation services. The approximately 2,000 square feet area of space that Access uses in this facility consists of a waiting area and two offices/conference rooms. Individuals who have applied for Access in the Antelope Valley region are transported to this facility in order to be evaluated by CARE Evaluators personnel.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO AUTHORIZE THE PURCHASE OF UP TO 33 VEHICLES FOR PARATRANSIT SERVICE

ISSUE:

Board approval is required to purchase up to thirty-three (33) accessible vehicles for paratransit service. Staff is recommending the purchase of gasoline-powered vehicles rather than CNG-powered vehicles due to the lack of availability of CNG-powered light duty vehicles.

RECOMMENDATION:

Authorize staff to purchase up to thirty-three (33) ADA-accessible unleaded fuel MV-1 vehicles for a cost not to exceed $1,799,000 from Creative Bus Sales, Inc.

IMPACT ON BUDGET:

The funds needed for the purchase of the 33 vehicles will be from the FY2016/17 capital budget, using a combination of local Proposition C and federal Job Access Reverse Commute (JARC) funds. The proposed total expenditure includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicles proposed for this project are the only factory built ADA-accessible vehicles readily available. This procurement allows Access to continue to serve its customers while providing trips in safe, fuel-efficient and environmentally-friendly vehicles.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract unless such a contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND

This procurement will follow the Co-operative Purchasing (piggyback) method in accordance with Board-approved Procurement Policies & Procedures, which allows for purchases to be made from a Federal or State government or any agency or political subdivision pursuant to a cooperative purchasing program.

A Purchase Order number will be issued through the California Association of Coordinated Transportation (CalACT)/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative. The Federal Transit Administration (FTA) has determined that grantees located within the State of California may purchase vehicles through the current CalACT/MBTA Purchasing Cooperative.

Access is proposing to purchase 33 Mobility Ventures MV-1 accessible vehicles at a cost of $53,765 per unit. The MV1, with a range of 280 miles, is the first purpose-built ADA-accessible vehicle. It was designed in Michigan and is being built at a South Bend, Indiana assembly plant by AM General. The MV1 can seat three ambulatory passengers and one passenger using a mobility device.

The JARC funded Access to Work service is designed to provide transportation for employment-related trips for accessing jobs. It is a standing-order (subscription) service that is available to qualified low income Access eligible riders in Los Angeles County. These new Access to Work vehicles will be distributed among the six providers consistent with the vehicle needs indicated in the vehicle allocation formula. These vehicles may also be used for regular Next Day or Standing Order service after Access to Work trip duties are completed.
ADDENDUM

DECEMBER 8, 2016

TO: BOARD OF DIRECTORS
FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY
      STEVE CHANG, DEPUTY EXECUTIVE DIRECTOR CLIENT RELATIONS
RE: CONSIDERATION TO APPROVE INCREASE OF FUNDS FOR APPEAL
    EVALUATION SERVICES CONTRACT AS-3574 (LEMUS MEDICAL
    CENTER)

ISSUE:
Board authorization is needed to increase funding for the Lemus Medical Center appeal evaluation services contract to cover projected services through the end of the base contract term in February 28, 2019.

RECOMMENDATION:
Authorize an additional $1,175,141 in funds to contract AS-3574 (Lemus Medical Center, Inc.). This action will result in an increase in the total contract amount from $876,340 to $2,051,481.

IMPACT ON BUDGET:
The projected volume of appeals has already been programmed into the current year’s budget. This administrative action is necessary for the continued payment of services through the end of the base term. The funding for these services comes from Prop C Discretionary funds.

ALTERNATIVE CONSIDERED:
No alternatives were considered. The services were procured by an open competitive process and the contractor, one of seven (7) appeals contractors utilized by the agency, is needed to handle the current volume of appeals. Dr. Lemus has been providing effective, quality appeal evaluations for Access Services since 2007.
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 Americans with Disabilities Act (ADA) requires an appeals process be established to review eligibility determinations as requested by the applicant. An applicant may appeal any decision pertaining to eligibility that includes restrictions, temporary eligibility, or denial of service.

To appeal, the applicant submits a written request to Access Services. Access Services forwards copies of the appeal, the appellant's initial evaluation and other pertinent information to an appropriate appeals contractor (of which Lemus Medical Center is one) based upon the nature of the request. The appeals contractor schedules an appointment with the appellant. If needed, Access provides transportation to and from the appointment for the appellant at no cost.

Access Services establishes and maintains working relationships with a variety of medical and disability professionals to perform appeals. 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), as well as sensory disabilities (e.g. blindness). In late 2015, Access Services added an additional medical doctor for appeals due to increased demand. Access now contracts with three medical doctors, one physical therapist, one clinical psychologist and two orientation and mobility specialists to conduct appeals.

There are two primary factors that have contributed to the requested increase in the contract value of the Lemus Medical Center appeals contract.

In late 2013, when all of the appeal evaluation agreements were renewed, the projections for appeal volumes and the corresponding not-to-exceed amounts were based on historical appeals data at that time. However, Lemus, as a result of their excellent work product and ability to handle a larger volume of appeal evaluations, has since grown over the past three years to be the largest provider of appeal evaluations.
Using this fiscal year as an example, of the three medical specialists who conduct appeals, Lemus has performed 47.3% (599) of the medical appeals that Access has referred (July 2016-November 2016). Whereas, the other two medical appeals specialists, Synergy Healthcare and Olympic Medical, have performed 25.8% (327) and 26.9% (340), respectively.

The second contributing factor is that, in early October 2014, Lemus Medical Center performed initial eligibility evaluations aside from their normal appeal evaluations. This component, which was added in October 2014 to supplement CARE’s evaluations, continued through March 31, 2015, which resulted in an additional cost of $163,460. That, coupled with the increased volume of appeals, will exhaust the previously approved not-to-exceed contract value of $876,340 just over two years earlier than projected.
DECEMBER 5, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS AND
SAFETY

RE: CONSIDERATION TO ADD FUNDS AND MODIFY SCOPE – SOUTHERN
REGION SERVICE PROVIDER CONTRACT (AS-2967)

ISSUE:
The Southern Region Service Provider, Global Paratransit Inc. (GPI), is proposing to migrate its reservations, scheduling and dispatching software from legacy software provided by Digital Dispatch Systems (DDS) to software provided by Trapeze. Global is also proposing to merge its reservations call center with our Northern Region Service Provider, MV Transportation, Inc. (MV). Board approval is required to allow for the payment of software migration and licensing costs in addition to call center consolidation expenses.

RECOMMENDATION:
Authorize the reimbursement of one-time software and call center migration costs of $506,845 and monthly Trapeze license fees of $39,710 for the period of January 1, 2017 through August 31, 2019. This represents a total of $1,777,565 that will increase the total contract value from $278,825,517 to $280,603,082.

IMPACT ON BUDGET:
The cost of software was programmed into the FY17 budget and the annual recurring costs will be included in the subsequent out years. The breakdown of expenses is as follows:

<table>
<thead>
<tr>
<th>Trapeze Capital Expense</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ram Tablet Holder</td>
<td>$23,270</td>
</tr>
<tr>
<td>Articulating Arm</td>
<td>$16,900</td>
</tr>
<tr>
<td>Otter Case</td>
<td>$17,940</td>
</tr>
<tr>
<td>Mounting Bracket</td>
<td>$10,920</td>
</tr>
<tr>
<td>Tablet Charger</td>
<td>$4,030</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Trapeze Customization</td>
<td>$204,925</td>
</tr>
<tr>
<td><strong>Total Capital Expense</strong></td>
<td><strong>$277,985</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Call Center Expense</strong></th>
<th><strong>Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Setup</td>
<td>$24,000</td>
</tr>
<tr>
<td>Staff Training</td>
<td>$89,146</td>
</tr>
<tr>
<td>Phone System Upgrade</td>
<td>$45,714</td>
</tr>
<tr>
<td>Server Hosting</td>
<td>$33,400</td>
</tr>
<tr>
<td>MV Provided Training/System Setup</td>
<td>$36,600</td>
</tr>
<tr>
<td><strong>Total Call Center Expense</strong></td>
<td><strong>$228,860</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Operating Expense</strong></th>
<th><strong>Monthly Cost</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Trapeze License</td>
<td>$39,710</td>
</tr>
</tbody>
</table>

Staff reviewed these expenses with the Board Budget Subcommittee on November 21, 2016. The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.

**ALTERNATIVES CONSIDERED:**

Given that the DDS software platform has far exceeded its useful life, GPI and Access staff believe that, for GPI to continue to provide quality paratransit in the Southern Region, GPI needs to migrate to a more sophisticated paratransit software platform as soon as possible. In theory, GPI could wait until the Comprehensive Operational Review is completed to migrate to another software platform but this is not recommended as the software platform that is in use has far exceeded its useful life and is not sophisticated enough for the volume of service operated in the Southern Region.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with GPI for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND

At contract issuance, the Southern Region Request for Proposals (June 2011) stated that Access Services would provide StrataGen reservation/scheduling software at no cost to the selected proposer. This was subsequently implemented by GPI and used as part of their operation for the next 4½ years. However, due to lack of utilization region-wide, as well as software support issues, GPI opted to migrate to their earlier software platform (DDS SharedRide) in January 2016. This earlier platform is over twenty (20) years old and lacks the functionality that is common in more sophisticated software platforms. Because GPI did not include the costs of reservations/scheduling software in its original proposal, they have requested compensation for the costs of implementing and maintaining the required licenses associated with implementing Trapeze as part of the call center consolidation plan with MV Transportation.

The migration to Trapeze is a joint effort between GPI and MV. The migration will also entail the centralization of the two call centers (Southern and San Fernando Valley Regions) into a single operation. The one-time costs associated with this part of the effort amount to $228,860 and are included as part of the capital costs. The centralization of the call centers will allow the contractors to provide better customer service in multiple ways. First, customers will see much faster bookings of their trips as the single platform for these two large regions allows for greater uniformity in the reservation process. Secondly, customers will no longer have to transfer from one region to the other when booking the return trip. Lastly, because approximately 15% of the trips are performed between these two regions, the increased efficiency will lead to improved on-time performance for both contractors while at the same time increasing system capacity.

The migration to Trapeze will improve the efficiency of Access’ paratransit operations and also provide better services to Access customers. Specifically, for Access’ Southern region provider, Trapeze will represent a 20-year advancement in reservation, scheduling, and dispatching software compared to GPI’s current software that requires more manual processes and features far fewer enhancements. Trapeze will allow for more rider attributes (different types of mobility devices, service animals, oversized individuals, etc.) to better match riders with vehicle types, more efficient reservations intake and vehicle routing, and better integration of subcontracted (taxi) fleets.

Two specific Trapeze features will directly benefit riders by providing customized information without speaking to a customer service representative. The Passenger Portal feature will (1) provide 24-hour access to view the history of past and upcoming trips, (2) require a secure log-in using their Access rider ID number and password, and (3) provide a “self-service” reservations experience to:
- Book trips
- Review trips
- Confirm trips
- Cancel trips
- Obtain an electronic receipt for all transactions (not possible when making phone reservations)

Trapeze’s Ripple trip notification feature offers the rider the ability to receive trip notifications via phone call, text, and email. The result should be reduced no-shows, reduced driver wait times, and reduced call center volume. Staff will be able to determine which features of the application are most advantageous to our customers.

Finally, the upgrade to Trapeze will include the automation of call-outs, taking the decision to issue the notification out of the driver’s hand. The software has the ability to recognize when the vehicle is close to the customer’s pick-up address, and then issue the call-out via phone call, text, or email. While call-outs are not guaranteed, automatic call-outs removes human error from the process.

All of these software enhancements respond to feedback from Access customers, and can be implemented in a fairly short time frame; all of the technologies referenced are in place at other Trapeze operations in California and across the country.
TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS AND SAFETY
RE: CONSIDERATION TO ADD FUNDS AND MODIFY SCOPE – SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341)

ISSUE:
Board approval is required to allow for the payment of software migration and licensing costs due to the change in scope on the provision of reservation/scheduling/dispatch software used by the San Fernando Valley Region Service Provider, MV Transportation (MV).

RECOMMENDATION:
Authorize the reimbursement of one-time software migration costs of $348,041 and monthly Trapeze license fees of $32,112 for the period of July 1, 2016 through July 31, 2018. This represents a total of $1,150,841 that will increase the total contract value from $106,421,249 to $107,572,090.

IMPACT ON BUDGET:
The cost of software was programmed into the FY17 budget and the annual recurring costs will be included in subsequent out years. The breakdown of expenses is as follows -

<table>
<thead>
<tr>
<th>Capital Expense</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Party Cost</td>
<td>$99,069</td>
</tr>
<tr>
<td>Labor</td>
<td>$148,995</td>
</tr>
<tr>
<td>Fixed Asset Cost</td>
<td>$75,000</td>
</tr>
<tr>
<td>Staff Trapeze Training</td>
<td>$12,319</td>
</tr>
<tr>
<td>Driver Tablet Training</td>
<td>$12,658</td>
</tr>
<tr>
<td>Total Capital Expense:</td>
<td>$348,041</td>
</tr>
<tr>
<td>Operating Expense</td>
<td>Monthly Cost</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Trapeze License</td>
<td>$ 32,112</td>
</tr>
</tbody>
</table>

Staff reviewed these expenses with the Board Budget Subcommittee on November 21, 2016. The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.

**ALTERNATIVES CONSIDERED:**

No alternatives are recommended. Since it migrated back to the Trapeze platform in 2014, MV has consistently met its KPIs and provided quality service to our customers.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with MV on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

At contract issuance, the San Fernando Service Region Request for Proposals (May 2013) stated that Access Services would provide StrataGen reservation/scheduling software at no cost to the selected proposers. StrataGen was subsequently implemented by MV and operated as part of their operation for approximately one year. However, due to lack of utilization region-wide, as well as software support issues, MV opted to migrate to another platform (Trapeze) in 2014. Because MV did not include the costs of reservations/scheduling software in its original proposal, MV has requested compensation for the costs of implementing and maintaining the required licenses associated with the use of Trapeze.

The Trapeze software platform will also be a crucial part of the centralization of the two call centers (Southern and San Fernando Valley Regions) into a single operation. The one-time costs associated with this part of the effort amount to $228,860 and are included as part of the capital costs under the Southern Region contract amendment. The centralization of the call centers will allow the contractors to provide better customer service in multiple ways. First, customers will see much faster bookings of their trips as the single platform for these two large regions allows for greater uniformity in the reservation process. Secondly, customers will no longer have to transfer from one region to the other when booking the return trip. Lastly, because approximately 15% of the trips are performed between these two regions, the
increased efficiency will lead to improved on-time performance for both contractors while at the same time increasing system capacity.

The migration to Trapeze will improve the efficiency of Access’ paratransit operations and also provide better services to Access customers. Specifically, for Access’ Southern region provider, Trapeze will represent a 20-year advancement in reservation, scheduling, and dispatching software compared to GPI’s current software that requires more manual processes and features far fewer enhancements. Trapeze will allow for more rider attributes (different types of mobility devices, service animals, oversized individuals, etc.) to better match riders with vehicle types, more efficient reservations intake and vehicle routing, and better integration of subcontracted (taxi) fleets.

Two specific Trapeze features will directly benefit riders by providing customized information without speaking to a customer service representative. The Passenger Portal feature will (1) provide 24-hour access to view the history of past and upcoming trips, (2) require a secure log-in using their Access rider ID number and password, and (3) provide a “self-service” reservations experience to:

- Book trips
- Review trips
- Confirm trips
- Cancel trips
- Obtain an electronic receipt for all transactions (not possible when making phone reservations)

Trapeze’s Ripple trip notification feature offers the rider the ability to receive trip notifications via phone call, text, and email. The result should be reduced no-shows, reduced driver wait times, and reduced call center volume. Staff will be able to determine which features of the application are most advantageous to our customers.
Finally, the upgrade to Trapeze will include the automation of call-outs, taking the decision to issue the notification out of the driver’s hand. The software has the ability to recognize when the vehicle is close to the customer’s pick-up address, and then issue the call-out via phone call, text, or email. While call-outs are not guaranteed, automatic call-outs removes human error from the process.

All of these software enhancements respond to feedback from Access customers, and can be implemented in a fairly short time frame; all of the technologies referenced are in place at other Trapeze operations in California and across the country.
TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO AWARD COMPREHENSIVE OPERATIONAL REVIEW CONTRACT (AS-4033)

ISSUE:

Board approval is required for the selection of a consulting services firm to conduct a comprehensive operational review of Access’ paratransit operations.

RECOMMENDATION:

Authorize staff to execute a one (1) year contract with Nelson/Nygaard Consulting Associates, Inc. in an amount not to exceed $250,001, beginning January 1, 2017 and ending December 31, 2017.

IMPACT ON BUDGET:

The cost for these services is programmed in the current FY 2017 budget and will, if necessary, be programmed in next year’s budget. These services will be funded with local Prop C funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered. This will be the third review that Access initiated as a result of the 2013 Metro review. This required a competitive procurement to secure the expertise needed to complete the project.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Staff requests authorization from the Board to negotiate a contract with Nelson/Nygaard Consulting Associates, Inc. on 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 June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in recommendations that Access conduct operational reviews of its eligibility, customer service and paratransit operations functions. Staff procured and engaged consulting services for the reviews of eligibility and customer service which led to some alterations of how Access provides those services. This action is to award the contract to conduct the operational review of the third category - paratransit operations. The goals of the review include evaluating the existing paratransit functions, including the costs, delivery, efficiency, and performance measures; assess and quantify the current functions considered above and beyond ADA guidelines; and identify solutions and recommendations for improved operational efficiencies based on the operational review and industry best practices.

A Request for Proposals (RFP) was issued on September 27, 2016 to all vendors registered on the Access Services website. Advertising was also placed in trade-related publications and the Los Angeles Times. Questions from potential bidders were received and one (1) addendum was issued. Ten (10) proposals were received: (a) Accenture, (b) BCA Watson Rice LLP, (c) Delta Services Group Inc., (d) IBI Group, (e) McCloud Transportation & Associates LLC, (f) Nelson/Nygard Associates Inc., (g) Satwick Inc., (h) Stantec Consulting Services Inc., (i) TAP International Inc., and (j) Transportation Management & Design, Inc. All proposals were reviewed and nine (9) were deemed responsive and responsible to the RFP. Interviews were conducted on November 16th and 17th and proposals were evaluated using the following criteria:

1) Qualification of the Firm - 35%
2) Quality of Technical Approach and Work Plan - 25%
3) Qualifications and Availability of Proposed Staff - 25%
4) Cost - 15%
The proposals were scored by a six-member panel as follows:

<table>
<thead>
<tr>
<th>PROPOSER</th>
<th>TECHNICAL</th>
<th>COST SCORE *</th>
<th>TOTAL SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nelson/Nygaard Associates Inc.</td>
<td>79.21</td>
<td>7.18</td>
<td>86.39</td>
</tr>
<tr>
<td>McCloud Transportation &amp; Associates LLC</td>
<td>66.38</td>
<td>15.00</td>
<td>81.38</td>
</tr>
<tr>
<td>Stantec Consulting Services Inc.</td>
<td>75.92</td>
<td>4.12</td>
<td>80.04</td>
</tr>
<tr>
<td>Delta Services Group Inc.</td>
<td>66.45</td>
<td>11.50</td>
<td>77.95</td>
</tr>
<tr>
<td>IBI Group</td>
<td>65.54</td>
<td>10.64</td>
<td>76.18</td>
</tr>
<tr>
<td>Transportation Management &amp; Design Inc.</td>
<td>62.00</td>
<td>7.05</td>
<td>69.05</td>
</tr>
<tr>
<td>BCA Watson Rice LLP</td>
<td>53.98</td>
<td>7.26</td>
<td>61.24</td>
</tr>
<tr>
<td>Accenture</td>
<td>51.98</td>
<td>4.50</td>
<td>56.48</td>
</tr>
<tr>
<td>TAP International Inc.</td>
<td>42.13</td>
<td>4.77</td>
<td>46.90</td>
</tr>
</tbody>
</table>

* Cost Score is determined by using the following formula:

\[
\text{Points} = \frac{\text{Lowest Cost Proposal}}{\text{Cost Proposal of Proposer Under Consideration}} \times 100\%
\]

**COST PROPOSALS SUMMARY:**

<table>
<thead>
<tr>
<th>PROPOSER</th>
<th>COST PROPOSAL RANKING FROM LOWEST TO HIGHEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>McCloud</td>
<td>$119,698.00</td>
</tr>
<tr>
<td>Delta</td>
<td>$156,180.00</td>
</tr>
<tr>
<td>IBI</td>
<td>$168,753.30</td>
</tr>
<tr>
<td>BCA</td>
<td>$247,275.00</td>
</tr>
<tr>
<td>Nelson\Nygaard</td>
<td>$250,001.00</td>
</tr>
<tr>
<td>TMD</td>
<td>$254,676.00</td>
</tr>
<tr>
<td>TAP International</td>
<td>$376,182.00</td>
</tr>
<tr>
<td>Accenture</td>
<td>$398,160.00</td>
</tr>
<tr>
<td>Stantec</td>
<td>$435,725.00</td>
</tr>
</tbody>
</table>

Following a qualitative evaluation of proposals, the panel selected Nelson/Nygaard Associates Inc. The Nelson/Nygaard proposal encompasses six tasks – study management, stakeholder involvement, an examination of existing conditions and analysis of paratransit functions, financial analysis, peer system analysis and recommendations for improved system efficiency. The proposal team is a partnership of Nelson/Nygaard, DemandTrans Solutions, AMMA Transit Planning and RFS Consulting that will bring both local and national expertise to the review. Collectively they have significant depth and experience in similar paratransit projects including –
• ADA/coordinated paratransit service design, evaluation, planning, and policy analyses;
• Paratransit cost reduction and efficiency strategies, including the incorporation of taxis and other non-dedicated service provider into the service mix, and the design of alternative taxi and TNC-based subsidy programs;
• The procurement of dedicated and non-dedicated service providers, call (and control) center managers, and eligibility contractors—RFP construction and proposal evaluation;
• ADA paratransit eligibility programs—design and evaluation;
• ADA paratransit compliance reviews (for the FTA and as part of settlement agreements);
• Mobility management strategies and technologies such as the merging of one-click and booking apps and the use of mobile technologies to not only book trip requests on matched and selected services but also to provide real-time locations of assigned vehicles;
• Outreach efforts and paratransit customer satisfaction/attitudinal surveys; and
• Development of paratransit user guides and public information materials

The Nelson/Nygaard led-team is very familiar with Access as it has been a partner on previous projects such as Access’ Five Year Business Plan and Social Services Transportation Inventory in 2014, development of the Short Range Transit Plan, and the 2004-2007 Performance Assessment. The panel felt that the firm is highly qualified to provide the services to complete the review as Nelson/Nygaard received the highest technical and overall score.
NOVEMBER 7, 2016

TO:   BOARD OF DIRECTORS
FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION
RE:   UPCOMING BOARD ITEMS

ISSUE:

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

January 23, 2017
Board Meeting – Metro

<table>
<thead>
<tr>
<th>Agenda Items</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Approve Agency Investment Policy</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds - Voice Telecommunications Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds - Audit Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds - Regional Paratransit Service Contract (Santa Clarita)</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Establish an Ad Hoc Budget Committee for Fiscal Year 2017/18</td>
<td>Action</td>
</tr>
</tbody>
</table>

February 27, 2017
Board Meeting – El Monte

<table>
<thead>
<tr>
<th>Agenda Items</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Award Eligibility Determination Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Award Eligibility Facility Construction Contract</td>
<td>Action</td>
</tr>
</tbody>
</table>
March 27, 2017
*Board Meeting – El Monte*

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Extend Term and Increase Funds – Software License Agreement</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds – Information Technology Consulting Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds – Passenger Opinion Survey Services Contract</td>
<td>Action</td>
</tr>
</tbody>
</table>