

access

BOARD OF DIRECTORS MEETING

Monday, May 13, 2019

General Session: 12:00 p.m.

Closed Session: Immediately Following

The General Session is expected to end by or
before 2:00 p.m.

ACCESS SERVICES HEADQUARTERS

Council Conference Room, 3rd Floor

3449 Santa Anita Avenue

El Monte CA 91731

MISSION STATEMENT

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 22, 2019 (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON MARCH 22, 2019 (page 18) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]

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| 4. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 5. | GENERAL PUBLIC COMMENT | INFORMATION |
| 6. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 7. | CONSENT CALENDAR | ACTION |
- a) Consideration to Renew Self-Insured Retention Automobile Liability Program (page 25)
- [Staff Recommendation: Authorize staff to continue a \$100,000 Self Insured Retention program with estimated liability of \$1,808,000 determined in accordance with GASB Statement No. 10 as required for public entities.]
- b) Consideration to Approve Renewal of Commercial Business Package Insurance (page 27)
- [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, 2020 through June 20, 2021; 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 Lexington/Westchester for the second excess layer; and if necessary execute multiple agreements for coverage related to this layer; Enter into a one-year policy agreement with Scottsdale Insurance Company for the third excess layer; Authorize an amount not to exceed of \$7,101,864 for all of the above insurance layers.]
- c) Consideration to Increase Funds for Voice Over Internet Protocol (VoIP) Phone System Contract (AS-4055) (page 29)
- [Staff Recommendation: Authorize an additional \$35,000 in funds for VoIP phone system contract AS-4055 with Packet Fusion.]

- d) Consideration to Extend Term and Increase Funds For Telecommunications Consulting Services Contract (AS-3419) (page 31)

[Staff Recommendation: Authorize an additional \$120,000 in funds and an extension in the period of performance with the RTP Group from May 1, 2019 through April 30, 2020.]

- e) Consideration to Approve Renewal of Employee Health and Benefit Insurance Contracts (page 33)

[Staff Recommendation: Approve the employee benefit insurance policies for the period of July 1, 2019 through June 30, 2020 at a cost not to exceed \$957,690.]

- f) Consideration to Award Contract For Fleet Inspection Services (AS-4104) (page 35)

[Staff Recommendation: Authorize staff to issue a contract to AmeriTran Service Corporation dba Transit Resource Center (TRC) for the specified contract in an amount not to exceed \$336,306 to begin June 1, 2019 for a period of three (3) years, with the option to extend the contract for up to two (2) additional years, following Board approval.]

[Staff Recommendation: Approve Consent Calendar]

- 8. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)** (page 39)

[Staff Recommendation: Authorize an additional \$55,025,485 in funds, a change of rates for contract year 10, and an extension in the period of performance for one (1) year, from September 1, 2020 through August 31, 2021 for Contract AS-2967 with Global Paratransit.]

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

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| <p>9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116) (page 42)</p> <p>[Staff Recommendation: Authorize an additional \$15,611,904 in funds, a change of rates and an extension in the period of performance for two (2) years, from May 1, 2020 through April 30, 2022 for Contract AS-3116 with Keolis.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>10. CONSIDERATION TO AWARD RIDER360 VERSION 2.0 CONTRACT (AS-4105) (page 46)</p> <p>[Staff Recommendation: Authorize staff to award contract AS-4105 for Rider360 Version 2.0 for the firm fixed price of \$1,499,291 to Cambria Solutions, Inc. The period of performance for the contract will be five years with an option for a two-year extension.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>11. CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM - INFORMATION TECHNOLOGY CONSULTING AND SERVICES CONTRACT (AS-3039) (page 50)</p> <p>[Staff Recommendation: Authorize an additional \$70,000 in funds and an extension in the period of performance with Fairway Technologies from May 1, 2019 through October 31, 2019.]</p> | <p>PRESENTATION/
ACTION
[Vote required:
majority of quorum
by roll call]</p> |
| <p>12. FY2019/20 BUDGET OVERVIEW (page 52)</p> <p>[Staff Recommendation: Receive and file.]</p> | <p>PRESENTATION/
ACTION
[Receive and File]</p> |
| <p>13. UPCOMING BOARD ITEMS (page 53)</p> | <p>INFORMATION</p> |
| <p>14. EXECUTIVE DIRECTOR’S REPORT</p> | <p>INFORMATION</p> |
| <p>15. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |

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| <p>17. CLOSED SESSION</p> <p>A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i></p> <p>1. <u><i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></u></p> <p>(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, there is a significant exposure to litigation against Access Services.</i></p> <p>2. <u><i>Pending Litigation: Gov. Code §54956.9 (d)(1): one case</i></u></p> <p>(i) <i>Litigation, to which Access Services is a party, has been initiated formally</i>
<i>Case Number: 01-18-0002-5391</i></p> <p>B) <i>CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR</i></p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>18. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p> | <p>INFORMATION</p> |
| <p>19. ADJOURNMENT</p> | <p>ACTION</p> |

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents,

including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public Comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request that accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



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

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

Friday, March 22, 2019

12:00 p.m.

1. **CALL TO ORDER**

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

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Dolores Nason

2. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JANUARY 15, 2019**

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes as corrected, seconded by Director Nwokike. Via Roll Call, all were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

Community Advisory Committee Chair Maria Aroch provided a brief report of the first CAC retreat held on March 12th from 9:30 to 3:00 PM at the Los Angeles River Center and Garden which was facilitated by CAC member Kurt Baldwin.

At the beginning of the retreat, they first discussed the interrelationship between the CAC, QSS and the Board. After the lunch break, the CAC then discussed how subcommittees could be used to establish goals. They discussed the issues that the CAC wanted to address to help impact and improve operational policy for Access. Ms. Aroch will provide the Board with a periodic update of the CAC members' goals.

Chair Ahuja asked what the Board and staff could do to assist the CAC members with, as well as wanting to know how the CAC plans to achieve their goals.

Ms. Aroch stated that the CAC discussed improving the communication between them and the QSS subcommittee as well as communicating the community's needs to the Board. One of Ms. Aroch's personal goals is to remind the CAC members that they are the voice of the community and their ultimate goal is to advocate for them.

Executive Director Andre Colaiace stated that he believed the CAC retreat went well and many positive points were discussed including structure, the purpose of the CAC and how they interact with the Board as well as how they can forward new ideas to the Board. Access staff has a very good, collaborative relationship with the CAC and they are open to working on new ideas to help improve the service. He looks forward to working with the CAC on some of the ideas discussed.

Chair Ahuja assured Mr. Colaiace that they support the ideas brought to the Board and that they are there to listen and help. She encouraged Ms. Aroch to continue to provide feedback to the Board to achieve these goals.

Transportation Professionals Advisory Committee Chair Giovanna Gogreve reported that Mr. Colaiace discussed Los Angeles' Vision Zero project as it relates to bike lanes and how they affect Access' operations as well as the safety of Access passengers when they are disembarking from the vehicles. Mr. Colaiace also discussed that Access has filed a grant application to become a strategic partner with the FTA on the Autonomous Vehicle project. TPAC members expressed interest in receiving periodic updates about the Vision Zero project and the Autonomous Vehicle project. The Superior Service Award was presented to Ms. Rosie Barrera from Alta Resources. Mr. F Scott Jewell discussed the planned solicitation for brokerage services and TPAC had some recommendations on the scope of work. Mr. Eric Haack gave a presentation on the results of the 2017 Customer Service Satisfaction Survey, followed by a discussion with

TPAC members on the upcoming survey process. Suggestions were made on how to automate the technology for deploying the survey not only via smartphones but also via the Internet to get better feedback. Mr. Mike Greenwood gave a presentation on transfer trips. TPAC members were very pleased with the presentation and are looking forward to updates. There was also an Operations report by Mr. Rogelio Gomez.

4. GENERAL PUBLIC COMMENT

Mr. Victor Dominguez made a public comment by stating that he heard that riders who select the option for Spanish on the reservation line were not getting a Spanish speaker. He asked to speak to someone to solve this issue. Ms. Fayma Ishaq was assigned to speak to him.

Ms. Imelda Lopez So made a public comment by asking if shared rides go in one direction or several different ones. Based on her experience, they go in all different directions. She asked about the steps that Access takes to schedule shared rides. She also had a question concerning same day reservations. She went to a conference and there was a Metro representative there but not an Access representative. She feels it is important to have someone from Access there to address and improve services, especially same day reservations. Ms. Megan Mumby was assigned to speak to her to discuss the issue.

5. SUPERIOR SERVICE AWARD

Superior Service Award Presentation: None

6. CONSENT CALENDAR

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

CONSENT CALENDAR

- a) Consideration to Exceed Aggregate Procurement Limit for Printing
- b) Consideration to Extend Term and Increase Funds - Legal Services Contract (AS-4072)
- c) Consideration to Award Appeals Services Contract (AS-4101-6)
- d) Consideration to Extend Term and Increase Funds - Parents with Disabilities Pilot Program (AS-3403)
- e) Consideration to Increase Funds and Extend Term for Transitional Voice Communication Services (PO#1004933)

Public Comment: None

Treasurer Turner requested that Items 6-e be pulled for the purpose of discussion.

Motion made by Vice-Chair Ida to approve Items 6-a, b, c, and d on the Consent Calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

Item 6-e

Public Comment: None

Board Member Comments:

Treasurer Turner stated that she understood there was a delay but wanted to confirm that the transition was still moving forward. Director of Information Technology Bill Tsuei responded her statement was correct but felt confident that the project would be completed in three months. He added that overall, once the transition was completed, the agency would save almost 60% below the current per minute rates.

Motion made by Treasurer Turner to approve Item 6-e on the Consent Calendar, seconded by Director DeVera. Via Roll Call Vote - all were in favor, motion passed.

7. CONSIDERATION TO APPROVE CHANGE IN TRANSFER TRIP PROGRAM

Authorize staff to proceed with an expansion of transfer trip service and negotiate supporting contract amendments for the Antelope Valley and Northern service regions.

Public Comment

Ms. Yael Hagen made a public comment by stating that she felt honored to witness the appreciation that was expressed towards Access staff at the last CAC meeting concerning the transfer trip program presentation. She felt that Access staff had acknowledged the needs of the community and understood what they were asking for after so many years. The transfer trip program opens up better opportunities for riders to work and visit from the San Fernando Valley. She would like to thank the staff and all the people involved in putting this proposal together. She would also like to thank the Board of Directors for their support on this item.

Ms. Dina Garcia made a public comment by stating that she wanted to thank everyone for all their support for this program.

Board Member Comments

Director DeVera stated that she was thankful for this program. She asked when this would take effect and Mr. Greenwood replied that it was scheduled for July 1, 2019. Director DeVera stated that there is a big sports festival on April 27-28 and was wondering if there was some sort of arrangement that could be made before that date to get the service working. Andre Colaiace stated that he would get in contact with the event and see what Access could do about providing service.

Treasurer Turner agreed with Yael Hagen's public comment and she wanted to thank Mr. Colaiace and Access staff for all their hard work. She is happy that Access is enhancing mobility in the region and providing additional connections to that particular region. She is also glad that they have a grant to fund it.

Director Gombert stated that he wanted to echo Treasurer Turner's comments by stating that he believes this is a positive project and will significantly increase the quality of service for Access riders in the Northern part of the county. He was also wondering if they have similar situations with transfers to OCTA and Omnitrans.

Mr. Colaiace stated that this is a different situation as they are talking about service only within Los Angeles County. He believes people who do want to take trips across county lines do face similar difficulties. Mr. Greenwood stated that he would do some research concerning transfer services to other counties and provide an update at a future meeting.

Chair Ahuja stated that she wanted to thank the CAC for bringing this recommendation forward and wanted to thank Giovanna and Michelle who are a part of her staff for working with Andre and the CAC. She believes it is a collaborative effort and looks forward to implementing more recommendations if feasible.

Director Barnes commented that he fully supports the motion and thinks it is a great result and collaboration amongst the main partners and stakeholders. He would like to echo the comments in terms of applauding the entire team for coming together with this. Director Barnes also requested staff be proactive in communicating the upcoming changes to the program so all stakeholders remain well-informed.

Chair Ahuja stated that Director Barnes made a great point and they should constantly assess the new programs to find out if they should continue with them or not. She recommends to listen to the customers and either modify or adjust a program if they are able to. Mr. Colaiace stated that they could provide reports in the Board Box to help with this assessment.

Motion made by Director Troost to approve Item 7, seconded by Director Nwokike. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS FOR NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)

Authorize an additional \$50,000 annually for AS-4059 for the addition of a second Starter position for MV Transportation to supervise transfer trips at Olive View Medical Center in Sylmar.

Public Comment

None.

Board Member Comments

Treasurer Turner asked if this was a complement to the previous item and, if so, she asked if the \$50,000 was included in the \$323,000 amount from the previous item. Mr. Greenwood responded that it is correct.

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

9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, CHANGE IN SCOPE, INCREASE FUNDS AND EXTEND TERM FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

1. Authorize a change in the fixed monthly and variable trips rates based upon the table below:

Period of Performance	Fixed Monthly Rate	Variable Trip Rate
July 1, 2018 - April 30, 2019	\$187,342	\$22.41
May 1, 2019 - June 30, 2019	\$216,545	\$23.31
July 1, 2019 - April 30, 2020	\$216,545	\$24.56

2. Authorize a rate for transfer trips based upon the table below:

Period of Performance	Transfer Trip Rate
July 1, 2019 - April 30, 2020	\$28.14

3. Authorize the addition of funds by \$379,364 thereby increasing the maximum contract value from \$34,223,886 to \$34,603,250.]

Public Comment

None.

Board Member Comments

Chair Ahuja asked why the fixed rate was increasing so much. She knows the number of trips that are being projected are decreasing but wants to know if there is a relationship between fixed costs and the number of trips.

Deputy Executive Director Hector Rodriguez responded that the contract allowed for the renegotiation all items due to the reduced level of service. Since this contract is one of the oldest, minimum wage issues have affected a variety of positions that are normally contained within the fixed rate. Other adjustments to their fixed costs included insurance rates and facility payments.

Director Barnes stated that he noted the rate per trip is one of the lowest so far. Mr. Rodriguez confirmed that was the case.

Motion made by Director Gombert to approve Item 9, seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.

10. CONSIDERATION TO AUTHORIZE FINANCIAL INSTITUTION CHANGE

Approve a new contract with City National Bank (CNB) to provide banking services and authorize the Treasurer/Secretary to sign new banking agreements and designate the titles of check signatories.

Public Comment

None.

Board Member Comments

Director Gombert asked if Mr. Rodriguez could explain the issue related to the ERP platform. Mr. Rodriguez responded that the connection from the bank to the ERP platform has never fully worked with the existing vendor. Since Access has not issued a RFP for these services for over 10 years, it was determined that this would be a way to resolve the issue.

Motion made by Vice-Chair Ida to approve Item 10, seconded by Treasurer Turner. Via Roll Call Vote - all were in favor, motion passed.

11. CONSIDERATION TO APPROVE AGENCY INVESTMENT POLICY

Approve the draft investment policy.

Public Comment

None.

Board Member Comments

None.

Motion made by Director Gombert to approve Item 11, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.

12. TRANSPORTATION SERVICES BROKERAGE SCOPE OF WORK

Public Comment

Ms. Yael Hagen made a public comment by stating that this item was well received by the CAC members because it allows the riders to have more choices. There are many concerns about safety but again, this will be an option for those who want it. Nobody is forced into a situation that they would not feel comfortable in. She supports this and has discussed it with the Paratransit Riders Coalition and the consensus was that people were supportive. She wanted to acknowledge Access Services for their willingness to be innovative, think of solutions, and be solution oriented.

Board Member Comments

Director Ida believes this is a great program but reminds the Board that when they deal with subcontractors they need to be sufficiently insured. Liability is always an issue and making sure that Access is covered is important. A good broker is aware of the level of risk that they should be able to take.

Director Barnes stated that he echoes the appreciation towards the Access team for thinking innovatively and looking for better ways to deliver service. He suggested that as staff evaluates this that they take a hard look at the economics behind it and realize there are some unknowns. He asked if staff had reached out to any other agencies across the country. Director of Administration F Scott Jewell responded that he had contacted colleagues in Las Vegas because they are providing similar services. Staff also contacted Dallas because they recently procured a brokerage model for all of their services.

Director Barnes was glad to hear that they are learning from what the rest of the industry is doing. Demand has not increased as expected because there are many other choices out there. Ultimately, they want to take those dollars and provide as many options as possible.

Chair Ahuja encouraged staff to continue moving forward and to keep the Board informed.

13. UPCOMING BOARD ITEMS

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

14. EXECUTIVE DIRECTOR'S REPORT

Mr. Colaiace stated that, overall, services have remained at a steady 92.2%, which is very good. He would like to give special recognition to Global Paratransit whose performance has improved significantly since they transitioned to the 5M platform in January. They have seen improved on time performance, better routing, lower excessively long trips and substantially lower customer complaints. In terms of the Where's My Ride app, it continues to grow and there are 4,900 users through FY19. They are continuing to enhance the app as it is a useful tool for both riders and staff. Online reservations are expected to launch in April in the Eastern, West Central and Southern regions and that they have done extensive testing with customers. Staff is looking forward to making this tool more widely available.

15. BOARD MEMBER COMMUNICATION

CAC Chair Maria Aroch stated that she really appreciates the Board's feedback and will relay it back to the CAC members at the next meeting.

Director Gombert stated that he took an extensive tour of Rancho Los Amigos National Rehabilitation Center with Mike Greenwood and Rogelio Gomez. The tour was given by Carlos Benavides, President of the LA County Commission on Disabilities and the Chair of the Patient Advisory Council at Rancho. Carlos requested that they take the tour in wheelchairs to better understand what the patients see and experience. It was

the first time he had ever taken a tour of Rancho and he thought the programs provided to patients, as well as the caring staff and life stories told by the program participants, are amazing. He had the opportunity to talk with several customers as well as Global staff. He would like to thank Mr. Benavides and the Rancho staff, Global Paratransit, and Access staff for setting up the tour. He encourages everyone to take the tour to get a better perspective of why they are here today.

Treasurer Turner thanked Access staff once again for all the collaborations that they've been doing with the CAC and TPAC. She believes it is important, as a Board member, that in making decisions she knows that the people who utilize the service are providing their input to the Board.

Director Barnes stated that shifting ridership trends are affecting his agency and collaborations such as this show creativity. He appreciates how this will create opportunities for mobility.

Director Ida would like to thank the CAC and the subcommittees for all the valuable feedback and he would also like to thank Global Paratransit. What Global is doing is what they expect from the other contractors and Global responded as they should have, so they deserve another level of thanks.

Director DeVera stated that the riders should be given a one month extension past the expiration of their pass/card. It is unfair to be told on the phone that they can no longer ride Access because their card has expired. Those riders would be home-bound without Access. She asked that riders are allowed a one month extension past their expiration date while they go through their appeals process. She stated that, out of courtesy, they should not be terminated immediately because they are not eligible to ride and should be allowed enough time to go through the appeals process.

Mr. Jewell stated that the riders do have a one month extension if they request it while they go through the renewal process. After three years of eligibility, riders receive a recertification application 60 days ahead of time to give them time to take care of it. Once Access receives the application they are then either notified to go in for a reevaluation or they will receive three more years of eligibility. If a rider requests more time to go in for their evaluation, staff can accommodate that request. Concerning the Free Fare program, the TAP card will expire at the end of the eligibility period and a rider will not be able to use that premium program until their eligibility is renewed. However, Access riders can still utilize their ID cards to ride Access, while they are waiting for their eligibility to be approved.

Treasurer Turner asked if Access just sent the rider a letter that their card would be expiring or do they also reach out to them with a call. If someone is hospitalized, they would not receive the letter on time and that's a problem and you're going to have to maybe extend it longer than a month. Mr. Jewell responded that they are just sent an

application via mail, 60 days before their expiration date. Ms. Turner asked if it would be possible to call the rider and let them know their card will be expiring as well.

Chair Ahuja stated that this staff will be investigating this issue further and give us a report. This issue is for current riders that are appealing their eligibility only.

Director Troost stated that the sports event held by the L.A. County Commission on Disabilities is amazing. It is a wonderful private collection of sports memorabilia. He wanted to let everyone know that it is taking place on Friday, April 26 at 5pm. He also thanked Maria Aroch for her report.

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

17. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

18. CLOSED SESSION REPORT

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

19. ADJOURNMENT

Motion made by Vice-Chair Ida, seconded by Treasurer Turner. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:29 p.m.

Approved

Theresa DeVera, Secretary

Date



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

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

Friday, March 22, 2019

2:30 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 2:30 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Dolores Nason

2. **GENERAL PUBLIC COMMENT**

None.

3. **AUTOMATED DRIVING SYSTEM (ADS) DEMONSTRATION GRANT**

Presentation by Manager of Government Affairs and Outreach Randy Johnson and Director of Information Technology Bill Tsuei.

Public Comment

Ms. Yael Hagen made a public comment that she wants to support the Agency providing additional options and choices to customers. Nobody is going to force a rider to go into a vehicle that they do not feel comfortable being on. This is about innovation and it cannot exclude this community. She has faith in the Board members to champion this and recognize this is a research project. She asked the Board to support this research, so they can have a broader and more effective mode of transportation in the future if they choose to use it.

Ms. Dina Garcia made a public comment by stating that this program is amazing. Los Angeles is always at the forefront of everything. She understands that if a rider does not want to ride they do not have to but they should be able to have the option. She supports this program and hopes the Board will support being part of this research program.

Mr. Carlos Benavides made a public comment by stating that he is in support of this because it's important to be in the forefront of technology and make sure that the needs of people with disabilities are incorporated in the beginning stages of any project. He supports Access leading the way on this project from the very beginning, insuring that the disabled community is represented versus being an afterthought.

A letter was sent from Mr. Robert Jeromin, Executive Director at The Independent Living Center of Southern California in support for the Automated Driving System application. The Independent Living Center of Southern California, ILCSC since 1976 has supported innovation that advances self-determination and independent living for persons with disabilities. Often as technology advances and systems are disrupted with innovation, the usability or human interface of the new creation disregards the range of functional abilities of people with disabilities. This results in a backward approach to our common obligation to be inclusive. Access can lead in the area of emerging technology of autonomous vehicles by participating in a pilot program using accessible vehicles instead of making accessibility an afterthought. Access has a vision to serve the community as the leader of promoting accessible and innovative transportation solutions. This pilot using outside funding helps fulfill that vision. The ILCSC supports Access becoming a leader in the field of accessible autonomous transportation.

Board Member Comments

Chair Ahuja stated that she requested this meeting on the Automated Driving System project be held and that staff come and give a presentation on this item. The grant has been submitted and she felt the Board should have some say in moving forward or not. She would like to hear from others if they have anything to add.

Secretary DeVera stated that she would not like to ride in an Autonomous Vehicle because it is a computerized chariot and if something happens to her while in the vehicle there's no one to stop and render aid. She took a poll with her Facebook friends to get feedback from people with disabilities and everyone responded that they would not ride it either. Maybe in ten years when autonomous cars are more integrated she would support it. She doesn't want to have a lawsuit or a death on her hands.

Treasurer Turner thanked Mr. Tsuei for his presentation because it cleared up some of the questions she had. She thinks that as a Board member, as Secretary DeVera indicated, safety is key. She thinks they should move slowly as they progress. She saw an article about Las Vegas, which has their own autonomous vehicle program, and according to their GM, they are far from expanding the program. She wanted to hear from another agency who has it and what their concerns are. She wants to make sure that, as they move forward, customer safety is the Agency's first priority.

Mr. Tsuei stated that, in regards to Las Vegas, they are using low speed shuttles that are not meant for proper road operation. Most of them are run in a closed loop type of campus or environment. Additionally, the vehicle is really not a level three ADS and a collision avoidance system is not included. The public sector emphasizes safety as the number one priority and that's the goal in this project.

Treasurer Turner asked if they will actually have a driver on board the vehicle. Mr. Tsuei replied that they would always have a driver on the vehicle. Their goal is to shift from a driver function to a more passenger assistance type of function.

Treasurer Turner asked what was the benefit of having autonomous vehicles if they were still using drivers. Public dollars are being utilized to do something that's really not achieving a goal, which is having unmanned vehicles. Mr. Tsuei stated that the cost from the labor side is not only about saving money on drivers. The money savings will also take place in the dispatching and reservation areas of the budget. Those positions will be eliminated because everything will be computerized. They will be operating similar to Uber when riders request their trips using phones.

Chair Ahuja asked why this would be an interesting concept to Access, when the dispatching and reservations by phone are a possibility today. There is no need for an autonomous vehicle because companies like Uber are already dispatching normal cars from a phone. Mr. Tsuei stated that this project is a pilot and they are not focused on labor savings. Ms. Ahuja stated that she just wanted to clarify that this is not about labor savings but about the research.

Executive Director Andre Colaiace stated that the presentation affirmed that they are trying to build accessibility into an emerging technology. From the implementation of subway systems and buses, people with disabilities have always had to fight to get accessibility. The wave of the future is autonomous vehicles and it would be better for an agency like Access to be at the forefront. Examples such as Uber and Lyft show that

new systems are not necessarily accessible, so people with disabilities can't get on those vehicles.

Treasurer Turner stated that they have a senior taxi program where customers can make a phone call and they pick you up, similar to Uber or Lyft. Just calling it the autonomous vehicle project and it's going to be computerized, but there is still a driver, that is a little different in her perspective. She knows they need to test it before they can move to the next level and she is all for that. She wants to see them succeed in this venture but she wants to go on record that she is not comfortable with the idea. As long as they make safety a number one priority, then she is on board because she cares about the riders and wants to make sure all of the passengers are safe. She would like to take a survey of the riders and see what the response is. She would like to know what concerns the CAC and TPAC had about safety. She was wondering if this would be a fixed route or if this was going to be variable on-demand routes. She is concerned with it being tested in the area of Westwood because those streets are crazy and wondered how they would implement safety measures. She would like more feedback on this.

Mr. Tsuei stated that with this project they are focused on safety and will make sure that accessibility is embedded into this technology from the beginning.

Director Barnes stated that he was not exactly ready to jump into a fully autonomous vehicle just yet and agreed with Treasurer Turner on how safety has to be the driving force in proceeding with this. Some of the things that he hopes come out of this are cost savings and labor reallocations. This is similar to what Foothill Transit has done in relation to electric vehicles. Foothill Transit was the first agency in North America to deploy fast charge, heavy duty vehicles and the one thing that they knew when getting into that was there's a lot of stuff they didn't know. There will be a bunch of stuff they don't know, but if they are driving this from the standpoint of safety, they can make sure that they are being inclusive of persons with disabilities. Another thing to reflect upon is the notion of being the leader in the industry.

Director DeVera stated that she was not aware the request for the grant was already submitted before it came to the Board, similar to what happened with Alta Resources. She would have liked to see this be discussed with the Board beforehand and have some sort of public hearing and hear what the community had to say about this subject. The consensus she got from her Facebook friends was no, they would not take a ride in an autonomous vehicle. Access need to focus on the safety on their own vehicles before they can move on to other vehicles. This is something that they could revisit in maybe about 10 years but not just yet.

Director Gombert thanked Access staff for the detailed presentation on this project. He echoed the comments of the disabled community because he believes in this project as well. He wanted to point out that this is just a test pilot to be researched. He agreed with Director Barnes' commentary that the disabled community might miss the opportunity to give their input with regards to this program. Being involved in the

process at the beginning is extremely important. He spoke with LADOT yesterday and they submitted a 10 million dollar grant for this program. He also understands that Metro is submitting an application. He noted that there are many steps along the way before we say, "Do you want a ride in this vehicle?," and that there is no contribution from the Access budget for this. After reviewing the documents, he noticed that no more than 15 million dollars can be awarded to one state so he wanted some clarification on what would happen if Access did not get the full amount.

Mr. Tsuei stated that if Access receives less money that would simply reduce the number of vehicles and scope of the project.

Director Barnes stated that the FTA has been handling grants in a way that everybody gets a tiny bit of the grant money. He thinks that if they wind up getting less than what was needed, they need to make sure they look at that really closely, because the FTA will still expect you to deliver the entire scope for a lot less money.

Director Ida stated he is a bit more familiar with this technology because they have been looking at this ADS program for a while. He understands the concerns but noted it is a pilot program and he feels that they should focus on safety as the priority. He agreed with Treasurer Turner that they should not rush into it. This is about research and seeing how it incorporates into the paratransit service. He thinks that by going through this process of research and development, if it is done carefully, Access could learn some things and get feedback from the community. He supports the project as long as those aspects are always kept in mind.

Ms Giovanna Gogreve stated that from a TPAC standpoint, they did hear this presentation back in February 2018. The consensus was that safety would be the biggest concern as well as testing it on the streets. They wanted to know what the potential cost savings would be because, once the pilot was over, they wanted to know whether it would be sustainable. They also had a lot of other questions about the lifecycle of the vehicle, the transit partners and what their role would be. Their main thing was about keeping TPAC informed so members can provide input moving forward.

Mr. Tsuei stated that if they get the award, he will keep the Board, TPAC and CAC well informed. They will involve different riders and the community to get their feedback and they will do a lot of outreach which is also defined in the grant.

Ms. Aroch stated that some of the CAC members don't feel comfortable to be in a car without a driver. Especially because they are thinking about the driver and their job security. Regardless, they look at the future and think that this is for the younger generation, not for the older generation. She does believe this should be done safely, and knows they will receive a lot of questions and concerns but it is normal because older generations are always more fearful of new ideas.

Director Barnes stated that he believes Ms. Gogreve touched on an important element and, if need be, he would like to make it a motion. Given the nature of this project they should be receiving quarterly updates as a written report or a presentation for the Board, CAC and TPAC. This technology is something that future generations are probably going to have a whole different type of interaction with.

Secretary DeVera asked when the proposal went out for this program and when the implementation will take place. Mr. Colaiace stated that they are not sure yet if they are approved for the grant or how much money they would receive as this might change the whole scope. They will report back to the Board as soon as they hear the results.

Chair Ahuja stated she believes the Board was happy to hear the presentation on ADS. Mr. Colaiace stated that this was presented to the Board before and Chair Ahuja responded that she must not have been at that meeting but, in the future, if there are any big initiatives like this, she would like to hear from the community first, like TPAC and the CAC, before the grant is submitted. Chair Ahuja stated they should be informed of these kind of big projects and maybe even hold a public hearing. She is also concerned with the testing in the future if this project comes to fruition and believed it should be tested before a person rides in it.

Secretary DeVera stated that driving in Los Angeles is very fast paced not like in the Bay area where she is from. She stated that things can happen on a trip in one second such as an accident or a stroke. If the vehicle attendant is not really trained to take care of a person with a disability it makes no use to even look into this.

Mr. Colaiace stated the he understood her concerns and since he's been affiliated with Access, safety has been the number one priority. He stated there will be a trained person on these vehicles, if and when they do come to Los Angeles, but this is a project that will not be operated on the public streets for some time..

Treasurer Turner requested there be cameras on the ADS vehicles and she was reassured by Mr. Tsuei that this was the plan.

4. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

5. **ADJOURNMENT**

Motion made by Treasurer Turner, seconded by Director Gombert. Via voice vote all were in favor, motion passed. The meeting adjourned at 4:02 p.m.

Approved

Theresa DeVera, Secretary

Date

MAY 6, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

**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 \$1,808,000 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 \$1,808,000 for FY 2019/20. The final cost will depend on the actual loss history over the policy period. For example, claims so far for the FY2018/19 year are projected to be \$781,789, far below the actuarial projection of \$1,964,000. (This estimate is subject to change depending on claims experienced through June 20, 2019.)

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 2019/20.

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. The requested SIR liability limit is a decrease from the current year's limit of \$1,964,000.

MAY 6, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

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 currently 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 covered by a policy with James River Insurance Company that expires on June 20, 2020 and staff has asked Access' insurance broker, SullivanCurtisMonroe, for pricing on extending the existing policy with James River through June 20, 2021.

The three current excess layers will expire on June 20, 2019, and therefore require Board action to extend to June 20, 2020.

Because the carrier for the second excess layer, National Union/AIG, has not renewed their policy due to nationwide losses in the "people-mover" insurance class, restructuring of the program is necessary with additional carriers. This layer may have to be split into two or more layers to secure coverage. Total limits of \$51,100,000 will be maintained.

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, 2020 through June 20, 2021;
- 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 Lexington/Westchester for the second excess layer; and if necessary execute multiple agreements for coverage related to this layer;
- Enter into a one-year policy agreement with Scottsdale Insurance Company for the third excess layer;
- Authorize an amount not to exceed \$7,101,864 for all of the above insurance layers.

IMPACT ON BUDGET:

These costs will be included in Access' budget for FY2019/20. The funding for these policies comes from Prop C Discretionary Funds.

BACKGROUND:

The insurance placement process will be completed by June 20, 2019 for all layers except the primary layer. A report with specific insurance carrier and policy information will be transmitted to the Board.

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 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 6, 2019

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR, INFORMATION TECHNOLOGY

**RE: CONSIDERATION TO INCREASE FUNDS FOR VOICE OVER INTERNET
PROTOCOL (VoIP) PHONE SYSTEM CONTRACT (AS-4055)**

ISSUE:

Board approval is required to add funds to the existing Voice over Internet Protocol (VoIP) phone system contract due to unforeseen equipment needs.

RECOMMENDATION:

Authorize an additional \$35,000 in funds for VoIP phone system contract AS-4055 with Packet Fusion.

IMPACT ON BUDGET

This action will result in an increase in the previously approved contract amount of \$273,757.71 to \$308,757.71. The contract increase will be accommodated in the FY 2018/19 budget and, if necessary, programmed in the FY 2019/20 budget.

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

ALTERNATIVES CONSIDERED

No alternatives were considered as the equipment is necessary for the completion of the project.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and amend the written contract with Packet Fusion for equipment and 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 changes unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

The Board approved the VoIP phone system on January 15, 2018 and awarded the contract to Packet Fusion. During the VoIP phone system implementation, several service providers have switched their phone systems and changed circuit locations and connection types. Some of the equipment originally specified for the VoIP project is not compatible with the service provider changes. Due to these changes, staff has worked with Packet Fusion to credit the cost of the original equipment and replace it with compatible equipment at an additional cost of \$35,000.

MAY 6, 2019

TO: BOARD OF DIRECTORS
FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR TELECOMMUNICATIONS CONSULTING SERVICES CONTRACT (AS-3419)

ISSUE:

Board approval is necessary to exercise the fifth option year of contract AS-3419 with the RTP Group for telecommunications consulting and services.

RECOMMENDATION:

Authorize an additional \$120,000 in funds and an extension in the period of performance with the RTP Group from May 1, 2019 through April 30, 2020.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$760,000 to \$880,000 with no changes to the current rates of payment. The contract rates will be accommodated in the budget for FY2018/19 and FY 2019/20.

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

ALTERNATIVES CONSIDERED:

Due to the delay of the VoIP project, the services provided by RTP need to be continued until the project is complete (projected to be the end of June 2019).

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and amend the written contract with the RTP Group for telecommunications consulting and 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 exercise of the extension period unless and until it is incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The telecommunications consulting and services contract covers a range of tasks that include capacity planning, network optimization and prefix updating of the toll free 800 phone network as well as crisis/troubleshooting and consulting services. The RTP Group also provides wide area network and firewall configuration labor and consulting services.

The contract was competitively solicited and awarded to the RTP Group for a base three-year term in May 2013 and has five (5) one-year options available subject to Board approval. The firm has consistently provided responsive service to ensure that Access' telecommunications network functions reliably.

MAY 6, 2019

TO: BOARD OF DIRECTORS

**FROM: ELIZABETH ZAMBRANO, HUMAN RESOURCES ADMINISTRATOR
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE RENEWAL OF EMPLOYEE HEALTH
AND BENEFIT INSURANCE CONTRACTS**

ISSUE:

The current Access Services employee benefit insurance policies for medical, dental, vision, life and long term disability will expire on June 30, 2019. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2019.

RECOMMENDATION

Approve the employee benefit insurance policies for the period of July 1, 2019 through June 30, 2020 at a cost not to exceed \$957,690.

IMPACT TO BUDGET

The costs for these policies (\$848,691 for the health policy and \$108,999 for all other policies), is a 7% increase over the current year and will be included in the proposed FY2019/20 budget. The funding for these policies comes from Prop C Discretionary funds.

ALTERNATIVES CONSIDERED

Access' insurance broker, SullivanCurtisMonroe, conducted a comprehensive market survey. Similar benefit plans with health care carriers such as Blue Shield and United Health Care would have resulted in 11% or 12% premium increases. The current Kaiser plan is the most cost advantageous to Access.

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 renewal of the existing Kaiser Health Care plan and modify Access' existing vision, dental, and other benefit plans in accordance with terms, conditions and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications 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

Health Plan Renewal (Kaiser Permanente HMO/PPO)

The total estimated cost is projected to be \$848,691. Assuming a 10% employee contribution, Access' annual increase is estimated to be 7% based on coverage of 60 full time equivalent positions (FTEs) and their dependents. Access employees are happy with the Kaiser medical plan offerings and it is our intention to continue our relationship with Kaiser for the coming plan year.

Dental Plan Renewal (Guardian)

The total estimated cost is projected to be \$58,400, a 4.4% increase.

Vision Plan Renewal (VSP)

The total estimated cost is projected to be \$8,399. The cost is flat over the current year.

Ancillary Renewal

Ancillary policies cover Basic Life/Accidental Death and Dismemberment (Guardian), Voluntary Life (Guardian) and Long Term Disability (Unum). The total estimated cost is projected to be \$42,200. The cost is flat over the current year.

There is no rate increase for our Chubb Business Travel Accident, LifeLock Identity Theft and Nationwide/VPI Pet Insurance plans.

Note - The FTEs vary based upon the existing number of employees electing to take the employer-provided insurance.

MAY 6, 2019

TO: BOARD OF DIRECTORS

**FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN, MAINTENANCE,
AND SAFETY
BRIAN SELWYN, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD CONTRACT FOR FLEET INSPECTION
SERVICES (AS-4104)**

ISSUE:

Board approval is required to exercise the award of Contract No. AS-4104 for fleet inspection services.

RECOMMENDATION:

Authorize staff to issue a contract to AmeriTran Service Corporation dba Transit Resource Center (TRC) for the specified contract in an amount not to exceed \$336,306 to begin June 1, 2019 for a period of three (3) years, with the option to extend the contract for up to two (2) additional years, following Board approval.

IMPACT ON BUDGET

This action is consistent with the FY 2018/19 budget and will be appropriately allocated in future budget years.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

ALTERNATIVES CONSIDERED

The only alternative that could be considered would be to have current Access fleet staff perform the required audits. However, staff has determined that having a qualified third party contractor perform these audits reduces the possibility of disagreements on discrepancies found between Access Services, the current contractor and the incoming contractor.

BACKGROUND:

Access is committed to protecting its fixed assets and ensuring that our service providers maintain the assets in good repair. The third party inspection process is one of many means used by Access to protect those assets. Access Services requires that vehicles utilized in revenue service, whether owned by the agency or the service provider, or contracted by the service provider, are maintained and kept in the best condition possible. In addition to the daily equipment, vehicle condition and maintenance inspections currently being performed in the field by service contractors, Access fleet management and road safety inspectors randomly perform inspections of all revenue vehicles and equipment. In order to ensure further compliance with this policy, Access has compiled a menu of inspections that require a third party to assist the in-plant inspections of new vehicles to be purchased by Access, inspections of Access-owned vehicles currently used in revenue service, and quarterly paper audits of non-dedicated, contractor-owned vehicles and taxis.

As a recipient of federal 5310 funding, Access is required to perform in-plant inspections of new vehicles prior to their use in revenue service. Given that our vehicles are currently built in three facilities across three states (Texas, Arizona, and Indiana) and that the build period can last as long as six months per vehicle, without the use of third party inspectors Access would have to utilize existing staff, or add new staff, re-locating them to facilities out of state for extended periods of time. Staff believes that agency resources can be better spent by engaging the services of expert, third-party inspectors to perform this work.

In terms of Access-owned vehicles currently in revenue service, staff has found the use of a third party inspector essential in facilitating the transition of rolling stock from an outgoing to an incoming service provider. With the turnover of any service contract, a full inspection of all vehicles is required. The use of third party inspectors (vs. Access or service provider staff) allows for an objective, non-biased assessment of the condition of vehicles during the transition period.

Access staff currently audits the maintenance records of over 800 non-Access owned taxis and other vehicles used in revenue service on a quarterly basis. This is an important, but extremely time consuming task. Under the terms of the RFP, the new contractor would perform this task.

A Request for Proposals (RFP) was issued on January 8, 2019 in order to solicit proposals from firms qualified to perform the above listed services. Proposals were submitted by Transit Plus, Transit Resource Center, and Vehicle Technical Consultants (VTC) on February 14, 2019. The three firms and their proposals were deemed, respectively, responsible and responsive. A request for Best and Final Offers (BAFOs) was sent to the proposers on March 7, 2019. An evaluation team, consisting of members of Access' Operations and Fleet Maintenance units, reviewed the proposals and BAFOs and, based on the evaluation criteria published in the RFP, scored the proposals. The final scores are as follows:

EVALUATION CRITERIA	<u>TRC</u>	<u>VTC</u>	<u>TRANSIT PLUS</u>
General Understanding (10 points max.)	9.40	7.67	6.67
Technical Approach (20 points max.)	17.33	14.67	13.13
Experience of Contractor & Staff Qualifications (20 points max.)	17.93	15.00	13.93
Project Staffing (20 points max.)	15.67	13.80	12.00
Recent Similar Project References (10 points max.)	10.00	10.00	7.00
Proposed Pricing For Base Term (20 points max.)	20.00	18.64	5.58
TOTAL (100 POINTS MAXIMUM)	90.33	79.78	58.31

Based on the historic rates of Access contractors providing the requested services under two separate contracts and the rates charged to do fleet vehicle inspections and audits for other agencies, the rates proposed by TRC are deemed fair and reasonable (see Exhibit A).

The estimated cost for this service over the three year base period - based on assumed service levels for fleet inspections described in the RFP, vendor proposed rates, and the additional proposed cost of automobile insurance - is as follows:

	<u>TRC</u>	<u>VTC</u>	<u>TRANSIT PLUS</u>
Three Year Cost	\$336,306	\$360,775	\$1,205,543

Staff has determined that TRC is very well suited to undertake the work detailed in the RFP. Both TRC and VTC have completed fleet inspection services for Access in the past. Transit Plus, as well, has provided similar services on behalf of other clients in the transportation industry. Access staff found all three companies to have the requisite qualified staff and proposed procedures necessary to complete the tasks as specified in the RFP. However, based on an evaluation of the technical and cost proposals, staff

recommends awarding a contract to TRC under the terms of the RFP and based on the cost delineated above.

EXHIBIT A

PROPOSED RATES: YEARS 1-5

TASK	Year 1	Year 2	Year 3	Year 4**	Year 5**
In-Plant Inspections Per Vehicle Rate (1-35 Vehicles)	\$249.00	\$255.00	\$261.00	\$268.00	\$276.00
In-Plant Inspection Per Vehicle Rate (36-150 Vehicles)	\$249.00	\$255.00	\$261.00	\$268.00	\$276.00
Production Change: Hourly Rate (20 Hrs. per year)	\$52.00	\$53.00	\$55.00	\$56.00	\$58.00
Taxi Quarterly Audit Per Vehicle Rate (1-120 Vehicles)	\$20.00	\$20.50	\$21.00	\$21.50	\$22.00
Taxi Quarterly Audit Per Vehicle Rate (121-200 Vehicles)	\$20.00	\$20.50	\$21.00	\$21.50	\$22.00
Contractor Turn Over Per Vehicle Rate (1-50 Vehicles)	\$276.00	\$283.00	\$289.00	\$298.00	\$307.00
Contractor Turn Over Per Vehicle Rate (51-275 Vehicles)	\$265.00	\$272.00	\$278.00	\$287.00	\$295.00
In Service 10% Per Vehicle Rate	\$139.00	\$142.00	\$146.00	\$150.00	\$155.00
ANNUAL COST*	\$109,452	\$112,121	\$114,733	\$117,968	\$121,477

* Annual cost based on estimated volume of activity per task as delineated in the subject RFP.

** Option years

MAY 6, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

ISSUE:

At the January 2019 Board meeting, the Board approved a one (1) year extension (Year 9) with the Southern region service provider. At that meeting, staff stated that the tenth and final option year item would be brought to the Board in the spring of 2019 in order to allow sufficient time to either issue a Request for Proposals (RFP) or exercise the final option year. Staff is now requesting authority to exercise the tenth and final option year. Should the Board not approve the exercise of the last option year, Access will issue an RFP before the end of June 2019 in order to allow sufficient time for proposers to prepare responses to the RFP.

RECOMMENDATION:

Authorize an additional \$55,025,485 in funds, a change of rates for contract year 10, and an extension in the period of performance for one (1) year, from September 1, 2020 through August 31, 2021 for Contract AS-2967 with Global Paratransit.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s one (1) year extension. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access’ consultant HDR Engineering Inc.

Period	No. of Trips	% Increase
Year 10 (9/20-8/21)	1,332,810	6.4%

Payment terms of the contract will be a firm fixed monthly fee, a variable fixed rate per trip and a fixed rate per hour (Rancho Los Amigos Shuttle).

The rates are as follows:

	Year 10 9/1/2020 - 8/31/2021
Fixed	\$1,005,753
Variable	\$32.23
Rancho Los Amigos	\$43.69

The table below depicts the change in total dollars with the fully loaded per trip rate changes.

	Year 10
Southern	9/20 - 8/21
Proposed	\$55,025,485
Current	\$52,049,232
% Change	5.7%

Southern	Year 10
Fully Loaded Per Trip Rates	\$41.29

This action will result in an increase in the previously approved contract amount of \$332,895,981 to \$387,921,466.

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

ALTERNATIVES CONSIDERED:

As there is only one (1) option year left, the only other alternative would be to issue a Request for Proposal for this service area. The current schedule will allow sufficient time to conduct a timely competitive procurement. Staff does not recommend this option as we expect the price to increase significantly in a procurement.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The Southern region service contract, AS-2967, was awarded to Global Paratransit (GPI) in June 2011. The base term of the contract ran through August 31, 2016 and allows for five (5) additional option years, of which four option years have already been exercised.

Current Operational Performance

In January, Global Paratransit transitioned from a Trapeze software platform to a 5M platform, the same platform used in the Eastern and West/Central service areas operated by San Gabriel Transit. For FY19, Global has provided solid performance for the KPIs in their contract and has all met all KPIs with one exception since January 2019.

Key Performance Indicator	Standard	*FY19	Jul 18 - Dec 18	Jan 19 - Apr 19
On Time Performance	≥ 91%	92.0%	91.6%	92.6%
Excessively Late Trips	≤ 0.10%	0.09%	0.11%	0.06%
Excessively Long Trips	≤ 5%	6.3%	8.4%	3.5%
Missed Trips	≤ 0.75%	0.87%	1.20%	0.36%
Trip Denials	≤ 0	2	2	0
Access to Work On Time Performance	≥ 92%	96.4%	95.1%	97.9%
Average Hold Time (Reservations)	≤ 120	91	91	91
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.7%	4.1%	3.2%
Calls On Hold > 5 Min (ETA)	≤ 10%	8.2%	10.0%	3.9%
Complaints Per 1,000 Trips	≤ 4.0	5.1	6.8	2.5
Preventable Incidents	≤ 0.25	0.31	0.35	0.23
Preventable Collision Rate	≤ 0.50	0.61	0.66	0.52

*as of 4/30/2019

MAY 6, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

ISSUE:

At the March 2019 Board meeting, the Board approved modifications to the contractual rates and the adoption of KPIs for the Antelope Valley region transportation service provider. At that meeting, staff stated that the next option years would be brought to the Board in the spring of 2019 in order to allow sufficient time to either issue a Request for Proposals (RFP) or exercise the option years. Staff is requesting authority to exercise both the ninth and tenth (final) option years. Should the Board not approve the exercise of the option years, Access will issue an RFP before the end of June 2019 in order to allow sufficient time for proposers to prepare responses to the RFP.

RECOMMENDATION:

Authorize an additional \$15,611,904 in funds, a change of rates and an extension in the period of performance for two (2) years, from May 1, 2020 through April 30, 2022 for Contract AS-3116 with Keolis.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's two (2) year extension. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access' consultant HDR Engineering Inc.

Period	No. of Trips	% Increase
Year 9 (5/20-4/21)	176,731	10.7%
Year 10 (5/21-4/22)	199,253	12.7%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip.

The rates are as follows:

	Year 9 5/1/2020 - 6/30/2020	Year 9 7/1/2020 - 4/30/2021	Year 10 5/1/2021 - 4/30/2022
Fixed	\$224,914	\$224,914	\$233,617
Variable	\$25.54	\$26.39	\$27.45
Transfer Trip Surcharge	\$3.58 plus CPI	\$3.58 plus CPI	Year 9 rate plus CPI

The table below depicts the change in relation to the fully loaded per trip rate.

	Year 9	Year 10
Fully Loaded Per Trip Rates	\$41.53	\$41.52
% change	2.2%	-

The addition of funds by \$7,339,010 for year 9 and \$8,272,894 for year 10 will increase the maximum contract value from \$34,603,250 to \$50,215,154.

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

The projected expense of \$1,167,751 for the two month period of May 1, 2020 through June 30, 2020 has been incorporated in the FY2019/20 budget in anticipation of the Year 9 option being exercised. The impact on the FY2020/21 and the FY2021/22 budgets will be addressed accordingly prior to budgets being finalized for those years.

ALTERNATIVES CONSIDERED:

Alternative One - Issue an RFP - This option is available to the Board given the advance notice. Staff does not recommend this option as pricing is expected to be significantly higher through an open competitive process.

Alternative Two - Exercise only one option year. Staff believes that, given the current pricing, this is an acceptable alternative available to the Agency. However, if only a single option year were to be approved, it would be unlikely the contractor would migrate to a new software platform that could take full advantage of the "Where's My Ride" application and on-line reservations. This would significantly delay the implementation of these improvements in the Antelope Valley.

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 Keolis 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 of the contract unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The Antelope Valley Region Contract, AS-3116 was awarded to Diversified Transportation, LLC in February 2012 and subsequently the contract was assigned to Keolis. During their tenure as the regional service provider, Keolis has committed their operational focus to providing safe, reliable, cost-effective and customer-oriented transportation to our customers and constituents. The performance over the past eight years has been stellar, despite operational challenges presented by an unprecedented increase and now decreases in ridership which have more than doubled from the original projections when the RFP was released.

Since 2012, Keolis has utilized a software platform provided by Access for reservations, scheduling and dispatching. This platform cannot be easily or inexpensively modified to accommodate the interface necessary for the "Where's My Ride" application or on-line reservations. If both option years were extended, the contractor would be willing to migrate to a compatible platform. Staff will bring back an additional item for Board approval if the contractor opts to migrate their reservation/scheduling/dispatch software platform.

Current Operational Performance

Key Performance Indicator	Standard	*FY19
On Time Performance	≥ 91%	92.0%
Excessively Late Trips	≤ 0.10%	0.10%
Excessively Long Trips	≤ 5%	2.1%
Missed Trips	≤ 0.75%	0.88%
Trip Denials	≤ 0	1
Access to Work On Time Performance	≥ 92%	97.0%
Average Hold Time (Reservations)	≤ 120	91
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.2%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	2.4
Preventable Incidents	≤ 0.25	0.19
Preventable Collision Rate	≤ 0.50	0.67
Miles Between Road Calls	≥ 25,000	31,066

Contractual

*as of 4/30/2019

MAY 6, 2019

TO: BOARD OF DIRECTORS

**FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR**

RE: CONSIDERATION TO AWARD RIDER360 VERSION 2.0 CONTRACT (AS-4105)

ISSUE:

Board approval is required to exercise the award of a contract for the design and development of Rider360 Version 2.0.

RECOMMENDATION:

Authorize staff to award contract AS-4105 for Rider360 Version 2.0 for the firm fixed price of \$1,499,291 to Cambria Solutions, Inc. The period of performance for the contract will be five years with an option for a two-year extension.

IMPACT ON BUDGET:

The contract total of \$1,499,291 is inclusive of development, services and support over the five year term. The initial development and transition is expected to take approximately eighteen (18) months (projected to begin June 1, 2019) and costs are allocated from the current fiscal year budget and will be budgeted accordingly for FY2019/20 and FY2020/21. Twenty (20) percent of the contract total is reserved for post transition and maintenance and will be budgeted in subsequent fiscal years. Additional funds, if needed, will be requested for the two-year option. The funding for this project comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

Rider360 is a key technology infrastructure system that allows seamless communication among all aspects of the agency's functions. However, the existing support and maintenance contract for the system has no option years remaining and hence a competitive procurement is required to continue these services. Additionally, due to the age of the system, staff also deemed it critical to include in the Request for Proposals requirements to address a variety of compliance and compatibility issues.

This type of work requires a third party contract as Access has insufficient expertise and staffing to develop and support this type of enterprise level software.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

Implemented in 2006, Rider360 is an enterprise-level integrated data system that is the core information and customer relationship management application for the agency. It is designed to: (1) allow staff to retrieve and analyze ridership, risk management, and operations data; (2) process data (rider, trip, GPS, etc.) from all service providers, including customer service and eligibility, (3) handle ticket creation and processes according to requests from riders and other stakeholders, (4) provide data interfaces necessary to send out notices related to eligibility renewals, no shows and complaint/commendation responses, and (5) allow riders to update/view personal information, ridership history, and other related data.

Access seeks to upgrade the current version of Rider360 (**Rider360 Version 1.0**) to an advanced version (**Rider360 Version 2.0**) to comply with state and federal rules and regulations, enhance business performance, and implement expanded capabilities that reflect industry best practices. Specifically, the tasks for this scope of work include: (1) current Rider360 support, (2) Web Content Accessibility Guidelines (WCAG) 2.0 implementation, (3) update of the graphical user interface (GUI)/browser, (4) data encryption & security, (5) Health Insurance Portability and Accountability Act (HIPAA) compliance, (6) Application Programming Interface (API) enhancements, (7) application transition services, (8): cloud migration, and (9) post-transition operations and maintenance.

On January 25, 2019, Access issued Request for Proposals (RFP) No. AS-4105 for the design and development of Rider360 Version 2.0. Access issued one addendum, providing answers to proposer questions. Proposals were due February 22, 2019. Proposals from the following three (3) information technology firms were received:

1. Cambria Solutions, Inc. (**Cambria**)
2. Fairway Technologies, Inc. (**Fairway**)
3. Illuminous Enterprises, Inc. (**Illuminous**)

All proposals submitted were deemed responsive and the proposers responsible.

An evaluation panel was convened and a comprehensive technical evaluation followed. The evaluation panel consisted of three Access staff, two of whom are from the Information Technology department and one of whom is from the Customer Relations department.

The proposals were evaluated based on the following evaluation criteria and weights:

1. Qualifications of Firm & Staff	20
2. Project Understanding	10
3. Technical Approach	20
4. Project Management Approach	20
5. Recent Similar Project References	10
6. Price	20
TOTAL	100

The evaluation panel conducted its independent evaluation of the proposals received and determined that proposals from Cambria and Fairway were within the competitive range (see table below). These two proposers were subsequently invited to submit a Best and Final Offer (BAFO). As a result of its technical score, Illuminous was deemed outside the competitive range, and thus the company was not asked for a BAFO. Based on the evaluation criteria and the BAFOs submitted, Cambria ranked the highest among the three proposers. A summary of scores is set forth below.

Evaluation Criteria	Cambria	Fairway	Illuminous
Technical Score			
1. Qualifications of Firm & Staff	18.73	17.33	16.80
2. Project Understanding	8.93	9.27	6.23
3. Technical Approach	18.40	17.67	12.67
4. Project Management Approach	18.93	17.60	12.40
5. Recent Similar Project References	9.50	9.00	8.50
Technical Score Subtotal	74.49	70.87	56.60
Price Score			
6. Price (including BAFOs)	7.44	6.29	20.00
Technical and Price Score			
Total	81.93	77.16	76.60

Access Finance staff determined the recommended Contractor to be financially qualified to fulfill the terms of the subject RFP.

COST ANALYSIS

The recommended Contractor's price has been determined to be fair and reasonable based upon an independent cost estimate (**ICE**), competition, cost analysis, technical analysis, fact finding, negotiations, and best and final offers.

Proposer Name	ICE	Proposed Amount	Final Negotiated Price (BAFO included)
1. Cambria	\$2,475,000	\$2,028,797.57	\$1,499,291
2. Fairway	\$2,475,000	\$1,799,742.50	\$1,774,930
3. Illuminous	\$2,475,000	\$558,000	\$558,000

RECOMMENDED CONTRACTOR

Headquartered in Sacramento with an office in Los Angeles, Cambria is a technology solutions company with over 15 years of experience. It specializes in systems integration, systems development and migrations, and technology enablement across multiple industries that include government services, transit, and transportation.

Notable relevant work includes three separate projects for the California Department of Health Care Services (**DHCS**). The first project is the "Pre-Admission Screening and Resident Review (**PASRR**) Program", in which Cambria designed a new information management system for the DHCS's PASRR program for determining mental illness and intellectual disability. The system currently processes over 200,000 evaluations. The second project is the "Short Doyle Medi-Cal Maintenance & Operations" project in which Cambria provided maintenance, support, and design development to a system that processes over 24 million claims annually with a value of approximately \$4 billion. The third project is the "Post-Adjudicated Claims and Encounter System", in which Cambria developed a HIPAA-compliant database system that manages over 4.8 terabytes of data and over 20 billion records.

Cambria is also currently engaged by Access for the development of the on-line eligibility application which is slated to roll-out later this month.

Proposed project staff include a project manager, project advisor, system developers, and business analysts. The team includes two Project Management Professionals (PMPs), two Certified Scrum Masters, two Certified Microsoft Solution Developers, and two nopCommerce Certified Developers. The team also includes a Certified AWS Solution Architect, SAFe Scaled Agilist, Certified Usability Analyst, and AWS Technical Professional. Together, the team has over 100 years of combined technical experience.

MAY 6, 2019

TO: BOARD OF DIRECTORS
FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
RE: CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM -
INFORMATION TECHNOLOGY CONSULTING AND SERVICES
CONTRACT (AS-3039)

ISSUE:

Board approval is necessary to extend contract AS-3039 for software consulting and services with Fairway Technologies, which is the firm that created Access Services' Rider360 database, during the transition to a new vendor.

RECOMMENDATION:

Authorize an additional \$70,000 in funds and an extension in the period of performance with Fairway Technologies from May 1, 2019 through October 31, 2019.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$1,016,370 to \$1,086,370 with a rate change from \$147.50/hour to \$200.00/hour. The contract rates will be accommodated by budget for FY 2018/19 and FY 2019/20.

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

ALTERNATIVES CONSIDERED:

No alternatives were considered as this is a transitional contract while the Rider360 2.0 platform is developed.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and amend the written contract with Fairway Technologies for software consulting and 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 exercise of the extension period unless and until it is 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:

Due to the fact that Rider 360 upgrade contract will be awarded to a new vendor, staff recommends extending the existing contract with Fairway Technologies to cover the transition period with the new vendor in an amount not to exceed \$70,000. If the transition is accomplished sooner than expected, the bulk of these funds should not be utilized.

MAY 6, 2019

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: FISCAL YEAR 2019/20 BUDGET OVERVIEW

ISSUE:

At the June 2018 Board meeting, staff was directed to bring a preview of the proposed FY2019/20 budget to the full Board for comment prior to finalizing the proposed budget at the June Board meeting.

RECOMMENDATION:

Receive and file.

BACKGROUND:

The proposed FY2019/20 budget is based on demand projections conducted by Access' service consultant HDR, available funding, existing programs and capital needs. The draft budget has been presented to the Budget Sub-Committee consisting of Chair Ahuja, Vice-Chair Ida, Treasurer Turner and Director Gombert. In addition to receiving comments from the Board, staff will present the budget to the CAC, TPAC and other groups prior to preparing a final draft for Board approval at its June 2019 Board meeting.

Next Steps

The Metro Board of Directors will consider the request of Access' funding for FY2019/20 as part of its overall budget at Metro's May 2019 Board meeting. The subsidies item (which Access is included in) will be presented to the Finance, Budget and Audit Subcommittee on June 19, 2019 and its regular Board meeting on June 27th. Upon approval by both the Access Board and the Metro Board, staff will execute a funding MOU with Metro.

MAY 6, 2019

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 2019 at the regularly scheduled Board meetings.

June 17, 2019

Board Meeting - Metro

Agenda Items:	Disposition:
FY2019/20 Budget Approval	Action
Website Contract Extension	Action
"Where's My Ride" Software Contract Extension	Action

July 15, 2019

Board Meeting - El Monte

Agenda Items:	Disposition:
TBD	TBD

August 19, 2019

Board Meeting - Metro

Agenda Items:	Disposition:
TBD	TBD