

access

BOARD OF DIRECTORS MEETING

MONDAY, MAY 21, 2018

Closed Session: 12:00 p.m.

General Session: Immediately Following

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

**Los Angeles County Metro Board Room
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012**

MISSION STATEMENT

***Access 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>
CALL TO ORDER	ACTION
1. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
2. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
<i>A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>	
<i>1. Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i>	
<i>(i) A point has been reached where, in the opinion of Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances,</i>	

there is a significant exposure to litigation against Access Services.

2. Pending Litigation: Gov. Code §54956.9(d)(1)

(i) *Litigation, to which Access Services is a party, has been initiated formally.*

1. *Reynaga v. LACMTA, Access et al. BC673040*

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| 3. | REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 23, 2018 (page 6)
[Staff Recommendation: Approve minutes as written.] | ACTION
[Vote Required:
majority of quorum
by roll call] |
| 4. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 5. | GENERAL PUBLIC COMMENT | INFORMATION |
| 6. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 7. | CONSENT CALENDAR

a) Consideration to Approve Revisions to No-Show Policy (page 15)

[Staff Recommendation: Authorize staff to make the following revisions to the No-Show Policy: 1) Remove the requirement for appellants to contest a no-show suspension in writing; 2) Add a sunset provision of 12 months for second and subsequent no-show suspensions. After a year of suspension inactivity, the duration of a no-show suspension is reset to ten (10) days.]

b) Consideration to Award Contract for Voice Communications Services (AS-4445) (page 18)

[Staff Recommendation: Authorize staff to execute a three (3) year base contract beginning July 1, 2018 through June 30, 2021 with Verizon in an amount not to exceed \$3,600,000 through the State of California Department of Technology CALNET3 joint procurement contract.]

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

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| <p>8. CONSIDERATION TO APPROVE PURCHASE OF 20 VEHICLES FOR PARATRANSIT SERVICE FROM CREATIVE BUS SALES, INC. (AS-4054) (page 20)</p> <p>[Staff Recommendation: Authorize staff to purchase through a contract with Creative Bus Sales, Inc. up to 20 CNG - powered Lonestar paratransit vehicles at a cost not to exceed \$2,488,535. Additionally, authorize staff to allow other agencies to purchase up to 80 additional paratransit vehicles from this procurement.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>9. CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM (page 23)</p> <p>[Staff Recommendation: Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,964,000 determined in accordance with GASB Statement No. 10 as required for public entities.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>10. CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (page 25)</p> <p>[Staff Recommendation: Authorize the Executive Director to: Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2019 through June 20, 2020; Enter into a one-year policy agreement with James River Insurance Company for the first excess layer; Enter into a one-year policy agreement with National Union/AIG for the second excess layer; Enter into a one-year policy agreement with Scottsdale Insurance Company for the third excess layer; Authorize an amount not to exceed of \$3,800,000 for all of the above insurance layers.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. CONSIDERATION TO APPROVE SERVICE CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: SANTA CLARITA REGION (AS-4064) (page 27)</p> <p>[Staff Recommendation: Authorize staff to execute a contract for transportation services in the Santa Clarita Region service area for a three (3) year, 11 (eleven) month base contract beginning August 4, 2018 and ending June 30, 2022, with the City of Santa Clarita in an amount not to exceed \$8,904,572.30.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |

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| 12. | PARENTS WITH DISABILITIES PROGRAM UPDATE
(page 37)

[Staff Recommendation: Receive and File.] | |
| 13. | INFORMATION TECHNOLOGY UPDATE | INFORMATION |
| 14. | UPCOMING BOARD ITEMS (page 43) | INFORMATION |
| 15. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 16. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 17. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 18. | ADJOURNMENT | ACTION |

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific 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 person 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**

**Access Services Headquarters
3449 Santa Anita Avenue
El Monte, CA 91731**

**Monday, April 23, 2018
12:17 p.m.**

1. CALL TO ORDER

Meeting called to order by Chair Nalini Ahuja at 12:17 p.m.

Access Services Legal Counsel Arnold Alvarez-Glasman stated that no reportable action was taken with respect to pending or anticipated litigation and the Board would now recess to closed session.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Dolores Nason, Doran Barnes, Martin Gombert, Angela Nwokike and John Troost. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Giovanna Gogreve and Legal Counsel Arnold Alvarez-Glasman.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments

3. CLOSED SESSION REPORT

Access Services Legal Counsel Arnold Alvarez-Glasman briefed the audience on the outcome of the closed session. Mr. Alvarez-Glasman stated that the Board met in closed session and discussed the following item: Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to this matter.

4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 26, 2018

Recommendation: Approval of minutes as written.

Motion made by Director Nwokike to approve the minutes as submitted, seconded by Treasurer Turner. Via Roll Call all were in favor with one abstention from Director Troost, 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 meetings held on Tuesday, March 13 and April 10, 2018. Chair Conrad stated that Treasurer Kim Turner was present at the March 13 CAC meeting to provide the Board report. He added that the following items were discussed: Conference Room Availability at Metro for the upcoming September 11, 2018 CAC meeting, since the room was not available the meeting was going to take place at Access' headquarters in El Monte. Mr. Conrad stated that previously there were issues regarding parking at the El Monte location but Mr. Avancena assured the committee that they were taken care of.

The CAC also discussed the Quality Services Subcommittee (QSS) ratification of the members who were willing to serve on the QSS from 2018-2019. He announced that the QSS members were all ratified. The committee also received a presentation on the Operations Performance Update for the month of February provided by Fayma Ishaq. He stated that most of the KPIs were met with two that were not, on-time performance and preventable collisions. Mr. Conrad concluded his March report by stating that the committee received a presentation on the Access Website Redesign provided by Ron Weber from Trinet Internet Solutions, a new Membership Subcommittee Update and an Eligibility Update.

Mr. Conrad reported on the April 10 CAC meeting by stating that the committee received a Board report provided by Secretary Theresa DeVera. Other issues discussed were: Superior Service Award presentation provided by Access' Alex Chrisman; ProMaster demonstration provided by Rick Streiff; Emergency Management and Operations Performance Update provided by Michael Greenwood; CAC New Member Subcommittee Update and a request for appeal panel members.

Giovanna Gogreve, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), stated that the TPAC committee did not meet in February or March therefore she had nothing to report for the previous months. She stated that the TPAC committee would be meeting in May so she will provide an update at the May 21 Board meeting.

6. GENERAL PUBLIC COMMENT

Mr. Alvarez-Glasman, Access' legal counsel, explained the public comment process.

Rachele Goeman made public comment by stating that she had some issues with the Southern, Eastern and West/Central regions. She stated that every time she attends a Board meeting at Access Services headquarters the drivers would get lost because they cannot find the building. Ms. Goeman asked if there was something that could be done differently to prevent this from happening.

Access' Project Administrator Fayma Ishaq was assigned to assist Ms. Goeman after the meeting.

Jan Johnson made public comment by stating that she was very pleased with the positive changes that Access has made to the service. She stated that when she first started using the service she had around 29 complaints about the service when she was working. She stated that since then the service was gradually improving but within the last two or three years she noticed a definite improvement. Ms. Johnson concluded her public comment by stating that she recently filed four smiles for the call takers and she agreed with Ms. Goeman's comment that the drivers did not know where Access' headquarters was and she had a difficult time getting into the building.

Access' Project Administrator Fayma Ishaq was assigned to assist Ms. Johnson after the meeting.

Renee Madera made public comment by stating that she agreed with Ms. Goeman and Ms. Johnson's public comment that many of the drivers especially in the San Fernando Valley did not know where Access Services' headquarters is located and she had to provide directions to the building. She also stated that she was recently made aware that Access was purchasing more vehicles, which she thought was a good thing but if you have three oversized riders in a particular vehicle one of the riders was not going to be buckled in safely in the middle seat. Ms. Madera stated that her driver asked her to hold on for 10 minutes while he dropped off one of the riders and came back for her. Ms. Madera asked if there was a way for a rider to request another vehicle without receiving a no-show.

Ms. Madera concluded her public comment by stating that she realized that the reservationists were trying very hard to do their jobs but the riders should not have to call multiple times to try and get the time they needed. She requested that staff work on this issue so the rider could have better luck receiving the time they needed.

Access' Project Administrator Faustino Salvador was assigned to assist Ms. Madera after the meeting.

Yael Hagen made public comment by stating that Access Services started a program that was a life-changer for many riders, Parents with Disabilities. She stated that the program was a tremendous success and helped families in many ways. She briefly described how the program has helped her and many others and stated that the program was approaching its end due to a lack of funding.

Ms. Hagen concluded her public comment by requesting that the Board agendaize this item for their next Board meeting for discussion. She also asked if any of the Board members knew of any potential partners or potential funding sources in transportation, technology or education that could help keep this program in existence.

Access' Senior Manager of Planning and Coordination Matthew Avancena was assigned to assist Ms. Hagen.

7. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

MV Transportation Santa Clarita Driver Jocelyn Jackson was the Superior Service Award recipient.

Chair Ahuja stated that there was one more General Public Comment.

Mary Griffieth made public comment by stating that at Board meetings held at Metro in Downtown Los Angeles, the audio equipment did not work because some of the Board members did not speak into the microphones as they are expressing their concerns so the audience was not able to understand what they were saying. Ms. Griffieth also stated that she was not able to attend most of the meetings due to her medical condition, which she briefly explained. She added that she was still an advocate for the riders and she felt that Access Services was a blessing.

Ms. Griffieth concluded her public comment by stating that when she runs into Board members while on her way to the meetings, most of them do not acknowledge her or offer her any assistance in getting through the security area of the building. She stated that the travel training program should include basic manners.

Access' Project Administrator Rogelio Gomez was assigned to assist Ms. Griffieth after the meeting.

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 Approve Renewal of Employee Health and Benefit Insurance Contracts

8-c Consideration to Exceed Aggregate Procurement Limit for Printing Vendor

8-d Consideration to Approve Network Hardware and Services Contract (AS-4068)

8-e Consideration to Award Contract for Audit Services (AS-4045)

8-f Consideration to Approve Revised 2018 Board of Directors Meeting Calendar

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

9. CONSIDERATION TO NEGOTIATE MEDI-CAL CONTRACT WITH THE COUNTY OF LOS ANGELES

Recommendation: Authorize staff to negotiate and execute a contract with the County of Los Angeles through June 30, 2020 in an amount not to exceed \$24,000,000 in reimbursements.

Motion made by Director Barnes to approve Item 9 with the following recommendation - "Authorize staff to negotiate and execute a contract with the County of Los Angeles thru June 30, 2020 for Access trips that may be considered eligible under the Medi-Cal program. This includes negotiating final terms and conditions." This was seconded by Treasurer Turner. Via Roll Call Vote - all were in favor, motion passed.

10. CONSIDERATION TO AWARD CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: NORTHERN REGION (AS-4059)

Recommendation: Authorize staff to execute a contract for transportation service in the Northern Region service area beginning May 1, 2018 and ending July 31, 2023, with MV Transportation in an amount not to exceed \$185,789,905 for the five year base period.

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

11. BOARD STIPEND POLICY

Recommendation: Receive and file.

Motion made by Treasurer Turner to amend the Board Stipend Policy to exclude the Board members that are employed, affiliated or contracted by the agencies that provide regional funds to Access Services and for the rest of the Board members who receive stipends the policy will remain the same, seconded by Secretary DeVera.

Board Members Comments

Director Gombert stated that as a representative of a Local Return operator, he looked at the policy a little differently. He stated that the stipend amount was relatively small from a budgetary standpoint and, if this was a concern from a budgetary standpoint, then maybe staff needs to come back to the Board with all expenses related to Board services because he felt that the dollar amount was larger. He also felt if there was some concern with double dipping maybe the Board should take a broader look at this issue.

Treasurer Turner stated that these agencies provide over \$90 million to Access, therefore, anyone working for an agency that provides those funds should not receive a stipend because they are also being paid by their respective agency while they are at the Board meeting.

Director Gombert added that they were Local Return operators so they were not contributing the Prop C funds.

Director Barnes stated that you have to look at the fact that each Board member's circumstances could be unique. He stated that he did not represent the Municipal Operators he represented the City Selection Committee Corridor Transportation Representatives. He stated that he also attends the Board meetings completely independent of his role at Foothill Transit and he attends most of the meetings on his day off so each of the Board members had a different set of circumstances.

Director Barnes concluded his comment by stating that this issue could also be looked at as should anyone receive a stipend for serving on this Board. He also mentioned that the Board stipend policy was brought to the Board for consideration in 2016 and with the exception of Vice Chair Ida, every member of this Board adopted the policy.

Director Turner commented that as C-Suite executives, we do not get paid for everything. Her concern is how this is perceived publically.

Vice Chair Ida added that he served on a few different Boards and he did not take a stipend for any of them but that was his decision. He concluded his comment by stating that he was in agreement with Treasurer Turner on the issue and was going to vote in favor of the motion.

Via Roll Call Vote - 6 members were in favor, with 2 against, Directors Gombert and Barnes. The motion passed.

12. UPCOMING BOARD ITEMS

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

13. EXECUTIVE DIRECTOR'S REPORT

Access' Executive Director, Andre Colaiace, began his report by stating that the service overall was strong at 91.8% and, as Mr. Rodriguez mentioned in his presentation, the actual number of trips performed decreased slightly by 1% and at this point staff expects the trend to continue. He added that Mr. Rodriguez also mentioned the "Where's My Ride" app which he felt was a great success. In February, when the Board was last updated, it was mentioned that 763 people had downloaded the app. Mr. Colaiace stated that new figures showed WMR has 1,507 unique users who have logged in over 125,000 times so the app was proving to be a very useful tool. Mr. Colaiace continued to report that in terms of web booking, staff was going to have a demonstration here at our office in El Monte on Monday for the West/Central and Eastern regions on the 5M systems. Staff will be working on this with the Trapeze system so Access could bring online booking to our customers in the LA Basin.

Mr. Colaiace concluded his report by stating that Randy Johnson, Bill Tsuei and himself will be in Washington, DC in early May visiting the FTA to discuss the potential autonomous vehicle project as well as meeting with staff from the office of Civil Rights who visited Access last August. He stated that they were also going to use the time to meet with a number of elected officials and their staff to update them on Access Services.

14. BOARD MEMBER COMMUNICATION

Mr. Conrad stated that he agreed with Yael Hagen's public comment and thought that it would be a good idea for the riders to have access to dispatchers in the other regions.

Director Gombert thanked the Superior Service Award winner, Ms. Jackson from MV Transportation in Santa Clarita. He also thanked staff for their detailed presentation and Board Item related to the Medi-Cal contract and the Northern Region contract award, which was also a detailed presentation and report.

Treasurer Turner thanked the riders for being present and providing their input to the agency and stated that the Board really appreciated their comments. She also thanked staff for doing the research for the reports especially the report she had requested. Treasurer Turner added that Mr. Conrad also mentioned that she attended the March CAC meeting to provide the Board report and while she was there, she noticed that there were a number of concerns brought up regarding late trips. Treasurer Turner assured Mr. Conrad that she would do whatever it took to work with staff to resolve this issue.

Chair Ahuja requested that staff bring back a report on Late 4s. Mr. Colaiace replied that staff could provide a report at the next Board of Directors meeting.

Vice Chair Ida thanked the customers for being present at today's meeting and providing their input especially the public comment regarding MV Transportation's contract award because that was a very big decision to make. He also congratulated MV Transportation and hoped that they would continue to provide good service to the customers.

Secretary DeVera stated that her comments were related to the KPIs that are provided in the Board box. She requested that staff look into the way the trips are considered on-time because it should not be when the vehicle arrives at the scheduled pickup, it should be when the driver makes contact with the rider. Secretary DeVera stated that this has happened to her numerous times but the statistics on this issue were not reflected in the Board Box.

Secretary DeVera also brought up another KPI: Calls on Hold. She stated that it was also stated in the Board Box that Calls on Hold was an average of two minutes. She stated that the information was not true because if you have 34 callers ahead of you there was no way that her call would be answered within two minutes. Secretary DeVera added that many times when she has called she would hear a message "due to a high volume of calls, please try calling back later." She stated that for a person that works twelve hours a day, she did not have time to try to call later. Secretary DeVera stated that this issue needs to be fixed.

Director Nwokike thanked staff for their detailed presentations at today's meeting.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

Chair Ahuja reminded staff that the Board would like to see a report on the Late 4s and the KPIs that Secretary DeVera mentioned during her comments regarding Vehicle Arrival Time and Calls on Hold.

Director Nason stated that she would like to agendize for the May 21, 2018 Board meeting a report on the status of the Parents with Disabilities program.

16. ADJOURNMENT

Motion made by Treasurer Turner, second by Secretary DeVera. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:12 p.m.

Approved

Theresa DeVera, Secretary

Date

MAY 14, 2018

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE REVISIONS TO NO-SHOW POLICY

ISSUE:

The ADA Paratransit Compliance Review conducted by the Federal Transit Administration (FTA) in August 2017 recommended that Access make revisions to its No-Show Policy. Those revisions include removing the requirement for appellants to contest no-show suspensions in writing and to incorporate a sunset provision on the duration of subsequent no-show suspensions after a year of suspension inactivity.

RECOMMENDATION:

Authorize staff to make the following revisions to the No-Show Policy:

1. Remove the requirement for appellants to contest a no-show suspension in writing.
2. Add a sunset provision of 12 months for second and subsequent no-show suspensions. After a year of suspension inactivity, the duration of a subsequent no-show suspension is reset to ten (10) days.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. These changes reflect FTA's requirements as noted in the ADA Compliance Review.

BACKGROUND:

The current No-Show Policy was approved by the Access Services Board of Directors in February 2015, and was approved by the FTA shortly thereafter. The No-Show Policy was updated at that time as a result of the FTA Triennial Review process, where a number of Los Angeles County transit agencies received findings that Access' no-show and late cancellation policies were not in compliance with the FTA's requirements. The No-Show Policy was updated in 2015 to 1) consider a customer's frequency of travel, 2) change the length of suspensions, and 3) revise the cancellation policy for subscription trips.

The ADA Paratransit Compliance Review conducted by the FTA in 2017 recommends Access make further revisions to its No-Show Policy. Those revisions include removing the requirement for appellants to contest no-show suspensions in writing and to incorporate a sunset provision for subsequent no-show suspensions.

Removing requirement to contest a no-show suspension in writing

Currently, the appeal process requires a written submittal to contest no-show suspensions. Upon receipt, Access staff will review the appeal and either uphold or overturn the suspension.

The revised policy will now provide several options to submit an appeal: in writing or by email and/or fax, or by phone. Any No-Show suspension appeal will be subject to the standard Access Services appeal process.

Sunset provision for subsequent no-show suspensions

Access currently suspends riders for 10 days for the first violation of its no-show policy and 30 days for each subsequent violation. The revised policy will include a sunset provision of 12 months for second and subsequent no-show suspensions. As a result, if more than 12 months has passed between suspensions, the customer would only be suspended for 10 days, rather than 30 days.

The revised no-show policies, which are attached, will be reflected in any correspondence to customers.

No Show Policy - *revisions italicized and in bold.*

A customer who has five (5) or more no-shows in a calendar month and their no-shows exceed more than 10% of their overall trips taken within the same calendar month may be suspended from using Access.

The following situations are considered Rider No-Shows:

- When a customer cancels a trip less than two (2) hours before the scheduled pick-up time.
- When the driver arrives within the 20-minute on-time window, waits 5 minutes, and is unable to locate the customer at the scheduled pick-up.

The following situation is not considered a Rider No-Show:

- The driver arrives after the 20-minute pick-up window, and the customer calls to cancel the trip.

If the failure to show up or cancel in time was not the customer's fault, the customer can call Access Customer Service to explain what happened. The customer also has the right to appeal or dispute any No-Show decision, ***which can be sent in as a written letter, fax, e-mail, or by phone*** within 15 days from the date the notice was sent.

- Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;
- A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter. ***After a year of suspension inactivity, the duration of a subsequent No-Show suspension is reset to ten (10) days.***
- Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours before the scheduled pick-up time;
- Access will send a notification letter after each no-show starting with the second no-show in a month.

MAY 14, 2018

TO: BOARD OF DIRECTORS

**FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD CONTRACT FOR VOICE
COMMUNICATIONS SERVICES (AS-4445)**

ISSUE:

Board approval is required for the funding of contract (AS-4445) for voice communications services (800 toll-free and related agency telephone lines).

RECOMMENDATION:

Authorize staff to execute a three (3) year base contract beginning July 1, 2018 through June 30, 2021 with Verizon in an amount not to exceed \$3,600,000 through the State of California Department of Technology CALNET3 joint procurement contract.

IMPACT ON BUDGET:

The costs associated with this contract will be allocated in the proposed FY2018/19 and subsequent budgets. This contract will replace the existing voice communications contract AS-3205 with Telecom Management Services Inc. (TMSI). Staff is projecting that this change will save the agency \$900,000 annually based on the elimination of the TMSI provided menu routing and lower per minute charges (\$0.0123 vs. \$0.027).

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

ALTERNATIVES CONSIDERED:

The existing voice communication contract AS-3205 with Telecom Management Services Inc. (TMSI) has two (2) option years remaining. However, since the Board-approved VoIP system will handle the routing and menu services for the 800 numbers

used by reservations and customer service, a number of services provided by TMSI will no longer be necessary.

The Board, at its option, could direct staff to competitively solicit the services through the issuance of its own Invitation for Bid (IFB). Staff, however, does not recommend doing so because it would be more cost effective to utilize the existing State of California Department of Technology contract.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate a contract with Verizon for the provision of voice communication services upon terms and conditions no less favorable to Access Services than those proposed above. 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:

At the January 2018 Board meeting, the Board approved the award of the Voice over Internet Protocol (VoIP) contract, the first phase towards centralizing Access' 800 and administrative telephony system. This contract approval is for voice communication services to provide 800/local/long distance phone services. The State of California Department of Technology issued a joint procurement for telecommunications and network business services with state, local government and educational entities.

The current contract, entitled "CALNET3", has an agreement with both AT&T and Verizon to provide voice communication services. The CALNET3 contract is available to other government agencies, including public entities such as Access. FTA Circular 4220.1F encourages the use of joint procurements to procure goods and services. The California Public Contract Code and Access' own Procurement Policy Manual allows for joint procurements and/or intergovernmental agreements in procuring goods and services to take advantage of volume pricing. The use of joint procurements also saves Access time and resources where Access does not need to issue its own competitive solicitation.

MAY 14, 2018

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, SENIOR MANAGER OF FLEET DESIGN AND MAINTENANCE
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION
BRIAN SELWYN, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO APPROVE PURCHASE OF 20 VEHICLES FOR PARATRANSIT SERVICE FORM CREATIVE BUS SALES, INC. (AS-4054)

ISSUE:

Board approval is required to purchase twenty (20) alternatively-fueled accessible replacement vehicles in order to take advantage of a Metro Toll Revenue Grant.

RECOMMENDATION:

Authorize staff to purchase through a contract with Creative Bus Sales, Inc. up to 20 CNG-powered Lonestar paratransit vehicles at a cost not to exceed \$2,488,535. Additionally, authorize staff to allow other agencies to purchase up to 80 additional paratransit vehicles from this procurement.

IMPACT ON BUDGET:

The funds needed for the purchase of the 20 vehicles will be from the FY2017/18 authorized capital program, using a combination of local Toll Revenue Grant, local Proposition C, and federal Section 5310 funds. The proposed total expenditure includes applicable sales tax, licenses and fees. The increase in price of the CNG vehicle (from \$71,578 to \$124,426), coupled with the minimum required purchase quantity of 20 vehicles, requires 5310 and more local match funding. The price is increasing because the less expensive MV1 CNG-powered vehicle is no longer being produced and staff is recommending the only other CNG-powered paratransit vehicle on the market.

Funding amounts are outlined below:

Toll Revenue Grant	\$ 1,130,925	20 Vehicles
5310	\$ 889,772	
Local Match	\$ 467,838	

ALTERNATIVES CONSIDERED:

The Board may choose not to authorize this procurement, however, the Toll Revenue Grant requires the acquisition of alternatively-powered vehicles. The vehicles proposed are the only ADA-accessible vehicles in this weight class with a Compressed Natural Gas (CNG) option. If not authorized, the grant will lapse which will be a loss of \$1,130,925 to the capital program.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Should the staff recommendation be approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access 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

At the August 2017 Board meeting, staff requested authorization to purchase vehicles through the Cal ACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative. However, since this request was made, the MV-1 CNG-powered vehicle, which was available through the Purchasing Cooperative, has ceased production. Thus, staff released an RFP for low floor ramp conversion vehicles with an alternative fuel option.

Access issued an Indefinite Delivery Indefinite Quantity (IDIQ) Request for Proposals (RFP) on November 17, 2017 in order to find a vendor capable of delivering the vehicles specified in the RFP on time and within budget. The RFP was written with a minimum number of 20 units and a maximum of 100 units (i.e. Access may order any quantity within this range).

Staff received one proposal in response to the RFP, from Creative Bus Sales, Inc. (Creative), a company with offices in Chino, California. While Creative was the only firm to submit a proposal, staff received an e-mail from another potential proposer, who expressed interest in the procurement but was unable to submit a proposal given the timeline stated in the RFP and the time it would actually take to obtain the required CNG vehicle certification. With the release of this solicitation, Access has clearly announced its interest in purchasing alternatively fueled paratransit vehicles similar to the type discussed herein. In turn, staff anticipates that more firms will be in a position to participate in future vehicle solicitations.

After determining that Creative's proposal was both responsive and responsible, an evaluation team consisting of Access staff and an outside consultant reviewed the proposal in more depth. The team found that the vendor was well qualified to build and deliver these vehicles per Access's specifications.

Creative has proposed the low-floor, ramp-equipped *Lonestar Paratransit Vehicle*. These vehicles are built on a Dodge Ram Pro Master 3500 chassis and are available with either a gasoline or CNG powertrain. The total negotiated cost per vehicle (inclusive of tax, delivery and ADA vehicle tax exemption) is \$89,141 for the gasoline-powered vans and \$124,426 for the CNG-powered vans. In order to fulfill the requirements of the Toll Roads Grant, staff will purchase at least 20 vans with the CNG powertrain. Staff will determine the optimum mix of additional vehicles between the two power train options. Staff will not purchase any additional vehicles of this type without receiving authorization from the Board.

In the event Access decides not to order all the units, staff is requesting approval from the Board to assign unused quantities to other transit agencies in need of the same vehicle. If the Board so approves, staff will insert a clause in the agreement, subject to Contractor's consent, allowing Access to assign unused quantities. The assignment of quantities shall be a separate agreement between the transit agency and Contractor and shall be independent of Access' own agreement with the contractor. This recommendation is contingent upon the selected vendor being able to meet all licensing and certification requirements as stipulated in the Request for Proposals.

Access was able to obtain a prototype vehicle last year to obtain feedback from both customers and service providers. A prototype of this vehicle was on display at the 2017 Access Services Annual Meeting and has also been shown at a Community Advisory Committee meeting as well as taken to United Cerebral Palsy (UPC) in Culver City. The vehicle is not only roomier inside than the MV-1, it can easily be configured to accommodate at least two mobility devices without having to move one of them to allow ingress or egress to the second mobility device. In addition, the door height allows persons up to six feet tall to enter and stand inside the vehicle without having to crouch down. This feature alone will be of great benefit to our clientele and to our service providers as it will allow our customers to enter or exit the vehicle without having to crouch down or to squeeze by other passengers already on-board.

Per the vehicle replacement schedule, these vehicles will replace inventory which has exceeded its useful life of four (4) years and 250,000 miles. This is significantly beyond the FTA's vehicle replacement standard of four (4) years and 100,000 miles. These vehicles will be assigned to the Southern and Eastern Region fleets as they operate in the toll lane corridors which is a requirement of the grant.

MAY 14, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

**RE: CONSIDERATION TO RENEW SELF-INSURED RETENTION
AUTOMOBILE LIABILITY PROGRAM**

ISSUE:

Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to \$100,000 per claim.

RECOMMENDATION:

Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,964,000 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 \$1,964,000. The final cost will depend on the actual loss history over the policy period. For example, claims so far for the FY 17-18 year are projected to be \$488,575, far below the actuarial projection of \$1,718,000. (This estimate is subject to change depending on claims experienced through June 20, 2018.)

Aggregate stop loss insurance will be procured in order to limit SIR exposure. The aggregate insurance will become effective when Access has paid \$3,500,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2018/19.

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 Access to better manage and resolve claims against the Agency. The data for the actuarial study consists of data for claims incurred from June 21, 2009 to date gathered from CorVel, Access' Third Party Administrator.

MAY 14, 2018

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

ISSUE:

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

The insurance layers in Access' program are structured as follows:

SIR	up to \$100,000
Primary Layer	\$100,000 to \$1,100,000
First Excess	\$1,100,000 to \$5,100,000
Second Excess	\$5,100,000 to \$26,100,000
Third Excess	\$26,100,000 to \$51,100,000

The Primary Automobile Layer is under an agreement that expires in June 2019. However, the existing carrier, James River Insurance Company, is proposing to renew this policy from June 21, 2019 through June 20, 2020 at a rate that is 7.5% lower than the current per vehicle rate. The expected cost, if the option is exercised, is approximately \$2,450,000.

The four current excess layers will expire on June 20, 2018, and therefore require Board action to extend to June 20, 2019.

RECOMMENDATION:

Authorize the Executive Director to:

- Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2019 through June 20, 2020;
- Enter into a one-year policy agreement with James River Insurance Company for the first excess layer;
- Enter into a one-year policy agreement with National Union/AIG for the second excess layer;
- Enter into a one-year policy agreement with Scottsdale Insurance Company for the third excess layer;
- Authorize an amount not to exceed of \$3,800,000 for all of the above insurance layers.

IMPACT ON BUDGET:

These costs will be included in Access' budget for FY2018/19. The funding for these policies comes from Prop C Discretionary Funds.

BACKGROUND:

The insurance placement process will be completed by June 20, 2018. 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 included 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, 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 currently carries, and as part of their process, conduct a detailed assessment of potential exposures to risk.

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

MAY 14, 2018

TO: BOARD OF DIRECTORS

**FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS AND SAFETY
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

RE: CONSIDERATION TO APPROVE SERVICE CONTRACT FOR SPECIALIZED ADA PARATRANSIT SERVICE: SANTA CLARITA REGION (AS-4064)

ISSUE:

Board approval is required to execute a contract for specialized ADA paratransit services in the Santa Clarita region with the City of Santa Clarita.

RECOMMENDATION:

Authorize staff to execute a contract for transportation services in the Santa Clarita Region service area for a three (3) year, 11 (eleven) month base contract beginning August 4, 2018 and ending June 30, 2022, with the City of Santa Clarita in an amount not to exceed \$8,904,572.30.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's base term. Payment terms of the contract will include a firm fixed monthly fee, a variable per trip fixed rate and a fixed fuel cost per revenue hour. This contract also contains the option to extend the period of performance, upon Board approval, of three (3) two-year options for a total of up to six (6) years. Despite the increase in cost outlined below, Santa Clarita represents 1.4% of the Agency's operating costs and has been factored into next year's operating budget which is proposed to increase around CPI (3.2 percent).

ALTERNATIVES CONSIDERED:

None. The current contract with the City of Santa Clarita will end on August 3, 2018 and there are no remaining option years left on the contract. Under the Americans with Disabilities Act (ADA), Santa Clarita must provide, and the Los Angeles County region must fund, a complementary ADA paratransit system.

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 contract with the City of Santa Clarita as the Santa Clarita Region Service area provider 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:

Procurement Overview

Service in the Santa Clarita Region is currently being provided by the City of Santa Clarita through a sole source, intergovernmental agreement between Access and the City of Santa Clarita. The City provides the Access trips through Santa Clarita Transit (SCT), the City's transit program that provides fixed-route, commuter service and dial-a-ride service on behalf of the City. SCT, in turn, contracts the service to MV Transportation. The City's new contract with MV was procured competitively and included scope of work requirements specific to providing the ADA paratransit services required by Access. In addition, an Access staff member was part of the Santa Clarita procurement panel. The contract was approved by the Santa Clarita City Council on May 8, 2018 and a copy of the City Council report is attached to the end of this item.

Scope of Work Changes

The new contract with the City of Santa Clarita incorporated several changes to the Scope of Work as outlined below:

- **Key Performance Indicators (KPIs) & Standards -**
In October 2017, the Access Board approved the adoption of KPIs, standards, and liquidated damages and the incorporation of them into operating contracts. Each KPI has applicable industry-consistent standards and liquidated damages for not meeting contractual requirements.

Specific to this procurement, the following KPIs were added-

1. On-Time Performance (Access-to-work trips)
2. On-Time Performance (Next Day Service)

3. Excessive Late Trips
 4. Average Initial Hold Time (Reservation Calls)
 5. Phone Queue Hold Times (ETAs)
 6. Phone Queue Hold Times (Reservation Calls)
 7. Trip Denials
 8. Complaint Rate
 9. Preventable Incident Rate
 10. Preventable Collision Rate
 11. Preventive Maintenance Inspections (PMI)
 12. MilesBetweenRoadCalls
 13. Missed Trips
 14. ExcessiveTravelTime
 15. Drug and Alcohol Audit
- **Staffing requirements**
Additional staffing requirements were included in this RFP to improve safety, service quality and compliance with FTA standards.
 - Road Supervisors - The current contract did not require a specific number of road supervisor positions. The new contract requires six (6) road supervisors, who respond to collisions, incidents and disturbances, as well as who monitor driver performance.
 - **Service Improvement**
 - Contractor responsibility for investigating rider complaints - Responsibility for investigating complaints was not included in the previous contract.
 - **Technology Enhancements**
 - Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost.
 - Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.

Financial Analysis

Access created this arrangement with the City of Santa Clarita in 1996 to leverage economies-of-scale savings by bundling ADA complementary paratransit service with the City's already existing fixed-route and demand response service. In this arrangement, the City provides the operating facility, conducts all procurement activities, manages the service and maintains the vehicles on Access' behalf. This saves Access the cost of having to procure its own contractor, provide a facility and administer the contract. The Santa Clarita Region accounts for only 1.2% of the overall Access service. If Access were to procure its own contractor (similar to the Los Angeles basin service provider contracts), the cost would be significantly higher given the small number of trips in the region.

The following are the rates for the base term of the contract:

	Monthly Fixed Fee *	Variable Rate	Fuel Cost Per Revenue Hour
Year 1	\$40,101.25	\$37.81	\$10.18
Year 2	\$41,312.52	\$39.15	\$10.38
Year 3	\$42,523.79	\$41.13	\$10.65
Year 4	\$43,383.28	\$42.40	\$10.92

* Note: The monthly fixed fee is comprised of a 10% share of overall service, 47% share of the cost of the scheduling software (Trapeze) and 10% share of the cost of liability insurance. Cost of fuel is currently included in the variable rate of the existing contract.

The following represents the overall percentage increase from the old contract to Year 1 of the new one:

	Current Rate	Year 1 New Rate	Percentage Increase
Monthly Fixed Fee	\$33,394.71	\$40,101.25	20%
Variable Per Trip Rate	\$18.07	\$37.81	109%
Fuel Cost Per Revenue Hour	\$6.46	\$10.18	57%

The current contract with the City of Santa Clarita, executed in 2008, was never amended to adjust for changes in drivers' minimum wage and wage compression. Thus, the increase from the current variable per trip rate to the rate in Year 1 reflects the prevailing wage increases throughout the region in the last ten (10) years.

The table below show the dramatic increase in the minimum wage since the start of the current contract with the City of Santa Clarita. This represents an 88% increase over a ten year period from 2010 to 2020.

	Jan '10	Jan '14	Jan '16	July '16	July '17	July '18	July '19	July '20
Rate	\$8.00	\$9.00	\$10.00	\$10.50	\$12.00	\$13.25	\$14.25	\$15.00
Annual Change		\$1.00	\$1.00	\$0.50	\$1.50	\$1.25	\$1.00	\$0.75
Cumulative Change		\$1.00	\$1.50	\$3.00	\$4.25	\$5.25	\$6.00	\$7.00

Furthermore, starting wages for represented drivers in this contract are 15% higher than minimum wage. Drivers are used in any of the transit services the City provides - ADA, Dial-A-Ride or Fixed Route.

In comparison to recent procurements, the Santa Clarita fully-loaded cost of \$49.98 is in similar range of the Northern Region cost of \$46.91.

The competitive procurement had three independent bidders within 5% of each other in total cost (please see the attached City of Santa Clarita Council report).

Overview of Recommended Proposer

Performance in the Santa Clarita Region has met or exceeded standards. Santa Clarita performs 39,000 trips annually which is 1.2% of all Access trips. Below is summary of the key performance indicators for FY18.

Key Performance Indicator	Standard	FY18 Actual Performance
On Time Performance	≥ 91%	95.0%
Excessively Late Trips	≤ .10%	.03%
Calls On Hold > 5 Min. (Reservations)	≤ 5%	2.4%
Average Initial Hold Times (Reservations)	≤ 120 seconds	56 seconds
Denials	≤ 0%	0.00%



**CITY OF SANTA CLARITA
AGENDA REPORT**

CONSENT CALENDAR

CITY MANAGER APPROVAL:

Ken Strippler

DATE: May 8, 2018

SUBJECT: AWARD A FOUR YEAR CONTRACT FOR THE OPERATION AND MAINTENANCE OF THE CITY'S BUS SYSTEM TO MV TRANSPORTATION

DEPARTMENT: Neighborhood Services

PRESENTER: Adrian Aguilar

RECOMMENDED ACTION

City Council:

1. Award a four year contract for the operation and maintenance of the City of Santa Clarita's (City) Transit system to MV Transportation, with a total amount not to exceed \$86,695,121; \$19,104,248 for Fiscal Year (FY) 2018-19; \$21,595,588 for FY 2019-20; \$22,611,149 for FY 2020-21, and \$23,384,136 for FY 2021-22.
2. Amend the budget for FY 2018-19 to do the following: appropriate a total amount of \$2,853,325 from fund balance of the Transit Fund (Fund 700) to increase expenditure accounts 12400-5161.016 (\$2,277,038); 12400-5161.018 (\$633,442); 12400-5161.017 (\$205,942); and reduce expenditure account 12400-5161.019 by \$263,097.
3. Authorize the City Manager or designee to modify the award in the event issues of impossibility of performance arise; execute up to three (3) two-year renewal options not to exceed the cost of the previous year, plus an adjustment based on Consumer Price Index (CPI) with a minimum of two percent and a not to exceed an adjustment of three percent, contingent upon the appropriation of funds by the City Council in the annual budget for such fiscal year; and execute all documents subject to City Attorney approval.

BACKGROUND

In 2008, the City Council awarded a three-year contract with seven one-year renewal options to MV Transportation for the operation and maintenance of the City transit service. Following the expiration of the initial contract, the City elected to exercise all seven of the one-year renewal options based on continuous improvements in on-time performance.

On November 1, 2017, the City released a Request for Proposal for the operation and maintenance of the City's Transit operation. Responses were due to the City on December 29, 2017. The City received three responsive proposals.

The first proposal was from Keolis, a French conglomerate with corporate headquarters of its transit operation based in Los Angeles. Keolis has a major presence throughout Europe with hundreds of bus, rail, and ferry contracts around the world. The second proposal was from MV Transportation Inc., one of the largest privately held public transportation firms in the United States, with corporate headquarters located in Dallas, Texas. MV Transportation operates hundreds of dial-a-ride, transit, and ferry operations throughout North America. The third proposal was submitted by First Transit, Inc., a business unit of FirstGroup America, the North American operating unit of FirstGroup plc (First Group) a United Kingdom-based transportation company with corporate offices located in Cincinnati, Ohio. They have extensive operations through North America including school bus, transit, and ferry operations. First Transit is also the owner and operator of Greyhound, a regional transportation provider.

These proposals were reviewed and scored by a four member evaluation panel, which consisted of two members of the City's Transit Division, a representative from Access Services, the regional Americans with Disabilities Act (ADA) transit provider in Los Angeles County, and the Director of Transit Operations from the Ventura County Transportation Commission.

Each bidder was ranked based on their written technical proposal, a 90-minute interview with their corporate management and proposed project team, and cost. The technical proposal and interview accounted for 75 percent of the total score while cost made up the remaining 25 percent. The technical proposals were scored based on the following criteria:

- Operational capability of the firm
- Project Manager and key management personnel
- Vehicle and facility maintenance plan
- Project experience
- Staffing and personnel
- Employee recruitment, retention, and compensation plan
- Driver and staff training plan
- Dispatching plan
- Safety, security, and environmental compliance plans
- Transition and start-up plan

Cost was scored on a sliding scale with the lowest cost receiving the maximum score.

Out of the 150 points possible for the technical proposal, the evaluation team ranked each bidder as follows:

- MV Transportation: 141.8 points
- First Transit: 126.8 points
- Keolis: 110.3 points

Cost was scored on a 50-point scale and was ranked as follows:

- Keolis: 50 points
- MV Transportation: 47.7 points
- First Transit: 47.3 points

Once the scores were combined, MV was the top ranked firm with 189.4 points, followed by First Transit with 174.1 points, and Keolis with 160.3 points. Based on this ranking, staff entered into discussions with the top two firms and requested that they provide their best and final offer. While both MV and First Transit offered to make changes to their technical proposals, only MV offered cost reductions as part of this process.

The table below outlines the final costs submitted by each firm.

	Keolis	MV	First Transit
YEAR 1	\$18,213,261	\$19,104,248	\$19,199,652
YEAR 2	\$20,883,581	\$21,595,587	\$21,958,791
YEAR 3	\$21,607,365	\$22,611,148	\$22,813,331
YEAR 4	\$22,417,615	\$23,384,135	\$23,575,187
4-YEAR TOTAL	\$83,121,822	\$86,695,118	\$87,546,961

Although MV Transportation's costs are \$3,573,296 above the lowest bidder for the initial four year term, based on the scoring of the evaluation team, the experience and past performance of the proposed project team, and the firms familiarity with the community and operating conditions within Santa Clarita, it is staff's recommendation that MV Transportation be selected to operate and maintain the City's Transit service.

ALTERNATIVE ACTION

Other action as determined by the City Council.

FISCAL IMPACT

There is no impact to the General Fund and adequate funds will be available upon approval of the recommended action. The Transit Financial Forecast projects that adequate monies in the Transit Fund will be available for the duration of this proposed contract.

ATTACHMENTS

Operation Contract Proposal Scoring
Operation Contract Proposal Costs
MVT Proposal Response TMF-17-18-20 (available in the City Clerk's Reading File)

Santa Clarita Transit Operation and Maintenance Proposals
Average Scores with BAFO

	Max Points	MV	First	Keolis
Operational Capability	15.0	14.3	13.0	12.5
Project Manager/Key Personnel	20.0	19.0	14.5	13.3
Vehicle and Facility Maintenance	15.0	14.0	14.5	11.5
Project Experience and References	15.0	14.5	14.3	11.3
Staffing and Personnel	20.0	18.8	14.3	14.8
Employee Recruitment	15.0	13.5	11.8	9.8
Driver and Staff Training	15.0	14.3	12.5	10.0
Dispatching Plan	10.0	9.3	9.0	8.3
Safety, Security and Environ Plan	15.0	14.3	14.3	11.0
Transition and Startup Plan	10.0	10.0	8.8	8.0
Total Score	150.0	141.8	126.8	110.3
Cost Scores w/all Options	50.0	47.9	47.3	50.0
Total Score	200.0	189.6	174.1	160.3

Attachment: Operation Contract Proposal Scoring (Award Contract for the Operation and Maintenance of the Transit Service)

Santa Clarita Transit Operation and Maintenance Proposals
 Total Final Costs with all Options

	Keolis	MV	First
Year 1			
Total	\$ 18,213,260.96	\$ 19,104,247.68	\$ 19,199,651.96
\$ over low bid		\$ 890,986.72	\$ 986,391.00
Year 2			
Total	\$ 20,883,581.29	\$ 21,595,587.35	\$ 21,958,791.24
\$ over low bid		\$ 712,006.06	\$ 1,075,209.95
Year 3			
Total	\$ 21,607,365.28	\$ 22,611,148.28	\$ 22,813,330.56
\$ over low bid		\$ 1,003,783.00	\$ 1,205,965.28
Year 4			
Total	\$ 22,417,614.73	\$ 23,384,135.06	\$ 23,575,187.37
\$ over low bid		\$ 966,520.33	\$ 1,157,572.64
4-Year Contract Total			
Total	\$ 83,121,822.26	\$ 86,695,118.37	\$ 87,546,961.13
\$ over low bid		\$ 3,573,296.11	\$ 4,425,138.87
% over low bid		4.3%	5.3%
Startup Costs	\$ 801,731.00	\$ 15,087.00	\$ 562,203.00
Total w Startup Costs	\$ 83,923,553.26	\$ 86,710,205.37	\$ 88,109,164.13
\$ over low bid		\$ 2,786,652.11	\$ 4,185,610.87
% over low bid		3.3%	5.0%

Attachment: Operation Contract Proposal Costs (Award Contract for the Operation and Maintenance of the Transit Service)

MAY 14, 2018

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, SENIOR MANAGER PLANNING AND
COORDINATION**

RE: PARENTS WITH DISABILITIES PROGRAM UPDATE

ISSUE:

At the April 2018 Board of Directors meeting, a program update on the Parents with Disabilities Pilot Program was requested. This Board item provides the requested update on the Parents with Disabilities Pilot Program.

RECOMMENDATION:

Receive and File.

BACKGROUND:

Program Timeline and Projected Program End

The Parents with Disabilities (PWD) Pilot Program's history began after Access customers - parents - brought to Access' attention that there were certain types of child-care related trips that were difficult to take using ADA paratransit. An example of a trip where paratransit was less-than-optimal to use were trips designed to take a child to school and/or picking a child up from school.

In September 2010, Access applied for and was awarded an FTA New Freedom grant to partially cover the costs of three new accessible vehicles as well as the costs of operating the pilot program. The grant award was designed to provide funding assistance for the program for three years.

Throughout 2012 and 2013, Access staff developed policies for the PWD program which would ensure safe and reliable service for its customers.

Access also issued two Requests for Proposals (RFP) to seek contractors who would be willing to operate this service for Access. The first RFP was withdrawn as no bids

were received on the RFP. A second RFP was issued following some revisions and the contract was awarded to MV Transportation as the successful bidder.

In December 2013, the first customers were transported as part of the PWD program. Since its start, the program has operated without interruption for the past four years and five months.

The PWD program provides service only in Access' Northern Region (San Fernando Valley) with as many as 44 eligible customers signed up for the program. The largest single-use for the service by customers was in parents dropping off their children at school and in picking them up at the end of the day.

In fiscal year 2017, Access staff anticipated that the New Freedom grant funding for the PWD program would be exhausted in late calendar 2017. Knowing that many PWD customers were using the service for school drop-offs and pick-ups, staff sought and received approval from the Board to continue the program beyond the grant funding through the end of the fiscal year (June 2018). In conjunction, Access and its contractor, MV Transportation, worked on an agreement to extend the program through the end of the academic calendar. In June 2017, Access' Board of Directors approved a contract extension between Access Services and MV Transportation, and authorized up to \$198,272 of local funds to be used to continue PWD service through June of 2018.

In January 2018, Access spent the last of the original New Freedom grant funds on trips for the PWD service, over four years since the program's first trips in December 2013. From January 2018 to present, PWD trips have been funded completely with Access' local (Prop C) funds.

On June 30, 2018, the current contract between Access and MV Transportation to provide PWD trips will end, and the existing PWD program will cease.

Because the PWD funding was exhausted, the PWD requirements were not included in the Northern Region RFP that was awarded last month.

Program Features

The Parents with Disabilities Pilot Program was designed to provide paratransit service with certain enhancements which would make it easier for Access customers with child-care needs to utilize Access for trips for their children.

Below are a list of the paratransit service enhancements provided as part of the PWD program.

- Linked trips: Families could book up to six (6) one-way trips per day and trips were designed so that a customer could "link" trips in a way that they could

return home after dropping-off, or picking-up, a child from school without having to leave the vehicle.

- Reduced fare: PWD customers would pay only \$1, per rider, per one-way trip
- Same Day Trips: PWD customers could take up to four (4) one-way Same Day trips over the course of a month for child incidents (for example, where a child may have to come home early from school due to a minor illness).
- Trips Scheduled to Arrival: Trips are designed around when a parent wishes to be at a location (for instance, the time the school started in the morning or ended in the afternoon).
- Non-Share Ride Service: No other passengers would ride on Access vehicles during PWD service, only the PWD passengers.

Service Statistics

Service Area: Access' Northern Region (e.g. San Fernando Valley)

Total Customers: The PWD Pilot program was originally envisioned to have a base of twelve (12) customers/families that would use the program. After six months of service, Access and MV Transportation agreed to expand the number of eligible families beyond 12.

Through targeted marketing, the eligible customer number expanded to 36 in 2014.

Eight additional customers/families were added in 2015 and 2016.

The current number of eligible customers is 44.

Active customers: Of the eligible 44 customers, 31 have used the service, however, only 18 use the service on a regular monthly basis.

Some families applied through social service programs (ex. Child-birth Connection) and used it as a "just in case" option, in the event that their child changed schools to a school they would not be able to easily reach.

Total trips: Between December 2013 and March 31, 2018 - 23,514 trips

Average monthly trips (2017): 470 [Peak month - October (667 trips)], Lowest trip months - December (331 trips), July (359 trips).

Peak times coincide with school start-times and end-times:

(2017) - 1,613 (or 29%) trips taking place between 7:00 a.m. and 9:00 a.m.

(2017) - 1,315 (or 23%) trips taking place between 2:00 p.m. and 4:00 p.m.

Children served: Early on in the PWD program, it was established that Access would not request detailed information about the children of Access customers on this program. However, from addresses that can be verified as a school destination, in 2017, it is possible to discern some information about the age of children who are benefitting from this program.

- Elementary aged students: 4
- Pre-K through 8th Grade: 3
- Middle School aged students: 1
- High School aged students: 3

NOTE: Because Access does not collect information about children of customers, staff is estimating school age based on LAUSD school destinations and grades served at such schools. If the parent/child are not going to an LAUSD school, it is sometimes not possible to accurately estimate the child's age.

Average Trip Length (2017):

- 31 minutes
- 5.18 miles

Same-Day Service Usage: Same Day trips accounted for only 4% of all PWD trips. Since December 2013 only 929 Same Day trips have been provided. In 2017, it was an average of 16 Same Day trips per month provided.

Cost Per Trip: The cost per trip has varied between \$37.36/trip to the current contract price of \$47.57/trip.

Operating Cost of Service:

- Average Annual Operating cost: \$211,475
- Average Monthly Operating cost: approximately \$20,000
- Total funding expended on operations between December 2013 and March 2018: \$932,811.44

POSSIBLE ALTERNATIVES

Partnerships

In June of 2017, Access' Board requested that staff explore the possibility of a partnership with another agency that could work with Access to continue and/or expand the benefits of the PWD service beyond the San Fernando Valley. Access staff reached out to the Los Angeles Unified School District, and specifically the District's ADA Compliance Manager, to discuss the possibility of a partnership with Access. After multiple telephone calls, emails, and a meeting attended by the ADA Compliance Manager and Access staff, LAUSD determined that they were not capable of partnering with Access to provide any of the existing PWD benefits to persons with disabilities.

Access staff has also reached out to the following organizations, in addition to the Los Angeles Unified School District.

- 1) Through the Looking Glass
- 2) East Los Angeles Regional Center
- 3) Jewish Family Federation
- 4) California State University, Northridge, Department of Special Education

None of the organizations have expressed interest in partnering with Access in order to continue some or all of the PWD benefits.

Extending the Program

Access staff have discussed the possibilities of extending the PWD program without outside partners and continuing to fund the program with local funds. However, the question of equitable service to the entire region is a major concern as only the Northern Region would continue to be served with this enhanced service.

Were Access to continue the program as is with its existing active customer base, the Board should consider the following:

- First, the existing contract with Access and MV Transportation is due to sunset on June 30, 2018. Access would need to issue a new RFP and solicit bids from contractors who would provide the service. It is unlikely that this process would be complete by June 30 although it could be complete by the start of the next school year.
- The current cost per trip is \$47.57 for a one-way trip. However, staff anticipates that the cost per trip will rise significantly due to labor market conditions although changes could be made to the RFP and Scope of Work to moderate increases, such as sunsetting the program after participant's children have reached a certain age. As in the past, the possibility exists that no contractors may want to bid on the service. There are currently 44 customers eligible for PWD service, however, there are only on-average 18 customers who use this service regularly. In 2016, PWD saw the most number of trips provided in a single year at nearly 7,000 annual trips for 22 customers. Since 2016, the number of trips has been steadily decreasing. It is estimated that annual trips would be between 4,500 and 5,600 trips annually.
- The cost for this service is currently not in the draft FY 18/19 budget and funds would have to be identified if the program were to continue. If Access does receive one or more qualified bids in response to an RFP and assuming that the cost per trip will not exceed a per trip cost of \$50.00, the annual costs to continue to provide PWD services would be approximately \$282,000. Because the

service requires non-shared service, replacement vehicles may need to be procured at an estimated cost of \$70,000 per vehicle.

MAY 14, 2018

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 August 2018 at the regularly scheduled Board meetings.

June 25, 2018

Board Meeting - El Monte

Agenda Items:	Disposition:
Consideration to Approve FY2018/19 Budget	Action
Consideration to Authorize Funding for Back-Up Service Providers	Action
Late 4s and KPIs	Presentation

July 23, 2018

Board Meeting - Metro

Agenda Items:	Disposition:
TBD	

August 27, 2018

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