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
   B) CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES

4. SUPERIOR SERVICE AWARDS AND ACCESS EMPLOYEE(S) OF THE QUARTER

ACTION

DISCUSSION/POSSIBLE ACTION

PRESENTATION
5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING OF APRIL 22, 2013 (page 5)
   [Staff Recommendation: Approve]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Authorization of Funding For Back-Up Service Providers (page 13)
   b) Approval of Extension of West Central Area Service Contract With California Transit, Inc. (AS-2364) (page 15)
   c) Approval to Extend Appeal Evaluation Service Contract (AS-2239) (Lori M. Grebb Petrie) (page 18)
   d) Approval to Award Contract For Ridership Demand Forecasting (AS-3393) (page 20)
   e) Renewal of Self-Insured Retention Automobile Liability Program (page 23)
   f) Renewal of Commercial Business Package Insurance (AS-2749) (page 25)
   g) Renewal of Employee Health And Benefit Insurance Contracts (page 26)
      [Staff Recommendation: Approve Consent Calendar]

9. APPROVAL TO PURCHASE ADDITIONAL ON-BOARD VIDEO CAMERAS FOR ACCESS SERVICES-OWNED AND DEDICATED PROVIDER-OWNED REVENUE SERVICE VEHICLES (AS-2826) (page 28)
   [Staff Recommendation: Authorize an additional $150,000 in funds for AS-2826 to purchase 150 on-board video recording units and associated hardware, software, training and fees from SmartDrive.]

10. APPROVAL TO AWARD CONTRACT FOR PARENTS WITH DISABILITIES PILOT PROJECT (AS-3403) (page 30)
    [Staff Recommendation: Approve the award of a service contract to MV for the period June 1, 2013 through May 31, 2016 at an amount not to exceed $870,000 for the three-year contract period. The rates of compensation would be as follows: Start-Up: $9,282.16, Year 1: $41.59 per trip, Year 2: $37.75 per trip, Year 3: $37.36 per trip]

ACTION
[Vote Required: majority of quorum by voice vote]

INFORMATION

ACTION
[Vote Required: majority of quorum by roll call]
11. AUTHORIZE EXTENSION AND INCREASE FUNDS - DIGITAL DISPATCH WIRELESS INTERNATIONAL, INC. CONTRACT (AS-2366) (page 33)

[Staff Recommendation: Authorize staff to extend the centralized software platform and services contract (AS-2366) with Digital Dispatch Wireless International, Inc. (DDS) through 05/30/2016 and increase funding by $750,000.]

PRESENTATION/ACTION
[Vote Required: majority of quorum by roll call]

12. EXECUTIVE DIRECTOR’S REPORT

INFORMATION

13. BOARD MEMBER COMMUNICATION

INFORMATION

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

DISCUSSION/POSSIBLE ACTION

15. ADJOURNMENT

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."
The Access Services Board of Directors meeting convened at 12:15 p.m. on Monday, April 22, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Joseph Stitcher, Treasurer, Jano Baghdanian, and Hector Guerrero. Ex-Officio, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Directors Martin Gombert, Angela Nwokike, Theresa DeVeria, and Ex-Officio Wayne Wassell, Chair TPAC were excused from the meeting.


PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments were heard regarding the closed session items.

CLOSED SESSION REPORT

The Board met in Closed Session and reconvened the general portion of the meeting at 1:00 p.m. at which time Michael Arrigo, Chair of the CAC, joined the general session.

Chairperson Barnes asked Mr. Jones, Access Services Legal Counsel, to brief the audience on the outcome of the closed session.

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending or threatened litigation, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement but due to the amount of public comments submitted for today’s meeting the Chairperson would only allow three minutes for public comments.
Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they are unable to speak for themselves the Board should receive written communications to make them part of the record.

**SUPERIOR SERVICE AWARDS**

Chris Garcia, a Driver from Santa Clarita Transit, was the recipient of the Superior Service Award for the month of February 2013. Cristobal Simon, a Driver from California Transit Inc., was the recipient of the Superior Service Award for the month of March 2013.

Staff also introduced the two runners up for the Jerry Walker Commitment to Quality Service awards, Mr. Elmer Contreras a Dispatcher from MV Transportation and Mr. Lafayette Lott a Driver Trainer from Global Paratransit.

**REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM FEBRUARY 25, 2013**

Motion: Director Nason moved approval of the February 25, 2013 Board meeting minutes.

Second: Director Stitcher seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Nason, Baghdarian, Stitcher, and Guerrero.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

**REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, April 9, 2013 and appointed Chaplain “Dov” Cohen (CAC Member) and Ms. Kathleen Barajas (Access Customer) to the Quality Services Subcommittee (QSS). Mr. Arrigo also mentioned that Access Services Manager of Planning and Coordination, Matthew Avancena provided a presentation on the upcoming Social Services Transportation Survey.

Mr. Arrigo concluded his report by stating that there were still a few seats available on the CAC however the committee hoped to fill the vacancies soon.
GENERAL PUBLIC COMMENT

Tonni Yee Hemphill stated that she had experienced some service issues with the Eastern and West Central regions, especially when visiting her son in La Habra. She explained that her son lived in a mobile home park and the drivers seem to have difficulty finding the pickup location and usually arrived late. She stated that she has had to walk several blocks in bad weather conditions and has had problems with rude drivers and driver talking on their cell phone.

Mr. Maloney informed Ms. Hemphill that Access Services Customer Care Supervisor, Susanna Cadenas, would follow-up with her after the meeting.

Alison Fairchild stated that the service was great most of the time however she recently had a trip with an extremely rude driver who nearly started a fight with her fiancé. She added that the driver was also driving erratically and was very unprofessional.

Ms. Fairchild continued her public comment by stating that coming to today’s meeting the driver got lost and almost dropped her and her PCA off at the wrong location. She made several phone calls to reservations and kept being put on hold. She also described another situation where she was going to a medical appointment in Beverly Hills and was dropped several blocks away from the office. She stated that by the time they arrived, the doctor had left.

Ms. Fairchild concluded her public comment by stating that it was distressing for people with disabilities to experience these type service issues when they already have enough things to deal with.

Mr. Arogant Hollywood asked if playing a voice recorded message was allowed. Mr. Jim Jones, Access Services Legal Counsel informed Mr. Hollywood that if a person is recorded without their consent, it was considered a crime. He added that if the person recorded gave their consent, the recording could be played as part of the speaker’s 3-minute public comment.

Mr. Hollywood stated that the recording was a voicemail message. Mr. Jones replied that a voicemail recording was not a problem. Mr. Hollywood played a voicemail left by Eddie from the San Gabriel region stating that a cream was found in the back seat of the vehicle and asked that the customer contact the provider to make arrangements to pick it up or have it dropped off. Mr. Hollywood stated after the contacting the provider, he was informed that the cream was missing.

Mr. Hollywood concluded his public comment by stating that the GPS system in the vehicles were flawed, he has experienced 20 to 30 minute hold times and lastly that the cream needed to be replaced or he would take legal action.

Mr. Jones responded that the proper procedure was to fill out a claim form so that the matter could be addressed. Mr. Jones asked Mr. Hollywood to provide staff with his contact information so that the form could be sent to him.
CONSENT CALENDAR

Motion: Director Baghdanian moved approval of all the items on the Consent Calendar.

Second: Director Stitcher seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Baghdanian, Stitcher, Guerrero, and Nason.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

SELECTION OF NORTHERN (SAN FERNANDO VALLEY) AREA SERVICE PROVIDER CONTRACT NO. (AS-3341)

Access Services Manager of Procurement and Contracts, Brian Selwyn and Rogelio Gomez, Project Administrator for the Eastern and Northern Regions provided a brief overview of the selection of the Northern area service provider contract.

Board Questions & Comments: Director Baghdanian stated that he was comfortable with the staff recommendation and he had worked with MV Transportation and felt that they were very knowledgeable in Paratransit and Fixed Route service. Director Baghdanian also stated that as an observation for future evaluations, and since the key performance indicators for Global and MV were available on a monthly basis, when compared to SCR and First Transit were the numbers comparable in terms of number of trips and on time performance for the type of service they are providing.

Mr. Selwyn replied that with Global and MV Transportation the comparable data was available however with the other two agencies staff tried to reference check with similar size, similarly structured agencies with whom they work. He added that in the case of First Transit, the agency was very large and they worked all over the country where as SCR worked in Chicago for Pace or CTA. Lastly he stated that the goal was to compare the agencies with the same criteria.

Director Baghdanian stated that looking at the panel scores, Global’s key performance indicators in terms of number of trips, on-time performance and hold times scored high in those areas, however when compared to the other contractors they scored 4th lowest. In terms of experience they scored 4th and 2nd adding the cost figure. Director Baghdanian stated that there was no question that all proposers were all qualified candidates however he wanted to make sure that all points are looked when determining the scoring. He stated that it was difficult...
to know how good the contractor was until they worked for you and mentioned that he was pleased to see that 4 proposals were submitted for this contract.

Director Baghdanian concluded his comments by stating that he agreed with the staff recommendation and just wanted to bring up those points for future contracts.

**Motion:** Director Baghdanian moved approval of staff’s recommendation.

**Second:** Director Nason seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Stitcher, Guerrero, Nason, and Baghdanian.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**APPROVAL TO PURCHASE UP TO 71 VEHICLES FOR PARATRANSIT SERVICE**

Access Services Manager of Fleet Design & Maintenance, Rick Streiff provided a brief presentation on staff recommendation to purchase up to 71 vehicles for paratransit service.

**Board Questions & Comments:**

Mr. Jones asked if the number of vehicles listed included both specific and optional vehicles. Mr. Streiff replied that the presentation included both.

Mr. Streiff replied that the presentation included the optional vehicles in case funds were available. The additional vehicles would be purchased to get a head start on next year, and as expansion vehicles.

Mr. Jones clarified that the staff recommendation was to acquire a specific number of vehicles, plus additional vehicles if the budget allowed. Mr. Streiff replied that staff was asking for 41 units, and up to 30 additional units if funds were available.

Mr. Jones verified the agenda to make sure that the number of vehicles listed included all of the vehicles and stated that it did.

Chairperson Barnes added that the base order was 41 vehicles with an additional 30 subject to availability of funding.

**Motion:** Director Stitcher moved approval of funds to purchase up to 71 vehicles.
Second: Director Nason seconded the motion.

Discussion: Chairperson Barnes stated that he was pleased to see the replacement of capital rolling stock moving forward, and stated that there was still more work to do in this area. He added that as described in Mr. Streiff’s presentation, due to funding constraints the agency has not been able to replace the vehicles as needed however the vehicles need to be replaced otherwise become more expensive to maintain.

Roll Call: Chairperson Barnes asked for a roll call

In Favor: Directors Nason, Baghdanian, Stitcher, and Guerrero.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

FINANCIAL UPDATE

Access Services Deputy Executive Director, F Scott Jewell provided a brief financial update.

Board Questions & Comments: None.

Chairperson Barnes thanked Mr. Jewell for his detailed presentation and reminded the Board that this was an information item only and no action was needed.

EXECUTIVE DIRECTOR’S REPORT

Chief Operations Officer, Mr. Maloney began his report by welcoming Mr. Hector Guerrero from Metro to the Board of Directors. Mr. Maloney added that Mr. Guerrero had a lot of experience and knowledge and it was great for him to be there.

Mr. Maloney continued by reporting the statistics for the month of March 2013 and stated that March, like October was one of the busiest months for Access. He stated that trips increased about 6% over last year’s March to 231,000 and almost reached the 10,000 daily trip mark. He also stated that Access came close to reaching the 10,000 ridership day and explained that it would probably be reached before the years end. The On-time performance was at 90% and the Late 4’s with a standard of 0.1% was at 0.08% for the month. The average hold time was 95 seconds, and the cost per trip remained steady at $36.20. He added that Access was doing a great job controlling the cost with only a 1.2% increase from last year. Mr. Maloney stated that ridership reached a new high with 134,000 customers.

Mr. Maloney recognized Mr. Kevin Catlin from Insight Strategies for working on staff development and assisting with their presentations today.
Mr. Kevin Catlin, from Insight Strategies provided some background information about the company and stated that Insight Strategies was organizational development company that does trainings and consulting. He added that Insight Strategies has worked with various companies including the CIA, Metro and now with Access Services.

Mr. Catlin explained that Ms. Verrinder and Mr. Maloney asked him to work with staff on presentation and influential speaking skills and thanked Access and the Board for allowing him this opportunity. Mr. Catlin congratulated staff for their hard work and participation in the trainings.

BOARD MEMBER COMMUNICATION

Chairperson Barnes apologized for not introducing Director Guerrero earlier and welcomed him to the Board and stated that he looked forward to working together.

Director Guerrero thanked the Board for the opportunity to serve.

Director Baghdanian reminded everyone that due to the Memorial Day Holiday, the Board Meeting in May would be held one week earlier, on May 20, 2013.

Director Nason announced that the Disabled Resources Center (DRC) would be hosting their 37th Annual Awards Dinner and asked that everyone “Save the Date” for June 20th, 2013. She stated that the event would be held at the Reef on the Water in Long Beach and added that there would be a silent auction, great food with a beautiful view. She also stated that the DRC would be awarding some outstanding people in the community.

Mr. Arrigo thanked everyone who assisted with putting together the Annual Meeting and stated that it was a great event.

Chairperson Barnes thanked everyone who attended the Annual Meeting and stated that the meeting was always an important part of the year to be able to interface with the Member Agencies, stakeholders and the community. Chairperson Barnes stated that there were several Board Members absent today due to illness and some scheduling conflicts however they are very much involved and should be back next month. He closed his comments by reminding everyone that the next meeting would be held one week earlier.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Nason moved to adjourn the meeting.
Second: Director Baghdanian seconded the motion.
Vote: Via Voice Vote.
Pass/Fail: All were in favor and the meeting adjourned at 2:40 p.m.

Approval

Theresa DeVeria, Secretary  Date
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: AUTHORIZATION OF FUNDING FOR BACK-UP SERVICE PROVIDERS

ISSUE:

The current agreements for Backup Response and Third Party providers expires June 30, 2013. Board authorization is required to extend and fund the multiple agreements for these services.

RECOMMENDATION:

Authorize the extension and funding of the Regional Backup Response Agreement with transportation service providers and the Third Party Agreement with transportation providers at a cost not to exceed $385,000.00 for FY2014.

IMPACT ON BUDGET:

The recommended Board action is consistent with the anticipated FY2014 budget.

ALTERNATIVES CONSIDERED:

Prior to the Board action in 2008, Access Services had operated back up response service through an account type system and purchase orders not to exceed $24,999. Access Services experienced numerous problems with this system as it did not offer any contractual protections to Access Services nor performance standards for the rider. In addition, Access Services was not able to gather the required National Transportation Database (NTD) data. The current system for contracting these services was put into place by the Board five years ago and is working effectively.

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 written agreements with new transportation providers and amend the written agreements with the current transportation providers for Backup Service upon terms and conditions set forth in the agreement form and no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the agreement unless it is incorporated
into a formal written document executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

The Backup Response System was designed to assist riders with immediate service needs, such as when a scheduled trip does not go as planned. Back-up trips are considered outside the ADA paratransit service requirements and are considered premium service. This agreement would cover eleven (11) new and currently operating transportation providers that participate in the Access Services' Third Party Backup Response System.

The Third Party Backup Response System is coordinated through the Customer Support Center (CSC), which is staffed by Access personnel. Backup vehicle providers are usually licensed taxicab operators operating under the jurisdiction of a local municipality. Taxicabs and other private provider demand response services generally are insured only to the California minimum (100/300/50). The drivers are not trained as extensively as Access Paratransit certified drivers but the drivers have had a background check and pre-employment drug screening. Third party backup trips are an option that is given to a rider who has contacted the CSC regarding a late trip. If a rider prefers an Access Paratransit certified driver and vehicle they may experience a longer wait. The decision on what type of vehicle is dispatched rests with the rider.

Regional back up response entails trips that are provided by a transportation service provider under contract to Access. In an effort to improve the quality of service provided, a transportation service provider may offer the rider the choice of using a non-certified vehicle and driver versus waiting for a certified vehicle to become available. The proposed agreement clearly delineates when a provider is authorized to offer the rider an option and the steps they must complete when doing so.

The amount requested for back up service for the upcoming year has been increased for this item because Access is not renewing its Overflow contract after the current contract expires in August. Staff determined that the Overflow service is cost prohibitive in comparison to the service provided under the backup agreements. The annual savings to be gained as a result of eliminating the Overflow service is expected to be $363,000. During the past two years, in anticipation of the possible elimination of the Overflow program, Access has expanded its backup provider pool, making sure to engage the services of backup providers who can provide service for customers using mobility devices.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, PROJECT ADMINISTRATOR
       BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: APPROVAL OF EXTENSION OF WEST CENTRAL AREA SERVICE CONTRACT WITH CALIFORNIA TRANSIT, INC. (AS-2364)

______________________________

ISSUE:

Board approval is necessary to exercise the fourth option year of contract AS-2364 with California Transit, Inc. (CTI) for service in the West Central Region.

RECOMMENDATION:

Authorize $16,500,000 in funds and an extension in the period of performance for one (1) year, from November 1, 2013 through October 31, 2014.

IMPACT ON BUDGET:

The proposed increase in the contract amount will be accommodated by the proposed budgets for FY2014 and FY2015. This action will result in an increase in the previously approved contract amount of $82,536,148 to $99,036,148. The fixed per trip rate will increase from $27.01 to $27.18 (attributed to a 2% increase in driver wages) and the fixed monthly rate will increase from $301,288 to $308,414 (attributed to the addition of four call takers), effective November 1, 2013. The percentage increase in the fully loaded per trip rate (proposed vs. current year) is 1.1%. This compares favorably with the average year-over-year increase in the Consumer Price Index for the Los Angeles Metropolitan Region - the standard by which rate changes are measured - which has ranged from 1.5% to 2.5% in recent months.

ALTERNATIVES CONSIDERED:

No alternatives were 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 CTI for specialized transportation services on terms and conditions set forth in the existing contract and
modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

SAFETY AND PERFORMANCE

CTI has been serving Access customers in the West Central Region since October 2007. After a successful transition from the previous service provider, CTI has consistently provided reliable, cost-effective and safe transportation service. During the current fiscal year through April 23rd, CTI has reached a performance level of 90.55%, with 0.07% of trips falling into the Late 4 (Hour Late) category. CTI experienced a late 4 low of 0.02% early in the fiscal year, which they plan to top before the year is complete.

Since the inception of Access’ Self Insurance Retention (SIR) program in June 2009, CTI has experienced a steady decline in claims. Based on six months data for the current fiscal year (year 4 of the SIR program), the number of claims are nearly half of what they were the previous year.

ACCESS TO WORK

The Access to Work program is a standing-order (subscription) service that is available to qualified, low-income Access-eligible customers in Los Angeles County. The Access to Work program is designed to provide transportation for employment-related trips. The trips to be provided by CTI will replace a very limited number of trips currently performed as part of Access’s regular ADA paratransit service. Access will designate customers to be considered for such trips and CTI will bill for the trips at the current standard per trip rate.

This pilot program is expected to last three years and, based on the grant criteria, will involve the following:

1. Minimal trip negotiation
2. Discounted flat rate of $2.00 per trip
3. No waiting list
4. No limitation on number of standing orders
5. No limitation on the time of trip
6. Customers can cancel up to two (2) hours before the trip
7. No minimum trip frequency limitation
8. 95% on time performance standard
9. Vehicles: Nine (9) vehicles, to be provided by Access.
Currently, CTI is expected to perform approximately sixty-nine (69) Access-to Work trips per week. The service will require a dedicated fleet of minivans to take customers to/from work and work related activities. Scheduling and vehicle capacity will be optimized so work related trips can be grouped together to ensure riders arrive to work on-time. If trip demand exceeds the number of minivans dedicated for the service, CTI may use other vehicles in its fleet to supplement service. Service hours will take into account the rider’s work schedule and, if warranted, service will be available 24 hours a day/7 days a week, excluding holidays.

Overall, CTI has met and at times exceeded the service standards set by Access, while vigilantly keeping safety at the forefront of its mission and service model. Having carefully considered the work performed by the provider over the past year and the high likelihood that it will continue to maintain a high level of performance in the future, staff recommends that the Board approves exercising the fourth (4th) option year of CTI’s contract under the terms described above.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: APPROVAL TO EXTEND APPEAL EVALUATION SERVICES CONTRACT (AS-2239) (LORI M. GREBB PETRIE)

______

ISSUE:

Board authorization is needed to exercise the third of three option years for contract ASI-2239 with Lori M. Grebb Petrie for certification appeal services.

RECOMMENDATION:

Authorize $100,000.00 in funds and an extension in the period of performance for one year, from September 1, 2013 through August 31, 2014.

IMPACT ON BUDGET:

This administrative action will be accommodated by the budgets for FY2014 and FY2015. This action will result in an increase in the total contract amount, from $654,531.17 to $754,531.17, with no increase in the rate of compensation.

ALTERNATIVE CONSIDERED:

No alternatives were 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 enter into a written amendment of the existing contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the amendment herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

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

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

Access must refer appeals to the appropriate type of appeals specialist. During both the current and most recent fiscal years, twenty four percent (24%) of the appeals have required referrals to a clinical psychologist, who provides services such as that supplied under contract AS-2239. At this time, Dr. Petrie is the only clinical psychologist performing appeals services on behalf of Access. Staff is pleased with her performance and thus recommends the extension of her contract.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: APPROVAL TO AWARD CONTRACT FOR RIDERSHIP DEMAND FORECASTING (AS-3393)

ISSUE:

Board approval is necessary to award a consulting contract for ridership demand forecasting to HDR Engineering, Inc. (HDR).

RECOMMENDATION:

Approve the award of a consulting contract to HDR for the period July 1, 2013 through June 30, 2018 at an amount not to exceed $200,000 for the five-year period. At the Board’s discretion and approval, the contract may be extended for up to five additional years, in one-year increments.

IMPACT ON BUDGET:

Funds will be included in the annual budgets for the entire term of the proposed contract. The funding will be provided by Proposition C local funds. The amount invoiced will be based upon the negotiated cost of each required task and set hourly staff rates of compensation for each contract year. The total contract amount listed above assumes the exercise of all tasks during each of the five base years.

ALTERNATIVES CONSIDERED:

None. As the ADA Complementary Paratransit provider for the County, Access is obligated to forecast ridership demand based on sound economic, demographic, statistical and scientific principles. Staff does not possess the expertise to perform this function in-house.

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 contract with HDR Engineering, Inc. for consulting services on terms that are no 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:

Over ten years ago, Access staff released an RFP in order to find a firm capable of providing ridership demand projections on an on-going basis. Part of the impetus for originally soliciting such assistance involved the issuance of a clarification letter on October 25, 2002, by the U.S. Department of Justice on behalf of the Department of Transportation in the case of Anderson, et al. v. Rochester-Genesee Regional Transp. Auth., et al. That letter made clear the federal regulatory interpretation that transit agencies must “design, fund, and implement a next-day service to meet the foreseeable needs of all ADA-eligible individuals,” generally referred to as the “zero denials” rule. With the agencies second such solicitation staff has signaled its desire to continue to receive assistance in projecting passenger demand, based on sound economic, demographic, statistical and scientific principles to the maximum extent possible.

Access has determined that it is necessary to formalize and quantify its demand forecasting analysis through the use of a consultant that has the requisite qualifications, experience, knowledge, and skill. Ridership projections developed by the consultant will form the basis for establishing Access’ annual operating budget including the development of its five year Business Plan, Short Range and/or Long Range Transportation Plans and other projects which may require extensive demand forecasting analysis.

On February 19, 2013 Access released an RFP in order to solicit consultants interested in and capable of performing passenger demand forecasting. Following receipt of two proposals and follow up negotiations, the evaluation panel selected HDR to undertake this work. With its new proposal, the company offers a more robust, multi-regional (vs. system-wide) forecasting model, which should serve Access well over the next five to ten years.

Since 2003, Access has been working closely with HDR Engineering Inc. (formerly HLB) to conduct its annual demand projections to forecast paratransit ridership growth. HDR is recognized as one of the pioneers and an expert in the specialized field of ADA paratransit demand. Over the course of 10 years, HDR's ridership projections have come to within 1-2% of actual trips provided when compared to trips forecasted.

Currently, HDR’s forecasting model for Access is based on a time series analysis of trip demand for the whole service area (e.g., all regions combined). In other words, only one econometric equation is estimated. As a result, trip demand is forecast for the entire service area and then apportioned back to the six regions served by Access, based on their respective share of total trip demand.
To improve upon this approach, HDR proposes analyzing (and forecasting) trip demand for each region separately by means of panel data analysis (multi-regional model), an industrial/academic best practice. Statistical tools have greatly improved over the past 10 years and now allow for the use of a variety of robust and efficient techniques.

HDR has developed ADA paratransit demand models that have been applied by New York City’s MTA, Washington DC’s Washington Metropolitan Area Transit Authority (WMATA), Philadelphia's South East Pennsylvania Transportation Authority (SEPTA), Riverside Transit Authority and OC Transpo, Ottawa, Canada.

Based on the firm’s experience, understanding of Access, the rigorous application of demand forecasting models in a paratransit environment, and the quality of its proposal, staff recommends award of AS-3393 to HDR.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR PLANNING AND GOVERNMENTAL AFFAIRS

RE: RENEWAL OF SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM

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ISSUE:

Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to $50,000 per claim.

RECOMMENDATION:

Authorize staff to continue the $50,000 Self Insured Retention program with estimated liability of $1,515,000 determined in accordance with GASB Statement No. 10 as required for public entities.

IMPACT ON BUDGET:

Based on updated actuarial studies performed by Aon Risk Solutions, it is expected that this program may have a projected total cost of claims within the SIR of up to $1,515,000. The final cost will depend on the actual loss history over the policy period. For example, in the current SIR year, we are estimating the total cost of claims to be around $697,636, a number substantially below the actuarial estimate of $1,471,000. (This estimate is subject to change depending on claims experience through June 20th.)

Aggregate stop loss insurance will be procured in order to limit aggregate SIR exposure. The aggregate insurance will become effective when Access has paid $1,750,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2013/14.

ALTERNATIVES CONSIDERED:

Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.
BACKGROUND:

The proposal with an SIR and cost sharing of total claims was developed by our insurance brokers, SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third Party Administrator (CorVel) has allowed for management of the handling of all claims from date of incident to resolution through claims payment and/or litigation. The data for the actuarial study consists of data for claims incurred from January 1, 2004 to date gathered from each transportation service provider. The projected increase of the cumulative SIR from $1,471,000 to $1,515,000 is due to increasing numbers of vehicles and projected trips.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR PLANNING AND GOVERNMENTAL AFFAIRS

RE: RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (AS-2749)

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ISSUE:

In order to continue the Access Self-Insured Retention (SIR) program, the Board must renew insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella liability, and Aggregate Stop Loss Coverage.

RECOMMENDATION:

Approve the above referenced insurance policies at a premium cost not to exceed $700,000 for the policy period of 6/21/13-6/20/14. The policies will provide $51 million in coverage per incident over the $50,000 self-insured retention.

IMPACT ON BUDGET:

This action will be consistent with Access’ draft budget for FY2013/2014.

BACKGROUND:

The insurance placement process will be completed by June 20, 2013. Staff will seek final approval for these policies from the Chairperson by that date. A report with specific insurance carrier and policy information will be in the June Board Box.

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. SullivanCurtisMonroe, 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 conducts 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.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: LINDA ROSS, MANAGER OF HUMAN RESOURCES

RE: RENEWAL OF EMPLOYEE HEALTH AND BENEFIT INSURANCE CONTRACTS

ISSUE:

The current Access Services staff medical insurance policies for Suite Spot (a combination plan with carriers United Health Care and Kaiser Permanente); chiropractic care policy for American Specialty Health; dental, life and long term disability insurance policies for Guardian; and vision insurance policy for VSP will expire on June 30, 2013.

Access Services’ health insurance broker, SullivanCurtisMonroe, actively pursued competitive bids for the renewal or replacement of the aforementioned policies. These bids were evaluated for cost savings, value, and budgetary constraints.

Provisions of the 2010 Health Care Reform Act are being incorporated into this renewal period according to their effective date, as required by law. The anticipated financial impact of these new requirements has been figured into renewal costing by the carriers.

RECOMMENDATIONS:

Approve renewal of the Medical/Chiropractic (Suite Spot), Dental (Guardian), Vision (VSP), Life and Long Term Disability (Guardian) insurance policies for the period of July 1, 2013 to June 30, 2014 at a cost not to exceed $995,000.

Access will continue coverage with existing providers in all instances, except that chiropractic coverage will be merged with medical coverage. We have also incorporated some plan design changes to bring the premium cost down, we are still negotiating these provisions. In order to help defray the increased costs of premiums, the employee cost share amount will be increased as follows:

Increase employee cost sharing for HMO medical premiums from the current rate of 5% of premiums to 10% of premiums for both HMO plans. Increase employee cost sharing for PPO medical premiums from the current rate of 10% of premiums to 20% of premiums for the PPO plan.
Previously, Access Services paid 100% of premiums for both employee and dependent coverage for dental and vision coverage. We propose to implement a cost share for employees on both dental and vision insurance which will follow the percentage model used for medical coverage; employees will pay 10% of the premium for HMO dental insurance, and will pay 20% of the premium for PPO dental and PPO vision coverage. Access will continue to pay the full premium for life, long-term disability, and long term care insurance.

IMPACT ON BUDGET:

The cost of the employee benefit renewals have been incorporated into the proposed budget for Fiscal Year 2013/2014. We were able to effectively negotiate the increase in cost for medical premiums to 8% for the year - this increase includes fees and taxes required by the Affordable Care Act amounting to 2.5%, achieving a net medical premium increase of 5.5%. We also negotiated a 2% increase for dental coverage and were successful in maintaining the rates for vision, life and long term disability. Overall, the proposed costs represent increases that are well below market expectations.

BACKGROUND:

Access has continued to closely monitor trends in the health care industry and proactively address areas in which we can have a positive impact on health care premiums. We have continued to stress wellness and healthy lifestyles in internal communications such as newsletters; we have instituted incentives for weight loss, including an on-site Weight Watchers Program, and will continue to look into low or no-cost health-related programs both within and outside our health plan carriers, such as smoking cessation. Mindful of our obligation to keep administrative costs as low as possible, we seek to manage the cost of health care coverage using a variety of methods such as aggressive price negotiations, “bundling” coverage, increasing employee participation in cost sharing plans, and plan design changes such as higher co-pays and hospital admission deductibles. As a result the anticipated cost increase of the overall program is well below that of the market at large.
TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE
       EVIE PALICZ, MANAGERE Safety, TRAINING & EMERGENCY
       PREPAREDNESS

RE: APPROVAL TO PURCHASE ADDITIONAL ON-BOARD VIDEO
     CAMERAS FOR ACCESS SERVICES-OWNED AND DEDICATED
     PROVIDER-OWNED REVENUE SERVICE VEHICLES (AS-2826)

ISSUE:

Board approval is required to authorize additional funding to purchase new on-board vehicle cameras and associated equipment for installation on Access-owned service vehicles.

RECOMMENDATION:

Authorize an additional $150,000 in funds for AS-2826 to purchase 150 on-board video recording units and associated hardware, software, training and fees from SmartDrive.

IMPACT ON BUDGET:

The approved funding will be allocated to the FY2014 and FY2015 budgets with local Proposition C funds. This purchase will increase the contract not-to-exceed amount from $1,900,000 to $2,050,000.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the above purchase will allow staff to convert all Access-owned vehicles to the same video format in the Los Angeles Basin. Staff, service providers and Access customers have reaped significant benefits from the use of the on-board video recording system and thus it is imperative that all new vehicles put into revenue service be equipped with this system.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, Access staff would be authorized, but not required, to negotiate and amend the written contract with SmartDrive.
Drive for the purchase of the video equipment specified including all related hardware, software, shipping, installation, training, monthly subscriptions and applicable taxes. Access Services would not be legally bound to the revised terms until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

At its March 10, 2010 meeting, the Board of Directors approved the purchase of 502 on-board video cameras and associated equipment, installation, and training and the future purchase of an additional 162 cameras to be installed on vehicles purchased during the five-year term of the contract for a total cost of $1,900,000. Staff now requests approval to purchase an additional 150 camera units with associated fees, will cost $150,000 above the already approved $1,900,000. The 150 cameras and equipment will be used to convert the San Fernando Valley Fleet from DriveCam to SmartDrive during the contract transition this summer. Additionally, any new vehicles added to the Access to Work project would be outfitted with SmartDrive cameras as well.
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: APPROVAL TO AWARD CONTRACT FOR PARENTS WITH DISABILITIES PILOT PROJECT (AS-3403)

ISSUE:

Board approval is necessary to award a service contract for the Parents with Disabilities pilot project to MV Transportation, Inc. (MV) a premium service above the ADA minimums.

RECOMMENDATION:

Approve the award of a service contract to MV for the period June 1, 2013 through May 31, 2016 at an amount not to exceed $870,000 for the three-year contract period. The rates of compensation would be as follows:

- Start-Up: $9,282.16
- Year 1: $41.59 per trip
- Year 2: $37.75 per trip
- Year 3: $37.36 per trip

IMPACT ON BUDGET:

Funds will be included in the annual budgets for the entire term of the proposed contract. Fifty percent of the project cost will be funded by an FTA New Freedom grant, with Prop. C, local funds covering the balance of the project cost.

ALTERNATIVES CONSIDERED:

None. Access applied for and was awarded a New Freedom grant to specifically provide this premium pilot project for eligible Access customers in the Northern service region. It is incumbent on Access to enter into a service contract with a qualified service provider in order to spend grant funds.
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 contract with MV Transportation, Inc. for operating services on terms that are no 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:

On January 23, 2013, Access issued a Request for Proposals (RFP) in order to find a vendor capable of and interested in undertaking a pilot premium project involving the transportation of Access customers travelling with their children. MV, the current provider of ADA paratransit service in the area, submitted the only response to the RFP. The proposal was deemed both responsive and responsible. 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 New Freedom grant funded program will allow Access customers with children to engage in child-care related activities such as school, recreation, healthcare and other social activities (such as play-dates). Currently, Access riders must book all trips a day in advance, which can be difficult for parents with children who often have to take unplanned trips, such as picking-up a sick child from school or taking them to the doctor.

The Parents with Disabilities premium pilot program is intended to provide Access customers who have children the freedom and flexibility to use Access as they travel with their minor children and carry out their everyday activities in the community.

Due to limited grant funding, the premium pilot program will be limited to qualified Access customers who travel within the Northern service area. The program includes the following service enhancements that exceed the ADA minimum paratransit provisions:

- Provision for some same-day reservations for non-emergency medical necessities
- Appointment based next-day reservations
- Extended dwell time
- Provision for multi-legged trips or intermediary stops
Next Steps:

If approved by the Board, staff will work with the service provider and program consultant to establish the following policies and procedures:

- Educational process for program participants regarding how to use the pilot service
- Special trip reservation procedures for parents
- Protocols for trip reservationists to follow
- Application forms for participation in the pilot
- Eligibility criteria for pilot participation
- Recommended fare structure
- Specific training that should be given to contractor staff (such as management, reservationists and drivers) for program implementation
- Potential changes to driver expectations, e.g. helping with carrying car seats
- Baseline data and other performance measures that should be built into program design
MAY 10, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWEL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: AUTHORIZE EXTENSION AND INCREASE FUNDS – DIGITAL DISPATCH WIRELESS INTERNATIONAL, INC. CONTRACT AS-2366

ISSUE:

Board action is required for the extension and increased funding of the centralized software platform and services contract.

RECOMMENDATION:

Authorize staff to extend the centralized software platform and services contract (AS-2366) with Digital Dispatch Wireless International, Inc. (DDS) through 05/30/2016 and increase funding by $750,000.

IMPACT ON BUDGET:

Cost increases related to this extension are tied to CPI growth for per-daily-trip licensing and annual maintenance and will be adjusted accordingly for each subsequent year. Software development, implementation and expense rates will remain static through the term of the extension. Under current operating conditions, expenses for the three-year term are projected as follows -

- Additional software licensing - $86,000
- Maintenance fees - $830,000
- Software Development - $375,000

Software development is tied to functional requirement changes and/or process improvements. Transportation provider specific software development outside of deployment costs remain the responsibility of the transportation provider.

This extension also provides funding for deployment of the software platform in the Eastern/West Central service regions if so elected by the transportation provider. A separate Board item will be submitted for consideration if the option is exercised. Additional contract changes may be required relating to the Regional Integration of Paratransit Resources project but some costs may be offset by grant funding.
This action will result in an increase in the previously approved contract amount of $3,585,000 to $4,335,000.

**ALTERNATIVES CONSIDERED:**

As standard with any major software and/or hardware purchase, a maintenance contract governing on-going support and development is necessary for the continued operation of the system. The requested amount is necessary to provide coverage on the existing system configuration as well as development and implementation costs.

**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 three year extension with Digital Dispatch Wireless International, Inc. for a contract upon terms and conditions set forth in the request for proposal and no less favorable to Access than those proposed above. Access would not be legally bound to the extension unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

In March 2007 staff presented to the Board a number of actions that would need to be taken in order to begin implementing recommendations from the Needs Analysis that was conducted by the IBI Group. One of those actions was to issue a Request for Proposals (RFP) that would procure a reservation/scheduling system that would be centrally hosted by Access Services. This was designed to have the following benefits:

- Improve trip booking quality
- Allow for other methods of making trips
- Allow for centralized operational management of the trip booking process
- Allow for multiple fleet/service provider participation

This procurement called for a phased approach for its use by each of the service providers so as to minimize the risk in implementing such a key system.

In November 2007 the Board authorized the award of the procurement to DDS for implementation of the Stratagen ADEPT platform. In May 2008, upon achieving the installation and implementation of the ADEPT in Detroit, DDS received from Access a Notice To Proceed on the implementation of the ADEPT platform for its service contractors.

The Southern region, operated by Global Paratransit, was designated as the first region for the phased in approach of the platform. Development, integration and training took place though 2008 and subsequently a successful cutover date for the reservations and scheduling modules was achieved in April 2009. Concurrently development began on the Interactive Voice Response (IVR) systems as well as the dispatch integration. In November/December 2009 a number of dynamic cutovers
were performed to bring up the integrated dispatch module but the impact to system performance was deemed unacceptable.

Pursuant to Board direction, staff began reviewing the implementation of the software as well as the original goals of the project. The result of the review led to development and approval of the following software implementation policy in September 2010 -

1. Access will offer the use of its Stratagen ADEPT software platform as an option for use by providers in future service area procurements. Providers will have the option to use any of the Stratagen modules that they determine are appropriate (i.e. reservations, scheduling, dispatch, etc.). Any changes or modifications deemed necessary to the software by the Provider will be the responsibility of the provider. Access Services will be responsible for the licensing, maintenance, and initial implementation and training costs.

2. Current service providers may elect to migrate to the Stratagen ADEPT software platform provided they:
   a. Agree to performance and evaluation criteria prior to implementation.
   b. Agree to specific time frames for implementation and service performance.
   c. Agree that any changes or modifications to the software are the responsibility of the provider.

For 2011 the use of the ADEPT platform was limited to the Southern region. However development began on the integration of a payment gateway that would allow Access riders to utilize their Rider ID/TAP cards to pay their fare on Access vehicles. This development not only impacted the ADEPT platform but also other software in use by service contractors not on the ADEPT platform. The cutover to this functionality was completed in September 2011 system-wide. In November 2011 the San Fernando Valley service provider, MV Transportation (MV), received authorization from the Board to transition to the ADEPT platform. This transition was delayed as Stratagen and Access staff resources were required for the Antelope Valley changeover to the new service contractor who also elected to use the ADEPT platform.

The first quarter of 2012 focused on the Antelope Valley transition as well as the consolidation of servers and upgrade of the ADEPT platform. In May 2012 the contract transition occurred and Diversified became the first fully integrated user of the ADEPT platform. In July 2012 planning and implementation for MV’s transition began with additional focus on mitigating issues relating to an in-service contractor. Mini-fleet testing of the fully integrated ADEPT platform was conducted in the weeks leading up to the cutover in December 2012. Since the cutover over 56% (5,400) of Access’ daily trips are operated on the ADEPT platform.

The election by the incoming Antelope Valley contractor (Diversified) and MV provided an engaging step towards expanding the use of ADEPT. Both contractors
elected to use the fully integrated model - reservations, scheduling and dispatch, whereas prior the attempted integration of dispatch was to a third party system. Additionally a number of other tools/functionality would become available for the management and monitoring of service delivery. This also included using the IVR functionality for automated call outs. From a network-wide architecture staff was able also to consolidate the entirety of the servers needed to host the ADEPT platform into a virtual cloud – allowing for a 30% reduction in the amount of physical space used by Access’ network hardware.

Staff has been evaluating the transitions as well as the overall impact of the three service regions on the use of the ADEPT platform. This has included convening a working group of the three service contractors and Stratagen to identify and reach consensus on development and use of the platform. As the result of these meetings development has been identified that will improve processes and allow further individual service contractor control of certain current system-wide parameters.

Over the next year staff has targeted the following initiatives for the ADEPT platform –

- Implementing a web-based reservation system for those riders whose travel begins within one of the ADEPT service regions.
- Reengaging the IVR-based reservation system for those riders whose travel begins within one of the ADEPT service regions.
- Bringing 2-3 local/municipal operators onto the ADEPT platform as part of the Regional Integration of Paratransit Resources project.

Additionally Global has requested to move a portion of their service operation to the fully-integrated ADEPT platform. Staff’s feels that this transition would further enhance trip management and efficiency in the Southern region and is accordingly in support. Costs associated with this transition will be allocated as per the software implementation policy.