

# access

## BOARD OF DIRECTORS MEETING

Monday, July 15, 2019

General Session: 12:00 p.m.

Closed Session: Immediately Following

## ACCESS SERVICES HEADQUARTERS

Council Conference Room, 3rd Floor

3449 Santa Anita Avenue

El Monte CA 91731

\*via teleconference

\*Tampa Marriott Water Street, 700 S. Florida Avenue, Tampa, FL 33602

\*Kindred Hospital Rancho, 10841 White Oak Avenue, Room 111-B,

Rancho Cucamonga, CA 91730

\*3650 Fairland Blvd., Los Angeles, CA 90043

## 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.*

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	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>BOARD OFFICER ELECTIONS</b> (page 5) [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 July 15,	ACTION [Vote Required: Majority of quorum by voice vote for election of slate]

2019 and ending June 30, 2020 or the election of their successor, whichever last occurs.]

3. **REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON JUNE 14, 2019** (page 10)  
[Staff Recommendation: Approve minutes as written.] ACTION  
[Vote Required: majority of quorum by roll call]
4. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 17, 2019** (page 12)  
[Staff Recommendation: Approve minutes as written.] ACTION  
[Vote Required: majority of quorum by roll call]
5. **REPORT FROM EX-OFFICIO BOARD MEMBERS** INFORMATION
6. **GENERAL PUBLIC COMMENT** INFORMATION
7. **SUPERIOR SERVICE AWARD** PRESENTATION
8. **CONSENT CALENDAR** ACTION  
[Vote Required: majority of quorum by roll call]
  - a) Consideration to Appoint Transportation Professionals Advisory Committee (TPAC) Members (page 18)  
[Staff Recommendation: Approve the reappointment of the eight (Group A) members.]
  - b) Consideration to Renew Agency Insurance Policies (page 19)  
[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.]
  - c) Consideration to Approve Award for Vehicle Decal Printing and Installation Services Contract (page 20)  
[Staff Recommendation: Authorize staff to execute a purchase order with L.A. Graphics for the production and installation of Access service vehicle decals in an amount not-to-exceed \$83,314. The period of performance will be one (1) year, commencing on August 1, 2019.]  
[Staff Recommendation: Approve Consent Calendar]

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| 9.  | <b>CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR WHERE'S MY RIDE (WMR) SOFTWARE AND SERVICES CONTRACT (AS-3998)</b> (page 22)<br><br>[Staff Recommendation: Authorize an additional \$249,091 in funds and an extension in the period of performance with IT Curves through February 21, 2021.] | PRESENTATION/<br>ACTION<br>[Vote required:<br>majority of quorum<br>by roll call] |
| 10. | <b>FY2018/19 OPERATIONS OVERVIEW</b>  | INFORMATION   |
| 11. | <b>UPCOMING BOARD ITEMS</b> (page 25)   | INFORMATION   |
| 12. | <b>EXECUTIVE DIRECTOR'S REPORT</b>  | INFORMATION   |
| 13. | <b>BOARD MEMBER COMMUNICATION</b>   | INFORMATION   |
| 14. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>   | DISCUSSION/<br>POSSIBLE<br>ACTION   |
| 15. | <b>CLOSED SESSION</b><br><br><i>A) CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR</i>   | DISCUSSION/<br>POSSIBLE<br>ACTION   |
| 16. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>  | INFORMATION   |
| 17. | <b>ADJOURNMENT</b>  | ACTION  |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board 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 an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board 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 comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

JULY 10, 2019

**TO: BOARD OF DIRECTORS**  
**FROM: VINCENT C. EWING, ACCESS SERVICES GENERAL COUNSEL**  
**RE: BOARD OFFICER ELECTIONS**

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**ISSUE:**

It is necessary to elect new officers of the Board for Fiscal Year 2019-2020. Attached you will find Bylaw Article VII - Officers of the Agency which details each officer's responsibilities and duties on the Board.

**RECOMMENDATION:**

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning July 15, 2019 and ending June 30, 2020 or the election of their successor, whichever last occurs. The nominees are:

**Slate of Officers:**

Chairperson:	Dolores Nason
Vice Chair:	Martin Gombert
Treasurer:	Doran J. Barnes
Secretary:	Valerie Gibson
Executive Director:	Andre Colaiace

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  
SPECIAL MEETING OF THE ACCESS  
SERVICES BOARD OF DIRECTORS

Access Services  
3449 Santa Anita Ave.  
El Monte, CA 91371  
Friday, June 14, 2019  
12:00 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:05 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Dolores Nason, and John Troost (via teleconference). Legal Counsel Vince Ewing.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Director Angela Nwokike, Vice-Chair Art Ida

2. **CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that the Board had been briefed on Item A and no action was taken but direction was given to Legal Counsel

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

No public comments.

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

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

5. **ADJOURNMENT**

Motion made by Director Barnes, seconded by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 12:45 p.m.

Approved

\_\_\_\_\_  
Theresa DeVera, Secretary

\_\_\_\_\_  
Date



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

Access Services

Los Angeles County Metro Boardroom

One Gateway Plaza, 3rd Floor

Los Angeles CA 90012

Monday, June 17, 2019

12:00 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:10 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Vice-Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, and Dolores Nason. Ex-Officio: CAC Chair Maria Aroch, TPAC Chair Giovanna Gogreve. Legal Counsel Vince Ewing.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Director Angela Nwokike, Director John Troost

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 13, 2019**

Recommendation: Approval of minutes as written.

**Motion made by Director Nason to approve the minutes, seconded by Vice-Chair Ida. Via Roll Call, all were in favor, motion passed.**

### **3. REPORT FROM EX-OFFICIO BOARD MEMBERS**

Community Advisory Committee Chair Maria Aroch reported that at the June 11, 2019 meeting the CAC took action to form three subcommittees. The Bylaws/Process subcommittee will look at CAC attendance, public participation, meeting duration, CAC agendas, and standing items. The Operations subcommittee will look at missed trips and no shows, how to avoid excessively long rides and poor routing. There was no other action to report.

Transportation Professionals Advisory Committee Chair Giovanna Gogreve reported that TPAC did not have a meeting in the month of May. The next meeting is scheduled on July 11th and they will be hearing a presentation on the eligibility application process, the online eligibility application process as well as an update on Rider 360 2.0. They are also going to be forming a nominating committee to seek volunteers for the officers' positions for the new fiscal year.

### **4. GENERAL PUBLIC COMMENT**

Ms. Lisa Anderson made a public comment by stating that sometimes when she is taking an Access ride, the drivers have to go to the restroom and it is definitely an issue for the drivers and the passengers. She also stated that the Access drivers don't actually assist her to enter the car or even to the door. Many of the drivers don't assist her to the ramp because they are talking on their phone. Alex Chrisman was assigned to speak to Ms. Anderson on these issues.

Ms. Renee Madera made a public comment by stating that in her reservation it is clearly stated for drivers to walk up to her and approach her. The driver that picked her up was screaming across the road for her to respond. She stated that this is not appropriate and it is up to them to come up to her and not the other way around. It is clearly stated in her notes on the reservation and the drivers need to learn to follow directions. Megan Mumby was assigned to speak to Ms. Madera on these issues.

### **5. SUPERIOR SERVICE AWARD**

Project Administrator Faustino Salvador presented Roberto Montalvo from Global Paratransit with the Superior Service Award.

### **6. CONSENT CALENDAR**

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

## CONSENT CALENDAR

- a) Consideration to Approve Extension of Term for Executive Director Employment Contract
- b) Consideration to Approve Change in Scope of Work for Santa Clarita Service Provider Contract (AS-4064)
- c) Consideration to Award Eligibility Appeals Contract (AS-4101-7)

Public Comment: None

**Motion made by Treasurer Turner to approve the Consent Calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.**

### **7. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2019/20**

Approve the FY 2019/20 budget as presented.

#### Public Comment

Ms. Yael Hagen made a public comment by lending her support to the current budget. She thinks that the budget has been very responsive in including the needs of riders, the input of riders and improvements in the service. She wanted to lend her support as a rider and the consensus at the Paratransit Riders Coalition was very positive.

#### Board Member Comments

Vice-Chair Ida asked what the concerns do staff have on the Dodge Caravans in terms of availability. He also asked if there are any pilots on electric powered vehicles or if there is grant money available.

Deputy Executive Director Hector Rodriguez responded that they have looked into that and Bill Tsuei, Director of Information Technology, has been part of that process. They know that electric vehicles are a more expensive option and there are also infrastructure issues Access would have to deal with.

Executive Director Andre Colaiace stated that there is a potential project with the city of Santa Clarita to apply for some federal money for electric paratransit vehicles. They are always exploring new technologies in paratransit, but, as Hector Rodriguez mentioned, the service is different than a fixed route because the electric vehicles do need to be able to charged more frequently.

Director Nason stated that she understands the budget involves a lot of money but the presentation seems logical and she congratulates Access on a job well done.

**Motion made by Director Nason to approve Item 7, seconded by Vice-Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

**8. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR WEBSITE SERVICES (AS-3321)**

Authorize an additional \$50,000 in funds and an extension in the period of performance for one year, from December 1, 2019 through November 30, 2020.

Public Comment

None.

Board Member Comments

None.

**Motion made by Vice-Chair Ida to approve Item 8, seconded by Treasurer Turner. Via Roll Call Vote - all were in favor, motion passed.**

**9. SAME DAY PARATRANSIT SERVICE OVERVIEW**

This item was pulled and not presented.

**10. UPCOMING BOARD ITEMS**

Director of Administration F Scott Jewell announced that the next Board meeting will be taking place at Access on Monday, July 15, 2019. The following two Board meetings will take place in August and September at Metro.

**11. EXECUTIVE DIRECTOR'S REPORT**

Mr. Colaiace stated that in terms of performance, they were at 92% on time, which is excellent. The completed trips this year, are up 3% while the answered calls are down 3%. He believes they are seeing some of the effects of technology producing fewer phone calls, which is both good for the customer and good for the finances in the long run. In regards to online reservations, they are off to a strong start in the Eastern, West/Central and Southern regions and are averaging 231 trips booked per day. They are planning to expand this to the San Fernando Valley and Santa Clarita regions in the October and December time frames respectively. They are also implementing online eligibility applications which should go live by the end of the week, and applicants will be able to submit their information online. Applicants will be able to schedule their evaluation appointments after two business days, which is much faster than the current process. On a final note, he would like to thank Vice-Chair Ida and Treasurer Turner for

their service on the Board and extensive contributions to Access. The last few years have been very good for Access in terms of performance and none of this would have been possible without the contributions of these Directors.

## **12. BOARD MEMBER COMMUNICATION**

Ms. Gogreve also wanted to thank Treasurer Turner and Vice-Chair Ida for their support for her on the TPAC and on the Board, and also for their support and contributions to Access and the disabled community. She also congratulated Vice-Chair Ida on his retirement.

Ms. Aroch congratulated Vice-Chair Ida on his retirement. She was also wondering if there could be some sort of collaboration between Access and Uber or Lyft because they have the drivers and Access has the cars.

Treasurer Turner thanked everyone and stated that she really enjoyed being on the Board. She just wanted to thank Andre Colaiace and his team for doing such a fantastic job. They have made great changes these past four years and she appreciated learning about paratransit. She will keep speaking up on issues that come to the table and looked forward to keeping in touch with everyone on the Board.

Director Barnes thanked the Access team on handling a \$190 billion budget so well. He pointed out that the quality of the service has also improved and that is really great. He thanked Treasurer Turner for her passion and everything she has brought to the Board. He also congratulated Vice-Chair Ida and looks forward to hearing about all the great things in his future.

Vice-Chair Ida stated that he has been in transit for 28 years and at Culver City for 18 years and he wanted to say that the Access Board has been amazing. He is very grateful to have served on it. He looks forward to continue watching how things progress with Access. He thanked everyone for the wonderful opportunity to serve on the Board.

Director Nason stated that she will miss both Vice-Chair Ida and Treasurer Turner. She looked forward to seeing what their future holds.

Secretary DeVera expressed that she will really miss Treasurer Turner and Vice-Chair Ida. She appreciated that Treasurer Turner never hesitated to pull an item if she had an issue with it. She was a great treasurer and really took her job seriously. She wished Vice-Chair Ida a happy retirement. She also expressed her excitement over the online booking. She loves that she is able to reserve online and says it has saved her a lot of time.

Director Gombert echoed the previous comments on Treasurer Turner and Vice-Chair Ida. He thanked them both for being hardworking, opinionated and smart people. He



enjoyed working with them on the Board and will miss them. He also thanked Hector Rodriguez for his hard work on the budget.

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

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

**14. CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that the Board had been briefed on Items 14.A. 1 and 2 and no action was taken. He further stated that the Board had been briefed on Item 14.B and no action was taken but direction was given to Legal Counsel

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

No public comments.

**16. ADJOURNMENT**

Motion made by Secretary DeVera, seconded by Director Nason. Via voice vote all were in favor, motion passed. The meeting adjourned at 1:45 p.m.

Approved

\_\_\_\_\_  
Theresa DeVera, Secretary

\_\_\_\_\_  
Date

JULY 10, 2019

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION**

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

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**ISSUE:**

Eight Transportation Professionals Advisory Committee (TPAC) members have terms that will expire on October 28, 2019. The reappointments recommended below are for two-year terms beginning October 2019. These terms will expire in October 2021.

**RECOMMENDATION**

Approve the reappointment of the following eight (Group A) members:

- Silva Baghdanian, Glendale Beeline
- Jesse Valdez, East L.A. Regional Center
- Gracie Davis, Orange County Transportation Authority
- Giovanna Gogreve, Metro
- Kevin McDonald, Foothill Transit
- Diane Amaya, Beach Cities Transit
- James Lee, Torrance Transit
- Luz Echavarria, L.A. Department of Transportation

**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.

JULY 10, 2019

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO RENEW AGENCY INSURANCE POLICIES**

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**ISSUE:**

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2019.

**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 2019/20 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, 2019, and November 30, 2019 for the Workers' Compensation policy.

JULY 10, 2019

**TO: BOARD OF DIRECTORS**  
**FROM: JOSH SOUTHWICK, COMMUNICATIONS COORDINATOR**  
**BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION**  
**RE: CONSIDERATION TO APPROVE AWARD FOR VEHICLE DECAL PRINTING AND INSTALLATION SERVICES CONTRACT**

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**ISSUE:**

Board approval is required to exercise award of a Purchase Order to print interior and exterior decals to be installed on certified taxis performing Access trips. Excess decals will be kept by Access and used to meet future demand.

**RECOMMENDATION:**

Authorize staff to execute a purchase order with L.A. Graphics for the production and installation of Access service vehicle decals in an amount not-to-exceed \$83,314. The period of performance will be one (1) year, commencing on August 1, 2019.

**IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY2019/20 and FY20/21. The funding for this service comes from Proposition C 40% Discretionary funds. The proposed total expenditure includes applicable sales tax and fees.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered as existing taxi decals have surpassed their useful lifespan. Existing decals are worn, damaged and not consistent with Access' most current branding. Additionally, an interior decal on the front windshield will be added, enhancing the ease of identifying service provider vehicles and making the appearance of these vehicles more consistent with current ride services.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written agreement upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the proposed contract 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**

Access issued a Request for Quotations (RFQ) on May 21, 2019 in order to find a vendor capable of delivering both printing and installation services as specified in the RFQ on time and within budget. Staff received two proposals in response to the RFQ, from L.A. Graphics and Signature Graphics. After determining that the two vendors were responsive and their proposals responsible, an evaluation team, consisting of Access staff, reviewed the proposals in more depth. The team found that the Signature Graphics quotation included too many variables that did not allow for the quotation of a requisite firm fixed price. Conversely, the team found L.A. Graphics well qualified to produce and deliver the decals and provide installation per Access' specifications at a firm fixed price. Staff now requests Board approval for this purchase.

Access is proposing to replace two (2) existing exterior decals and adding one (1) window decal on 1,000 taxis. In order to meet future demand, Access would also purchase additional decals for up to 500 taxis. The initial installation would be done as expeditiously as possible, without disrupting the continuity of services. All decals not installed by the Contractor will be retained by Access to be installed as needed at a later date.

The total not-to-exceed amount proposed is \$83,314. Specifically, \$80,314 will cover the cost of labor, materials, and tax for the decaling of 1,000 taxis and the cost of materials and tax only for the decaling of up to 500 additional taxis. \$3,000 will be set aside to cover up to fifty hours labor for additional decaling. Proposed labor and material rates are as follows:

- The negotiated labor rate for the installation of decals is \$45.00 per vehicle.
- The unit cost for the production of 1,500 interior decals is \$10.50.
- The unit cost for the production of 3,000 exterior decals is \$5.50.
- The cost for taxes on the total decal purchase is \$3,064.
- For any related additional work beyond the installation of the original 1,000 sets of decals for which the service provider does not wish to do the work themselves, the Contractor will bill at a rate of \$60.00 per hour.

JULY 10, 2019

**TO: BOARD OF DIRECTORS**

**FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY  
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR  
WHERE'S MY RIDE (WMR) SOFTWARE AND SERVICES CONTRACT (AS-  
3998)**

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**ISSUE:**

Board approval is necessary to add funds and extend contract AS-3998 with Information Technologies Curves (IT Curves), Access Services' WMR vendor.

**RECOMMENDATION:**

Authorize an additional \$249,091 in funds and an extension in the period of performance with IT Curves through February 21, 2021.

**IMPACT ON BUDGET:**

The costs associated with this contract has been budgeted in the FY2019/20 fiscal year and will also be allocated to the FY2020/21 fiscal year. The contract's not-to-exceed value will increase from \$287,850 to \$536,941. Of the funds requested, \$149,675 is for further development costs and \$99,416 are licensing and support fees.

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

**ALTERNATIVES CONSIDERED:**

The Board may opt to direct staff to initiate a procurement for the continuation of these services. However, due to the on-going development of the WMR application, staff feels that extending these services is the most efficient way to expand the WMR application system-wide as well as to implement any future improvements.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

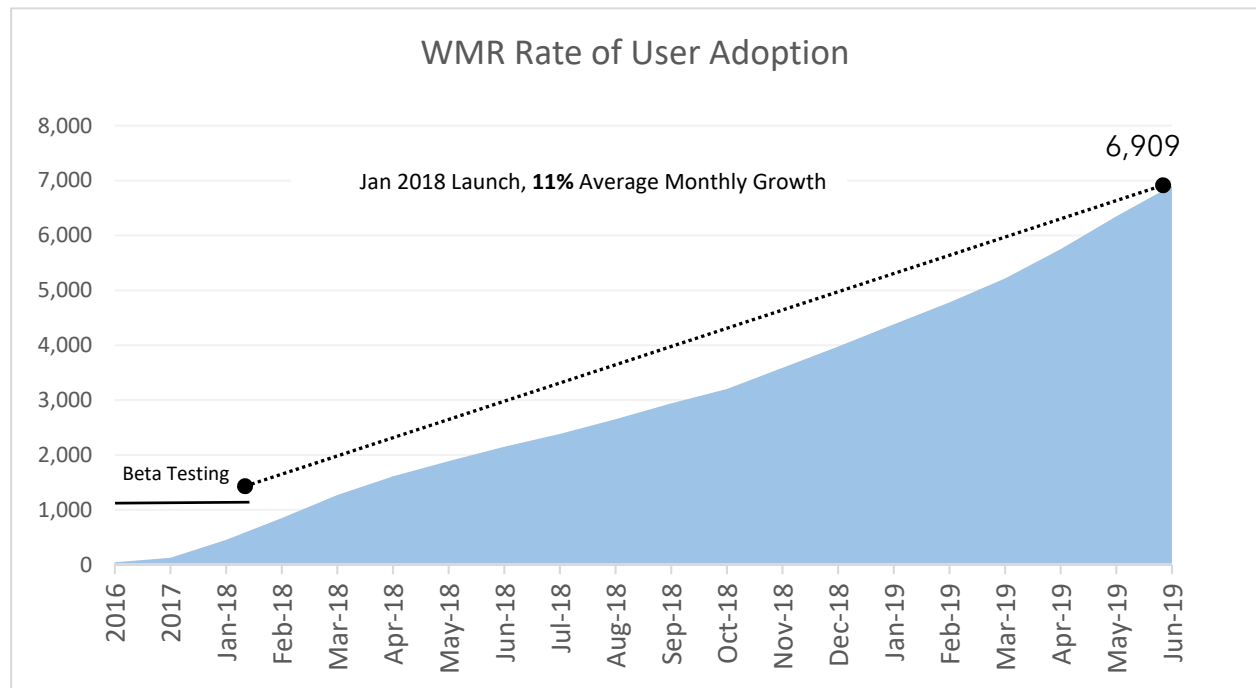
If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with IT Curves, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally 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:**

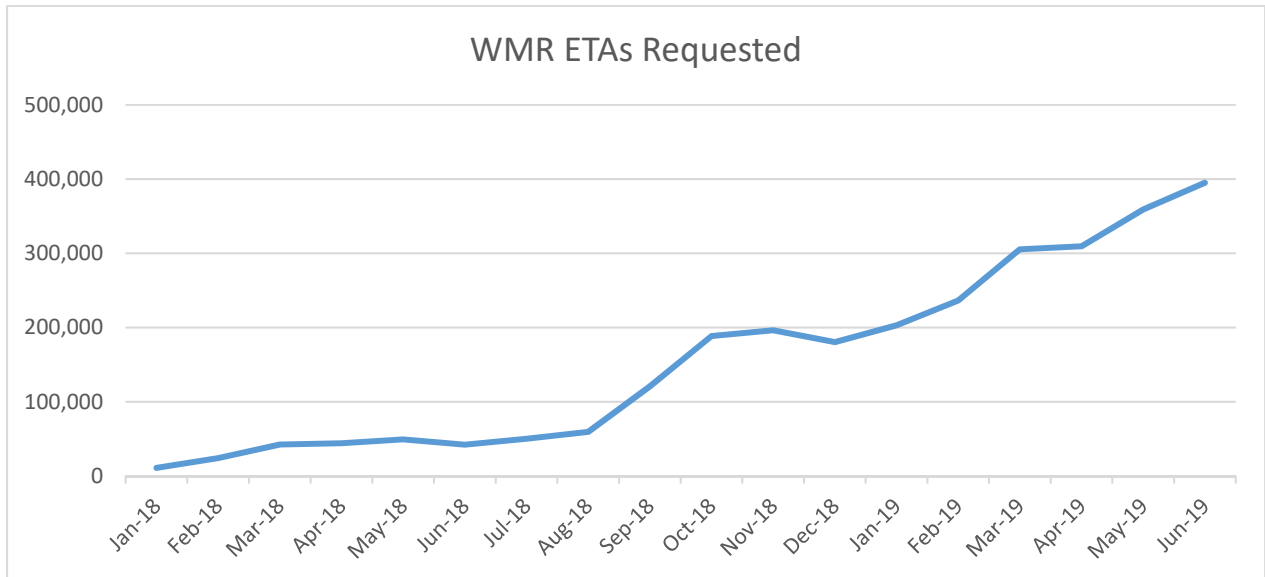
In January 2016, the Board authorized the development of the “Where’s My Ride” application, a smart device and web program that enables our riders to monitor the status and location of their designated vehicle via a smartphone, cell phone, tablet or computer.

Development of the application began in March 2016 and WMR went live in January 2018 to cover the Eastern, West/Central, Northern and Southern regions. Subsequently, services in the Santa Clarita region went live in April 2019. Staff is currently negotiating with Keolis to bring this software functionality to the Antelope Valley region.

1. Since the program’s official launch fifteen months ago, the user adoption rate has reached 6,909 unique riders.



2. The mobile apps' "stickiness" rate is over 89% as of June 2019. This means that most riders who download the WMR mobile app use it frequently instead of abandoning it after their first trial.
3. 395,099 unique ETAs were provided to riders in June 2019.



4. Total unique ETA requests between July 2018 and June 2019 is 2,604,587.
5. The average rating (scale of 1 to 5, with 5 being the highest) of trips through the mobile app from riders is 4.7.

This contract was originally procured with a three-year, six month term with the assumption that all service areas would be implemented. However, due to factors outside of the control of the vendor (such as software platform changes by the service providers), staff does not expect to fully implement this system until the end of this year. The requested additional funds will provide for maintenance & license coverage through February 21, 2021, application development for the Antelope Valley region, the development of online reservations for mobile platforms, WMR & online reservation helpdesk operations, and potential additional functionality.



JULY 10, 2019

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: UPCOMING BOARD ITEMS**

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**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board through September 2019 at the regularly scheduled Board meetings.

**August 19, 2019**  
***Board Meeting - Metro***

<b>Agenda Items:</b>	<b>Disposition:</b>
TBD	TBD

**September 16, 2019**  
***Board Meeting - Metro***

<b>Agenda Items:</b>	<b>Disposition:</b>
DBE Consulting Services Contract Award	Action

**October 21, 2019**  
***Board Meeting - Metro***

<b>Agenda Items:</b>	<b>Disposition:</b>
Transportation Brokerage Services Contract Award	Action
On Board Vehicle Camera/Recording System Contract Award	Action
ADA Eligibility and Mobility Evaluation Services Contract Extension	Action