

access

**BOARD OF DIRECTORS MEETING
MONDAY, JUNE 26, 2017**

Closed Session: 10:00 a.m.

General Session: Immediately Following

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

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

MISSION STATEMENT

***Access Services promotes access to all modes of
Transportation and provides quality and safe ADA paratransit
Service on behalf of public transit agencies in Los Angeles
County.***

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

(i) *Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9*

(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure to litigation"

2. Pending Litigation:

1. *Washington v. Access Services LASC# BC645044*
2. *Reynaga v. LACMTA, Access et al. BC673040*

B) *CALIFORNIA GOV. CODE §54957(b) - PERSONNEL MATTERS:*

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| 4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 22, 2017 (page 5)
[Staff Recommendation: Approve Minutes as Written.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 5. REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 6. GENERAL PUBLIC COMMENT | INFORMATION |
| 7. SUPERIOR SERVICE AWARD | PRESENTATION |
| 8. CONSENT CALENDAR

a) Consideration to Approve Extension of Term and Increase Funds for Website Services (AS-3221) (page 17)

b) Consideration to Approve Purchase of Replacement Paratransit Vehicle (page 19)

[Staff Recommendation: Approve Consent Calendar.] | ACTION
[Vote Required:
majority of quorum
by roll call] |

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| <p>9. CONSIDERATION TO APPROVE PROPOSED BUDGET POLICIES (page 21)</p> <p>[Staff Recommendation: Approve the maximum number of FTEs allowed to be hired during Fiscal Year 2018 as stated in the proposed budget (71), and provide authority to the Executive Director to hire new staff at a salary not to exceed \$150,000 per year.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>10. CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2017/2018 (page 23)</p> <p>[Staff Recommendation: Approve the FY 2017/2018 budget as presented.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>11. PARENTS WITH DISABILITIES PILOT PROGRAM UPDATE, SERVICE MODIFICATION, AND ANTICIPATED SERVICE END (page 26) - <i>(tabled item from May 22, 2017 Board Meeting)</i></p> <p>[Staff Recommendation: Authorize an additional \$198,272 in funds and an extension in the period of performance for seven months from December 1, 2017 to June 30, 2018 with MV Transportation.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>12. CONSIDERATION TO INCREASE FUNDS FOR TENANT IMPROVEMENT CONSTRUCTION SERVICES CONTRACT (AS-4037) (page 30)</p> <p>[Staff Recommendation: Authorize an additional \$120,000 in funds for contract AS-4037 with Norm Wilson & Sons Inc. (NWS).]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>13. CUSTOMER SERVICE UPDATE</p> | <p>INFORMATION</p> |
| <p>14. UPCOMING BOARD ITEMS (page 32)</p> | <p>INFORMATION</p> |
| <p>15. INTERIM EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>16. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>18. ADJOURNMENT</p> | <p>ACTION</p> |

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

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

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

Alternative accessible formats are available upon request.



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

Metro
One Gateway Plaza, 3rd Floor
Los Angeles, CA 90012
Monday, May 22, 2017
12:25 p.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Nalini Ahuja at 12:25 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost.

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

No public comments.

3. **CLOSED SESSION REPORT**

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

Mr. Jones then explained the public comment process.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 17, 2017

Approval of the minutes from the Board of Directors meeting held on Monday, April 17, 2017.

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

5. REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on Tuesday, May 9, 2017. Chair Conrad stated that the following items were discussed: Board report provided by Secretary DeVera; Customer Service Satisfaction Survey provided by Mr. Avancena; Operations Performance Update provided by Mr. Garate and the Parents with Disabilities Program Update provided by Mr. Haack. Chair Conrad concluded his report by stating that a sub-committee was formed to discuss the by-laws for the Quality Services Sub-committee (QSS).

Linda Evans, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, May 11, 2017. Vice Chair Evans stated that the following items were discussed: Triennial Review and the draft guidelines currently being developed for Measure M, provided by Mr. Andre Colaiace; Operations Performance Report provided by Mr. Randy Johnson; Free Fare Survey results provided by Mr. Todd Remington from Fairfax Research Group; 2017/18 Draft Budget provided by Mr. Hector Rodriguez. Ms. Sherry Kelley provided the Customer Service Benchmarking and Mr. Matt Avancena and Mr. Josh Southwick provided a presentation on the new Access Services Taxi Cab decals.

Vice Chair Evans concluded her report by stating that Mr. F Scott Jewell provided an Eligibility Center update on the new facility and the TPAC members requested a tour of the location after its completion.

6. GENERAL PUBLIC COMMENT

Rachele Goeman made a public comment by commending the Eastern, Western, and Southern regions for helping her to get from point A to point B safely and in a timely manner. She stated that she was traveling from her home in Paramount to Claremont and her rides were extremely long but if she was to take public transportation, she knew that it would take much longer to get to her destination, so if it were not for Access she would not be able to make that trip every day. Ms. Goeman concluded her public comment by thanking the providers and Access Services.

Albert Contreras made public comment by stating that he scheduled a ride to Metro for the Board meeting and when his vehicle arrived, he gave the driver a map to show him where to drop him off but the driver could not find the location and ended up dropping him off at Union Station. Luckily, there were two security guards at that location to tell him how to get to his destination. Mr. Contreras concluded his public comment by stating that he really enjoyed using Access Services but wished that the drivers knew where they were going and where the drop-off locations were.

Access' Project Administrator Jack Garate was assigned to assist Mr. Contreras.

Renee Madera made public comment by complimenting a few of the new employees that try their best to do a good job. She stated that the first thing she agreed to do when she was allowed back on the service was that she would do her very best to make her reservations as concise, clear and with as much detail as possible. She also understood that new employees tend to take a while to do things but when it got to the point where it actually lengthened her reservation or became a pattern, she could not settle for that type of service. Ms. Madera stated that she was tired of wasting her time and then receiving a notice that she was being suspended. She also stated that she expects the employees to be focused, so she did not have to play the twenty questions game.

Ms. Madera concluded her public comment by stating that a driver told her about a month ago that Beyond the Curb service did not mean that the driver was supposed to approach the client. She was told that Beyond the Curb service only meant that the driver was supposed stand in front of the vehicle, open the vehicle door, and stand in front of the door for the client. She stated that she did not care what any manager stated regarding this because she was told different. Ms. Madera requested that the definition of Beyond the Curb be clarified so she knew exactly what it meant.

Deputy Executive Director of Operations and Safety Mike Greenwood was assigned to assist Ms. Madera.

7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

Diversified Transportation driver, Nancy Solis, was the Superior Service Award recipient.

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 for Customer Opinion Survey Services (AS-4021)
- 8-b Consideration to Award Contract for Oracle Fusion ERP Support Services (AS-4046)
- 8-c Consideration to Extend Term and Increase Funds for Auditing Services (AS-3199)
- 8-d Consideration to Approve FTA Authorizing Resolution

Treasurer Turner requested that Items 8-a, 8-b, and 8-c be pulled for purposes of discussion.

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

Item 8-a: Treasurer Turner stated that it was mentioned in the item that staff would be working with the CAC and TPAC committees to develop the questions for the Customer Opinion Survey. She asked if the Board would have an opportunity to review the questions to see what direction Access was headed before the survey took place. Mr. Avancena replied absolutely, the plan was to work with the committees first and then send the draft questions to the Board for their review.

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

Item 8-b: Treasurer Turner stated that as the Treasurer she had the opportunity to work with Oracle. She thanked staff for working with her to better familiarize herself with the program.

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

Item 8-c: Treasurer Turner stated that she noticed that there were only two proposals submitted for the auditing services. She asked what other resources did staff utilized to advertise the RFPs. Staff indicated that there were other interested proposers. Mr. Rodriguez stated that he met with three firms before the process started and they mentioned that when the RFP was issued they would definitely be proposing. Mr. Pascual added that six firms submitted questions and some of them were the same questions but only two of them ended up submitting.

Treasurer Turner asked where staff advertised the RFP. Mr. Pascual replied that the RFP was posted on the Access Services website, it was automatically distributed to the Access Services vendor list and it was posted on Public Purchase, the eProcurement system that staff utilized, which had many more vendors compared to the Access Services website. Mr. Pascual added that staff did not publish the RFP in the usual news publications because of the dollar amount and the two systems that staff utilizes. Treasurer Turner stated that she would like to receive feedback from the people that stated that they were interested and then decided not to submit.

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

9. **CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: WEST CENTRAL REGION CONTRACT (AS-4031)**

Recommendation: Authorize staff to execute a contract for ADA paratransit service in the West Central region for the period of July 1, 2017 to October 28, 2022, with California Transit Inc. in an amount not to exceed \$134,994,102.

Public Comment

Dov Cohen submitted his public comment via email to be read at the meeting. Mr. Cohen stated that he was in favor of awarding the West Central contract to California Transit Inc. He also added that CTI has provided excellent service for the Access riders, veterans and active duty military throughout the year.

George Lee from MV Transportation made public comment by stating that he would like to talk about the strengths of MV Transportation's proposal. He stated that MV had more than a 15-year relationship with Access Services and was consistently meeting their KPIs year after year and put the proposal together with Access Services vision in mind. Mr. Lee briefly went over the benefits of awarding the West Central region contract to MV Transportation. He also distributed a handout to all Board members.

Mike Fricke from California Transit Inc. made public comment by thanking Access Services staff for recommending to the Board that CTI continue to provide service in the West Central Region. He added that it had been his honor and privilege over the past ten years to work with Access Services and to serve the riders in the West Central Region and, if they were awarded the contract, they looked forward to continuing the service for many years to come.

Catherine Clinch made public comment by stating that she was present on behalf of her son Matthew Clinch who was an Access Services rider. She stated that she had attended previous Board meetings to complain but today she would like to compliment the service. Ms. Clinch stated that her son has gone back to school

after a ten-year leave and, in order to facilitate this, she had to ensure that her son was going to arrive on campus in a non-agitated state. After coordinating his trips with Mr. Fricke and after explaining that her son needed to arrive on time, not miss a class and arrive in a non-agitated state everything went smoothly and she could not be happier but she also wanted this type of service to continue. She also mentioned that the experience that she had with the provider in the San Fernando Valley had been somewhat lacking.

Ms. Clinch concluded her public comment by requesting that the Board approve the continuation of the contract for the West Central Region and she would be happy to nominate CTI for an award.

Motion made by Director Barnes to approve staff's recommendation with the added emphasis that the wage compression issue would not come back to the Board throughout the life of the contract, and the contractor would be expected to move to the recommended software platform if that was in the best interest of the organization. Seconded by Treasurer Turner, via Roll Call Vote, all were in favor, motion passed.

10. **CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND MODIFY PARENTS WITH DISABILITIES PILOT PROGRAM (AS-3403)**

Recommendation: Authorize an additional \$184,800 in funds and an extension in the period of performance for seven months from December 1, 2017 through June 30, 2018 with MV Transportation.

In addition, authorize the following changes to the program's service parameters during this time period:

- Where possible, permit program trips to be shared with other Access eligible customers in traditional share-ride trip service;
- Change the current fare for same day trips from \$1.00 to \$2.75 per trip. Customers will continue to be eligible to take four (4) same day one-way trips in a month.

Public Comment

Dina Garcia made public comment by thanking the Board for being the first in the country to provide this type of service, which has helped many of the riders. She stated that the riders that utilize this program really hoped that Access would extend the contract to the end of the school year. Ms. Garcia also requested that the program not be made a shared ride. The way the program was designed made the parents feel safe knowing that their child was safe in the back seat while their parent was in the front of the vehicle. Ms. Garcia concluded her public

comment by requesting that the fare remain the same because the riders utilizing this service were on a fixed income or had multiple children and would not be able to afford the increase.

Rachele Goeman made public comment by stating that she would like to see Access Services continue to fund this program throughout the 2017/2018 school year. She stated that she did not have any children in school but she had friends that were disabled and depended on this program in the Valley. Ms. Goeman concluded her public comment by stating that she felt that this was a very worthwhile program and Access should continue to offer it.

Elizabeth Lyons made public comment by stating that she concurred with the other two public comments but she had two concerns. She stated that she had many friends that were in wheelchairs and had children and she did not think it was safe to put the child in the back seat with a stranger and the parent was in a wheelchair and was not able to see what was going on. Ms. Lyons concluded her public comment by reminding the Board that many of the riders lived on a fixed income so if they had more than one child the rider would not be able to afford the fare increase.

Yael Hagen made public comment by stating that this program was very near and dear to her heart. She stated that when this program was created one of the main concerns was the safety of a child while in a vehicle and the need for the child to be within reach or line of sight of their parent. If you make this service a shared ride then this service would lose the most important component of the program. She thanked everyone that supported this program from the very beginning and asked that we not destroy this program to the point where it was no longer usable. She also added that these trips could be done more efficiently and she had several ideas. For example, the 20-minute window between rides, for some people it was vital and for others there was no need, so there was a lot of room to improve the program but you just need to ask the riders that use this program.

Ms. Hagen concluded her public comment by requesting that the Board extend the term of this program to allow for more efficient ideas to continue this program and to ask the riders that use this program for those ideas.

Daniel Garcia submitted a letter for public comment. Mr. Garcia thanked the Board and staff for their commitment to serving paratransit riders. He also expressed his strong support for the Access Services Parents with Disabilities program and to request the Board's full and fair consideration to keep the programs rules unchanged. He added that the program meant a lot to him and his family and meant that they would not be left behind. He added that the safety measures for children were put in place so his or anyone's child did not have to

sit next to a stranger while he was in a wheelchair at the front of the vehicle. Mr. Garcia requested that the Board continue to fund the program until the end of the school year. He also mentioned that many riders were on a fixed income and, if the fares increased, it would become very difficult for most riders to afford the program.

Mr. Garcia concluded his public comment by requesting that the Board enter into a productive decision with the involvement of the parents that utilize this program to make these trips run more efficiently and smoothly without jeopardizing the needs of the parents and their children. He also requested that the Board direct staff to pursue other funding sources and named a few.

Ella Wu submitted a text message for public comment. Ms. Wu stated that she was the Executive Director of the Child Birth Connection, which was a social service agency that provided parental training services to individuals with developmental disabilities. She requested that the Board reconsider the changes to the Parents with Disabilities program. She added that many of their parents lived off government benefits and have very limited opportunities to access community resources and with their financial difficulties and limitations, our parents rely heavily on public transportation, which includes Access Services to get around. When Access Services introduced the Parents with Disabilities program, she thought it was a great idea for many reasons.

Ms. Wu concluded her public comment by stating that as a provider that was involved in the everyday life of a disabled parent, she appreciated the purpose of this program and hoped that this program would be continued.

Motion made by Secretary DeVera to table this item until the staff considered additional alternatives for this program, Seconded by Treasurer Turner. Via Roll Call Vote all were in favor, motion passed.

11. 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 \$1,718,000 determined in accordance with GASB Statement No. 10 as required for public entities.

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

12. CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

Recommendation: Authorize the Interim Executive Director to:

- Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2018 through June 20, 2019;
- Enter into a one-year policy agreement with Catlin Insurance Company for the first excess layer;
- Enter into a one-year policy agreement with James River Insurance Company for the second excess layer;
- Enter into a one-year policy agreement with Nation Union/AIG for the third excess layer;
- Enter into a one-year policy agreement with Scottsdale Insurance Company for the fourth excess layer;
- Authorize an amount not to exceed of \$4,163,000 for all of the above insurance layers.

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

13. CONSIDERATION TO AWARD CONTRACT FOR MAIL AND FULFILLMENT SERVICES (AS-4048)

Recommendation: Authorize staff to execute a contract with The Data Center for a base term of three (3) years in an amount not to exceed \$275,000, for the period of July 1, 2017 through June 30, 2020.

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

14. ACCESS TAXICAB DECAL PRESENTATION

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

15. UPCOMING BOARD ITEMS

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

16. INTERIM EXECUTIVE DIRECTOR'S REPORT

Access' Interim Executive Director, Andre Colaiace, began his report by providing a brief service overview. He stated that the service year-to-date was good and the contractors were meeting all their KPIs. The month of April was also good with on-time performance at 92.4%. Mr. Colaiace thanked all of the contractors, staff, drivers, dispatchers and reservationists who had the hard jobs.

Mr. Colaiace also added that there were some issue in the Antelope Valley area with the strike at Antelope Valley Transit Authority, which caused an increase in demand. Some of Access Services contractors pitched in and sent some additional vehicles up north, which was very helpful. He thanked MV Transportation, San Gabriel Transit and Laura Moreno of Keolis who worked very hard during the eight-day strike.

Mr. Colaiace continued to report that Measure M set aside 2% of all its proceeds, approximately \$16 million annually, for two worthy purposes, ADA Paratransit activities and discount passes for students and seniors. Metro staff recently created the Measure M draft guidelines that set a maximum of 75% of the proceeds should go to ADA paratransit activities. Access also believes that the language in the guidelines would allow us to receive less than 75% so staff's preference was to change the guidelines to specify that 75% of the category's funds should go to paratransit activities and the other activities would receive 25%. Mr. Colaiace stated that staff shared their views with the City Commission on Disabilities, the County Commission on Disabilities and he would be meeting with the offices of various Metro Board Members in the coming weeks.

Mr. Colaiace concluded his report by stating that Access had a series of Community Meetings coming up in June 2017 and rides to these meetings would be free for the riders so he encouraged everyone to attend and share their views regarding Access Services. He also stated that if anyone wanted a flyer with all the dates, times and locations for the meeting he had some copies available or they could find the list on our website.

17. BOARD MEMBER COMMUNICATION

Ms. Evans stated that at their last TPAC meeting they ran out of time but they covered some of the same issues that were presented and discussed at today's Board meeting.

Mr. Conrad wished everyone a safe and happy Memorial Day weekend and he looked forward to seeing everyone at the next Board meeting in June.

Director Gibson stated that there were many interesting things going on and she would like to commend staff for the presentations and solid agenda items and looked forward to hearing the outcome of some of these upcoming items.

Director Barnes concurred with Director Gibson regarding the presentations and the discussion at today's Board meeting. He stated that one thought that came to mind as the Board was considering a contract award. He felt that the Board should continue to look into the issue of facilities because the current model of the contractors providing the facility and the complexity of the Los Angeles real estate market was a challenge. He added that he realized that it would be a costly investment to acquire facilities and have them under public ownership but he would encourage that to be on the Boards' list of things to look into.

Director Barnes concluded his comment by recommending that the July 2017 Board of Directors meeting be canceled due to a conflict with the APTA Transit Board Members Seminar which would be taking place during the same time frame and a few of the Board members would be attending.

Director Turner concurred with Director Barnes regarding the facility issue. She stated that after visiting the Eligibility facility in the City of Commerce she felt that Access Services should look into possibly obtaining facilities, which would make it easier to transition from one contractor to another.

Director Turner concluded her comment by congratulating and thanking the contractors that provided support during the strike in Antelope Valley, since it is always a huge issue when a transportation agency goes on strike. She wished everyone a happy Memorial Day weekend.

Director Nason thanked everyone in the audience for attending today's Board meeting. She also stated that the Disabled Resources Center, where she serves as Executive Director, was having their Annual Awards Dinner in June 2017 where they recognized outstanding individuals in the community who made a difference in the lives of people with disabilities. She concluded her comment by stating that the DRC was still looking for sponsors, so if anyone would like to contribute they should let her know.

Director DeVera thanked all the parents that came out to support the Parent with Disabilities Program. She thanked them for being wonderful advocates for their children and themselves.

Director Nwokike thanked everyone for their well wishes on her full recovery and she was getting better every day. She was also happy to be able to attend today's Board meeting.

Director Gombert thanked Access Services staff for their hard work and the Board meeting presentations. He also concurred with Director Barnes' and Turner's comments regarding the long-term planning for purchasing operating facilities. Director Gombert concluded his comment by stating that one of the highlights of the Board meeting for him was the Superior Service Awards because it was good to see that the individuals actually providing the service were being recognized for their hard work. He thanked and congratulated the SSA recipient once again.

18. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

19. ADJOURNMENT

Motion made by Director Nwokike, Seconded by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:55 p.m.

Approval

Theresa DeVera, Secretary

Date

JUNE 19, 2017

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR, INFORMATION TECHNOLOGY

RE: CONSIDERATION TO APPROVE EXTENSION OF TERM AND INCREASE FUNDS FOR WEBSITE SERVICES (AS-3221)

ISSUE:

Board approval is necessary to exercise the second option year of contract AS-3221 with Trinet Internet Solutions, Inc. (Trinet), Access Services' website service consultant.

RECOMMENDATION:

Authorize an additional \$120,000 in funds and an extension in the period of performance for one year, from December 1, 2017 through November 30, 2018.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$230,000 to \$350,000. This action is consistent with Access' proposed budget for FY2017/18 and will be programmed into the FY2018/19 budget. There is no increase to the retainer and programming rates for the contract. However, due to the emphasis on mobile web functions and the need to comply with Web Content Accessibility Guidelines (WCAG) 2.0, Access Services will need to upgrade its existing website technologies. These website enhancements are estimated to cost \$70,000.

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

ALTERNATIVES CONSIDERED:

None considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term.

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 Trinet upon terms

and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

In October 2012 Trinet was selected, through a competitive procurement process, to continue providing website services which includes hosting Access' website. Over the previous years, the website has been continuously updated with relevant information such as meeting agendas, Access stand locations, policy updates and community events. The website also allows for individuals to purchase coupons on-line and begin initial eligibility enrollment as well as providing a mobile version based on the type of mobile devices used.

In the upcoming months, the website will be updated to comply with WCAG 2.0. This will incorporate not only the Rider360 portal where riders can view their trips histories, comments and key information, but also access the "Where's My Ride" application via a traditional web browser in a mobile device friendly version.

JUNE 19, 2017

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, FLEET MANAGER

**RE: CONSIDERATION TO APPROVE PURCHASE OF REPLACEMENT
PARATRANSIT VEHICLE**

ISSUE:

Board approval is required to purchase a replacement Type C Cutaway paratransit vehicle as the cost is in excess of \$75,000.

RECOMMENDATION:

Authorize staff to purchase one (1) Type C 2017 Ford E450 StarCraft Cutaway at a cost not to exceed \$92,463.80 from El Dorado Bus Sales via the CalAct/Purchasing Cooperative contract.

IMPACT ON BUDGET:

Local Prop C funds will be used for the purchase of this vehicle and includes applicable sales tax, license and fees. Staff is estimating that 40% of the purchase price will be offset by an insurance settlement of a vehicle that was totaled in an accident.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicle is a key asset in the provision of high volume shared ride trips both for the local Antelope Valley regional center and for transfer trips between the Los Angeles basin and Antelope Valley.

Based on past experience, purchasing from cooperative contract schedules - a practice encouraged by the FTA - expedites the purchasing process, while ensuring that a competitive price is paid for goods and services. As was the case with our most recent vehicle procurement, staff is proposing purchasing these vehicles through an approved vendor of the CalACT/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of the vehicle upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract unless such 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:

On May 6, 2017 vehicle #315012, assigned to Keolis in the Antelope Valley, was in an accident where the vehicle was deemed a complete loss. Access does not typically carry a surplus of vehicles of this size (16 passenger), therefore a replacement vehicle needs to be procured for ongoing service. It will be approximately 90 days before the vehicle can be delivered.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle Purchasing 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.

JUNE 19, 2017

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
RE: CONSIDERATION TO APPROVE PROPOSED BUDGET POLICIES

ISSUE:

It is a best practice for the agency to adopt hiring polices related to the budget. The policies are related to the maximum number of Full Time Equivalent (FTEs) and to the maximum salary that the Executive Director is allowed to approve for new hires before having to seek Board approval

RECOMMENDATION:

Approve the maximum number of FTEs allowed to be hired during Fiscal Year 2018 as stated in the proposed budget (71), and provide authority to the Executive Director to hire new staff at a salary not to exceed \$150,000 per year. Proposed salaries over this amount will have to receive Board approval.

IMPACT ON BUDGET:

Funding for staff are allocated annually through the budget process. The funding for staff positions comes from the Prop C Discretionary Fund.

BACKGROUND:

Staff, during its presentation to the Budget Subcommittee, agreed to implement tighter controls on both the hiring of staff and to establish a cap on the maximum salary a new hire may be offered by the Executive Director.

Proposed Policy -

Full-time Equivalent (FTE) Budget Policy

Effective 7/1/2017, as part of the annual budget process, staff will seek Board approval for the number of proposed FTEs for the upcoming fiscal year that it believes are

necessary to effectively operate the Agency. Staff must receive Board approval prior to hiring any staff above the approved number of FTEs for that fiscal year.

Maximum Employee Salary Budget Policy

The Board will delegate hiring authority to the Executive Director for salaries under \$150,000 per year. The Executive Director must receive prior approval from the Board prior to tendering an offer of employment for a salary that exceeds \$150,000 per year.

Exceptions may be made in case of emergencies. In case of emergencies, the Executive Director must seek the concurrence of the Board as soon as practicable but no later than ninety (90) after the start of the emergency.

JUNE 19, 2017

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO APPROVE PROPOSED BUDGET FOR FISCAL YEAR 2017/18

ISSUE:

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2017 through June 30, 2018.

RECOMMENDATION:

Approve the FY2017/18 budget as presented.

BACKGROUND:

The proposed FY2017/18 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 Chair Ahuja. Overall the budget is based on a funding level of \$177.0 million of which Paratransit Operations represents nearly 83% of the total budget. The budget will provide for delivery of 4.63 million passengers and 33.0 million contract revenue miles.

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 - Board Meeting Attachments.

Funding

Funding sources include \$64.7 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program, \$9.8 million from passenger fare revenues, a Section 5310 grant of \$10.1 million, Access to Work grant of \$1.7 million, and \$684,216 from sale of depreciated vehicles and earned interest on cash deposits. The remaining \$89.7 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 the Los Angeles County Metropolitan Transportation Authority

(Metro). The subsidy proposed by Metro for FY2017/18 meets the mean expected results for the level of transportation service projected by HDR's trip demand analysis as well as the other Access Services' programs and administrative costs.

Paratransit Operations

The total cost of \$146.7 million for this program (82.9% of total funding) is an 8.6% increase (\$11.6 million) from the FY2016/17 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$124.7 million (\$112.1 million FY 2016/17)
- Insurance - \$7.1 million (\$7.1 million FY 2016/17)
- Free Fare Program - \$3.5 million (\$3.3 million FY 2016/17)

The main cost drivers within the purchased transportation program are a projected increase in trip demand combined with higher per trips rates due to a higher minimum wage and the effects of wage compression.

Eligibility Determination

The total cost of \$12.6 million for this program (7.1% of total funding) is a 17.3% increase (\$1.9 million) from the FY2016/17 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - \$8.1 million (\$6.0 million FY2016/17)
- Certification Trips - \$1.9 million (\$2.4 million FY2016/17)

Eligibility costs are increasing because of the new eligibility determination contract with MTM, Inc. which was approved by the Board in February.

Consolidated Transportation Services Agency

The total cost of \$0.55 million for this program (0.33% of total funding) is an 10% decrease (\$62,878) from the FY2016/17 budget.

Administration

The total cost of \$7.0 million for this program (4.2% of total funding) is a 0.04% decrease (\$2,704) from the FY2016/17 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - \$4.9 million (\$4.71 million FY2016/17)

- o The budget calls for a 3% salary increase.
- Professional Services - \$0.52 million (\$0.54 million FY2016/17)

Capital Projects

The total cost of \$10.1 million (5.72% of total funding) is a 27% decrease (\$3.8 million) from the FY2016/17 budget. The decrease is due to less grant funding available during this fiscal cycle.

Capital projects include -

Vehicle Acquisition (149 vehicles)	\$10,130,925
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Impact of Metro Prop C funding

The Metro Board of Directors will consider the request of Access' Prop C funding for FY2017/2018 during its regular Board meeting on June 22nd. The proposed funding did pass with a unanimous vote at the Metro Finance, Budget, and Audit Committee on June 14th.

JUNE 19, 2017

TO: BOARD OF DIRECTORS

**FROM: ERIC J. HAACK, STRATEGIC PLANNER
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE**

**RE: PARENTS WITH DISABILITIES PILOT PROGRAM UPDATE, SERVICE
MODIFICATION, AND ANTICIPATED SERVICE END**

ISSUE:

Board approval is necessary to extend the term and increase funds for the Parents with Disabilities Pilot Program with MV Transportation (AS-3403).

RECOMMENDATION:

Authorize an additional \$198,272 in funds and an extension in the period of performance for seven months from December 1, 2017 to June 30, 2018 with MV Transportation.

IMPACT ON BUDGET:

The proposed rate of compensation is \$47.57 per trip to allow the program to operate without changes through the end of the fiscal year ending on June 30, 2018. This is \$14,272 higher than what was previously requested.

It is projected that a mixture of New Freedom and Prop C funds will be utilized through November 30, 2017. Upon the exhaustion of the New Freedom funds, only Prop C local funds will be utilized through June 30, 2018. The trip rates and ridership since the program began are as follows:

Year 1: \$41.57 per trip (795 trips (December 1, 2013 to June 30, 2014))
Year 2: \$37.75 per trip (5,049 trips, FY 2015)
Year 3: \$37.36 per trip (7,956 trips, FY 2016)
Year 4: \$40.87 per trip (5,956 estimated trips, FY 2017)
Year 5: \$40.87 per trip - July 1, 2017 to November 30, 2017
\$47.57 per trip - December 1, 2017 to June 30, 2018
(6,261 estimated trips, FY 2018)

ALTERNATIVES CONSIDERED:

Access was awarded a New Freedom grant by Metro in September 2010 to provide these services for eligible Access customers in the Northern service region. In order to minimize the disruption to parents who are using the program to transport their children to and from school, staff is proposing an extension of the program through the end of the school year until June 30, 2018.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a written contract with MV Transportation for operating services on terms that are not less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

At the May 2017 Access Board meeting, staff presented an alternative to extend the Parents with Disabilities Pilot Program from December 1, 2017 to June 30, 2018 with certain changes, to maintain the FY 2017 per trip cost of \$40.87. The proposed changes were as follows:

- (1) Where possible, permit program trips to be shared with other Access-eligible customers in traditional share-ride trip service;
- (2) Change the current fare for same day trips from \$1 to \$2.75 per trip

Board direction to staff was to perform two additional tasks and bring back the item at the June 2017 Board meeting. Direction to staff was as follows:

- (1) Coordinate with MV Transportation to determine if it would be possible to continue the program without the initially proposed changes and determine what the cost impact would be;
- (2) Conduct a survey of Parents with Disabilities customers for feedback pertaining to the proposed program changes outlined at the May 2017 Board meeting.

Responses from Parents with Disabilities Pilot Program Customers

Access staff attempted to telephone all Parents with Disabilities Pilot Program-eligible customers who had a record of taking at least one Parents with Disabilities trip between January 1, 2015 and April 30, 2017. These telephone calls were performed on Tuesday, June 6th and Thursday, June 8th.

A total of 15 customers who were contacted were willing to share their opinions with respect to proposed program changes.

- With respect to permitting share-ride service, 13 of the 15 (87%) would not like to see Parents with Disabilities Pilot Program trips allowed to share-ride with other Access customers. There were 2 of 15 or (13%) who would be fine with this change if it was required to continue the benefits of the program.
- With respect to changing the fare on Same Day trips from \$1 per passenger to \$2.75 per passenger, 6 of 15 (40%) would not like for Access to implement this change. There were 9 of the 15 (60%) who would be fine with this change, especially if the change would allow the program's benefits to continue.

With this feedback in mind, staff and the service provider designed a proposal that would allow the Pilot program to continue through the June 30, 2018 without any changes to the service.

As mentioned in the Board item last month, in 2010 Access Services was awarded a \$1.1 million New Freedom grant (section 5317) by Metro to start the Parents with Disabilities Pilot Program.

This Pilot program was designed to provide premium service above the minimum requirements of the Americans with Disabilities Act (ADA) for Access customers who have children and use paratransit for some of their childcare-related trips.

On January 23, 2013, Access issued a Request for Proposals (RFP) in order to find a vendor capable of undertaking a project involving transportation of Access customers traveling with their children. MV Transportation, the current provider of ADA paratransit service in the area, submitted the only response to the RFP. Following the receipt of a best-and-final offer and subsequent negotiations, staff determined that the vendor was capable of undertaking this work at a reasonable rate of compensation.

The first trips under this Pilot program started on December 18, 2013 with four eligible customers. The program is currently capped at forty-four (44) participants.

The New Freedom grant-funded program allows Access riders with children to engage in child-care related activities such as school, recreation, health-care, and other social activities (such as play-dates). Prior to the start of the Parents with Disabilities Pilot customers had difficulties taking advantage of such child-care related activities on traditional Access paratransit.

The pilot program is limited to qualified Access riders who travel within the Northern service area. The program includes the following service enhancements that exceed the ADA minimum paratransit provisions, and make it easier for program participants to engage in child-care activities.

- Exclusive ride service (non-share-ride trips)
- Door-to-door service;
- Provision for some same-day reservations for non-emergency medical needs (i.e. child recommended to go home early from school or a play-date due to illness);
- Appointment-based next day reservations;
- Provision for multi-legged trips and/or intermediary stops;
- Extended dwell time at pick-up, and intermediary stops.

On May 31, 2016, MV Transportation's original three-year Parents with Disabilities Pilot Program contract ended. On June 1, 2016, Access entered into a new contract with MV Transportation, extending the benefits of the Pilot program to November 30, 2017. The end date was selected to correspond with the projected end of available grant funding for the Parents with Disabilities Pilot Program.

Next Steps:

If the Board approves the program extension, staff will conduct extensive outreach to notify all customers of the pilot program's extension as well as the program end date. Customers will be made aware of the end of grant funding assistance for the program by November 30, 2017. Customers will also be informed of Access' intention to extend the program through the end of the 2017-2018 school year (June 30, 2018).

Outside Agency Partnerships and Additional Funding Opportunities:

Access has collected data from the start of the Parents with Disabilities Pilot Program, pertaining to parent needs as well as the challenges associated with providing a service of this kind. The data collected by Access could be utilized by other agencies to replicate a similar program in the San Fernando Valley, elsewhere in the county or elsewhere in the United States. At this time, Access is not aware of an agency that is willing to continue the Parents with Disabilities program benefits; however, staff will continue to explore opportunities with other agencies including school districts.

Although the current New Freedom funding source will be exhausted, additional funding sources may become available. Access staff will continue to search and apply for funding should those opportunities arise.

JUNE 19, 2017

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO INCREASE FUNDS FOR TENANT
IMPROVEMENT CONSTRUCTION SERVICES CONTRACT (AS-4037)**

ISSUE:

Board approval is necessary to increase funds for additional work related to the tenant improvement construction services for Access' eligibility facility in Commerce, CA.

RECOMMENDATION:

Authorize an additional \$120,000 in funds for contract AS-4037 with Norm Wilson & Sons Inc. (NWS).

IMPACT ON BUDGET:

The recommended action will utilize funds budgeted for FY2016/17. The total not-to-exceed value will increase from \$1,005,825 to \$1,125,825. Funding for these services has been allocated from Proposition C 40% Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered. The majority of the additional funds are necessary to meet occupancy requirements as dictated by city code.

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

BACKGROUND:

In February 2017, the Board approved the tenant improvement construction services contract with NWS for Access' eligibility facility in Commerce, CA. at a cost of \$1,005,825. Subsequent to that approval and through the plan checking process with the City of Commerce, additional code compliance items were identified which includes grading outside the entrance of the facility. The civil engineering work will be accomplished by one of NWS' subcontractors. Additional work related to the assessment area of the facility that was part of the start-up expenses of the eligibility contractor was shifted to this contract.

JUNE 19, 2017

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

ISSUE:

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

July 12, 2017 1:00 pm - 3:30 pm
Board Workshop - El Monte

Agenda Items:	Disposition:
Comprehensive Operational Review	Presentation/Discussion

July 24, 2017
Board Meeting - CANCELED

Agenda Items:	Disposition:

August 21, 2017
Board Meeting - El Monte

Agenda Items:	Disposition:
Board Officer Elections	Action
Board of Directors' Committee Appointments	Action
Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services	Action
"Where's My Ride" App Update	Presentation
Travel Training	Action/Presentation

September 18, 2017
Board Meeting - El Monte

Agenda Items:	Disposition:
TBD	