BOARD OF DIRECTORS MEETING
MONDAY, JUNE 27, 2016
Closed Session: 12:00 p.m.
General Session: Immediately Following
The meeting is expected to end by or before 3:00 p.m.

ACCESS SERVICES HEADQUARTERS
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA  91731

MISSION STATEMENT
Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9
      I. Anticipated Litigation: Gov. Code §54956.9 (b)
         (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9
         (ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9

ACTION

DISCUSSION/POSSIBLE ACTION
2. **Pending Litigation:**

   
   (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 §54956 - REAL PROPERTY**

1. Conference with Real Property Negotiators
   
   Property: Eligibility Center
   
   Agency Negotiator: Shelly Verrinder
   
   Negotiating Parties: Access Services - Prologis & Jones Lang La Salle
   
   Under Negotiation: price and terms

4. **SUPERIOR SERVICE AWARD**

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 23, 2016 AND THE SPECIAL BOARD MEETING JUNE 1, 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 Authorize Funding for Back-Up Service Providers (AS-3950) (page 20)
   
   b) Consideration to Approve the Purchase of Four (4) Replacement Vehicles for Paratransit Service (page 22)
   
   c) Consideration to Approve Contract Amendment for the SmartDrive Camera System (AS-3906) (page 24)
   
   d) Consideration to Approve Extension and Rate Changes for Local Vehicle Audit Services (AS-2985) (page 26)
   
   e) Consideration Amend Contract Scope of Work for Eastern Region Service Contract (AS-3421) (page 28)
f) Consideration to Approve Scope of Work Changes, Contract Rate Addition, And Increase Funds to Antelope Valley Region Service Provider Contract (AS-3116) (page 30)

g) Consideration to Approve Rate Change and Extension of Facility Sublease (AS-3261) (page 33)

h) Consideration to Approve the Purchase of Five (5) Replacement Staff Vehicles (page 35)

i) Consideration to Approve Extension, Assignment, Rate Change and Increase of Funds to ATBOS Software Licensing Agreement (AS-1250) (page 37)

j) Consideration to Approve Extension and Contract Assignment for Software Services (AS-1288) (page 39)

k) Consideration to Approve Increase of Funds - Telephone Interpreting Services Contract (AS-3394) (page 41)

l) Consideration to Extend Term and Increase Funds - Financial Software ERP Migration Support Services (AS-3753) (page 43)

m) Consideration to Approve Funding Source Change for Primary Automobile Liability Coverage Extension (page 45)

   [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2016/2017 (page 47)

   [Staff Recommendation: Approval of the FY 2016/2017 Budget as Presented.]

10. CONSIDERATION TO APPROVE INCREASE OF BOARD STIPEND (page 50)

    [Staff Recommendation: Authorize a change in Board stipend compensation to $100 per day with a maximum monthly limit of $500.]

11. CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2016-2020) (page 52)

    [Staff Recommendation: Approve the five-year Strategic Plan as presented.]
12. **CUSTOMER SERVICE TRANSITION UPDATE** (page 56) INFORMATION
   [Staff Recommendation: Receive and File.]

13. **UPCOMING BOARD ITEMS** (page 58) INFORMATION

14. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES** (page 60) PRESENTATION/ ACTION
   [Staff Recommendation: Close the Metro Review of Access Services]
   [Vote Required: majority of quorum by voice vote]

15. **EXECUTIVE DIRECTOR’S REPORT** INFORMATION

16. **BOARD MEMBER COMMUNICATION** INFORMATION

17. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA** DISCUSSION/ POSSIBLE ACTION

18. **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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the
Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."
ITEM 5

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

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA  90012
Monday, May 23, 2016
11:09 a.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 11:09 a.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary, Theresa DeVera. Directors Valerie Gibson, Nalini Ahuja, and Kim Turner. Ex-Officio’s CAC Chair Chaplain Dov Cohen, TPAC Chair, Linda Evans and Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present: Directors Angela Nwokike and John Troost.

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

No public comments.

3. **CLOSED SESSION REPORT**

No reportable action was taken with respect to any pending or threatened litigation, and potential initiation of litigation. The Board also met under code §54957 (b), consideration of third party complaint/charges against a public employees, no reportable action was taken with respect to this matter.

4. **SUPERIOR SERVICE AWARD**

Superior Service Award presentations:

Santa Clarita Road Supervisor, Eugene Barnett Superior Service Award recipient for the month of February 2016.
5. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the Board of Directors meeting held on Monday, April 25, 2016.

Motion made by Vice Chair, Dolores Nason to approve the minutes as submitted, seconded by Secretary, Theresa DeVeria. Via Voice Vote all were in favor, motion passed.

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

Chair Doran Barnes stated that due to the time constraints the report from the Community Advisory Committee (CAC) and Transportation Professional Advisory Committee (TPAC) Chairs, would be provided at the next Board of Directors meeting on June 27, 2016.

7. **GENERAL PUBLIC COMMENT**

No public comments.

8. **CONSENT CALENDAR**

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

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

8-b Authorization to Exceed Aggregate Procurement Limit for IMPRES Technology Solutions

8-c Consideration to Approve Employee Handbook Policy Update

Motion made by Director Kim Turner to approve the items on the consent calendar, Seconded by Vice Chair, Dolores Nason. Via Roll Call Vote all were in favor, motion passed

Chair Barnes recommended that Items 17 and 18 be moved before Item 9 on the agenda because the representative from SullivanCurtisMonroe insurance had other obligations to attend too.

Motion made by Secretary Theresa DeVera to suspend the order of the day, Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed
17. **CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (AS-2749)**

Recommendation: Authorize the Executive Director to:

- Enter into one-year policy agreements with James River Insurance Company, National Union Fire Insurance Company and Scottsdale Insurance Company from June 21, 2016 until June 21, 2017 for an amount not to exceed $875,000 for the provision of Third, Fourth, and Fifth Excess Liability coverage respectively.

**Motion made by Director Nalini Ahuja to approve staff recommendation, seconded by Treasurer Martin Gombert. Via Roll Call Vote all were in favor, motion passed.**

18. **CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM**

Recommendation: Authorize staff to continue a $100,000 Self Insured Retention program with estimated liability of $2,081,000 determined in accordance with GASB Statement No. 10 as required for public entities.

**Motion made by Vice Chair Dolores Nason to approve staff recommendation, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.**

9. **CONSIDERATION TO APPROVE SCOPE OF WORK CHANGES RELATED TO TRANSPORTATION PROVIDER STAFFING AND TRAINING REQUIREMENTS**

Recommendation: Authorize staff to execute an amendment to incorporate changes to the staffing and training requirements in the scope of work for the following contracts and contractors: AS-2364 (West/Central Region) California Transit, Inc., AS-2602 (Santa Clarita Region) Santa Clarita Transit, AS-2967 (Southern Region) Global Paratransit, Inc., AS-3116 (Antelope Valley Region) Diversified Transportation, AS-3341 (Northern Region) MV Transportation, AS-3421 (Eastern Region) San Gabriel Transit.

**Public Comment**

Carlos Benavides, Chair of the Los Angeles County Commission on Disabilities, made public comment by stating that the County Commission on Disabilities was concerned that the language in the scope of work was too vague. He asked what were the proposed incorporated changes, how did it change the staffing and training requirements and how would this positively affect the customer service that the rider was receiving. Mr. Benavides added that the LACCOD was concerned that regardless of who was providing the staffing and training to drivers there was still a high level of dissatisfaction as it related to customer service
and the treatment of riders. The LACCOD was grateful that Access had concentrated their efforts on raising their on-time performance and would gladly partner with Access Services to help achieve significant gains in the area of customer service. The LACCOD also had a strong partnership with the Los Angeles City Commission on Disabilities and together believed that the next goal could be achieved by keeping the riders at the four front of their efforts.

Mr. Benavides concluded his public comment by stating that there was something to be said about having no involvement with the contractors. He felt that the message was, “it’s easier not to get involved so they don’t have to take the blame” but no matter who Access Services subcontracted with, the Contractor represented Access.

Motion made by Vice Chair, Dolores Nason to approve staff recommendation, seconded by Treasurer, Martin Gombert. Via Roll Call Vote all were in favor, motion passed.

10. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-2602)

Recommendation: Authorize an additional $600,000 in funds, a change of rates, and an extension in the period of performance for one year, from August 4, 2016 through August 3, 2017 for Contract AS-2602 with the City of Santa Clarita.

The rate are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 9</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8/4/2016-8/3/2017</td>
</tr>
<tr>
<td>Variable per trip rate</td>
<td>$17.75</td>
</tr>
<tr>
<td>% change</td>
<td>1.64%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$32,797.79</td>
</tr>
<tr>
<td>% change</td>
<td>1.64%</td>
</tr>
</tbody>
</table>

Motion made by Kim Turner to approve staff recommendation, seconded by Director Valerie Gibson. Via Roll Call Vote all were in favor, motion passed.

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

Recommendation: Authorize the addition of funds by $127,103,623 a change in rates, and an extension in the period of performance for three (3) years, from September 1, 2016 through August 31, 2019.
The rates are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>7/1/2016 - 8/31/2016</th>
<th>Year 6</th>
<th>9/1/2016-6/30/2017</th>
<th>Year 6</th>
<th>7/1/2017-8/31/2017</th>
<th>Year 7</th>
<th>9/1/2017-8/31/2018</th>
<th>Year 8</th>
<th>9/1/2018-8/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
<td>$23.86</td>
<td>$24.43</td>
<td>$24.83</td>
<td>$25.43</td>
<td>$26.04</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>0.0%</td>
<td>2.4%</td>
<td>1.6%</td>
<td>2.4%</td>
<td>2.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed</td>
<td>$649,189</td>
<td>$664,757</td>
<td>$678,947</td>
<td>$686,895</td>
<td>$695,033</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>0.1%</td>
<td>2.3%</td>
<td>2.1%</td>
<td>1.2%</td>
<td>1.2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rancho</td>
<td>$34.38</td>
<td>$35.20</td>
<td>$35.78</td>
<td>$36.64</td>
<td>$37.51</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>0.0%</td>
<td>2.4%</td>
<td>1.6%</td>
<td>2.4%</td>
<td>2.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustment Reason</th>
<th>Minimum Wage &amp; Health Care</th>
<th>Option Year CPI</th>
<th>Minimum Year Wage</th>
<th>Option Year CPI</th>
<th>Option Year CPI</th>
</tr>
</thead>
</table>

Public Comment

Terri Lantz made public comment by stating that she was present to support Access Services on these items. She stated that she was speaking on Global Paratransit’s behalf but she wanted to thank all of the contactors for the service they provide. Ms. Lantz added that at United Cerebral Palsy (UCP), they served 13 hundred people a day and the majority were Access riders and for most of them Access was the only transportation option they had.

Ms. Lantz concluded her public comment by stating that she felt that the contractors had done an amazing job with the service they provide, although they were in need of new vehicles and good competitive wages to retain their current drivers and call takers. Ms. Lantz thanked the Board and staff for extending their contracts and asked that they keep in mind that the employees need good wages to retain them.

Luis Garcia from Global Paratransit made public comment by stating that Global Paratransit was in full support of this item and they completely understood the financial environment and economic strain. He stated that Global’s main concern was the proposed minimum wage increase and the adverse effect on the veteran driver because they were the most dedicated and reliable drivers that Global had. He asked the Board to please take into consideration that it had taken veteran drivers several years to build up their current wages. Mr. Garcia concluded his public comment by requesting that the Board revisit this item in the near future to take into consideration wage compression for veteran drivers and staff.

Motion made by Secretary, Theresa DeVeria to approve staff recommendation and for staff to come back to the Board with further information and discussion regarding the wage compression for veteran drivers with all of the contactors, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.
12. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364)**

Recommendation: Authorize the addition of funds by $19,038,497, a change in rates, and an extension in the period of performance for one (1) year, from November 1, 2016 through October 31, 2017.

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>$28.37</td>
<td>$28.58</td>
<td>$29.04</td>
</tr>
<tr>
<td>% change</td>
<td>1.7%</td>
<td>0.71%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$323,839</td>
<td>$326,138</td>
<td>$337,524</td>
</tr>
<tr>
<td>% change</td>
<td>0.7%</td>
<td>0.71%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Variable per hour rate (Braille)</td>
<td>$17.07</td>
<td>$17.19</td>
<td>$17.47</td>
</tr>
<tr>
<td>% change</td>
<td>1.9%</td>
<td>0.71%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Adjustment Reason</td>
<td>Minimum Wage &amp; Health Care</td>
<td>Option Year CPI</td>
<td>Minimum Wage</td>
</tr>
</tbody>
</table>

**Public Comment**

Michael Fricke from California Transit Inc. made public comment by concurring with Mr. Garcia's statement regarding the veteran drivers that had been with their company for a number of years. He stated that if the wages for the veteran drivers were not going to be increased, then the veteran drivers would be making the same or close to the same as the new hires. CTI feared that the veteran drivers would start to seek employment elsewhere and it would severely impact CTI's ability to retain their quality veteran drivers.

Motion made by Vice Chair Dolores Nason to approve staff recommendation, seconded by Director Valerie Gibson. Via Roll Call Vote all were in favor, motion passed.

13. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS – SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341)**

Recommendation: Authorize a change of rates for Contract AS-3341 with 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>
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<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$23.81</td>
<td>$24.15</td>
<td>$25.25</td>
<td>$25.58</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.4%</td>
<td>1.4%</td>
<td>4.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$502,605</td>
<td>$524,292</td>
<td>$530,870</td>
<td>$555,372</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.2%</td>
<td>4.3%</td>
<td>1.3%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Adjustment Reason</td>
<td>Minimum Wage &amp; Health Care</td>
<td>Base Year Rate</td>
<td>Minimum Wage</td>
<td>Base Year Rate</td>
</tr>
</tbody>
</table>

Public Comment

Nadar Raydan from MV Transportation made public comment by stating that they also had similar concerns regarding the wage increases. He thanked staff and the Board for taking the lead and actually discussing these issues; issues that were very important for the contractors operations and for the riders. He stated that one of the main concerns was the wage compression for the senior employees. The senior employees were the reason behind their good safety record and insurance savings as mentioned during the previous insurance item. Mr. Raydan stated that they were concerned that if they did not consider any wage increases for the senior drivers, they may experience a very high turnover with the senior drivers and may be forced to hire new employees at the new minimum wage that was being considered today.

Mr. Raydan added that it would be very difficult for MV Transportation because they would be competing with other businesses in their region. He stated that the paratransit driving jobs were very demanding, require a lot of training and investment where seniority matters. Mr. Raydan concluded his public comment by stating that when MV Transportation submitted their contract back in 2013, the minimum wage had increased twice and they absorbed the cost but it would be very hard to continue to do that with the current changes. He asked that the Board review the wage compression issue in the very near future.

Motion made by Vice Chair Dolores Nason to approve staff recommendation, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.

14. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – MV TRANSPORTATION – PARENTS WITH DISABILITIES PROGRAM (AS-3403)

Recommendation: Authorize an additional $476,568 in funds and extension in the period of performance of up to eighteen months form June 1, 2016 through November 30, 2017. The rate of compensation would be $40.87 per trip.
Motion made by Director Valerie Gibson to approve staff recommendation, seconded by Secretary Theresa DeVeria. Via Roll Call Vote all were in favor, motion passed.

15. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS – EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)

Recommendation: Authorize the addition of funds by $5,403,103 and a change of rates for Contract AS-3421 with San Gabriel Transit.

The rates are as follows -

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate 1</th>
<th>Rate 2</th>
<th>Rate 3</th>
<th>Rate 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$26.50</td>
<td>$26.67</td>
<td>$27.21</td>
<td>$27.36</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.1%</td>
<td>0.6%</td>
<td>2.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$608,986</td>
<td>$626,546</td>
<td>$636,246</td>
<td>$654,417</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.6%</td>
<td>2.9%</td>
<td>1.5%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Cert. variable per hour rate</td>
<td>$31.98</td>
<td>$32.10</td>
<td>$32.10</td>
<td>$32.25</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.0%</td>
<td>0.4%</td>
<td>0.0%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

Public Comment

Dondrea McAllister from San Gabriel Transit made public comment by stating that San Gabriel Transit was unified on the topic of minimum wage and wage compression for the senior drivers. She thanked the Board for exploring the options and discussing the issue at today’s meeting.

Motion made by Vice Chair Dolores Nason to approve staff recommendation, seconded by Treasurer Martin Gombert. Via Roll Call Vote all were in favor, motion passed.

16. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

Recommendation: Authorize the addition of funds by $14,604,747, a change in rates and an extension in the period of performance for three (3) years, from May 1, 2017 through April 30, 2020.
The rates are as follows-

<table>
<thead>
<tr>
<th></th>
<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 5/1/2018-4/30/2019</th>
<th>Year 8 5/1/2019-4/30/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Variable per</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>trip rate</strong></td>
<td>$16.45</td>
<td>$16.85</td>
<td>$17.30</td>
<td>$17.71</td>
<td>$18.14</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td>1.3%</td>
<td>2.4%</td>
<td>2.7%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td><strong>Fixed</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>monthly rate</strong></td>
<td>$159,944</td>
<td>$163,780</td>
<td>$165,887</td>
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Motion made by Treasurer Martin Gombert to approve staff recommendation, seconded by Director Valerie Gibson. Via Roll Call Vote all were in favor, motion passed.

19. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION - ELIGIBILITY DETERMINATION CONTRACT (AS-2441)**

Recommendation: 1) Authorize staff to exercise one of two remaining option years with a one (1) year extension to the contract form July 1, 2016 through June 30, 2017, 2) Authorize as additional $4,673,203.20 in funds thereby increasing the maximum contract value from $24,177,232 to $28,850,435.

Motion made by Treasurer Martin Gombert to approve staff recommendation, seconded by Vice Chair Dolores Nason. Via Roll Call Vote all were in favor, motion passed.

20. **CONSIDERATION TO APPROVE SELECTION OF MOBILITY DEVICE MARKING SERVICE CONTRACTOR (RFP AS-4010)**

Recommendation: Authorize staff to execute a contract with C.A.R.E. Evaluators, LLC (CARE) for the performance of the agency’s mobility device marking service for the period of July 1, 2016 through June 30, 2017 at an amount not to exceed $294,774, with an option to extend the contract in one year.

The Year 1 labor rates associated with this contract are as follows -

- Supervisor/Liaison: $36.70/hr
- Lead Installer: $24.00/hr
- Other Installers: $22.50/hr
Motion made by Vice Chair Dolores Nason to approve staff recommendation, seconded by Secretary Theresa DeVera. Via Roll Call Vote all were in favor, motion passed.

21. **AUTHORIZATION TO COLLECT CUSTOMER MEDI-CAL NUMBERS FOR ACCESS SERVICES PARTICIPATION IN LOS ANGELES COUNTY’S MEDI-CAL ADMINISTRATIVE ACTIVITIES PROGRAM**

Recommendation: Allow Access Services to collect Medi-Cal identification numbers from Access customers, on a strictly voluntary basis, for purposes of submitting reimbursement requests to the County for transportation services provided to/from Medi-Cal related appointments.

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

22. **ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2016-2020)**

Chair Doran Barnes reminded the Board that this was an information item only and this would be brought back to the Board at the next Board of Directors meeting on June 27, 2016.

23. **UPCOMING BOARD ITEMS**

Access Services Director of Administration, F Scott Jewell informed everyone that the next Special Board of Directors would be held on Wednesday, June 1, 2016 at Access Services headquarters in El Monte. He also added that the regular monthly Board of Directors meeting was on June 27, 2016 and would also be held at Access Services headquarters in El Monte.

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

24. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES**


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

25. **EXECUTIVE DIRECTOR’S REPORT**

Shelly Verrinder, Access Services Executive Director, stated that due to time constraints she would not be presenting a report at today’s meeting.
26. **BOARD MEMBER COMMUNICATION**

   Secretary Theresa DeVeria stated that this was probably the first time that the contractors made public comments on items on the agenda. She added that it was really nice to hear from the contractors and she looked forward to working on the wage compression items in the near future. She concluded her comment by thanking the contractors for their patience while the Board worked through these issues.

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

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

28. **ADJOURNMENT**

   Motion made by Secretary Theresa DeVeria, Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 4:47 p.m.

Approval

________________________________________  ______________________
Theresa DeVeria, Secretary                  Date
9. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 1:40 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Doran Barnes, Treasurer Martin Gombert, Directors Valerie Gibson, John Troost, Nalini Ahuja, and Kim Turner. Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present: Vice Chair Dolores Nason, Secretary Theresa DeVeera, Director Angela Nwokike and Ex-Officio’s TPAC Chair, Linda Evans and CAC Chair, Chaplain Dov Cohen.

10. **GENERAL PUBLIC COMMENT**

Access Services Legal Counsel Jim Jones, went over the procedures for making public comment.

Victor Dominguez made public comment by stating that he was still experiencing problems with getting a Spanish speaking representative; this time to file a complaint regarding a trip that he had on Monday and another trip today. He also stated that when he called he was not sure if he was calling the right line because when he pressed the key pad for a Spanish speaking representative, he did not receive one. He was then connected to an interpreter but the interpreter got confused.

Mr. Dominguez concluded his public comment by stating that there had to be a way to resolve this issue. He also stated that he would like to continue to work with Access Services Project Administrator, Rogelio Gomez.
Access Services Project Administrator, Rogelio Gomez was assigned to assist Mr. Dominguez.

Afi Bell made public comment by stating that she had a petition with 350 signatures to keep Access Services operating 24/7. She stated that she had been around since 2010 when Access Services was trying to shut down the service at midnight. Ms. Bell stated that on New Year’s Eve she called the reservation line to schedule a pick-up at 2:00 a.m. and was told that they could not pick her up because there were no buses running at that time. Ms. Bell concluded her public comment by stating that she and other riders would like Access to keep the 24/7 schedule so she asked the Board to please consider it.

Access Services Deputy Executive Director of Operations and Safety, Mike Greenwood was assigned to assist Ms. Bell.

11. **EMPLOYEE HEALTH AND BENEFIT INSURANCE**

Recommendation: Approve the Kaiser Renewal option as detailed below for a start date on July 1, 2016. The employee contribution will be 10% of the total cost of health insurance, 1) Authorize staff to obtain health care insurance pricing for both current employees and Access retirees from the California Public Employees’ Retirement System (CalPERS). The CalPERS information should be presented to the Board at a future meeting, 2) Approve the purchase of dental, vision, life and long term disability and other insurance policies as outlined.

Motion made by Treasurer Martin Gombert to approve staff recommendation, seconded by Director Kim Turner. Via Roll Call Vote all were in favor, motion passed.

12. **CONSIDERATION TO APPROVE RENEWAL OF INSURANCE PRIMARY AUTOMOBILE**

Recommendation: Authorize the Executive Director to 1) Enter into a one-year policy agreement extension with James River Insurance Company from June 21, 2017 until June 21, 2018 for an amount not to exceed $2,800,000 for the provision of Primary Automobile Liability coverage, 2) Approve the financing of $2,800,000 of the cost of the Agency’s premiums at an annual percentage rate of 1.88%. The Agency will incur a finance charge of up to $52,640.00.

Motion made by Director Nalini Ahuja to approve staff recommendation with the condition that Access operating budget for primary automobile liability insurance for Fiscal Year 2018 be reduced by the same amount, seconded by Kim Turner. Via Roll Call Vote all were in favor, motion passed.

13. **REAL PROPERTY NEGOTIATIONS – ELIGIBILITY CENTER**
Chair Doran Barnes reminded the Board that this was an information item only and no action was needed.

14. CLOSED SESSION REPORT

Jim Jones, Access Services Legal Counsel stated that the Board was going into closed session and did not anticipate any reportable action during this closed session. He also stated that for those in the audience that would like to leave at this point, can do so because the public was not be part of this closed session. Mr. Jones reiterated and advised the audience that it was unlikely that the Board would come back to the open session to adjourn the meeting and provide any reportable action.

15. NEW BUSINESSSUBSEQUENT TO THE POSTING OF THE AGENDA

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

16. ADJOURNMENT

The Board meeting adjourned the general session part of the meeting and went into closed session at 2:45 p.m.

Approval

______________________________    _______________________
Theresa DeVera, Secretary                Date
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACTS ADMINISTRATION
       SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO AUTHORIZE FUNDING FOR BACK-UP SERVICE PROVIDERS (AS-3950)

__________________________________________________________

ISSUE:

Board authorization is required to fund multiple agreements for Back-up Service Providers.

RECOMMENDATION:

Staff recommends that the Board authorize funding for Back-up Response Agreements with transportation service providers at a total program cost not to exceed $100,000 for FY2016/17.

IMPACT ON BUDGET:

Staff is requesting less funds than in prior years as a result of a review of our practices of when a back-up vehicle is appropriate.

The recommended action is within the anticipated budget for Fiscal Year 2016/2017.

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

ALTERNATIVES CONSIDERED:

These agreements result from an open request for qualifications. No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into written agreements with transportation providers for Back-up Service upon terms that are no less favorable to Access Services
than those proposed above. Access Services would not be legally bound to these agreements unless they are incorporated into formal written agreements executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

The Third Party Back-up Service Response was designed to assist riders when they encounter a service-related issue that requires immediate attention and they are unable to resolve the issue with the service provider. Back up trips are considered premium service and outside the ADA paratransit service requirements.

The Third Party Back-up Service Response functions are coordinated through the Customer Service Department via the Operations Monitoring Center (OMC). The Back-up Service is an option provided to the rider who contacts OMC regarding issues such as a late trip, a Provider No Show or if they are stranded with an existing reservation. If a Back-up Service Provider is agreed upon, a disclaimer is read to the customer informing them that the service will not be provided by an Access Service Provider, but by a taxi company or private sector transit provider.

Access utilizes Back-up service providers who are either licensed taxicab operators operating under the jurisdiction of a local municipality, or private providers. The drivers are not trained as extensively as Access paratransit certified drivers, but under this program the drivers are required to have had background checks and pre-employment drug screening.

Vendor performance is monitored on a day-to-day basis by the Access Customer Service and Operations Departments, and trip reports are monitored by the Audit Department. The Procurement Department has issued a Request for Qualifications (RFQ) to identify qualified service providers and execute agreements to replace the current expiring agreements. This is a continuous, ongoing RFQ and interested parties may submit Statements of Qualifications at any time. New agreements will address improved reporting techniques, monitoring of rates, and compliance with trip information requests.

As required by Access procurement policy regarding aggregate procurements, which states, “At such time as the aggregate purchase from a single vendor exceed the total amount of $75,000 in the fiscal year, any additional purchases from that vendor (during the same fiscal year) must be approved by the Board of Directors, notwithstanding the amount of the purchase.”, staff will return to the Board to request approval of any agreements that may exceed the $75,000 single fiscal year threshold for individual vendors.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO APPROVE THE PURCHASE OF FOUR (4) REPLACEMENT VEHICLES FOR PARATRANSIT SERVICE

ISSUE:

Board approval is required to purchase 4 vehicles for paratransit service during Fiscal Year 2015-16 to replace vehicles that were determined to be beyond repair, or totaled, by an insurance adjustor.

RECOMMENDATION:

Authorize staff to purchase four (4) ADA-accessible paratransit vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of $208,000.

IMPACT ON BUDGET:

Staff plans to utilize existing insurance proceeds to purchase these replacement vehicles, and supplement it with available capital Proposition C 40% funds. Currently, there is $118,298 from insurance proceeds available for the purchase of these vehicles. The balance, approximately $89,702, will come from available Proposition C funds.

The estimated total expenditure for this procurement includes applicable sales tax, license and fees.

ALTERNATIVE CONSIDERED:

Purchasing vehicles through state or, as is the case with this procurement, state-approved contracts, has proven to be cost effective and fully compliant with Access Services’ grant programs for Proposition C funds. Based on past experience, purchasing from cooperative contract schedules expedites the purchasing process while ensuring that a competitive price is paid for goods and services.
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(s) for the purchase of vehicles upon terms and conditions set forth in the aforementioned cooperative contract and no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract(s) unless such contract(s) is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

Staff has obligated the funds necessary to purchase these vehicles with funds from Fiscal Year 2015/16. Access is required to replace these four units as they were removed from service prior to the end of their useful life. The net proceeds from the disposition of the totaled vehicles will, in large part, pay for the acquisition of these replacement units. Approval of this recommendation will allow staff to move forward immediately with the purchase of the vehicles.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle purchase Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California, which includes ADA accessible vehicles.
JUNE 17, 2016

TO:        BOARD OF DIRECTORS

FROM:      MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR OF
            OPERATIONS & SAFETY

RE:        CONSIDERATION TO APPROVE CONTRACT AMENDMENT FOR THE
            SMARTDRIVE CAMERA SYSTEM (AS-3906)

ISSUE:

Board approval is needed to amend Contract AS-3906 to for changes to the
SmartDrive camera system to improve safety and system reliability.

RECOMMENDATION:

Authorize staff to execute an amendment for SR-2 camera replacements and other
changes to the SmartDrive video surveillance system used in Access-owned and
dedicated vehicles.

IMPACT ON BUDGET:

The costs associated with this action ($311,184) will come from Proposition C 40%
Discretionary funds from FY2015/16.

ALTERNATIVES CONSIDERED:

None.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

The SmartDrive video camera system has been a valuable risk management tool since implementation in 2010 and is essential to managing the Self Insured Retention (SIR) Insurance Program. SmartDrive is used by both Access and provider staff to review collisions, incidents, and dangerous driving behaviors such as speeding, running red lights and stop signs, and electronic device usage. The system is used to both promote safe driving, acknowledge good drivers for avoiding collisions, and to remove unsafe drivers from Access contracts.

With the SIR cap increasing from $50,000 to $100,000 in June 2015, it is essential to continue to develop new and creative methods for Access to manage risk and improve public safety. This project seeks to upgrade the SmartDrive camera system from outdated (beyond their useful life) SR-2 and SR-3 Wi-Fi technology to SR-3 cellular technology with continuous recording capabilities on all dedicated revenue vehicles. The upgrade will improve Access’ ability to record collisions and incidents, allow quicker Access to recordings, better investigate injuries and insurance claims, and refute fraudulent claims. The enhanced feature of continuous recording is the standard in the transit industry. SmartDrive has proven to reduce liability claim costs under the SIR Program and the upgrade will further reduce costs in coming years.

Benefits of the transition include:

- Replacement of SR-2 units was planned to incur expenses of $115,000 in FY17 and FY18 as cameras fail; this expense would be eliminated by the proposed project.
- Continuous recording of 100 hours per vehicle; feature doesn’t exist now as recordings are event based; all onboard incidents and minor collisions would be recorded
- Real-time GPS tracking and remote event downloading
- Ability to add (later) a third camera to capture BTC and boarding/alighting incidents that are currently not recorded
- Better manage: (1) insurance claims, (2) root cause analysis, and (3) collision and incident determinations
- Access can begin using video management tools only available with SR-3 cellular units
- SmartDrive directly aids in the denying of fraudulent/invalid claims; this upgrade project should at least double our ability to deny claims to the tune an additional savings of $6,500 per claim and 25 claims per year (total added annual savings of $160,000)
- Minor reduction to service subscription fees over life of contract
- Project cost of $311,184 includes hardware, extended storage, configuration, QA, tax, and shipping.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO APPROVE EXTENSION AND RATE CHANGE FOR LOCAL VEHICLE AUDIT SERVICES (AS-2985)

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ISSUE:

Board action is required for the extension and rate changes for the local vehicle audit service contract (AS-2985) with Transit Resource Center.

RECOMMENDATION:

Authorize an extension in the period of performance through February 28, 2017 and a change in rates according to the following -

- Inspection Services - $133.17 per vehicle
- Re-inspection Services - $40.26 per vehicle

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the proposed FY 2016/17 budget. Per terms of the contract, the rates can be adjusted up to the CPI change increase. There is sufficient funding that had been previously authorized by the Board to cover the increase of rates and the term of this extension. The funding for these services comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered due to option years being available on the contract and the satisfactory performance of the vendor. Staff anticipates minimal usage of these services through the proposed extension.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written extension of the existing services
agreement with Transit Resource Center for the provision of vehicle audit services upon terms and conditions set forth and no less favorable to Access than those proposed above.

BACKGROUND:

Access Services requires that a “turnover audit” of all vehicles assigned to a contract be accomplished prior to contract turnover or if a vehicle is transferred between providers. Having a qualified third party contractor perform these audits reduces the possibility of disagreements on discrepancies found between Access Services, the current contractor and the incoming contractor. In this process, vehicles are inspected to ensure they are in good repair and condition, normal wear and tear excepted, with serviceable life on tires, and with all body repair and maintenance work completed.

This service was competitively procured in 2011 and awarded to Transit Resource Center. This action will exercise the third of available five option years.
ITEM 8-e

JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: RANDY JOHNSON, PROJECT ADMINISTRATOR
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO AMEND CONTRACT SCOPE OF WORK FOR EASTERN REGION SERVICE CONTRACT (AS-3421)

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ISSUE:

San Gabriel Transit (SGT) provides eligibility transportation services in the Antelope Valley Region with two vehicles. SGT leveraged the support of these vehicles through its sister company, Southland Transit, which had a regional center contract for other transportation services. The Southland Transit contract has ended and it is not feasible for SGT to support the two vehicles from El Monte. Accordingly, SGT requested that Access consider assigning the eligibility transportation services in the Antelope Valley to the regional service contractor, Diversified Transportation. This change in scope requires Board approval.

RECOMMENDATION:

1. Authorize an amendment to the transportation service provider contract that removes the following scope of services effective August 1, 2016:
   - San Gabriel Transit, Inc. will no longer perform the eligibility transportation services required for trips within the Antelope Valley.
   - Two (2) vehicles will be reassigned from San Gabriel Transit to Diversified Transportation.

IMPACT ON BUDGET:

The assignment of this service to Diversified Transportation will have minimal impact to the budget as the hourly rate charged for eligibility transportation in the Antelope Valley will not vary to what is currently programmed for the next year. Subsequent rate increases are tied to the same percentage increases as authorized by the Board last month for this contract.
ALTER N A T I V E S CONSIDERED:
San Gabriel Transit could still provide the eligibility transportation services however this would likely lead to an increase in rates as support and supervision of the vehicles would have to be handled either by a third party contractor or out of El Monte. Staff feels that the transition of the service to Diversified Transportation is in the best interest of the Agency.

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 San Gabriel Transit for specialized transportation services on terms and conditions set forth in the existing contract and modified as in the items 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
The Eastern Region Contract, AS-3421 was awarded to San Gabriel Transit, Inc. in January 2014. This contract included daily ADA paratransit operations as well as eligibility reservations and transportation services for the Los Angeles basin. The contract was amended in June 2014 to include eligibility reservations and transportation services in the Antelope Valley, replacing the mobile evaluation unit model which was contracted under the CARE contract (AS-2441).

Due to the loss of support services in Antelope Valley afforded by its sister company, Southland Transit, SGT approached staff to consider reassigning the eligibility transportation services. As the local provider in the Antelope Valley, Diversified Transportation is the appropriate choice. SGT will continue to provide eligibility reservation services and CARE will continue to handle the actual in-person evaluation process at the Antelope Valley eligibility site.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: FAYMA ISHAQ, PROJECT ADMINISTRATOR
      F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE SCOPE OF WORK CHANGES, CONTRACT RATE ADDITION, AND INCREASE FUNDS TO ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

ISSUE:
San Gabriel Transit (SGT) provides eligibility transportation services in the Antelope Valley Region with two vehicles. SGT leveraged the support of these vehicles through its sister company, Southland Transit, which had a regional center contract for other transportation services. The Southland Transit contract has ended and it is not feasible for SGT to support the two vehicles from El Monte. Accordingly, SGT requested that Access consider assigning the eligibility transportation services in the Antelope Valley to the regional service contractor, Diversified Transportation. This change in scope requires Board approval.

RECOMMENDATION:
1. Authorize an amendment to the transportation service provider contract that adds the following scope of services effective August 1, 2016:
   - Diversified Transportation will perform the eligibility transportation services required for trips within the Antelope Valley.
   - Two (2) vehicles will be provided by Access Services to Diversified Transportation to perform eligibility trips.
   - Startup costs not to exceed $10,000 for communication equipment, training, and other related expenses.
2. Authorize the following rates for eligibility transportation services:

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3. Authorize an additional $651,599 in funds thereby increasing the maximum contract value from $34,030,619 to $34,682,218.

**IMPACT ON BUDGET:**

The assignment of this service to Diversified Transportation will have minimal impact to the budget as the hourly rate charged for eligibility transportation in the Antelope Valley will not vary to what is currently programmed for the next year. Subsequent rate increases are tied to the same percentage increases as authorized by the Board last month for this contract.

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

**ALTERNATIVES CONSIDERED:**

San Gabriel Transit could still provide the eligibility transportation services however this would likely lead to an increase in rates as support and supervision of the vehicles would have to be handled either by a third party contractor or out of El Monte. Staff feels that the transition of the service to Diversified Transportation is in the best interest of the Agency.

**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 Diversified Transportation for specialized transportation services on terms and conditions set forth in the existing contract and modified as in the items 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**

The Eastern Region Contract, AS-3421 was awarded to San Gabriel Transit, Inc. in January 2014. This contract included daily ADA paratransit operations as well as eligibility reservations and transportation services for the Los Angeles basin. The
contract was amended in June 2014 to include eligibility reservations and transportation services in the Antelope Valley, replacing the mobile evaluation unit model which was contracted under the CARE contract (AS-2441).

Due to the loss of support services in Antelope Valley afforded by its sister company, Southland Transit, SGT approached staff to consider reassigning the eligibility transportation services to another regional service provider. As the local provider in the Antelope Valley, Diversified Transportation is the appropriate choice. SGT will continue to provide eligibility reservation services and CARE will continue to handle the actual in-person evaluation process at the Antelope Valley eligibility site.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

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

ISSUE:

Access subleases office space from Southland Transit in Antelope Valley (44110 Yucca Ave., Lancaster) to conduct eligibility evaluations and the current sublease expires June 30, 2016. Staff has negotiated a month to month term while on-going real estate options are explored and evaluated. Additionally, since neither Southland Transit nor San Gabriel Transit will have any operating contracts operating out of the facility, Access will be the sole sub lessee and will be responsible for the entire monthly lease cost. Southland Transit will remain the master lease holder.

RECOMMENDATION:

Authorize staff to extend the sublease agreement with Southland Transit Inc. for eligibility evaluation facility space for up to six (6) months, July 1, 2016 to December 31, 2016 at a rate of $5,000.00 per month. The funding for this lease comes from Prop C Discretionary funds.

IMPACT ON BUDGET:

The costs associated with this lease have been included in the FY2016/17 budget. The monthly rent is increasing from $2,000 to $5,000 and is inclusive of utilities. There are sufficient approved funds under the existing contract with Southland Transit to cover this extension and increase.

ALTERNATIVES CONSIDERED:

Access is currently engaged in real estate efforts to identify and evaluate facility space to operate eligibility services for Access in the greater Los Angeles area. This plan facilitates future participation of a wider range of eligibility contactors and assures the continuation of adequate facilities necessary to perform the essential eligibility function. Since Southland Transit wants to end its master lease, it is necessary to
identify a new location for eligibility evaluation services in the Antelope Valley. 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 on terms and conditions on the items 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:**

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, as outlined in the previous agenda items, Diversified Transportation will provide the eligibility transportation services. The approximately 2,000 square feet area of space that Access will use in this facility consists of a waiting area and two offices/conference rooms. Individuals who have applied for Access in the Antelope Valley region will be transported to this facility and be evaluated by CARE personnel.

Staff is currently working with the agency’s real estate broker to identify appropriate facility options.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO APPROVE THE PURCHASE OF FIVE (5) STAFF VEHICLES

ISSUE:

Board approval is required to purchase five (5) replacement staff vehicles.

RECOMMENDATION:

Authorize staff to purchase -

- Three (3) ADA-accessible paratransit vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of $159,000, and
- Two (2) sedans through the State of California contract for an estimated cost of $58,000.

IMPACT ON BUDGET:

Staff plans to utilize available capital Proposition C 40% funds.

The estimated total expenditure for this procurement includes applicable sales tax, license and fees.

ALTERNATIVE CONSIDERED:

Purchasing vehicles through state or, as is the case with this procurement, state-approved contracts, has proven to be cost effective and fully compliant with Access Services’ grant programs for Proposition C funds. Based on past experience, purchasing from cooperative contract schedules expedites the purchasing process while ensuring that a competitive price is paid for goods and services.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Staff seeks to replace the units detailed below due to age and mileage. As the age and mileage of these vehicles has increased, the maintenance costs have also increased and are expected to increase as major components have also reached their expected lifetime.

The three minivans proposed for replacement are utilized by the Road Supervisors and must be ADA accessible vehicles. The cost of each of these units is budgeted at $53,000.

The two sedans proposed for replacement are utilized by staff for business purposes. The cost of each of these units is budgeted at $29,000.

As detailed below, all of the vehicles slated for replacement are at least eight (8) years old and will have, with the exception of one, over 100,000 miles at the time of replacement.

<table>
<thead>
<tr>
<th>VEH, #</th>
<th>MAKE</th>
<th>Model</th>
<th>YEAR</th>
<th>May-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>407639</td>
<td>CHEVY</td>
<td>CHEV/UPLANDER</td>
<td>2007</td>
<td>106,745</td>
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<tr>
<td>408713</td>
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<tr>
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<td>CHEVY</td>
<td>IMPALA</td>
<td>2008</td>
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<tr>
<td>608007</td>
<td>CHEVY</td>
<td>IMPALA</td>
<td>2008</td>
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<tr>
<td>408707</td>
<td>CHEVY</td>
<td>CHEV/UPLANDER</td>
<td>2008</td>
<td>93,940</td>
</tr>
</tbody>
</table>

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle purchase Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices. At this time, there is no contract schedule available from the state of California, which includes ADA accessible vehicles.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE EXTENSION, ASSIGNMENT, RATE CHANGE AND INCREASE OF FUNDS TO ATBOS SOFTWARE LICENSING AGREEMENT (AS-1250)

ISSUE:

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

RECOMMENDATION:

Authorize $250,008 in funds, assignment of the agreement from Transportation Software Solutions Wireless to Integrated Transit Software Solutions, change of rates and an extension in the period of performance for one (1) year, from October 1, 2016 through September 30, 2017.

IMPACT ON BUDGET:

The costs associated with this licensing has been programmed in the FY2016/17 budget and will be allocated appropriately in subsequent fiscal year. This action will result in an increase of the contract not-to-exceed amount from $6,253,720 to $6,503,728. The per site license cost has been negotiated lower as follows -

<table>
<thead>
<tr>
<th>Site</th>
<th>Current License</th>
<th>Revised License</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern</td>
<td>$ 7,600</td>
<td>$ 4,060</td>
</tr>
<tr>
<td>West Central</td>
<td>$ 7,600</td>
<td>$ 4,060</td>
</tr>
<tr>
<td>Southern</td>
<td>$ 7,600</td>
<td>$ 4,060</td>
</tr>
<tr>
<td>San Fernando Valley</td>
<td>$ 7,600</td>
<td>$ 4,060</td>
</tr>
<tr>
<td>Antelope Valley</td>
<td>$ 650</td>
<td>$ 347</td>
</tr>
<tr>
<td>AS Agency</td>
<td>$ 7,300</td>
<td>$ 3,900</td>
</tr>
<tr>
<td>Santa Clarita</td>
<td>$ 650</td>
<td>$ 347</td>
</tr>
</tbody>
</table>
The funding for this agreement comes from Prop C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

Access’ service providers are evaluating/implementing a variety of software for reservations, scheduling and dispatching. Until this process is complete, staff does not recommend replacing the existing ATBOS system. However, staff is evaluating responses from a recent Request for Information (RFI) project to determine best of breed software platforms as a potential replacement to ATBOS. This will be a continuation of the existing licensing of a sole source contract.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

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

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

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

The funds and extension requested will cover the existing licenses currently in use. The assignment of this agreement to ITSS reflects the recent merger of ITCurves and Transportation Software Solutions Wireless, the current license agreement holder.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE EXTENSION AND CONTRACT ASSIGNMENT FOR SOFTWARE SERVICES (AS-1288)

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ISSUE:

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

RECOMMENDATION:

Authorize an extension in the period of performance for one (1) year, from October 1, 2016 through September 30, 2017 and an assignment of the contract from Transportation Software Solutions Wireless to Integrated Transit Software Solutions.

IMPACT ON BUDGET:

The costs associated with this licensing has been programmed in the FY2016/17 budget and will be allocated appropriately in the subsequent fiscal year. There is no increase to the labor rates through the term of this extension. There is sufficient funding that had been previously authorized by the Board to cover the term of this extension. The funding for these services comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED:

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

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

**BACKGROUND:**

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

The assignment of this contract to ITSS reflects the recent merger of ITCurves and Transportation Software Solutions Wireless, the current contract provider.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACTS ADMINISTRATION
SHERRY KELLY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CONSIDERATION TO APPROVE INCREASE OF FUNDS - TELEPHONE INTERPRETING SERVICES CONTRACT (AS-3394)

ISSUE:
Board approval is requested to increase the funds to the existing telephone interpreting services contract.

RECOMMENDATION:
Authorize staff to execute an amendment to add funds of $45,000 to the contract.

IMPACT ON BUDGET:
This action will result in an increase in the previously approved contract amount of $383,816 to $428,816. The requested increase in funds is projected to carry-over the service through September 2016.

The funding for this contract comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:
These services were competitively procured in April 2013 and resulted in a 37% decrease in the rate per minute from the previous contract. However, staff feels that due to the dramatic increase in usage it would be in the best interests of the Agency to terminate the contract early and put the services back out to bid.

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 upon terms and conditions set forth in the aforementioned cooperative contract and no less favorable
to Access Services than those proposed above. Access Services would not be legally bound to the telephone interpreting services contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

In order to take “reasonable steps” to ensure “meaningful access” to persons with limited English proficiency, Access Services had instituted a telephone interpreting service whereby Access registered riders may be connected via a three-way conferencing call option with either a Spanish or other languages interpreter in order to better communicate with the Reservation and Customer service toll-free 800 numbers.

The level of usage estimated at time of contract execution has considerably increased. For FY 13-14, the level of usage was approximately 119,092 minutes but jumped to 208,402 minutes (approximately 42%) in FY 14-15. The usage gradually increased to 220,974 minutes (approximately 6%) in FY 15-16 but the combined increase in volume the last two fiscal years (48%) has considerably reduced the funds left in the contract. The remaining funds in the contract will not be enough to carry the rate of usage until the end of the contract, which is still two years from now.

This increase in the last two (2) fiscal years may be attributed to the increased volume of non-English clients across all areas of operations from the service providers, eligibility, appeals, travel trainers, customer service, OMC, etc. This may also be representative of the increase in ridership for paratransit service.

The incumbent contractor for telephone interpreting services is Language Line Services, Inc. The current contract term is from August 1, 2013 to July 31, 2018 with a not-to-exceed contract amount limit of $383,816.00. The contract stipulates that Access can terminate for convenience at any time. This action will allow for ample time to competitively procure these services.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FINANCIAL SOFTWARE ERP MIGRATION SUPPORT SERVICES (AS-3753)

ISSUE:

Board approval is required to increase funds for contract AS-3753 with Intelenex, Inc. for the Financial Software ERP Migration Support Services.

RECOMMENDATION:

Authorize an additional $25,000 in funds and an extension in the period of performance for one year, from July 16, 2016 through July 15, 2017.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $174,320 to $199,320. This action is consistent with Access’ approved budget for FY2016/2017. There is no increase in the rate of compensation.

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

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written amendment of the existing contract with Intelenex, Inc. 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.
**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration to provide post production support after the July 1, 2015 go-live date of the system.

**BACKGROUND:**

The original contract with Intelenex, Inc. was approved by the Board in November, 2014 as part of the Financial Software ERP Migration project. Oracle was selected as the application software provider. Intelenex, Inc. is an implementation services partner of Oracle.

The current contract began on January 15, 2015 and will expire on July 15, 2016. The requested amount represents approximately 180 hours of work over a period of 12 months.

The post-production support is optional and was not included in the original proposals submitted by the six proposers who responded to the RFP. However, the Project Steering Committee has determined that vendor support during is needed to ensure a smooth migration to the new financial and procurement systems.
TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE
RE: CONSIDERATION TO APPROVE FUNDING SOURCE CHANGE FOR PRIMARY AUTOMOBILE LIABILITY COVERAGE EXTENSION

ISSUE:

At the June 1, 2016 meeting, the Board approved the pre-paid payment of a one-year extension (June 21, 2017 - June 21, 2018) of the Primary Automobile Liability coverage utilizing a swap of FY2016/17 Map 21 funds with Prop C funds. Based on revised year-end cost projections, staff has determined there is sufficient FY2015/16 Prop C funding that could be used instead.

RECOMMENDATION:

Authorize staff to use up to $2,852,640 of FY2015/16 Prop C funding for the provision of Primary Automobile Liability coverage.

IMPACT ON BUDGET:

The availability of FY2015/16 Prop C funds to pay the FY2017/18 insurance costs will likely negate the need to finance the coverage in FY2016/17. This should result in the savings of the $52,640 finance charge.

BACKGROUND:

*Background of previously approved item* -

Last year there were significant changes made to the insurance programs backing the Agency’s SIR program. The program was changed to have a $100,000 SIR, instead of a $50,000 SIR, provisions for Uninsured/Underinsured Motorist Coverage (UM/UIM) were removed, and the policies began to specifically cover activities related to Beyond the Curb service, which began July 1, 2015. These factors, including a loss experience of $4.9 million dollars above the SIR for the previous three years, led to an increase of policy rates of almost 35%.

While the exposure and the experience over the last year related to the above changes has been good, there is still some uncertainty with the insurance underwriters on
potential additional claims as well as Access’ service providers increased use of taxis. These factors, including our Broker’s research that the market for “people mover” accounts like Access is still hardening for the foreseeable future and rates will likely go up. It is prudent to lock in the Primary Layer of coverage for another year at the same rate.

The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the ‘A. M. Best Guide’ industry rating, policy limits, potential covered losses and cost. Sullivan Curtis Monroe, the Access insurance broker, has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access Services currently carries and as part of their process conduct a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this board item. Since quotes are generally not available until the date of the actual policy renewal, it is possible that the actual cost of the premiums will be lower than the stated estimate.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2016/2017

ISSUE:

It is necessary for the Board to adopt an operating budget for Access’ fiscal year beginning July 1, 2016 through June 30, 2017.

RECOMMENDATION:

Approval of the FY2016/2017 budget as presented.

BACKGROUND:

The proposed FY2016/2017 budget is based on demand projections, available funding, existing programs and capital needs. The proposed budget has been presented to an ad hoc Board Committee consisting of Board Members Barnes, Gombert, Gibson and Ahuja. Overall the budget is based on a funding level of $163.2 million of which Paratransit Operations represents 83.29% of the total budget. The budget will provide for delivery of 4.64 million passengers and 32.3 million contract revenue miles, a 3.6% increase over the FY2015/16 budget.

The budget request is largely driven by projected demand as approximately 95% of the costs are driven by service demand.

The following provides a high level narrative of funding and program expenses by cost center. Full budget detail is available for download at www.accessla.org/about_us/publications.html.

Funding

Funding sources include $63.3 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program, $9.7 million from passenger fare revenues, Section 5310 grant of $6.3 million, Access to Work grant of $1.7 million, $1.9 million from Call for Projects/JARC grants, and $320,000 from sale of
depreciated vehicles and earned interest on cash in bank. The remaining $82 million comes from the Proposition “C” Local Sales Tax discretionary fund account allocated to Access pursuant to its business plan under an annual MOU with LACMTA. The subsidy proposed by LACMTA for FY2016/2017 meets the mean expected results for the level of transportation service projected by HDR’s demand analysis as well as the other Access Services’ programs and administrative costs.

**Paratransit Operations**

The total cost of $135.9 million for this program (83.29% of total funding) is a 0.6% increase ($0.8 million) from the FY2015/16 budget.

The primary cost impacts within this program are:

- Purchased Transportation - $113.2 million ($112.2 million FY2015/16)
- Insurance - $7.8 million ($7.1 million FY2015/16)
- Free Fare Program - $3.7 million ($3.3 million FY2015/16)

**Eligibility Determination**

The total cost of $10.2 million for this program (6.27% of total funding) is a 4.7% decrease ($507,951) from the FY2015/16 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - $5.31 million ($5.9 million FY2015/16)
- Certification Trips - $2.5 million ($2.4 million FY2015/16)

**Consolidated Transportation Services Agency**

The total cost of $0.55 million for this program (0.34% of total funding) is an 11% decrease ($67,321) from the FY2015/16 budget.

**Administration**

The total cost of $7.0 million for this program (4.3% of total funding) is a 0.5% increase ($32,714) from the FY2015/16 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - $4.75 million ($4.71 million FY2015/16)
  - The budget calls for a 3% salary increase.
- Professional Services - $0.54 million ($0.54 million FY2015/16)

**Capital Projects**
The total cost of $9.4 million (5.78% of total funding) is a 32% decrease ($4.45 million) from the FY2015/16 budget. The decrease is due to less grant funding available during this fiscal cycle.

Capital projects include -

<table>
<thead>
<tr>
<th>Project</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Acquisition (172 vehicles)</td>
<td>$ 8,930,000</td>
</tr>
<tr>
<td>Other</td>
<td>$ 500,000</td>
</tr>
</tbody>
</table>

**Impact of Metro Prop C funding**

The Metro Board of Directors will consider the request of Prop C funding for FY2016/2017 during its regular June 2016 Board meeting. The proposed funding did pass with an unanimous vote at the Metro Finance, Budget, and Audit Committee on June 15, 2016.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE INCREASE OF BOARD STIPEND

ISSUE:

Staff has completed a bench mark study of peer transit agencies’ Board stipend policies. A change to the existing $50.00 per meeting for Access Board members requires Board approval.

RECOMMENDATION:

Authorize a change in Board stipend compensation to $100 per day with a maximum monthly limit of $500.

IMPACT ON BUDGET:

Last year the Board was compensated $3,500 as a total of 7 Board members received stipends for the meetings they attended on Access business. An increase of the stipend to $100 would equate to $7,000 for the same period.

ALTERNATIVES CONSIDERED:

The Board may elect not to increase the stipend.

BACKGROUND:

Access Services By-Laws Article VI, N states that “Directors may receive such compensation, if any, for their services as directors or officers, and such reimbursement of expenses, as the Board may determine by resolution to be just and reasonable as to the corporation at the time that the resolution is adopted.” The current policy provides a $50 stipend for any meeting or event that an Access Board member attends on Access-related business. This amount has not changed in a number of years.

As a matter of good governance, staff conducted a bench mark study of peer transit agencies’ Board stipend policies and noted the following - Metro - $150/day; maximum of $600/month
Foothill Transit - $150 per meeting; a maximum of 6 per month; CPI adjusted every 3 years
Long Beach Transit - $50 per meeting
MetroLink - $100/day; a maximum of $500/month
Antelope Valley Transit - No compensation; Council Members get paid from their cities; 2 County members that don't get paid

On average Board members only attend one Access meeting per month however there are occasions where due to special events, meetings, and/or conferences this may vary. In light of the bench study, staff finds that it is reasonable to recommend increasing the stipend but establishing a maximum monthly limit. Board members should be aware that once individual compensation exceeds $600 in a year, a IRS 1099 form will have to be issued from Access to the Board member. This policy change will not affect the stipend policy for CAC members.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, STRATEGIC PLANNER
      ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING
      AND GOVERNMENTAL AFFAIRS

RE: CONSIDERATION TO APPROVE ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2016-2020)

________________________________________________________________________________________

ISSUE:

Access staff has developed a Five Year Strategic Plan (2016-2020) designed to identify the challenges facing the Agency over the next five years. The Plan proposes to present solutions to continue providing safe, reliable, and cost-effective ADA paratransit in Los Angeles County.

RECOMMENDATION:

Approve the five-year Strategic Plan as presented.

IMPACT ON BUDGET:

None.

BACKGROUND:

In July 2014 Access staff initiated efforts to develop a Strategic Plan for the agency to address anticipated challenges over the next five years.

Challenges:

Among the principal challenges that Access anticipates include:

  Increased demand - Ridership projections by consulting firm HDR Engineering Inc., have indicated continuing and growing demand for eligibility as well as paratransit trips. Growth in these areas will lead to cost increases for providing paratransit services.
An aging population - With a growing senior population and more seniors giving up driving, there will be a large increase in persons seeking Access eligibility and paratransit trips.

**Operating costs** - Factors such as the need for increased provider and Access staff in order to respond to increasing demand, as well as minimum wage laws and Affordable Care Act benefits will impact overall system costs.

**Complying with federal mandates** - The adoption of Beyond the Curb service and Reasonable Modification will increase costs for the Agency.

**Responding to the Challenges:**

In light of these future challenges, Access is already working on improvements that will allow the Agency to continue to have the necessary financial, personnel and capital resources to provide transportation services to its customers.

The Strategic Plan lays out three principal categories for meeting future challenges:

1. Improving Customer Service
2. Responding to Growing Demand and Cost Increases
3. Seeking New Funding Sources for Paratransit Service

**Improving customer service**

Access is actively pursuing the development of mobile applications that will allow customers to make reservations and also track their vehicle’s estimated time of arrival at a pick-up location.

Additionally, Access has already started the process of contracting out its Customer Service call center functions in an effort to improve response times and overall quality.

**Responding to growing demand and cost increases**

Access staff is proactively preparing for anticipated ridership increases over the next five years. Among some of the programs that staff will pursue are:

Expanding the existing Travel Training program;

Conducting a customer survey to determine the effectiveness of Access’ Free Fare Program;

Participating in an APTA peer review of Access’ operations to evaluate the existing service model;
Enhancing its eligibility program to ensure paratransit services are available for those who need it, while directing applicants who can use fixed-route to the most appropriate transportation service.

Seek new funding sources

Access has a very successful track record of seeking grant funding for innovative programs. Access will continue to seek-out funding opportunities including a plan to seek reimbursement for Medi-Cal eligible trips.

Access is also working with Metro to include dedicated funding for ADA paratransit services and other senior programs in the proposed Measure R2 ballot measure.

CAC and TPAC DISCUSSION

The Plan’s elements were summarized in presentations to the Community Advisory Committee (CAC) on May 10th and to the Transportation Professionals Advisory Committee (TPAC) on May 12th.

Members of the CAC reacted positively to the adoption of a Strategic Plan for Access Services laying out a vision for the agency for the short term. The committee members did recommend additional goals Access could adopt that would further improve the general paratransit trip experience with improvements to trip routing and increase the ability of Access to attract and retain drivers despite competition for such jobs by TNC companies like Uber and Lyft. These additional suggestions may be good to expand upon and to include in the next annual update of Access’ Strategic Plan.

Members of TPAC were also supportive of Access developing short-term (five year) goals and sharing their Plan publicly. TPAC members sought additional detail on some of the goals Access is pursuing especially on efforts to seek monies from sources other than Proposition C sales tax revenue to fund paratransit service, and staff was able to update the members on.

UPDATE FROM MAY 2016 BOARD MEETING

At the May 23, 2016 Board meeting, Access staff submitted the draft five-year Strategic Plan for Board review. Staff welcomed any comments or proposed changes to the Strategic Plan following individual Board member review.

No comments seeking changes to the Strategic Plan were received by Access staff; therefore, staff seeks Board approval for the most recently submitted draft Strategic Plan.
NEXT STEPS

Access staff will perform annual updates on the Strategic Plan as changes to existing programs are enacted and or new initiatives are undertaken. Staff will share these updates to Access stakeholders and the Board for review and consideration.

The draft plan is available under the Board Meeting Attachments section at http://accessla.org/about_us/publications.html.
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: SHERRI KELLEY, SENIOR MANAGER OF CUSTOMER SERVICE

RE: CUSTOMER SERVICE TRANSITION UPDATE

ISSUE:
In February 2016, the Access Board of Directors approved the Customer Service Transition to Alta Resources. The Board requested that staff confirm that the new contractor was meeting performance prior to moving forward with the transition of the Operations Monitoring Center.

RECOMMENDATION:
Receive and File.

BACKGROUND:
Phases I and II of the Customer Service transition of calls to Alta Resources is complete. Quality assurance measures were in place for each transition, and staff monitored performance to ensure no disruptions occurred that would adversely affect service to our customers.

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase I Customer Service (STI) - April 1</td>
<td>COMPLETE</td>
</tr>
<tr>
<td>Phase II Customer Service (Access) - May 23</td>
<td>COMPLETE</td>
</tr>
<tr>
<td>Phase III OMC (After Hours, SGT)</td>
<td>18-Jul</td>
</tr>
<tr>
<td>Phase IV OMC (Access)</td>
<td>12-Sep</td>
</tr>
<tr>
<td>Transition Complete</td>
<td>10-Oct</td>
</tr>
</tbody>
</table>

Both phases of the transition occurred with minimal issues. There was a normal learning curve during the first two weeks of service from 4/1 through 4/18, which impacted Key Performance Indicators (KPI’s). However, these issues were corrected immediately and subsequently performance improved.
<table>
<thead>
<tr>
<th>Month</th>
<th>Calls Offered</th>
<th>Calls Answered</th>
<th>Abandoned Goal &lt;10%</th>
<th>Calls on Hold over 5 mins Goal &lt;10%</th>
<th>Average Initial Hold Time Goal &lt; 3 mins</th>
<th>Average Handle Time Goal &lt; 5 mins</th>
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<tbody>
<tr>
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<td>17%</td>
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<td>9963</td>
<td>8559</td>
<td>10%</td>
<td>11%</td>
<td>2:40</td>
<td>4:16</td>
</tr>
<tr>
<td>May</td>
<td>26,087</td>
<td>23,315</td>
<td>4%</td>
<td>7%</td>
<td>1:44</td>
<td>4:06</td>
</tr>
</tbody>
</table>

The After Call Survey was implemented in the initial phase of the transition to capture call quality. The call ratings ranged from 1 to 5; very dissatisfied to very satisfied. The April results indicate that 3% of the callers responded to the survey, and the overall rating was 4.1 out of 5. The May survey, resulted in a 5% response rate and a rating of 4.3 out of 5.

We are confident that our new partnership with ALTA will be a success, and we are on target to move forward to Phase III to transition OMC, as scheduled.
ITEM 13

JUNE 17, 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 August 2016 at the regularly scheduled Board meetings.

July 11, 2016
Board Meeting – Access Headquarters

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Session Items Only</td>
<td>Discussion/Possible Action</td>
</tr>
</tbody>
</table>

August 22, 2016
Board Meeting – Metro

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Approve Board of Directors’ Committee Appointments</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Telephone Interpreting Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend DBE Consulting Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Design Services Contract</td>
<td>Action</td>
</tr>
</tbody>
</table>

September 19, 2016
Board Meeting – Metro

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Officer Elections</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Appoint Community Advisory Committee (CAC) Members and Amend By-Laws</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Reappointment of Transportation Professionals Advisory Committee (TPAC) Members</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Travel Training Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Consideration to Extend Telephone System Maintenance Contract</td>
<td>Action</td>
</tr>
</tbody>
</table>
JUNE 17, 2016

TO: BOARD OF DIRECTORS

FROM: ALFREDO TORALES, SPECIAL PROJECTS ADMINISTRATOR

RE: STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in 12 recommendations including Access’ management response to the recommendations. To date, ten of the recommendations have been closed.

The findings and associated recommendations are detailed in the Metro Staff Report and Final Review located on www.accessla.org.

Access staff will be updating the Board on a monthly basis on progress on implementing the remaining recommendations that are still open.

RECOMMENDATION:

Pending Board approval of the final 5-Year Strategic Plan, which includes actions to close out the remaining open recommendations (#10 and #11), staff recommends closing the Metro Review of Access Services.
STATUTORY REPORT ON THE IMPLEMENTATION OF THE AUDIT RECOMMENDATIONS

Recommendation #1 - CLOSED in August 2014

Access Services staff should present its future customer service survey to Access Services’ Advisory Committees and Metro’s Civil Rights for review and input, make additional improvements to the survey procurement and sampling plan, and establish a more formal follow-up process.

<table>
<thead>
<tr>
<th>Month - Year</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>The report was discussed and placed under Receive and File by the Metro Subcommittees with the understanding that an independent survey and a series of Town Hall meeting with Access customers will be conducted over the next few months. Access received a letter from the audit firm conducting the outreach on March 5, 2014.</td>
</tr>
<tr>
<td>April - 14</td>
<td>The consulting firm retained by Metro MASD (Bazilio Cobb and Associates) started conducting phone customer surveys the week of April 14th. The town hall meetings are scheduled to take place on May 5th, 6th and 7th. Access will close this recommendation at the conclusion of the town hall meetings.</td>
</tr>
<tr>
<td>May - 14</td>
<td>The phone customer surveys have been completed and results are being tabulated. The Town Hall meetings were completed as scheduled. A final report of the survey responses will be shared with the Board in June/July 2014.</td>
</tr>
<tr>
<td>June - 14</td>
<td>The final report on the phone survey responses and town hall meetings is scheduled to be presented at the June 2014 Metro Board of Directors meeting. A presentation to the Access Board of Directors is scheduled for August 2014.</td>
</tr>
<tr>
<td>August - 14</td>
<td>Staff is scheduled to present the phone survey results at the August 2014 Board meeting along with an action plan to address issues identified in the survey. Staff would like to close this recommendation at the end of August.</td>
</tr>
</tbody>
</table>

CLOSED in August 2014

Recommendation #2 - CLOSED in February 2014:

Access Services should refine their ridership demand projections to provide more accurate estimates of demand by service area.

<table>
<thead>
<tr>
<th>Month - Year</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access has already implemented this recommendation. The consulting firm that conducts Access’ ADA paratransit demand forecasting (HDR Engineering, Inc.) already incorporates a multi-</td>
</tr>
</tbody>
</table>
regional forecasting model to provide more accurate ridership projections.

CLOSED

Recommendation #3 - CLOSED in August 2014

Access Services should consider screening potential travel training clients to recruit high-use Access Services riders and/or riders who may be best able to utilize fixed route services.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access has already begun contacting customers who take frequent, short trips to see if they would be interested in Travel Training.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Access’ Travel Training contractor Mobility Management Partners (MMP) has already contacted high use riders to offer them travel training. To date over 202 customers were called and offered training. As this effort is on-going, Access will close this recommendation at the end of April.</td>
</tr>
<tr>
<td>May - 14</td>
<td>CLOSED</td>
</tr>
<tr>
<td>June -14</td>
<td>Director Levy asked to re-open this recommendation pending additional data on high use riders who have been contacted and offered Travel Training. Access Services provided MMP with a list of the highest volume of “short trip” users during the month of September 2013. A short trip was defined as less than two miles one-way. The list contained a total of 2,894 users. Out of the riders on this list, the number of short trips taken per month ranged as follows:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Short Trips</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or more trips</td>
<td>202</td>
<td>7%</td>
</tr>
<tr>
<td>7 - 11 trips</td>
<td>235</td>
<td>8%</td>
</tr>
<tr>
<td>6 trips or less</td>
<td>2,457</td>
<td>85%</td>
</tr>
</tbody>
</table>

Between November 2013 and February 2014 MMP attempted to contact the 202 highest users of short trips to present the travel training program. The results were as follows:

<table>
<thead>
<tr>
<th>Contact Results</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>107</td>
<td>53%</td>
</tr>
<tr>
<td>Not interested - medical concerns</td>
<td>53</td>
<td>26%</td>
</tr>
<tr>
<td>Not interested - no reason given</td>
<td>26</td>
<td>13%</td>
</tr>
<tr>
<td>Interested</td>
<td>8</td>
<td>4%</td>
</tr>
<tr>
<td>Maybe later</td>
<td>6</td>
<td>3%</td>
</tr>
<tr>
<td>Have already been trained</td>
<td>2</td>
<td>1%</td>
</tr>
</tbody>
</table>
Note: “No response” results include cases of a wrong number, or where two attempts were made by leaving messages and no return call was received. Applications were provided for the 8 riders showing interest in the program, and to date none have resulted in assessments and/or trainings. Access will ask MMP to further evaluate the list and continue to make calls to the 8% of riders who have taken between 7-11 trips.

| August-14 | As time allows, Access and MMP staff will call the remaining high use riders from the original list and offer them travel training. Since staff would like to make this a continuous component of the Travel Training program, staff would like to close this recommendation going forward. |

**Recommendation #4 - CLOSED in August 2014:**

**Access Services should consider using the Transit Evaluation Center to offer more cost effective trainings to a larger group of participants.**

| January - 14 | Access will be undertaking a review of this recommendation in the near future. |
| April - 14 | Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget. |
| May - 14 | Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget. |
| June-14 | Staff has budgeted funds in the proposed FY 2015 budget for group travel training. |
| August-14 | Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward. |

**CLOSED in August 2014**
**Recommendation #5 - CLOSED in August 2014:**

Access Services should require a more accurate and reliable evaluation of the Travel Training Program.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access will be undertaking a review of this recommendation in the near future.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.</td>
</tr>
<tr>
<td>May - 14</td>
<td>The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.</td>
</tr>
</tbody>
</table>
| June-14    | Since there is no universally accepted formula to determine cost savings, it is common for other agencies that offer travel training programs to adopt different approaches to determine cost savings. Access Services has approached Easter Seals Project Action for assistance on best practices on evaluating Travel Training Programs. The methodology is based on a number of assumptions: MMP performs follow-up interviews with clients at one week, one month, two months and six months after the training program is completed. During these interviews, participants are asked how many one-way trips they have taken on public transit instead of using Access Services during the time since they completed their training. Based on follow-up with participants who have recently completed the program, riders who have been trained are using fixed route transit for an average of 7 one-way trips per month. These are believed to be conservative numbers. Had these same riders not been trained, they would have used Access Services to take the same seven (7) one-way trips. The average cost savings per trip diverted to fixed route is $31.33 (the difference between the average cost per trip on fixed route and the average cost per trip on Access). Based on these assumptions, the Access Travel Training Program provides training to 250 individuals per year, or 21 trainings per month on the average. The cost per training is approximately $2,000, resulting in a monthly cost of roughly $42,000 to maintain the program. It is important to note that savings are cumulative, in that as
more individuals are trained, the number of trips diverted monthly continues to grow. For example, after one month of training, 21 individuals have been trained and 147 trips are being diverted to fixed route on a monthly basis. After 12 months of training, 250 individuals have been trained and 1,750 trips monthly are being diverted to fixed route, and so on.

After one full year, the ongoing monthly savings resulting from the program has increased to $54,828 ($31.33 x 1,750). Offset by the monthly cost of $42,000, this now shows a net savings of $12,828 per month moving forward. These savings continue to grow as more individuals are trained, resulting in over $5.6 million in cumulative savings by the completion of the 5th year of the project, or an average savings of $1.1 million per year. These are net savings after accounting for the cost of the program.

August-14
Staff has approached Easter Seals Project Action (ESPA) for assistance on best practices on evaluating Travel Training Programs. ESPA staff indicated that MMP’s methodology to project cost-benefit is common among agencies that offer these programs. ESPA staff also suggests reviewing actual fixed route trip data to validate customer travel usage. Based on ESPA and Director Levy’s suggestion, Access has reviewed TAP data on customers who have been through the travel training program. Based on an analysis of customer TAP data from July 2013 through May 2014, customers’ fixed route usage confirms MMP’s methodology to demonstrate the cost savings of the travel training program. A summary of this effort is contained in the August 2014 Board Box.

Moving forward, Access will continue to compare MMP’s survey results with actual TAP data. Access will provide this information on an annual basis in the Board Box. Therefore, staff would like to close this recommendation.

CLOSED in August 2014

Recommendation #6 - CLOSED in September 2014:
Access Services should evaluate whether the current fleet mix for contract providers is optimal to balance the need for Access Services vehicles with the desire to maximize fuel efficiency.

January-14
Access Services is continuously reviewing its fleet mix and will continue to do so. The Access fleet is comprised of Access owned vehicles, contractor owned vehicles and taxicabs. Staff presented a vehicle formula for Access owned vehicles to the CAC and TPAC.
in March. The formula is expected to be presented to the Board for consideration in April 2014.

| April - 14 | Staff is working with the transportation service providers on the base assumptions used to drive the vehicle allocation formula. A revised formula and vehicle service plan will be presented to TPAC and CAC in May 2014. |
| May - 14 | The vehicle allocation formula has been presented to CAC and TPAC. Staff is still in the process of finalizing the formula. Depending upon modifications the formula may need to go back to the CAC and TPAC. Currently, the formula is expected to be presented to the Board for consideration in June 2014. |
| June-14 | Access staff has met with each transportation service contractor to review their fleet needs and inventory. The results of these meetings generated the vehicle acquisitions proposed for FY 14/15 and the distribution of vehicles from the fleet build for FY 13/14. Staff will now work with the transportation service providers to refine the vehicle allocation formula. The formula will then be presented to CAC and TPAC for additional input. After CAC and TPAC’s review staff will present the formula to the Board for consideration. |
| August-14 | The revised formula was presented at the August CAC and TPAC meeting. If there is Board approval at the August Board meeting staff will close this recommendation going forward. |
| September-14 | The revised formula was scheduled to be presented at the August CAC meeting but the meeting ran over time. Staff will present the item at the September CAC meeting. If there is Board approval at the September Board meeting staff will close this recommendation going forward. |
| CLOSED in September 2014 |

**Recommendation #7:**

Access Services should review industry best practices for controlling and containing costs strategies identified from the literature, research and best practices survey responses and determine the feasibility of implementing them for Access Services.

| January - 14 | Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. |
Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendations 10 and 11.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>May - 14</td>
<td>Hold for FY 14/15 Budget Approval</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
</tr>
<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
</tr>
<tr>
<td>November -14</td>
<td>The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It was determined that the RFP should be broken down into specialized areas. The RFPs for Customer Service and Eligibility will be issued in November 2014 and the consulting contract will be brought back for consideration at the January or February 2015 Board of Directors meeting.</td>
</tr>
<tr>
<td>January - 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.</td>
</tr>
<tr>
<td>February - 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and awarded in January 2015. The consultants are expected to start work in February 2015.</td>
</tr>
<tr>
<td>March - 15</td>
<td>The consultant firm of McCloud Transportation &amp; Associates, LLC conducted their on-site review of Customer Service as part of the Comprehensive Operational Review. Staff expects a draft report in May 2015. The consulting firm Delta Services Group was awarded the contract for the Comprehensive Operational Review of Eligibility. They have conducted 2 separate site visits and a draft report is expected in May 2015.</td>
</tr>
<tr>
<td>April - 15</td>
<td>Eligibility comprehensive review is going well and staff is working with the consultant on the final stages of completion. Highlights from the report are scheduled to be presented to CAC and TPAC in May 2015. A status report on the Customer Service Review will be given to TPAC in April and to the CAC in May.</td>
</tr>
<tr>
<td>May - 15</td>
<td>Highlights from the Eligibility Review will be presented to the Access Board of Directors in May 2015. Highlights from the Customer Service Review will be presented to the Access Board in June 2015.</td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
</tr>
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<td>------------</td>
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</tr>
<tr>
<td>June - 15</td>
<td>An overview of The Final Report Comprehensive Review Customer Service was presented to the Board of Directors for review and comment. The full Comprehensive Review was made available on the Access website.</td>
</tr>
<tr>
<td>July - 15</td>
<td>Request for Proposals (RFP) No. AS-3955 Customer Service Center was released. The RFP solicits qualified firms to submit proposals for operating and managing Access Customer Service functions. The contract award is anticipated in September 2015.</td>
</tr>
<tr>
<td>August - 15</td>
<td>Staff is reviewing recommendations from the Comprehensive Eligibility Review to incorporate into the RFP for eligibility evaluation services. The RFP is scheduled to be released in November 2015. Meanwhile, short term recommendations are being implemented.</td>
</tr>
<tr>
<td>September-15</td>
<td>The Board is scheduled to consider awarding the Customer Service Contract at the October 2015 Board of Directors Meeting.</td>
</tr>
<tr>
<td>October-15</td>
<td>The Board tabled consideration of Customer Service Contract to December Board of Directors Meeting.</td>
</tr>
<tr>
<td>November-15</td>
<td>The Board is scheduled to consider awarding the Customer Service Contract at the December 2015 Board of Directors Meeting.</td>
</tr>
<tr>
<td>December-15</td>
<td>The Board made a motion to defer the awarding of the Customer Service contract for January 2016.</td>
</tr>
<tr>
<td>February - 16</td>
<td>The Board approved awarding a contract to ALTA Resources to provide customer service, including Operations Monitoring Center (OMC) services. This action will allow Access to control and contain cost of customer service by managing growth on a per call basis.</td>
</tr>
<tr>
<td></td>
<td>CLOSED in February 2016</td>
</tr>
</tbody>
</table>
January 14

The Access Board of Directors approved revised call standards on December 2, 2013. The call standards will ensure that calls to OMC and CSC are served promptly. Call center performance will be published monthly in our Board Box report.

CLOSED

**Recommendation #9 - CLOSED in August 2014:**

Access Services should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services.

<table>
<thead>
<tr>
<th>Month</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 14</td>
<td>Staff will be presenting a list of ADA services provided beyond the minimums to QSS, CAC, and TPAC for review. Any recommendations will be forwarded to the Access Board for consideration.</td>
</tr>
<tr>
<td>April 14</td>
<td>Staff is developing a list of services provided beyond the minimum ADA and plans to present to CAC and TPAC in May/June.</td>
</tr>
<tr>
<td>May 14</td>
<td>Staff will present this item to the CAC and TPAC in June.</td>
</tr>
<tr>
<td>June 14</td>
<td>Staff presented a list of ADA services and the associated costs and benefits for discussion at the June 2014 CAC and TPAC meeting. Both Committees are supportive of the services that are currently provided and are not in favor of any changes or modifications.</td>
</tr>
<tr>
<td>August 14</td>
<td>Staff already presented a list of ADA services at the June 2014 CAC and TPAC meeting. Therefore, staff would like to close this recommendation.</td>
</tr>
</tbody>
</table>

CLOSED in August 2014

**Recommendation #10:**

Access Services should evaluate whether centralizing the reservations and/or routing function would lead to greater system efficiency.

<table>
<thead>
<tr>
<th>Month</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 14</td>
<td>Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10, and 11.</td>
</tr>
<tr>
<td>April 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
</tr>
<tr>
<td>Month</td>
<td>Notes</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>May - 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
</tr>
<tr>
<td>June-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue.</td>
</tr>
<tr>
<td>August-14</td>
<td>The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
</tr>
<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
</tr>
<tr>
<td>November-14</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>January-15</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
</tr>
<tr>
<td>February-15</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.</td>
</tr>
<tr>
<td>March-15</td>
<td>Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015</td>
</tr>
<tr>
<td>April-15</td>
<td>The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.</td>
</tr>
<tr>
<td>May-15</td>
<td>No new information.</td>
</tr>
<tr>
<td>June-15</td>
<td>No new information.</td>
</tr>
<tr>
<td>July-15</td>
<td>No new information.</td>
</tr>
<tr>
<td>August-15</td>
<td>No new information.</td>
</tr>
<tr>
<td>September-15</td>
<td>The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).</td>
</tr>
<tr>
<td>November-15</td>
<td>The Board participated in a Strategic Planning Workshop at the Board Retreat to review challenges and solutions in front of Access. With regard to operations, the discussion focused on leveraging technology to potentially consolidate reservations. The following</td>
</tr>
</tbody>
</table>
will be included in the Strategic Plan: Review the impact of creating a single reservations platform on current productivity and if warranted, select the best software platform to accomplish this. At the same time, explore various operating model changes such as increased use of a “bench” of TNCs (Uber, Lyft) and resource utilization during non-peak periods.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>December–15</td>
<td>No new information</td>
</tr>
<tr>
<td>February - 16</td>
<td>The Strategic Plan will be finalized in the upcoming months and will include plans for an operational review.</td>
</tr>
<tr>
<td>April - 16</td>
<td>These items are scheduled to be addressed by the Access Board of Directors in May 2016 as information and in June 2016 for approval and closure.</td>
</tr>
<tr>
<td>May - 16</td>
<td>These items are scheduled to be addressed by the Access Board of Directors in May 2016 as information and in June 2016 for approval and closure.</td>
</tr>
<tr>
<td>June - 16</td>
<td>The Access 5-Year Strategic Plan was presented to the Board in the May 2016 Agenda Packet for review and comment prior to final approval at the June 2016 Board Meeting. The plan includes an objective to prepare a report (FY17) that outlines alternative operating models, including a centralized reservation and dispatch model, which will then be presented to the Board and an APTA Peer Review for comments and recommendations. Pending board approval of the Strategic Plan in June 2016, staff will request closure of the Metro Review.</td>
</tr>
</tbody>
</table>

**Recommendation #11:**

**Access Services should develop a long-term service strategy that considers alternatives to the current model including a County-wide model that utilizes a larger bench of contractors.**

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will include funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
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<tr>
<td>Month</td>
<td>Notes</td>
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<tr>
<td>May - 14</td>
<td>Hold for FY 14/15 Budget Approval.</td>
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<tr>
<td>June-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue.</td>
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<tr>
<td>August-14</td>
<td>The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
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<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
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<tr>
<td>November-14</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. The RFP is expected to be released in the near future.</td>
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<tr>
<td>December-15</td>
<td>The RFP for the Comprehensive Operational Review related to Operations is still in development. The RFP is expected to be released in the near future.</td>
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<tr>
<td>January-15</td>
<td>The RFP for the Comprehensive Operation Review related to Operations is still in development. Staff expects to issue the RFP in the near future.</td>
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<tr>
<td>February-15</td>
<td>The RFP for the Comprehensive Operation Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews.</td>
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<tr>
<td>March - 15</td>
<td>Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015.</td>
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<tr>
<td>April - 15</td>
<td>The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted.</td>
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<tr>
<td>May - 15</td>
<td>No new information.</td>
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<tr>
<td>June - 15</td>
<td>No new information.</td>
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<tr>
<td>July - 15</td>
<td>No new information</td>
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<tr>
<td>August - 15</td>
<td>No new information</td>
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<tr>
<td>September-15</td>
<td>The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11).</td>
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<tr>
<td>November–15</td>
<td>The Board participated in a Strategic Planning Workshop at the Board Retreat to review challenges and solutions in front of Access.</td>
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</table>
With regard to operations, the discussion focused on leveraging technology to potentially consolidate reservations. The following will be included in the Strategic Plan: Review the impact of creating a single reservations platform on current productivity and if warranted, select the best software platform to accomplish this. At the same time, explore various operating model changes such as increased use of a “bench” of TNCs (Uber, Lyft) and resource utilization during non-peak periods.

December–15  No new information

February - 16  The Strategic Plan will be finalized in the upcoming months and will include plans for an operational review.

April - 16  These items are scheduled to be addressed by the Access Board of Directors in May 2016 as information and in June 2016 for approval and closure.

May - 16  These items are scheduled to be addressed by the Access Board of Directors in May 2016 as information and in June 2016 for approval and closure.

June - 16  The Access 5-Year Strategic Plan was presented to the Board in the May 2016 Agenda Packet for review and comment prior to final approval at the June 2016 Board Meeting. The plan includes an objective to prepare a report (FY17) that outlines alternative operating models, including a model that evaluates the use of a larger bench of contractors, which will then be presented to the Board and an APTA Peer Review for comments and recommendations. Pending board approval of the Strategic Plan in June 2016, staff will request closure of the Metro Review.

Recommendation #12: CLOSED in February 2014:

Access Services should consider working with Metro Geographic Information Systems (GIS) services to acquire the necessary software and to revise the current service area maps to reflect actual walking distance from the fixed route service. Service changes should be implemented over time to minimize impact on current clients.

January - 14  Access Services disagrees with this recommendation as it has no legal basis. Access Service believes that the service area requirement makes it all but clear that the distance is measured as the crow flies by use of diagrams that literally draw a ¼ mile line on either side of the
<table>
<thead>
<tr>
<th>fixed route and a circle with a ¼ mile radius at the terminus of a fixed route.</th>
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<td>CLOSED BY METRO</td>
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