MISSION STATEMENT
Access Service 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.

7233 La Palmas Drive
Fontana, CA  92336

DISPOSITION

1. CALL TO ORDER  
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS  
3. CLOSED SESSION  
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9  
      1. Anticipated Litigation: Gov. Code §54956.9 (b)
(i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9

(ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9

2. Pending Litigation:
   Lynch v. Access Services LASC #BC 574576 and KC068609
   (b) a situation where, based on the advice of counsel taking into account “existing facts and circumstances” there exists a “significant exposure” to litigation

4. SUPERIOR SERVICE AWARD

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 24, 2016 (page 6)
   [Staff Recommendation: Approve minutes as written.]

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Consideration to Extend Term and Increase Funds - Facility Security System Maintenance Contract (AS-2879) (page 15)
   b) Consideration to Approve Rate Change and Extend Term - Information Technology Consulting & Services Contract (AS-3039) (page 17)
   c) Consideration to Extend Term and Increase Funds - Eligibility Determination Contract (AS-2441) (page 19)
      [Staff Recommendation: Approve Consent Calendar]

9. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967) (page 21)

   [Vote Required: majority of quorum by roll call]
[Staff Recommendation: Authorize the addition of funds by $1,207,105, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Southern Region Service Provider, Global Paratransit, Inc. (see item for rate charts).]

10. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341) (page 25)

   [Staff Recommendation: Authorize the addition of funds by $985,669, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the San Fernando Valley Region Service Provider, MV Transportation. (see item for rate charts).]

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364) (page 29)

   [Staff Recommendation: Authorize the addition of funds by $399,340, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the West Central Region Service Provider, California Transit. (see item for rate charts).]

12. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) (page 33)

   [Staff Recommendation: Authorize the addition of funds by $776,591, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Eastern Region Service Provider, San Gabriel Transit. (see item for rate charts).]

PRESENTATION/ACTION
[Vote Required: majority of quorum by roll call]
13. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116) (page 37)

[Staff Recommendation: Authorize the addition of funds by $193,267, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Antelope Valley Region Service Provider, Diversified Transportation, LLC. (see item for rate charts).]

14. CONSIDERATION TO APPROVE EXTENSION OF ADMINISTRATIVE OFFICE SPACE LEASE (page 41)

[Staff Recommendation: Authorize staff to extend the lease agreement with Metro for office space located at 3449 Santa Anita Avenue, El Monte, CA. The total commitment over the 5-year period will not exceed $3,000,000, which includes: annual rental rate, annual operating costs, utilities, janitorial services and assigned parking]

15. UPCOMING BOARD ITEMS (page 43) INFORMATION

16. INTERIM EXECUTIVE DIRECTOR’S REPORT INFORMATION

17. BOARD MEMBER COMMUNICATION INFORMATION

18. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGEDNA DISCUSSION/POSSIBLE ACTION

19. 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 persons wishing to make public comment must fill out a yellow 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 of 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 available upon request.
ITEM 5

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

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA  90012
Monday, October 24, 2016
12:01 p.m.

1. CALL TO ORDER

Meeting called to order by Vice Chair Dolores Nason at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa Devera, Directors Doran Barnes, Martin Gombert, Valerie Gibson and John Troost. Ex-Officio CAC Chair, Michael Conrad and Legal Counsel Jim Jones.

BOARD MEMBER(S) VIA TELECOMMUNICATION

Present Via Telecommunication: Director Angela Nwokike.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Chair Nalini Ahuja.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation.

Access Services legal counsel Jim Jones stated that all items on the agenda would be done by roll call vote due to Director Nwokike’s telecommunication for this meeting.
4. **SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

Diversified Transportations Lead Dispatcher Noemi Mejia was the Superior Service Award recipient for the month of July 2016.

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 19, 2016**

Approval of the minutes from the Board of Directors meeting held on Monday, October 24, 2016.

**Correction to the September 19, 2016 Minutes:** Vice Chair Nason stated that on page nine and ten, under Upcoming Board Items she requested that staff provide a report on the phone translations, video translations, translations of documents and the different languages that were requested. Mr. Colaiace replied that staff would clarify that for the record. Vice Chair Nason also asked for clarification where it was mentioned during the Interim Executive Directors report that Mr. F Scott Jewell was the fourth Director to graduate from Leadership APTA. She asked if Mr. Jewell was considered a Director because she thought all Directors were members of the Board. Mr. Colaiace replied that Mr. Jewell’s staff title was Director of Administration.

Motion made by Director Nwokike to approve the minutes as corrected, seconded by Treasurer Turner. Via Roll Call Vote six were in favor with one abstention from Director Gibson, motion passed.

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

Michael Conrad, Chair of the Community Advisory Committee (CAC) provided a brief report on the CAC’s meeting held on Tuesday, October 11, 2016. Mr. Conrad stated that the CAC Officers Election took place and Maria Aroch was elected as the new Vice Chair of the CAC and he was elected as the Chair. Mr. Conrad stated that he was honored to serve as the Chair of the CAC and thanked Mr. Dov Cohen for doing an excellent job when he was Chair.

Mr. Conrad concluded his report by stating that the following discussions took place at the last CAC meeting. Alex Chrisman provided a presentation on the Stand Signs, Vice Chair Nason provided a report from the last Board of Directors meeting and the Free Fare Subcommittee provided a report on the Free Fare Program.
7. GENERAL PUBLIC COMMENT

Chaplain Dov Cohen made public comment by thanking the Board for letting him be a part of the Board of Directors. He stated that it was a privilege and honor to be able to participate as the Ex-Officio of the Board. He also congratulated the new Chair of the CAC, Michael Conrad. Mr. Cohen concluded his public comment by reminding the Board about the upcoming program for Veterans and Seniors and stated that he had free tickets to the event if anyone was interested in attending.

Renee Madera made public comment by stating that there were a couple of issues that she wanted to bring up; drivers still not approaching, drivers not picking her up where they are supposed to because they say that she was not where she was supposed to be. Ms. Madera stated that she would like to talk to someone about this after the meeting. She concluded her public comment by stating that the drivers tend to get upset with her because she requests certain accommodations. Ms. Madera stated that she was being sent a lot of taxicabs and she would like to know why this was happening.

Access Services Project Administrator Randy Johnson was assigned to assist Ms. Madera.

Rachele Goeman made public comment by stating that service has improved but there was still a lot of work to be done. She added that she would not be able to have the busy life that she has without Access Services so she was thankful for that. She also stated that the drivers were still having problems trying to find the drop-off and pick-up location at Metro now that the construction was completed and if it wasn’t for Alex Chrisman, she would have not made it to today’s meeting. She concluded her public comment by stating that the driver did not have any information on how to get to the drop-off location at Metro, she suggested that staff look into this issue.

Access Services Project Administrator Rogelio Gomez was assigned to assist Ms. Goeman.

Mr. Charles Hale distributed a handout to the Board members and stated that his complaint was regarding the inaccurate information being provided to callers. The inaccurate information was not only related to fare issues but also related to this meeting. He stated that when he called the call center last week, he spent 22 minutes on the phone and was told that closed session would be from 12:00 to 3:00 p.m. and the Board meeting would be afterwards, which was inaccurate information and meant that he could not book a trip home.

Mr. Hale also stated that he was told that the fare to the Board meeting was a normal fare but it was his understanding that for community meetings and Board
meetings there was no charge. Mr. Hale stated that when he called to book his ride to the Board meeting there was an issue again with the fare. He added that there were also issues with the minivans. He stated that he had a discussion with Rycharde Martindale so maybe someone could pull that recording to listen to the conversation. Mr. Hale concluded his public comment by stating that he had an issue with a conflict of interest. He stated that he was told that if an individual was a rider, that individual could not work for Access because it would be considered a conflict of interest, so he would like this issue addressed.

Access Services Community Liaison Louis Burns was assigned to assist Mr. Hale.

Sharon Astier read Myrna Cabanban’s public comment that was submitted via email. Ms. Cabanban stated in her letter that she called the Operations Monitoring Center (OMC) for an estimated time of arrival (ETA) and location for her 1:30 pick-up in Cypress and was told that it would be 20 more minutes. Ms. Cabanban asked for the vehicle location and was told that they did not have that information. She stated that she insisted that they provide that information and the operator was annoyed by her request. Ms. Cabanban stated that this was the same issue that she had complained about a month ago and the same issue she had been writing about for years and she was tired of bringing this issue up because clearly no one cared. She requested that this complaint be read at the Board meeting during public comment because she had been trying to resolve this issue with upper management at Access but it was time the Board realized how something so simple but very crucial to customer service was not being rectified.

Wilma Ballew made public comment by welcoming Michael Conrad to the Access Services Board of Directors. Ms. Ballew stated that she attended the CAC meetings and she wanted to attend one of the Board meetings to see how they were conducted because she wanted to learn how these meetings are done. Ms. Ballew stated that she had an issue that happened today and it was resolved today in a prompt and timely manner. Fayma Ishaq and Randy Johnson both Access Services Project Administrators spoke with her and resolved the issue. She thanked Ms. Ishaq and Mr. Johnson for their help and wanted the Board to know that there were also positive things that took place and issues that were resolved on the spot.

Patty Hyland made public comment by requesting that staff clean up the Eastern region. She stated that the Northern and other regions were doing a lot better but she would like to see the Eastern region doing better as well.

Access Services Project Administrator Randy Johnson was assigned to assist Ms. Hyland.
8. **CONSENT CALENDAR**

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

8-a Consideration to Extend Term and Increase Funds - Telecommunications Consulting Services Contract (AS-3419).

8-b Consideration to Amend Scope of work for Eligibility Determination Services Contract (AS-2441)

8-c Consideration to Approve Severance Policy

8-d Consideration to Approve Renewal of Agency Insurance Policies for 2016-2017

8-e Consideration to Approve Service Provider Scope of Work and Rate Changes - Emergency Operations

8-f Consideration to Approve Equal Employment Opportunity (EEO) Plan

8-g Consideration to Approve Title VI (Non-Discrimination) Plans

Vice Chair Nason asked that Items 8-a, 8-b, 8-d and 8-g be pulled for purposes of discussion.

**Motion made by Treasurer Turner to approve the remaining Items, 8-c, 8-e and 8-f on the consent calendar, Seconded by Secretary DeVera.**

**Alternative motion was made by Treasurer Turner to approve Items 8-e and 8-f on the consent calendar and to pull Item 8-c for purposes of discussion. Secretary DeVera agreed to withdraw the original motion and Seconded the alternative motion. Via roll call Vote all were in favor, motion passed.**

Item 8-a: Vice Chair Nason asked if there was a decrease in the use of the toll free 800 number since many of the rider used cell phones and the calls were free. Mr. Lee replied that the riders were still dialing the 800 number and staff had not seen any decrease in calls to the 800 number.

**Motion made by Treasurer Turner to approve Item 8-a, Seconded by Secretary DeVera. Via roll call Vote all were in favor, motion passed.**

Item 8-b: Vice Chair Nason asked why the indemnification clause was necessary in the scope of work. Hector Rodriguez replied that it was necessary because C.A.R.E. Evaluators would be collecting medical numbers on Access Services' behalf and it was going to be done free of charge. So Access Services would be indemnifying C.A.R.E Evaluators for their work on this project. C.A.R.E Evaluators requested that Access Services take the responsibility for them collecting the data which was not included in the original scope of work.
Motion made by Director Nwokike to approve Item 8-b, Seconded by Director Barnes. Via roll call vote all were in favor, motion passed.

Item 8-c: Treasurer Turner thanked Ms. Moseley for fulfilling the Board’s request to go back and look into what other agencies were doing with their severance policies. Treasurer Turner stated that she noticed that Ms. Moseley interviewed five other agencies. She asked how Ms. Moseley made her selection of those agencies and what was the criteria for the selection. Ms. Moseley replied that they were similar peer transit agencies in Southern California.

Treasurer Turner asked Ms. Moseley to provide clarification as to how Access Services provided severance. Ms. Moseley replied that Access Services did not have a formal policy that was codified but ever since she had been on staff Access had consistently provided to eligible severance recipients one week for each year of service for the non-exempt employees and two weeks for each year of service for the exempt employees. Treasurer Turner asked if Ms. Moseley found that to be consistent with what she found with the survey. Ms. Moseley replied that it was consistent with industry standards.

Motion made by Treasurer Turner to approve Item 8-c, Seconded by Director Gombert. Via roll call vote all were in favor, motion passed.

Item 8-d: Vice Chair Nason asked what was last year’s amount for approval because she did not see it mentioned in the item. Mr. Rodríguez replied that there were six different policies that fell under this umbrella and last year’s numbers came in close to $540,000 due to the worker compensation insurance which was much higher than anticipated, and in anticipation of those numbers, staff requested $600,000. Mr. Rodríguez added that he met with Access Services broker SullivanCurtisMonroe and they expected the numbers to be well under that amount. Vice Chair Nason stated that she did not see the Directors and Officers or professional liability insurance coverage included in the item, she asked if it was included. Mr. Rodríguez replied yes it was included.

Motion made by Treasurer Turner to approve Item 8-d, Seconded by Director Gibson. Via roll call vote all were in favor, motion passed.

Item 8-g: Vice Chair Nason stated that Item 8-g discusses the requirement to notify consumers about Title VI. She asked how would you notify the consumers. Mr. Haack replied that one of the requirements of the FTA was Access Services as an agency should have a Title VI plan that would show that Access would investigate any claim of discrimination. Access would have to make it publicly noted or noticed to individuals that Access had a policy and there was a way an individual could complain to our agency if they felt there was a violation of their Title VI
Mr. Haack stated that at Access Services in El Monte, there was a notice in English and Spanish at the reception desk and if you went to C.A.R.E. Evaluators, there is an area open to the public where a posting is displayed. He also stated that the Title VI notification was also in the Rider’s Guide, which is provided to each of our customers upon being found eligible for the services and it was also posted on our website.

Motion made by Secretary DeVera to approve Item 8-g, Seconded by Director Troost. Via roll call vote all were in favor, motion passed.

9. LANGUAGE LINE REVIEW

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

10. ELIGIBILITY DETERMINATIONS AND APPEALS PROCESS

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

11. COMMERCE REAL ESTATE UPDATE

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

12. UPCOMING BOARD ITEMS

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

13. INTERIM EXECUTIVE DIRECTOR’S REPORT

Access Services Interim Executive Director Andre Colaiace began his report by providing an operational update. He stated that since the start of the year up until October 15, 2016 service has been good. Total booked trips have increased by 4% and on time performance was above Access Services standards at 91.2%, which was a full percentage higher than the comparable time last year. Late 4s were also meeting the standard. He congratulated Mike Greenwood, the operations department, all of the providers and their employees that do all of the hard work out on the roads.

Mr. Colaiace informed the Board that another round of community meetings will be coming up in November. Staff holds two sets of community meetings, one in the Spring and one in the Fall. Staff will be sending the information out to the
Board regarding these community meetings. The first community meeting is scheduled for Monday, November 7, 2016 in Santa Clarita followed by Thursday, November 10, 2016 in the Southern Region. Staff tries to have one community meeting in each of the service regions with an English and Spanish meeting. Staff will also distribute the information on the vehicles as handouts, include it on our website and it will be added to the reservation lines.

Mr. Colaiace concluded his report by stating that staff attended the Los Angeles County Commission on Disabilities Annual Access Awards Luncheon where one of our own, Louis Burns, was awarded the Chairpersons award for his work with the community and providing excellent customer service to Access customers over the years. He also congratulated Director Troost for an excellent event.

14. BOARD MEMBER COMMUNICATION

Treasurer Turner welcomed CAC Chair Michael Conrad to the Board as the Ex-Officio.

Michael Conrad thanked the Board for welcoming him to the Board.

Secretary DeVera congratulated Mr. Burns for receiving the Los Angeles County Commission on Disabilities recognition. She stated that Mr. Burns was always present at the City Commission meetings and he is considered the face of Access and customer service. Secretary DeVera also thanked Chaplain Dov Cohen for serving as the Chair of the CAC for the past two years. She also thanked him for all he does for the veterans and welcomed Mr. Conrad to the Board of Directors.

Secretary DeVera concluded her comments by thanking Renee Madera for attending the Board meetings and pointing out what needed to be done. Secretary DeVera stated that it seemed as if nothing had been done to resolve Ms. Madera’s issues because she attends every Board meeting expressing the same concerns. She asked staff to look into Ms. Madera’s concerns because there should not be any reason why someone would come to every Board meeting to complain about the same issues over and over again.

Director Troost stated that he concurred with Secretary DeVera’s comment regarding Ms. Madera’s complaints. He asked if it was possible to add something to the agenda below general public comments where staff could come back and report the results for each of the public comments made at the Board meetings and let the individual that made the public comment make their comments again.

Director Gombert welcomed Michael Conrad as the new Chair of the CAC and thanked Mr. Burns for his excellent service. He also thanked Access staff for some of the detailed presentations made at today’s Board meeting. Director Gombert added that he understood how much work was behind each presentation.
Vice Chair Nason concurred with everything Secretary DeVera stated and she felt Director Troost had an excellent idea. She added that she felt that the Board should be receiving feedback on the issues that are made during the public comment segments of the Board meetings. Vice Chair Nason stated that usually by the time someone comes to the Board meeting they already made their formal complaints but if they are not resolved she felt that it was a good idea that the Board received the feedback on these complaints.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

16. ADJOURNMENT

Motion made by Treasurer Turner, Seconded by Secretary DeVera. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:41 p.m.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - FACILITY SECURITY SYSTEM MAINTENANCE CONTRACT (AS-2879)

ISSUE:

Board action is required for the extension and increased funding of the security system maintenance contract (AS-2879) with MCM Integrated Systems that covers the system in use at Access Services' administrative facility.

RECOMMENDATION:

Authorize $25,000 in funds and an extension in the period of performance for three years, from April 1, 2017 through March 31, 2020.

IMPACT ON BUDGET:

These maintenance services were budgeted for FY2016/17 and will be allocated appropriately in future fiscal years. This action will result in an increase in the total contract amount from $84,537 to $109,537.

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

ALTERNATIVES CONSIDERED:

No alternatives were considered as only this vendor is authorized by Metro to perform maintenance on the facility security system.

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

The security system at Access’ administrative office is part of Metro’s extended security system that manages access to a number of different Metro facilities throughout the county. When Access relocated to El Monte there were a number of programming changes made that now allow Access staff to manage the secured doors and elevators of the facility. These changes are assessed an annual maintenance fee that Access pays directly to Metro’s authorized vendor. The vendor also supplies key cards and photo identification of Access staff. The cumulative total of the contract value exceeds $75,000 and requires Board approval.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: KEVIN LEE, MANAGER, BUSINESS ANALYTICS AND IT
      MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE RATE CHANGE AND EXTEND TERM - INFORMATION TECHNOLOGY CONSULTING & SERVICES CONTRACT (AS-3039)

ISSUE:

Board approval is necessary to exercise the fourth option year of contract AS-3039 for information technology consulting and services contract with PDSA, Inc., which is the firm that created Access Services’ Rider360 database.

RECOMMENDATION:

Authorize a change in rate and an extension in the period of performance for one year, from May 1, 2017 through April 30, 2018.

IMPACT ON BUDGET:

These consulting services were budgeted for FY2016/2017 and will also be allocated in FY2017/2018. The hourly rates will increase from $145.33 to $147.45 which is consistent with the Consumer Price Index change over the previous year of the contract. There is sufficient authorized funding for the change in rate and extension.

ALTERNATIVES CONSIDERED:

Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term. This is part of the continuing development of a key infrastructure project and this is the fourth of five option years available under this contract.
**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with PDSA, Inc. for information technology and consulting services on terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

In February 2011, PDSA, Inc. was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, which is the database that helps staff manage information for every Access customer.

In the past five and a half years, PDSA staff was key to the successful transition to the Access TAP ID card in late 2011 and migration of data to the most up-to-date technology platform. Other enhancements to Rider360 completed during this time include Service Area Check, Address Validation, Geocoding to ensure data integrity, Risk Management changes for Beyond the Curb service, and Customer Service Module changes.

The requested funds will be for addressing additional and changing business needs that have been identified by staff and the service contractors. The requested amount is an estimate of the work that will be completed through the end of the fourth option year of the contract.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER, ELIGIBILITY
      MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
      ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS –
    ELIGIBILITY DETERMINATION CONTRACT (AS-2441)

______________________________________________________________

ISSUE:

Board approval is necessary to extend the period of performance and increase funds
for the eligibility determination services contract (AS-2441) with C.A.R.E. Evaluators,
Inc. (CARE). This extension will only be necessary if there is a delay in the construction
of the eligibility facility in Commerce or the eligibility services contract award.

RECOMMENDATION:

1. Authorize staff to add up to a two-month extension to the current contract end
date of June 30, 2017.

2. Authorize an additional $778,867 in funds thereby increasing the maximum
contract value from $28,850,435 to $29,629,302

IMPACT ON BUDGET:

The current fixed monthly rate will continue at $235,257, the in-person evaluation rate
at $30.88, and the document review rate at $13.85. The additional funds required for
this extension will be programmed into the Access budget for FY2017/18.

The funding for these services comes from a combination of federal Section 5310 Grant
and the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

None, eligibility services need to be provided on a continuous basis. This action
provides an alternative plan in case of construction or contract start delays.
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 CARE, for eligibility determination services on terms and conditions set forth in the existing contract and modified as proposed in this item. Access Services would not be legally bound to the revised terms of the contract until embodied in a written amendment executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

During the May 2016 Board meeting staff requested authorization for a one (1) year extension for this contract to June 30, 2017 in order to coordinate with the timing of an RFP for Eligibility Services and the construction of a new eligibility facility in Commerce. Staff is planning to recommend an eligibility vendor at the January 2017 meeting and the lease for the Commerce site has been executed with a projected move-in date of June 1, 2017.

An extension will provide a backup plan in the event that either the facility or the new contract start date is delayed. Access will notify CARE no later than May 1, 2017 as to whether an extension will be necessary.
ITEM 9

NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
BRUCE FRINK, SENIOR MANAGER, FINANCE

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)

ISSUE:

At the May 2016 Board meeting, the Board approved certain adjustments to the contracts that addressed impacts related to the implementation of the Affordable Care Act (ACA) and recently passed minimum wage laws. However, the minimum wage adjustment was only for those employees projected to be below the minimum wage thresholds effective July 1, 2016 and July 1, 2017. At the May Board meeting, staff was directed to research various options on how to best address the issue of wage compression for the service providers.

RECOMMENDATION:

Authorize the addition of funds by $1,207,105, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Southern Region Service Provider, Global Paratransit, Inc.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>7/1/2016 - 8/31/2016</th>
<th>9/1/2016-6/30/2017</th>
<th>7/1/2017-8/31/2017</th>
<th>9/1/2017-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 5</td>
<td>$24.27</td>
<td>$24.79</td>
<td>$25.46</td>
<td>$26.01</td>
</tr>
<tr>
<td>Year 6</td>
<td>% change from old rate</td>
<td>1.7%</td>
<td>1.4%</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year 5</th>
<th>7/1/2016 - 8/31/2016</th>
<th>9/1/2016-6/30/2017</th>
<th>7/1/2017-8/31/2017</th>
<th>9/1/2017-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 6</td>
<td>$24.27</td>
<td>$24.79</td>
<td>$25.46</td>
<td>$26.01</td>
</tr>
<tr>
<td>Year 6</td>
<td>% change from old rate</td>
<td>1.7%</td>
<td>1.4%</td>
<td>2.5%</td>
</tr>
</tbody>
</table>
The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt; 0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%- .15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%- .20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

The system-wide cost of the adjustment effective July 1, 2016 is $1,413,765, of which $432,780 is associated with the Southern Service Region. For FY2017/18, the system-wide cost is $2,148,208, of which $774,325 is associated with the Southern Service Region.

The funding for these services in FY 2017 comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds that will be available because it is projected that the actual trips performed for the year will be less than the budgeted number of trips. In FY 2018, the impact of these revised rates will be incorporated into the budget process.

This action will result in an increase in the previously approved contract amount of $277,618,412 to $278,825,517.

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact that increases in the minimum wage have had on wages. The analysis provided the framework to establish the new rates for the affected contract years. The rate changes equate to adding $0.50/hour to each tier of the driver wage scale only effective July 1, 2016 and then another $1.50/hour to each tier effective July 1, 2017 which is equivalent to the change in minimum wage.

**ALTERNATIVES CONSIDERED:**

If the rate changes related to wage compression due to minimum wage increases are not approved, then the service provider would continue to operate under the rates previously approved by the Board. However, this forces our service providers to bear the burden of these minimum wage changes which were not anticipated when the contracts were entered into. This may also have a negative effect on the retention of experienced drivers who are essential to providing a quality, efficient paratransit...
service. Based on the negotiated rates and the successful performance of the contract itself, staff believes the recommendation to be appropriate.

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

**BACKGROUND**

Access' service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

Recently, however, the State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws of up to $15.00 per hour. A summary of the combined progression of these ordinances is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$9.00/hour</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hour</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hour</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hour</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hour</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hour</td>
</tr>
</tbody>
</table>

These changes could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. While Board action in May 2016 addressed the specific minimum wage requirements (i.e. only adjusting for those employee wages that would fall below the mandated levels), no action was taken related to the issue of wage compression, which arises when newer employees get wages that are closer to more senior employees already at or near the new minimum wage level.

The Board Budget Subcommittee met on October 10, 2016 to discuss the issue of wage compression. Their recommendation was to authorize rate adjustments based on the service provider driver employee population in conjunction with the July 1, 2016
and July 1, 2017 minimum wage law changes. It is important to note that these adjustments are for Fiscal Years 2017 and 2018 only.

In addition to recommending wage compression adjustments for the driver work force, the Budget Subcommittee recommended that staff study the possibility of implementing Liquidated Damages in conjunction with this recommendation. Staff studied and researched various options for implementing liquidated damages and recommends that certain key performance factors have liquidated damages attached to them. Per industry best practices, liquidated damages are included in most contracted transit operations and are applied in (1) per incident, (2) monthly, and/or (3) quarterly intervals. In this case, due to being inserted mid-contract, staff is recommending the quarterly application of liquidated damages focusing on three critical areas of customer experience: on-time performance, late trips, and safety. The contractors have also committed to telephone the customer whenever a trip reaches Late 4 status (45 minutes or more outside of the on-time window). The liquidated damages portion of this recommendation would take effect beginning with Fiscal Year 2017/18.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
BRUCE FRINK, SENIOR MANAGER, FINANCE

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR SAN
FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-
3341)

ISSUE:
At the May 2016 Board meeting, the Board approved certain adjustments to the
providers’ contracts that addressed impacts related to the implementation of the
Affordable Care Act (ACA) and recently passed minimum wage laws. However, the
minimum wage adjustment was only for those employees projected to be below the
minimum wage thresholds effective July 1, 2016 and July 1, 2017. At the May Board
meeting, staff was directed to research various options on how to best address the
issue of wage compression for the service providers.

RECOMMENDATION:
Authorize the addition of funds by $985,669, a change in the variable per trip rates and
a change in the scope of work to add liquidated damages for on-time performance,
Late 4 trips and preventable collisions for the San Fernando Valley Region Service
Provider, MV Transportation.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate Details</th>
<th>Year</th>
<th>Rate Details</th>
<th>Year</th>
<th>Rate Details</th>
<th>Year</th>
<th>Rate Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>7/1/2016-</td>
<td>4</td>
<td>8/1/2016-</td>
<td>4</td>
<td>7/1/2017-</td>
<td>5</td>
<td>8/1/2017-</td>
</tr>
<tr>
<td></td>
<td>7/31/2016</td>
<td></td>
<td>6/30/2017</td>
<td></td>
<td>7/31/2017</td>
<td></td>
<td>6/30/2018</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$24.47</td>
<td></td>
<td>$24.78</td>
<td></td>
<td>$26.22</td>
<td></td>
<td>$26.49</td>
</tr>
<tr>
<td></td>
<td>2.8%</td>
<td></td>
<td>2.6%</td>
<td></td>
<td>3.8%</td>
<td></td>
<td>3.5%</td>
</tr>
</tbody>
</table>
The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%-15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%-20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

The system-wide cost of the adjustment effective July 1, 2016 is $1,413,765, of which $388,679 is associated with the San Fernando Valley Service Region. For FY2017/18, the system-wide cost is $2,148,208, of which $596,990 is associated with the San Fernando Valley Service Region.

The funding for these services in FY 2017 comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds that will be available because it is projected that the actual trips performed for the year will be less than the budgeted number of trips. In FY 2018, the impact of these revised rates will be incorporated into the budget process.

This action will result in an increase in the previously approved contract amount of $105,435,580 to $106,421,249.

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact that increases in the minimum wage have had on wages. The analysis provided the framework to establish the new rates for the affected contract years. The rate changes equate to adding $0.50/hour to each tier of the driver wage scale only effective July 1, 2016 and then another $1.50/hour to each tier effective July 1, 2017 which is equivalent to the change in minimum wage.

**ALTERNATIVES CONSIDERED:**

If the rate changes related to wage compression due to minimum wage increases are not approved, then the service provider would continue to operate under the rates previously approved by the Board. However, this forces our service providers to bear the burden of these minimum wage changes which were not anticipated when the contracts were entered into. This may also have a negative effect on the retention of
experienced drivers who are essential to providing a quality, efficient paratransit service. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

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

**BACKGROUND**

Access’ service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

Recently, however, the State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws of up to $15.00 per hour. A summary of the combined progression of these ordinances is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$ 9.00/hour</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hour</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hour</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hour</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hour</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hour</td>
</tr>
</tbody>
</table>

These changes could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. While Board action in May 2016 addressed the specific minimum wage requirements (i.e. only adjusting for those employee wages that would fall below the mandated levels), no action was taken related to the issue of wage compression, which arises when newer employees get wages that are closer to more senior employees already at or near the new minimum wage level.

The Board Budget Subcommittee met on October 10, 2016 to discuss the issue of wage compression. Their recommendation was to authorize rate adjustments based on the service provider driver employee population in conjunction with the July 1, 2016
and July 1, 2017 minimum wage law changes. It is important to note that these adjustments are for Fiscal Years 2017 and 2018 only.

In addition to recommending wage compression adjustments for the driver work force, the Budget Subcommittee recommended that staff study the possibility of implementing Liquidated Damages in conjunction with this recommendation. Staff studied and researched various options for implementing liquidated damages and recommends that certain key performance factors have liquidated damages attached to them. Per industry best practices, liquidated damages are included in most contracted transit operations and are applied in (1) per incident, (2) monthly, and/or (3) quarterly intervals. In this case, due to being inserted mid-contract, staff is recommending the quarterly application of liquidated damages focusing on three critical areas of customer experience: on-time performance, late trips, and safety. The contractors have also committed to telephone the customer whenever a trip reaches Late 4 status (45 minutes or more outside of the on-time window). The liquidated damages portion of this recommendation would take effect beginning with Fiscal Year 2017/18.
ITEM 11

NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
BRUCE FRINK, SENIOR MANAGER, FINANCE

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR WEST
CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364)

ISSUE:

At the May 2016 Board meeting, the Board approved certain adjustments to the
providers’ contracts that addressed impacts related to the implementation of the
Affordable Care Act (ACA) and recently passed minimum wage laws. However, the
minimum wage adjustment was only for those employees projected to be below the
minimum wage thresholds effective July 1, 2016 and July 1, 2017. At the May Board
meeting, staff was directed to research various options on how to best address the
issue of wage compression for the service providers.

RECOMMENDATION:

Authorize the addition of funds by $399,340, a change in the variable per trip rates and
a change in the scope of work to add liquidated damages for on-time performance,
Late 4 trips and preventable collisions for the West Central Region Service Provider,
California Transit.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year 9 7/1/2016 - 10/31/2016</th>
<th>Year 10 11/1/2016 - 6/30/2017</th>
<th>Year 10 7/1/2017 - 10/31/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$28.82</td>
<td>$29.00</td>
</tr>
<tr>
<td>% change</td>
<td>1.6%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%-.15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%-.20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

The system-wide cost of the adjustment effective July 1, 2016 is $1,413,765, of which $233,380 is associated with the West Central Service Region. For FY2017/18, the system-wide cost is $2,148,208, of which $165,960 is associated with the West Central Service Region.

The funding for these services in FY 2017 comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds that will be available because it is projected that the actual trips performed for the year will be less than the budgeted number of trips. In FY 2018, the impact of these revised rates will be incorporated into the budget process.

This action will result in an increase in the previously approved contract amount of $152,707,722 to $153,107,062.

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact that increases in the minimum wage have had on wages. The analysis provided the framework to establish the new rates for the affected contract years. The rate changes equate to adding $0.50/hour to each tier of the driver wage scale only effective July 1, 2016 and then another $1.50/hour to each tier effective July 1, 2017 which is equivalent to the change in minimum wage.

**ALTERNATIVES CONSIDERED:**

If the rate changes related to wage compression due to minimum wage increases are not approved, then the service provider would continue to operate under the rates previously approved by the Board. However, this forces our service providers to bear the burden of these minimum wage changes which were not anticipated when the contracts were entered into. This may also have a negative effect on the retention of experienced drivers who are essential to providing a quality, efficient paratransit service.
service. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

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

**BACKGROUND**

Access' service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

Recently, however, the State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws of up to $15.00 per hour. A summary of the combined progression of these ordinances is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$ 9.00/hour</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hour</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hour</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hour</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hour</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hour</td>
</tr>
</tbody>
</table>

These changes could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. While Board action in May 2016 addressed the specific minimum wage requirements (i.e. only adjusting for those employee wages that would fall below the mandated levels), no action was taken related to the issue of wage compression, which arises when newer employees get wages that are closer to more senior employees already at or near the new minimum wage level.

The Board Budget Subcommittee met on October 10, 2016 to discuss the issue of wage compression. Their recommendation was to authorize rate adjustments based on the service provider driver employee population in conjunction with the July 1, 2016
and July 1, 2017 minimum wage law changes. It is important to note that these adjustments are for Fiscal Years 2017 and 2018 only.

In addition to recommending wage compression adjustments for the driver work force, the Budget Subcommittee recommended that staff study the possibility of implementing Liquidated Damages in conjunction with this recommendation. Staff studied and researched various options for implementing liquidated damages and recommends that certain key performance factors have liquidated damages attached to them. Per industry best practices, liquidated damages are included in most contracted transit operations and are applied in (1) per incident, (2) monthly, and/or (3) quarterly intervals. In this case, due to being inserted mid-contract, staff is recommending the quarterly application of liquidated damages focusing on three critical areas of customer experience: on-time performance, late trips, and safety. The contractors have also committed to telephone the customer whenever a trip reaches Late 4 status (45 minutes or more outside of the on-time window). The liquidated damages portion of this recommendation would take effect beginning with Fiscal Year 2017/18.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
      BRUCE FRINK, SENIOR MANAGER, FINANCE

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE OF FUNDS AND SCOPE OF WORK CHANGES FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)

ISSUE:

At the May 2016 Board meeting, the Board approved certain adjustments to the providers’ contracts that addressed impacts related to the implementation of the Affordable Care Act (ACA) and recently passed minimum wage laws. However, the minimum wage adjustment was only for those employees projected to be below the minimum wage thresholds effective July 1, 2016 and July 1, 2017. At the May Board meeting, staff was directed to research various options on how to best address the issue of wage compression for the service providers.

RECOMMENDATION:

Authorize the addition of funds by $776,591, a change in the variable per trip rates and a change in the scope of work to add liquidated damages for on-time performance, Late 4 trips and preventable collisions for the Eastern Region Service Provider, San Gabriel Transit.

The rates are as follows:

<table>
<thead>
<tr>
<th>Year 3 4/1/2016-3/31/2017</th>
<th>Year 4 4/1/2017-6/30/2017</th>
<th>Year 4 7/1/2017-3/31/2018</th>
<th>Year 5 4/1/2018-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip</td>
<td>$26.87</td>
<td>$27.02</td>
<td>$27.79</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.4%</td>
<td>1.3%</td>
<td>2.1%</td>
</tr>
</tbody>
</table>
The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%-.15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%-.20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

The system-wide cost of the adjustment effective July 1, 2016 is $1,413,765, of which $290,140 is associated with the Eastern Service Region. For FY2017/18, the system-wide cost is $2,148,208, of which $486,451 is associated with the Eastern Service Region.

The funding for these services in FY 2017 comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds that will be available because it is projected that the actual trips performed for the year will be less than the budgeted number of trips. In FY 2018, the impact of these revised rates will be incorporated into the budget process.

This action will result in an increase in the previously approved contract amount of $161,137,475 to $161,914,066.

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact that increases in the minimum wage have had on wages. The analysis provided the framework to establish the new rates for the affected contract years. The rate changes equate to adding $0.50/hour to each tier of the driver wage scale only effective July 1, 2016 and then another $1.50/hour to each tier effective July 1, 2017 which is equivalent to the change in minimum wage.

**ALTERNATIVES CONSIDERED:**

If the rate changes related to wage compression due to minimum wage increases are not approved, then the service provider would continue to operate under the rates previously approved by the Board. However, this forces our service providers to bear the burden of these minimum wage changes which were not anticipated when the contracts were entered into. This may also have a negative effect on the retention of experienced drivers who are essential to providing a quality, efficient paratransit
service. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with San Gabriel Transit for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND**

Access’ service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

Recently, however, the State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws of up to $15.00 per hour. A summary of the combined progression of these ordinances is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$ 9.00/hour</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hour</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hour</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hour</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hour</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hour</td>
</tr>
</tbody>
</table>

These changes could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. While Board action in May 2016 addressed the specific minimum wage requirements (i.e. only adjusting for those employee wages that would fall below the mandated levels), no action was taken related to the issue of wage compression, which arises when newer employees get wages that are closer to more senior employees already at or near the new minimum wage level.

The Board Budget Subcommittee met on October 10, 2016 to discuss the issue of wage compression. Their recommendation was to authorize rate adjustments based on the service provider driver employee population in conjunction with the July 1, 2016
and July 1, 2017 minimum wage law changes. It is important to note that these adjustments are for Fiscal Years 2017 and 2018 only.

In addition to recommending wage compression adjustments for the driver work force, the Budget Subcommittee recommended that staff study the possibility of implementing Liquidated Damages in conjunction with this recommendation. Staff studied and researched various options for implementing liquidated damages and recommends that certain key performance factors have liquidated damages attached to them. Per industry best practices, liquidated damages are included in most contracted transit operations and are applied in (1) per incident, (2) monthly, and/or (3) quarterly intervals. In this case, due to being inserted mid-contract, staff is recommending the quarterly application of liquidated damages focusing on three critical areas of customer experience: on-time performance, late trips, and safety. The contractors have also committed to telephone the customer whenever a trip reaches Late 4 status (45 minutes or more outside of the on-time window). The liquidated damages portion of this recommendation would take effect beginning with Fiscal Year 2017/18.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
BRUCE FRINK, SENIOR MANAGER, FINANCE

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

ISSUE:

At the May 2016 Board meeting, the Board approved certain adjustments to the
providers’ contracts that addressed impacts related to the implementation of the
Affordable Care Act (ACA) and recently passed minimum wage laws. However, the
minimum wage adjustment was only for those employees projected to be below the
minimum wage thresholds effective July 1, 2016 and July 1, 2017. At the May Board
meeting, staff was directed to research various options on how to best address the
issue of wage compression for the service providers.

RECOMMENDATION:

Authorize the addition of funds by $193,267, a change in the variable per trip rates and
a change in the scope of work to add liquidated damages for on-time performance,
Late 4 trips and preventable collisions for the Antelope Valley Region Service Provider,
Diversified Transportation, LLC.

The rates are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Year 5 7/1/2016-4/30/2017</th>
<th>Year 6 5/1/2017-6/30/2017</th>
<th>Year 6 7/1/2017-4/30/2018</th>
<th>Year 7 5/1/2018-6/30/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip</td>
<td>$16.89</td>
<td>$17.23</td>
<td>$18.00</td>
<td>$18.33</td>
</tr>
<tr>
<td>% change</td>
<td>2.7%</td>
<td>2.3%</td>
<td>4.0%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>
The liquidated damage thresholds, effective July 1, 2017, are:

<table>
<thead>
<tr>
<th>KPI</th>
<th>CONTRACTUAL STANDARD</th>
<th>LD THRESHOLD</th>
<th>PROPOSED LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100,000 miles</td>
<td>NA - proposed to be 0.50 or lower</td>
<td>&gt;0.50</td>
<td>$5K - 0.51-0.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 0.75-1.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 1.01 or higher</td>
</tr>
<tr>
<td>On-time Performance</td>
<td>91% or higher</td>
<td>&lt;91%</td>
<td>$5K - 90.0%-90.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - 88.0%-89.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - 87.9% or lower</td>
</tr>
<tr>
<td>Late 4 trips (45+ minutes outside the 20 minute window)</td>
<td>0.10% or lower</td>
<td>&gt;0.10</td>
<td>$5K - .11%- .15%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$10K - .16%-.20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$25K - .21% or higher</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

The system-wide cost of the adjustment effective July 1, 2016 is $1,413,765, of which $68,786 is associated with the Antelope Valley Service Region. For FY2017/18, the system-wide cost is $2,148,208, of which $124,481 is associated with the Antelope Valley Service Region.

The funding for these services in FY 2017 comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds that will be available because it is projected that the actual trips performed for the year will be less than the budgeted number of trips. In FY 2018, the impact of these revised rates will be incorporated into the budget process.

This action will result in an increase in the previously approved contract amount of $34,030,619 to $34,223,886.

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact that increases in the minimum wage have had on wages. The analysis provided the framework to establish the new rates for the affected contract years. The rate changes equate to adding $0.50/hour to each tier of the driver wage scale only effective July 1, 2016 and then another $1.50/hour to each tier effective July 1, 2017 which is equivalent to the change in minimum wage.

**ALTERNATIVES CONSIDERED:**

If the rate changes related to wage compression due to minimum wage increases are not approved, then the service provider would continue to operate under the rates previously approved by the Board. However, this forces our service providers to bear the burden of these minimum wage changes which were not anticipated when the contracts were entered into. This may also have a negative effect on the retention of experienced drivers who are essential to providing a quality, efficient paratransit
service. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with Diversified Transportation, LLC for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND**

Access’ service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

Recently, however, the State of California, County of Los Angeles, and City of Los Angeles have all implemented minimum wage laws of up to $15.00 per hour. A summary of the combined progression of these ordinances is as follows:

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$9.00/hour</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hour</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hour</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hour</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hour</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hour</td>
</tr>
</tbody>
</table>

These changes could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. While Board action in May 2016 addressed the specific minimum wage requirements (i.e. only adjusting for those employee wages that would fall below the mandated levels), no action was taken related to the issue of wage compression, which arises when newer employees get wages that are closer to more senior employees already at or near the new minimum wage level.

The Board Budget Subcommittee met on October 10, 2016 to discuss the issue of wage compression. Their recommendation was to authorize rate adjustments based on the service provider driver employee population in conjunction with the July 1, 2016
and July 1, 2017 minimum wage law changes. It is important to note that these adjustments are for Fiscal Years 2017 and 2018 only.

In addition to recommending wage compression adjustments for the driver work force, the Budget Subcommittee recommended that staff study the possibility of implementing Liquidated Damages in conjunction with this recommendation. Staff studied and researched various options for implementing liquidated damages and recommends that certain key performance factors have liquidated damages attached to them. Per industry best practices, liquidated damages are included in most contracted transit operations and are applied in (1) per incident, (2) monthly, and/or (3) quarterly intervals. In this case, due to being inserted mid-contract, staff is recommending the quarterly application of liquidated damages focusing on three critical areas of customer experience: on-time performance, late trips, and safety. The contractors have also committed to telephone the customer whenever a trip reaches Late 4 status (45 minutes or more outside of the on-time window). The liquidated damages portion of this recommendation would take effect beginning with Fiscal Year 2017/18.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS
FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION
RE: CONSIDERATION TO APPROVE EXTENSION OF ADMINISTRATIVE OFFICE SPACE LEASE

ISSUE:

Access’ lease for its existing administrative office space (3449 Santa Anita Avenue, El Monte) expires in December 2016.

RECOMMENDATION:

Authorize staff to extend the lease agreement with Metro for office space located at 3449 Santa Anita Avenue, El Monte, CA. The total commitment over the 5-year period will not exceed $3,000,000, which includes:

- Annual rental rate
- Annual operating costs
- Utilities
- Janitorial services
- Assigned parking

IMPACT ON BUDGET:

There is no increase to the annual rent of $600,000 over the five-year period. This amount will be appropriately allocated in future budget years.

ALTERNATIVES CONSIDERED:

Staff, in conjunction with its real estate broker, Jones, Lang, LaSalle, explored real estate options in and around the San Gabriel Valley and in downtown Los Angeles. In general, current market rental rates, relocation costs and other factors do not warrant making a change in location at this time and militate in favor of the extension of the lease in El Monte.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access has occupied two floors (19,841 sq. ft.) of the Metro Division 9 transportation building since April 2010. Access’ administrative staff conducts day-to-day administration from this location as well as occasionally hosting meetings, trainings and other related activities. Staff projects that over the next five years there will be sufficient space to accommodate personnel and other requirements in this facility.

The lease on Access’ administrative offices in El Monte expires December 31, 2016. Staff has tentatively reached agreement with Metro to extend the existing lease agreement for another five years, with an option of two five-year extensions. There will no change to the terms and conditions of the lease. Metro staff have requested approval of the lease at the December 1, 2016 meeting of the Metro Board of Directors.
NOVEMBER 7, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

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

November 28, 2016
Annual Membership Meeting – California Endowment Center

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015 Spirit of Accessibility Award</td>
<td>Information</td>
</tr>
<tr>
<td>2015 Jerry Walker Award Commitment to Quality Service Award</td>
<td>Information</td>
</tr>
<tr>
<td>Establishment of Nominations Committee</td>
<td>Information</td>
</tr>
<tr>
<td>Operations Report</td>
<td>Information</td>
</tr>
<tr>
<td>Fiscal Year 2015/2016 Financial Report</td>
<td>Information</td>
</tr>
</tbody>
</table>

December 12, 2016
Board Meeting – Metro

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Award Comprehensive Operational Review Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Legal Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Travel Training Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve 2016 Board of Directors Meeting Calendar</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Reappointment of Community Advisory Committee Group B and Member Terms</td>
<td>Action</td>
</tr>
</tbody>
</table>
Consideration to Extend TAP Production Agreement | Action

January 23, 2017
Board Meeting - Metro

<table>
<thead>
<tr>
<th>Agenda Items</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Award Eligibility Determination Services Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Agency Investment Policy</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Extend Term and Increase Funds - Voice Telecommunications Contract</td>
<td>Action</td>
</tr>
</tbody>
</table>