

# access

## BOARD OF DIRECTORS MEETING

Monday, November 5, 2018

Closed Session: 12:00 p.m.

General Session: Immediately Following

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

## ACCESS SERVICES HEADQUARTERS

Council Conference Room, 3<sup>rd</sup> Floor

3449 Santa Anita Avenue

El Monte CA 91731

### MISSION STATEMENT

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

---

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

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

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

- |    |  |  |
|----|--|--|
| 4. | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 27, 2018</b> (page 6)<br>[Staff Recommendation: Approve minutes as written.]  | ACTION<br>[Vote Required: majority of quorum by roll call] |
| 5. | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>  | INFORMATION  |
| 6. | <b>GENERAL PUBLIC COMMENT</b>  | INFORMATION  |
| 7. | <b>SUPERIOR SERVICE AWARD</b>  | PRESENTATION   |
| 8. | <b>CONSENT CALENDAR</b><br><br>a) Consideration to Approve Revision to No-Show Policy (page 19)<br><br>[Staff Recommendation: Authorize staff to make the following revisions to the No-Show Policy: 1. Change the sunset provision for second and subsequent no-show suspensions from twelve (12) months to six (6) months.]<br><br>b) Consideration to Approve Records Retention Policy and Schedule (page 21)<br><br>[Staff Recommendation: Approve the Records Retention Policy and Schedule.]<br><br>c) Consideration to Approve Modification of Key Performance Indicator (page 22)<br><br>[Staff Recommendation: Authorize staff to add a severity weighting to the calculation of the agency's preventable collision rate.]<br><br>d) Consideration to Authorize Additional Reimbursement for Free Fare Program to Member Agencies (page 25) | ACTION<br>[Vote Required: majority of quorum by roll call] |

[Staff Recommendation: Staff requests Board approval to authorize the following actions: 1. Authorize staff to redistribute \$28,661 of the \$405,486 unused free fare program funds to agencies who have exceeded their reimbursement cap. These agencies are Antelope Valley Transit Authority (AVTA), El Monte, Glendale Beeline, Norwalk Transit and Torrance Transit. 2. Going forward at the end of each fiscal year, staff will evaluate Free Fare program invoices and determine if there are unused funds, relative to the cap. If there are enough unused funds available, authorize the Executive Director to redistribute the funds to agencies who have exceeded their cap, so long as the total amount to be redistributed does not exceed \$75,000. If the amount to be redistributed exceeds \$75,000, staff will seek Board approval.]

- e) Consideration to Approve 2019 Board of Directors Meeting Calendar (page 28)

[Staff Recommendation: Review and approve the proposed Board Meeting calendar for 2019.]

- f) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 31)

[Staff Recommendation: Authorize an additional \$270,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2019 - January 31, 2020.]

- g) Consideration to Increase Funds and Extend Term for Transitional Voice Communication Services (PO#1004933) (page 33)

[Staff Recommendation: Authorize an additional \$540,000 in funds and an extension in the period of performance through January 31, 2019 with TMSI.]

[Staff Recommendation: Approve Consent Calendar]

- 9. **CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - CUSTOMER SERVICE CENTER CONTRACT (AS-3955)** (page 35)

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

[Staff Recommendation: Authorize staff to execute the first option term with ALTA effective January 1, 2019 through December 31, 2020 and add an additional \$3,996,000 in funds.]

- |     |   |   |
|-----|---|---|
| 10. | <b>CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)</b> (page 41)<br><br>[Staff Recommendation: Authorize an additional \$49,215,382 in funds, a change of rates, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.] | PRESENTATION/<br>ACTION<br>[Vote required:<br>majority of quorum<br>by roll call] |
| 11. | <b>CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)</b> (page 48)<br><br>[Staff Recommendation: Authorize an additional \$40,841,724 in funds, a change of rates, change in scope and an extension in the period of performance for one (1) year, from April 1, 2019 through March 31, 2020 for Contract AS-3421 with San Gabriel Transit (SGT).]   | PRESENTATION/<br>ACTION<br>[Vote required:<br>majority of quorum<br>by roll call] |
| 12. | <b>WEB BOOKING DEMONSTRATION</b>  | INFORMATION   |
| 13. | <b>UPCOMING BOARD ITEMS</b> (page 55)   | INFORMATION   |
| 14. | <b>EXECUTIVE DIRECTOR'S REPORT</b>  | INFORMATION   |
| 15. | <b>BOARD MEMBER COMMUNICATION</b>   | INFORMATION   |
| 16. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>   | DISCUSSION/<br>POSSIBLE<br>ACTION   |
| 17. | <b>ADJOURNMENT</b>  | 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 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**

**Monday, August 27, 2018**

**12:15 p.m.**

**1. CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:33 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Angela Nwokike. Ex Officio: TPAC Vice Chair Giovanna Gogreve. Legal Counsel John Lam.

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Ex-Officio: CAC Chair Michael Conrad

**2. BOARD OFFICER ELECTIONS**

Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning August 27, 2018, and ending June 30, 2019, or the election of their successor, whichever last occurs.

a) Motion to suspend the term limit policy for Chair, Treasurer and Secretary.

**Motion made by Director Troost, Seconded by Director Nwokike. Via Voice Vote, all were in favor, motion passed.**

b) Motion to approve the election of Director Ahuja as Chair, Director Ida as Vice Chair, Director Turner as Treasurer, Director DeVera as Secretary and Andre Colaiace as the Executive Director.

**Motion made by Treasurer Turner, Seconded by Director DeVera. Via Voice Vote all were in favor, motion passed.**

c) Legal Counsel announced the new slate of Board Officers.

- Chair - Nalini Ahuja
- Vice Chair - Art Ida
- Treasurer - Kim Turner
- Secretary - Theresa DeVera
- Executive Director - Andre Colaiace

### **3. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments.

### **4. CLOSED SESSION REPORT**

Chair Ahuja stated that there was no closed session and therefore nothing to report.

### **5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 25, 2018**

Recommendation: Approval of minutes as written.

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

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

Giovanna Gogreve, Vice-Chair of the Transportation Professionals Advisory Committee (TPAC) provided a brief report of the August 9, 2018 meeting. Access Services Executive Director Andre Colaiace updated the committee on the FY19 budget as well as the ADA compliance review. He provided a summary of the community meetings that were recently held. TPAC Member Luz Echavarria from Los Angeles Department of Transportation (LADOT) gave a presentation on the Micro Transit pilot project and the plans to implement it in West Los Angeles. The pilot program will support and enhance existing public transit services and regional rail. LADOT is proposing the following four neighboring areas: Palms, Mar Vista, Venice, and Del Rey.

Diana Lee from Cambria Solutions conducted a live demonstration of a conversational user interface technology, known as Chatbot. Beth Ross, Emergency Management Coordinator, presented the emergency evacuation presentation. TPAC established a nomination sub-committee for officer elections to vote on at their next meeting. Lastly, Alex Chrisman, Project Administrator, presented the Operations Performance Report for all six regions and also provided a summary of the recent community meetings.

## **7. GENERAL PUBLIC COMMENT**

Renee Madera made a public comment by stating that she has noticed some positive actions with some of the regions, mainly the Northern region. She shared that Access Services gets her to doctor appointments and she is happy with that. Additionally, customers should not have to experience any complications pertaining to reservationists not acknowledging nor fulfilling certain requests that are indicated on their travel profile. This problem continues to happen and she is tired of the same drama.

Andre Colaiace assigned Rogelio Gomez to meet with Ms. Madera after the meeting.

Afi Bell made a public comment on how she used to be able to purchase Access coupons at the Big Blue Bus in Santa Monica, which is no longer available. She mailed a check back in June 2018 and never received her coupon order. Instead, she had to pick up her coupons on July 20<sup>th</sup> at the corporate office. She suggested that Access should re-open store locations that would be convenient for riders to purchase coupons.

Andre Colaiace assigned Randy Johnson to meet with Ms. Bell after the meeting.

## **8. SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

Project Administrator Alex Chrisman presented Miguel Mejia from California Transit with the Superior Service Award.

## 9. CONSENT CALENDAR

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

9-a Consideration to Approve Board of Directors' Committee Appointments

9-b Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services (AS-3801)

9-c Consideration to Approve Overall Triennial Disadvantaged Business Enterprise Goal for FFYs 2019-2021

9-d Consideration to Appoint Community Advisory Committee (CAC) Member

9-e Consideration to Renew Agency Insurance Policies

9-f Consideration to Increase Funds - Eligibility Appeal Services Contract (AS-3926)

9-g Consideration to Approve Technical Assignment of Eligibility Appeals Contract (AS-3573)

9-h Consideration to Approve Extension of Term for Disadvantaged Business Enterprise (DBE) Consulting Services (AS-3801)

9-h Consideration to Appoint Transportation Professionals Advisory Committee (TPAC) Members

9-i Consideration to Increase Funds for Where's My Ride Interface Implementation Services

9-j Consideration to Approve Contract for Transitional Voice Communication Services

Public Comment: None

Director Nason requested that Items 9-d, -e, -i and -j be pulled for the purpose of discussion.

**Motion made by Treasurer Turner to approve Items 9-a, -b, -c, -f, -g and -h on the consent calendar, seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

#### Item 9-d

Director Nason made a comment pertaining to the new Community Advisory Committee (CAC) candidate Mrs. Hagen. She was happy that the CAC followed all of the required interviewing procedures for new candidates and their selection process. The Board had asked the CAC to make some changes, one of them being that the candidate appear before the Board of Directors before the Board selected and voted. Director Nason stated she was happy to see Ms. Hagen at the meeting.

**Motion made by Director Nason to approve Item 9-d on the Consent Calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.**

#### Item 9-e

Director Nason stated that she flagged this item mainly because of the possibility of ambiguity and the situation of authorizing and not requiring Access Services insurance brokers to purchase insurance policies. Director Nason stated that ratification of this agenda item should not be advisory only and consideration should be given to purchasing the insurance policies.

Hector Rodriguez replied that he is asking for authority to go out and purchase insurance. He does not know the final pricing yet but we are asking for additional spending authority and believes we will not spend up to or exceed the requested amount. He believes the insurance cost should come in much lower than the requested amount.

Treasurer Turner asked would staff come back to the Board once they get the pricing. Executive Director Andre Colaiace commented that we would only come back if it was over the Board authorized \$775,000 limit.

Chair Ahuja suggested moving forward that she would like to know if there is any left over money when we meet about next year's budget.

**Motion made by Director Nason to approve Item 9-e on the Consent Calendar, seconded by Director Nwokike. Via Roll Call Vote - all were in favor, motion passed.**

#### Item 9-i

Director Nason commented that approving this action item would increase the not to exceed contract amount from \$57,702.50 to \$99,292.50 and she just wanted to make sure we are giving a lot of thought on spending this much money.

Bill Tsuei replied this would allow us to establish a connection to Santa Clarita so that the vehicle real time information would be shown on the Where's My Ride mobile app.

Director Nason stated that this is another situation when we do not have the actual amount and she is uncomfortable with things like this. Bill Tsuei replied this is the actual amount quoted by the solution provider, and the increase is \$41,590.

Treasurer Turner asked if this amount includes software. Bill Tsuei replied that is correct. Also, includes software license, support and implementation services. Chair Ahuja stated that staff should let the Board know the total cost of the Where's My Ride since it has been ongoing for some time. Bill Tsuei replied staff would come back with a presentation.

**Motion made by Treasurer Turner to approve Item 9-i on the Consent Calendar, seconded by Vice-Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

Item 9-j

Director Nason asked staff what is the minimum amount of money they plan to spend on this item. Bill Tsuei replied we are anticipating the transition to be done by September and the minimum amount is approximately \$270,000. Andre Colaiace added that this service is necessary for the 1-800 reservation and customer service lines.

Chair Ahuja commented she is anticipating that there will be a significant amount of money left over from the 2018 budget. She suggested discussing this item further with staff as we move forward into the 2019 budget. Hector Rodriguez replied Access funding is requested annually and any left over money has to be returned to Metro.

Treasurer Turner asked how did Access deal with the provider that held up and created an increase in cost. Hector Rodriguez replied we are working with the provider and he contacted the company's president to get them to expedite the process. We would have liked to switch the regions one at a time. However, it is either all or nothing because of the way the phone system is designed.

Treasurer Turner asked was the provider notified of the transition. Hector Rodriguez replied we had anticipated that everything would go as planned. However, MV Transportation went through a changeover during the middle of our transition.

Treasurer Turner asked how many providers would need to make this transition and would Access ask for more money later. Hector Rodriguez replied that we are done with the exception of MV Transportation.

Treasurer Turner asked would there be an additional cost for not meeting the deadline, and is MV the only provider with their own in-house system. Additionally, she asked when you anticipate this to happen. Bill Tsuei replied other than Alta, everyone else is on the primary solution and MV is the only one moving to the cloud solution.

Treasurer Turner expressed her concerns that Access would continue absorbing additional cost increases based on MV not transitioning by Access' anticipated timeline. She asked if the delay has to do with technical issues. Bill Tsuei replied part of the reason is that AT&T is taking a little bit longer to finish the circuits.

Treasurer Turner asked is it AT&T that is delaying the process. Bill Tsuei replied it is a combination of both.

Director Nason stated that she agrees with Chair Ahuja on the idea of the Board receiving feedback on the final cost. She would like to know if there was a savings or not.

Chair Ahuja commented that there needs to be more communication with the Board. Hector Rodriguez replied we would bring back whatever the total expenditure ends up being.

Treasurer Turner made a suggestion to bring this item to the budget meeting and expressed that she is very uncomfortable with leaving open items or a blank check for people to sign. Andre Colaiace replied a full accounting would be made at the budget subcommittee meeting.

**Motion made by Director Nason to approve Item 9-j on the Consent Calendar, seconded by Vice-Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

**10. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - CUSTOMER SERVICE CENTER CONTRACT (AS-3955)**

Recommendation: Authorize staff to execute the first option term with ALTA effective January 1, 2019, through December 31, 2020, and add an additional \$3,996,000 in funds.

## Public Comment

Yael Hagen made a public comment stating for the very first time she is pleased that we have an environment that gives an opportunity to look at an issue, such as customer service. This includes taking the time to evaluate what should be done in a way that really examines everything including participation by riders, staff and board members as well. We really need customer service and she hopes that the Board would support continuing the service.

## Board Members Comments

Secretary DeVera asked is the \$4 million the actual amount or the not to exceed amount. F Scott Jewell replied we are adding an additional \$4 million value to the contract. It is roughly \$2 million a year.

Secretary DeVera shared an experience pertaining to calling Alta regarding a no show letter that she received. She made an effort to cancel her trip by calling within the window. She had to wait for dispatch an extra five minutes to approve the cancellation and the driver never showed up. She called customer service regarding her two late cancellations, which became two no-shows. Director DeVera informed the call-taker that she had received a letter from Access and the call-taker asked for her ID number, birthdate, address and the dates pertaining to the no-show. Secretary DeVera was rather surprised that the call-taker asked for her birthday and the no-show dates. Alta should know to have the no-show dates in front of them since they were the ones that sent the letter.

Treasurer Turner pointed out in the presentation you mentioned that a committee was established. She asked has the committee met and provided any feedback. F Scott Jewell replied yes the committee met in July and will meet again in September. There will be recommendations presented in future meetings with the Community Advisory Committee (CAC), Transportation Professional Advisory Committee (TPAC) and the Board.

Treasurer Turner commented the committee is looking at everything. Andre Colaiace replied yes and it has been actually an excellent conversation. We are actually getting feedback directly from the people who use the services. Treasurer Turner encouraged all of the folks in the audience who also use the services to make those calls and if you are having issues, please let staff know what is going on. She expressed to Secretary DeVera that she heard her frustrations and has personally received calls from other people. The sooner we get information from the committee, the better. Andre Colaiace replied our intent was to bring something back to the Board, probably within the next 3 - 6 months. The approval of the contract does not mean we cannot make any changes.

Treasurer Turner asked does the current term base contract end in December. Andre Colaiace replied the current contract ends in December and the extension would end two years from December.

Treasurer Turner commented that if the committee is meeting and can give us information in September about the performance of Alta, then why we could not make it in September or October for December.

Chair Ahuja commented that Treasurer Turner raised a good point. She pointed out that the presentation shows staff would bring back the committee recommendation plans to the Board in September. F Scott Jewell replied staff would meet with the committee-working group in September to discuss the initial recommendations from the consultant. Following that meeting, staff will meet with the CAC and TPAC probably in October or November. Ideally, we would be back with the recommendations with what customer service should or should not look like to the Board in December.

Chair Ahuja pointed out that staff has a great process in place to get feedback. They hired a consultant as well to provide feedback. It would not be good public policy if you were not going to accommodate those recommendations in the contract option. Andre Colaiace replied there are mechanisms within the contract to make changes if the extensions are approved and the Board decides to go in a different direction.

Director Gombert pointed out we have the staff recommendation, which is fair to say is not going anywhere right now. Option two would be to direct staff to issue an RFP, which would be problematic from both a time standpoint and we have not received the feedback from the working group for potential changes to the scope of work. Option three, in the rare event we approve staff recommendation and after the working group provides comments, the scope of work adjustments is allowed under the contract. Lastly, option four we negotiate with Alta a less than two-year extension with the understanding that could potentially have a negative financial impact.

Chair Ahuja expressed that she understands staff needs a contract in place. However, she would like to hear the feedback from the working group before approving the extension with some conditions. We have to be careful in not rewarding a contractor when they are not doing a good job. Andre Colaiace replied staff would continue the process and keep the Board informed. He suggested combining the September and October meeting into maybe a mid-October meeting, which would give the Board a chance to hear some of the recommendations.

**Motion by Treasurer Turner to continue discussion by the Board and feedback from the committee at a different meeting, seconded by Secretary DeVera. All were in favor.**

**11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM OF EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)**

Recommendation: Authorize an additional \$133,986,361 in funds, a change of rates, and an extension in the period of performance for three (3) years, from April 1, 2019, through March 31, 2022, for Contract AS-3421 with San Gabriel Transit.

Public Comment

Yael Hagen made a public comment by stating that she feels better knowing that the Key Performance Indicators (KPIs) are being put into place. The new contract has made a significant positive impact on a rider's experiences in the Northern region. Additionally, as a rider, she feels a lot better to see that staff has done a tremendous job of putting those KPIs into the process. Ms. Hagen stated that she supports staff's recommendation in giving more time to be able to scatter the contracts so they are not all happening at once and do not impact the riders negatively. Therefore, with time and the assurance that these KPIs are going to be put into place is what makes the riders experience a lot more positive. Also, we are never going to get rid of all the problems with paratransit because that is impossible. However, we no longer have an agency that is punitive, we now have an agency that is proactive and solicitous of the rider's input into the process. Lastly, Ms. Hagen thanked the Board and staff for taking such a positive step forward.

Terri Lantz made a public comment by stating that she supports the service providers' contracts. She had a chance over the years to work with all of the providers and believes they all do a great job. Additionally, Ms. Lantz stated that she saw a lot of very encouraging things from the providers' staff. There is a coalition group that meets and we invited Andre Colaiace and a member from each of the providers. All of the providers showed up and she noticed the willingness and eagerness to work with riders and people who support riders. It is a very good sign and she would like to support them in getting the extension.

Board Members Comments

Secretary Turner stated she would like to discuss this item with the Board Budget subcommittee before bringing it to the Board for approval.

Director Gombert stated that he would like to continue this discussion at another meeting with the budget committee in order to get more input and comments from staff.

Vice-chair Ida stated that he supports moving the item to the budget subcommittee.

Secretary DeVera stated that she supports moving the item to the budget subcommittee.

**Motion made by Director Troost to table the item for review by the Board Budget Subcommittee, seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

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

Recommendation: Authorize an additional \$55,721,385 in funds, a change of rates, and an extension in the period of performance for one (1) year, from September 1, 2019, through August 31, 2020, for Contract AS-2967 with Global Paratransit.

Public Comment

Al Mears made a public comment by stating that he is a parent of a recipient of Access. He thanked Access for their service. He asked the Board to consider approving this contract.

Terri Lantz made a public comment that Global has been extraordinary. She knows that we all have probably heard some difficulties, as we all do with every service provider over the years. However, Global has been there and they have reached out to people to try to find what they could do to make things better. They have been consistent in delivering respect to all riders and all people who are working with riders. Ms. Lantz expressed that they are probably one of the best contractors she has ever seen. There has been many changes with computer software, which caused some problems. However, putting this out to bid would not be a good thing. She works with hundreds of people in Global's area and they prefer this provider. The Global drivers are polite and respectful as is their administrative staff. Lastly, Ms. Lantz shared that she has dealt with all of the providers and gives Access credit for making those decisions. She asked the Board to stand by this provider and extend their contract.

Jonna Krall made a public comment by stating that she would like to see Global continue as the provider. The Global drivers are very respectful and helpful. Additionally, they are always professional and she would like to see the contract extended.

Board Member Comment

**Motion made by Treasurer Turner to table item for review by Board Budget Subcommittee, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.**

**13. UPCOMING BOARD ITEMS**

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

**14. EXECUTIVE DIRECTORS REPORT**

Andre Colaiace reported that the month of August on-time performance was at ninety-three percent, two percent above standard. We heard from the Federal Transit Administration Office of Civil Rights regarding our ADA compliance review which took place last August 2017. We are working together and plan to shortly close out any remaining items from that review. He announced the APTA Annual Conference would be in Nashville, Tennessee in the month of September. Access staff Bill Tsuei Director of Technology would be on a panel about the procurement of information technology. Additionally, staff members Jessica Volanos and Darwin Brown will receive scholarships from the American Public Transportation Foundation and the scholarships would be awarded on Tuesday at the APTA Annual meeting. Lastly, he informed the Board about the Los Angeles County Commission on Disabilities 27<sup>th</sup> Annual Awards Luncheon on Monday, October 15, 2018, at the Omni Hotel downtown Los Angeles. Access looks forward to attending the event.

Public Comment

None.

**15. BOARD MEMBER COMMUNICATION**

Giovanna Gogreve wished everyone a Happy Labor Day.

Director Nason wished everyone a Happy Labor Day.

Director Gombert had no comment.

Treasurer Turner thanked the Board for her re-election to the Board Treasurer position. She looks forward to working with the staff and Happy Labor Day.

Vice-chair Ida congratulated and welcomed the new CAC Member Yael Hagen. He also, thanked staff and the contractors for all the work they do and expressed his appreciation.

Secretary DeVera had no comment.

Director Nwokike had no comment.

Director Troost had no comment.

**16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

**17. ADJOURNMENT**

Motion made by Secretary DeVera, second by Director Nason. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:13 p.m.

Approved

\_\_\_\_\_  
Theresa DeVera, Secretary

\_\_\_\_\_  
Date

OCTOBER 29, 2018

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO APPROVE REVISION TO NO SHOW POLICY

---

**ISSUE:**

The Federal Transit Administration (FTA) has requested an additional change to Access' No-Show Policy related to the ADA Paratransit Compliance Review. This revision modifies the sunset provision on no-show suspensions.

**RECOMMENDATION:**

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

1. Change the sunset provision for second and subsequent no-show suspensions from twelve (12) months to six (6) months.

**IMPACT ON BUDGET:**

None.

**ALTERNATIVES CONSIDERED:**

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

**BACKGROUND:**

The current No-Show Policy was approved by the Access Services Board of Directors in May 2018 in response to findings from the ADA Paratransit Compliance Review. Subsequent discussions with the FTA have resulted in the following change.

*Sunset provision for subsequent no-show suspensions*

Access currently suspends riders for 10 days for the first violation of its no-show policy and 30 days for each subsequent violation. The revised policy will include a sunset provision of 6 months for second and subsequent no-show suspensions. As a result, if more than 6 months has passed between suspensions, the customer would only be suspended for 10 days, rather than 30 days.

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

### **No Show Policy - *revision italicized and in bold.***

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

The following situations are considered Rider No-Shows:

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

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

- The driver arrives after the 20-minute pick-up window, and the customer either cancels the trip in person or calls to cancel the trip.

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

- Customers who have five (5) or more no-shows or late cancellations during any single month may be subject to suspension if those no shows exceed 10% of their overall scheduled monthly trips;
- A 10-day suspension will be given for first offenders followed by a 30-day suspension for every occurrence thereafter. After **six (6) months** of suspension inactivity, the duration of a subsequent No-Show suspension is reset to ten (10) days.
- Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours before the scheduled pick-up time;
- Access will send a notification letter after each no-show starting with the second no-show in a month.

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**  
**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**  
**RE: CONSIDERATION TO APPROVE RECORDS RETENTION POLICY AND SCHEDULE**

---

**ISSUE:**

It is necessary to revise and update the Records Retention Policy and Schedule.

**RECOMMENDATION:**

Approve the Records Retention Policy and Schedule.

**IMPACT ON BUDGET:**

There is no expected impact on the budget due to the updated policy.

**BACKGROUND:**

The current Records Retention Policy and Schedule was last updated in 2005. Upon review by General Counsel, the policy and schedule has been revised into a format more commonly used by public agencies. The full policy and schedule are available for review at -

<https://accessla.org/uploads/files/Records%20Retention%20Policy%20and%20Schedule.pdf>

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER**

**RE: CONSIDERATION TO APPROVE MODIFICATION OF KEY PERFORMANCE INDICATOR**

---

**ISSUE:**

Board approval is requested to change the method in which the agency calculates its preventable collision rate, its primary key performance indicator (KPI) for safety.

**RECOMMENDATION:**

Authorize staff to add a severity weighting to the calculation of the agency's preventable collision rate.

**IMPACT ON BUDGET:**

There may be an indirect positive impact on future budgets as the recommended change would encourage Access' providers to continue their focus on safety to minimize serious and severe preventable vehicle collisions. This focus on safety has led to a reduction in auto liability insurance premiums two years in a row.

**ALTERNATIVES CONSIDERED:**

Staff considered raising the preventable collision rate to be more in line with industry standards. However, in the end, staff is convinced that an aggressive approach and low threshold will provide a safer and more cost-effective paratransit operation.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would incorporate the change into its reporting and operating contracts effective January 1, 2019.

**BACKGROUND:**

In October 2017, the Board approved implementation of 15 KPIs and associated standards for service. Operating experience over the past year has resulted in staff recommending a more advanced metric to accurately measure preventable collisions, by taking into account the severity of each collision. Currently, all collisions are treated the same when calculating the agency’s preventable collision rate. In reality, collisions vary greatly in respect to property damage and injuries. Under the proposed modification, the preventable collision rate will use a scale that incorporates collision severity. Minor collisions with no or minimal damage will be weighted with a lower “score” than currently; severe collisions with major damage or injuries will be weighted with a higher “score” than currently.

<b>COLLISION SEVERITY</b>	<b>CURRENT WEIGHTING</b>	<b>PROPOSED WEIGHTING</b>
No damage or injury	1.00	0.50
Minor	1.00	0.75
Moderate	1.00	1.00
Serious	1.00	1.25
Severe	1.00	1.50

Staff is not proposing to change the standard for preventable collisions (< 0.50 preventable collisions per 100,000 miles), only to apply a collision weighting methodology to the impacts of each collision. It should be noted that each incident is reviewed by both Access Risk Management and Operations to properly determine the appropriate classification.

In FY18, a majority (73%) of Access’ preventable collisions resulted in no or minor damage and injury. By having those collisions weighted the same as the far less frequent serious and severe collisions, the agency’s reported preventable collision rate is not as accurate as it can be.

If the weighted method had been used in FY18, it would have resulted in a small decrease to, but more accurate representation of, the agency's preventable collision rate:

	FY18
Weighted preventable collision rate	0.56 per 100,000 miles
Non-weighted preventable collision rate	0.69 per 100,000 miles

Finally, it should be noted that Access has one of the industry's most aggressive preventable collision rate standards (0.50 preventable collisions per 100,000 miles) which stresses the importance of safety for our riders, and has placed emphasis on our contractors to develop high quality driver training and safety monitoring programs.

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**

**RE: CONSIDERATION TO AUTHORIZE ADDITIONAL REIMBURSEMENT FOR FREE FARE PROGRAM TO MEMBER AGENCIES**

---

**ISSUE:**

Free Fare program costs for FY 2018 were \$3,310,109. This amount is \$405,486 less than the Access Board approved cap of \$3,715,595 which was approved in FY 2016. Therefore, there are sufficient unused funds from the Free Fare program budget that can be redistributed to free fare partners who have exceeded their reimbursement cap.

**RECOMMENDATIONS:**

Staff requests Board approval to authorize the following actions:

1. Authorize staff to redistribute \$28,661 of the \$405,486 unused free fare program funds to agencies who have exceeded their reimbursement cap. These agencies are Antelope Valley Transit Authority (AVTA), El Monte, Glendale Beeline, Norwalk Transit and Torrance Transit.
2. Going forward at the end of each fiscal year, staff will evaluate Free Fare program invoices and determine if there are unused funds, relative to the cap. If there are enough unused funds available, authorize the Executive Director to redistribute the funds to agencies who have exceeded their cap, so long as the total amount to be redistributed does not exceed \$75,000. If the amount to be redistributed exceeds \$75,000, staff will seek Board approval.

**IMPACT ON BUDGET:**

None. The funds will come out of Access' FY 2018 surplus from the Free Fare program budget. The funding for these services comes from the Prop C 40% Discretionary Fund.

**ALTERNATIVES CONSIDERED:**

None. Free fare program invoices from partner agencies have decreased due to a decline in fixed route ridership. Redistributing some of the unused funds is an equitable way to ensure free fare partners are fairly reimbursed for participating in this important program.

**BACKGROUND:**

Access Services' Free Fare Program was established in 2000 as a paratransit ridership diversion strategy to encourage Access customers to use accessible bus or rail service when they are able to. The Free Fare program allows Access customers to ride the bus or rail free of charge. In return, Access reimburses many free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency. By doing so, Access is able to realize substantial cost savings by encouraging Access customers to use significantly less expensive fixed route service for some or most of their trips. In FY 2018, there were nearly 30,000,000 Free Fare trips taken on Los Angeles County transit operators.

On April 25, 2016, the Access Board took action to restructure the Free Fare program by capping reimbursements at FY 2015 funding amounts, subject to an annual review by program participants. During the first year the cap was implemented (FY 2017), total program invoices exceeded the cap by \$8,265. On its second year of implementation (FY 2018), total program invoices were 11% less than the cap. As a result, the free fare program budget ended the year with unused funds totaling \$405,486.

The decline in free fare ridership can be attributed partly to a decline in fixed route ridership that is impacting transit systems nationwide. In addition, there is some evidence to suggest that some Access riders are finding alternative options for their transportation needs, such as local Dial-a-Ride and taxi services.

On October 16, staff provided a report on the Free Fare program to members of Metro's Bus Operations Subcommittee (BOS). The BOS took action and unanimously approved staff's proposal to redistribute unused program funds to agencies who exceeded their cap. The following agencies will be paid from unused program funds:

AVTA	\$21,567.25
El Monte	\$2,515.50
Glendale Beeline	\$97.50
Norwalk Transit	\$16.80
<u>Torrance Transit</u>	<u>\$4,464.50</u>
<b>Total</b>	<b>\$28,661.55</b>

## Free Fare Program Invoices FY 2018

FY 17-18				
		Cap	Billed in FY17/18	Shortfall/Surplus
1	Antelope Valley Transit	\$494,000.00	\$515,567.25	<b>\$(21,567.25)</b>
2	Beach Cities Transit	\$6,367.00	\$4,992.00	<b>\$1,375.00</b>
3	City of El Monte	\$29,139.50	\$31,655.00	<b>\$(2,515.50)</b>
4	City of Gardena	\$96,644.45	\$83,175.40	<b>\$13,469.05</b>
5	Glendale Beeline	\$139,576.00	\$139,673.50	<b>\$(97.50)</b>
6	Norwalk Transit	\$83,982.60	\$83,999.40	<b>\$(16.80)</b>
7	Pasadena Arts	\$56,612.50	\$50,374.10	<b>\$6,238.40</b>
8	Torrance Transit	\$50,904.75	\$55,369.25	<b>\$(4,464.50)</b>
9	Culver City Bus	\$93,054.85	\$72,204.65	<b>\$20,850.20</b>
10	Foothill Transit	\$553,416.00	\$532,392.50	<b>\$21,023.50</b>
11	LADOT	\$423,250.50	\$344,947.65	<b>\$78,302.85</b>
12	Long Beach Transit	\$736,598.40	\$648,487.20	<b>\$88,111.20</b>
13	Montebello Bus Lines	\$474,226.50	\$375,635.00	<b>\$98,591.50</b>
14	Monterey Park	\$20,945.75	\$9,949.75	<b>\$10,996.00</b>
15	Santa Monica BBB	\$456,877.00	\$361,687.00	<b>\$95,190.00</b>
	<b>Total</b>	<b>\$3,715,595.80</b>	<b>\$3,310,109.65</b>	<b>\$405,486.15</b>

Shortfall	<b>\$(28,661.55)</b>
Surplus	\$434,147.70
Total Program Surplus	\$405,486.15

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE 2019 BOARD OF DIRECTORS MEETING CALENDAR**

---

**ISSUE:**

The Metro Board room that is used for the Access Board of Directors Meetings has limited availability on the 4<sup>th</sup> Monday of the month in 2019. Staff has developed an alternate Board meeting schedule using the 3<sup>rd</sup> Monday of the month to maximize the use of the Metro Board room.

**RECOMMENDATION:**

Review and approve the proposed Board Meeting calendar for 2019.

**IMPACT ON BUDGET:**

None.

**DISCUSSION:**

Staff has prepared the proposed 2019 Board meeting calendar. The meeting dates will move to the third Monday of the month, with the exceptions of Tuesday, January 15, 2019 due to the Martin Luther King Day Holiday; Tuesday, February 19, 2019 due to the President's Day Holiday; Monday, March 25, 2019 due to APTA's Legislative Conference; November 20, 2019 for Access Services Annual Meeting; and the December 2, 2019 meeting, which is being held early due to there being no Board meeting in November. All meetings are subject to change based upon the necessary business and operational needs of Access Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board's attention by the Executive Director.

All meetings with the exception of the Annual meeting are scheduled to take place at the Metropolitan Transportation Authority (Metro) located at 1 Gateway Plaza in Los Angeles or at Access Services located at 3449 Santa Anita Avenue in El Monte.

## Board of Directors 2019 Board Meeting Calendar

---

All meeting dates and locations are subject to change and must be approved by the Board in advance.

<u>Date</u>	<u>Meeting Type</u>	<u>Location</u>
Tuesday, January 15 <sup>th</sup>	Board Meeting	El Monte
Tuesday, February 19 <sup>th</sup>	Board Meeting	Metro Board Room
Monday, March 25 <sup>th</sup>	Board Meeting	El Monte
Monday, April 15 <sup>th</sup>	Board Meeting	Metro Board Room
Monday, May 20 <sup>th</sup>	Board Meeting	Metro Board Room
Monday, June 17 <sup>th</sup>	Board Meeting	Metro Board Room
Monday July 15 <sup>th</sup>	Board Meeting	El Monte
Monday, August 19 <sup>th</sup>	Board Meeting	Metro Board Room
Monday, September 16 <sup>th</sup>	Board Meeting	Metro Board Room
Monday, October 21 <sup>st</sup>	Board Meeting	Metro Board Room
Wednesday, November 20 <sup>th</sup>	Annual Meeting	California Endowment Center
Monday, December 2 <sup>nd</sup>	Board Meeting	Metro Board Room

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP CARD PRODUCTION MEMORANDUM OF UNDERSTANDING (MOU)**

---

**ISSUE:**

Additional funding is required to continue the production of Access Rider ID/TAP cards under the existing MOU with Metro.

**RECOMMENDATION:**

Authorize an additional \$270,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2019 - January 31, 2020.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$1,449,000 to \$1,719,000. The reimbursement agreement is based on a per card cost of \$4.50 plus shipping that is invoiced by Metro on a monthly basis. There is no change in the cost per card for this extension. The funding for this agreement comes from Prop C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the County in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly, no other alternatives were considered.

**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 extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless the terms are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

In September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. In December 2017, the Board extended the agreement through January 2019. It is now necessary to increase funds and extend the term to continue production for another year through January 2020.

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY**

**RE: CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM FOR TRANSITIONAL VOICE COMMUNICATION SERVICES**

---

**ISSUE:**

Board approval is required to approve transitional voice communication costs due to the delayed implementation of AT&T's toll-free 1-800 Voice Over IP (VoIP) services.

**RECOMMENDATION:**

Authorize an additional \$540,000 in funds and an extension in the period of performance through January 31, 2019 with TMSI.

**IMPACT ON BUDGET:**

This is a month-to-month agreement that will only be continued until the AT&T VoIP services are implemented. The funding for these services comes from Prop C discretionary funds. Overall, staff still anticipates substantial savings on voice communication services this fiscal year and in subsequent budget years. Although the savings may not reach the anticipated \$1 million in FY19, staff fully expects that an annual savings of at least one (1) million dollars annually will be realized for the next ten years.

**ALTERNATIVES CONSIDERED:**

No other options were considered as toll-free 1-800 services are a mission critical application that allows riders to contact Access' service providers for a variety of needs.

**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 extend the contract with TMSI, 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:**

Access' transition of voice communication services (800 numbers) from TMSI to AT&T's VoIP network was originally scheduled to occur by August 1, 2018. An initial delay occurred when MV Transportation, Access' Northern Region provider, made a change to its proposed VoIP architecture by moving to a cloud based VoIP system hosted in Dallas, TX. As a result, staff has had to work with our VoIP vendor and MV's VoIP vendor to develop a new architecture. Further delays have occurred due to internal scheduling and delivery issues related to AT&T. Access staff has escalated these issues with AT&T corporate personnel. Because of these issues, the go live schedule has been postponed until late December.

In order to continue providing 800 services, it is necessary to continue transitional voice communication services provided by TMSI until the final cutover. The funding requested will cover services through January 31, 2019.

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
DAVID FOSTER, PROJECT ADMINISTRATOR**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -  
CUSTOMER SERVICE CENTER CONTRACT (AS-3955)**

---

**ISSUE:**

This item was requested by the Board to be brought back with additional information related to the recommendations being developed by the Customer Service working group. That information is detailed in the Background section below.

Board approval is required to exercise the first option term of the contract with ALTA Resources (AS-3955) for the customer service (call center) contract.

This contract has a two-year base term with two (2) two-year option terms, and the base term ends on December 31, 2018.

**RECOMMENDATION:**

Authorize staff to execute the first option term with ALTA effective January 1, 2019 through December 31, 2020 and add an additional \$3,996,000 in funds.

**IMPACT ON BUDGET:**

None. The cost for these services has been programmed in the FY2018/19 budget and will be appropriately allocated in the subsequent fiscal years. This increases the not-to-exceed amount from \$6,732,676 to \$10,728,676. The contractor is reimbursed on a tier basis as follows -

	Monthly Fixed Rate Base Term	Monthly Fixed Rate 1st Option Term
Monthly Call Volume	4/1/2016 - 12/31/2018	1/1/2019 - 12/31/2020
0 - 15,000	\$130,200	\$136,059

15,001-25,000	\$143,100	\$149,540
25,001-35,000	\$159,700	\$166,887
35,001-40,000	\$168,000	\$175,560
40,001-45,000	\$171,000	\$178,695
45,001-50,000	\$180,300	\$188,414
50,001-55,000	\$187,800	\$196,251
55,001-60,000	\$197,000	\$205,865
60,001-65,000	\$206,300	\$215,584
65,001-70,000	\$214,900	\$224,571

**ALTERNATIVES CONSIDERED:**

The Board, at its discretion, may direct staff to put this contract out to bid. However, as outlined in the background section, the option term extension will give Access time to incorporate any significant changes into a future scope of work after the completion of the review of customer service, call center and Operations Monitoring Center (OMC) functions.

**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 an amendment of the existing contract with ALTA Resources, 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:**

In 2013, the Metro Review of Access called for a review of industry best practices for controlling and containing costs. A consultant was retained in 2014 to conduct a Comprehensive Operational Review (COR) of customer service and a series of recommendations were included in the final report based on three questions Access enlisted the consultant to consider:

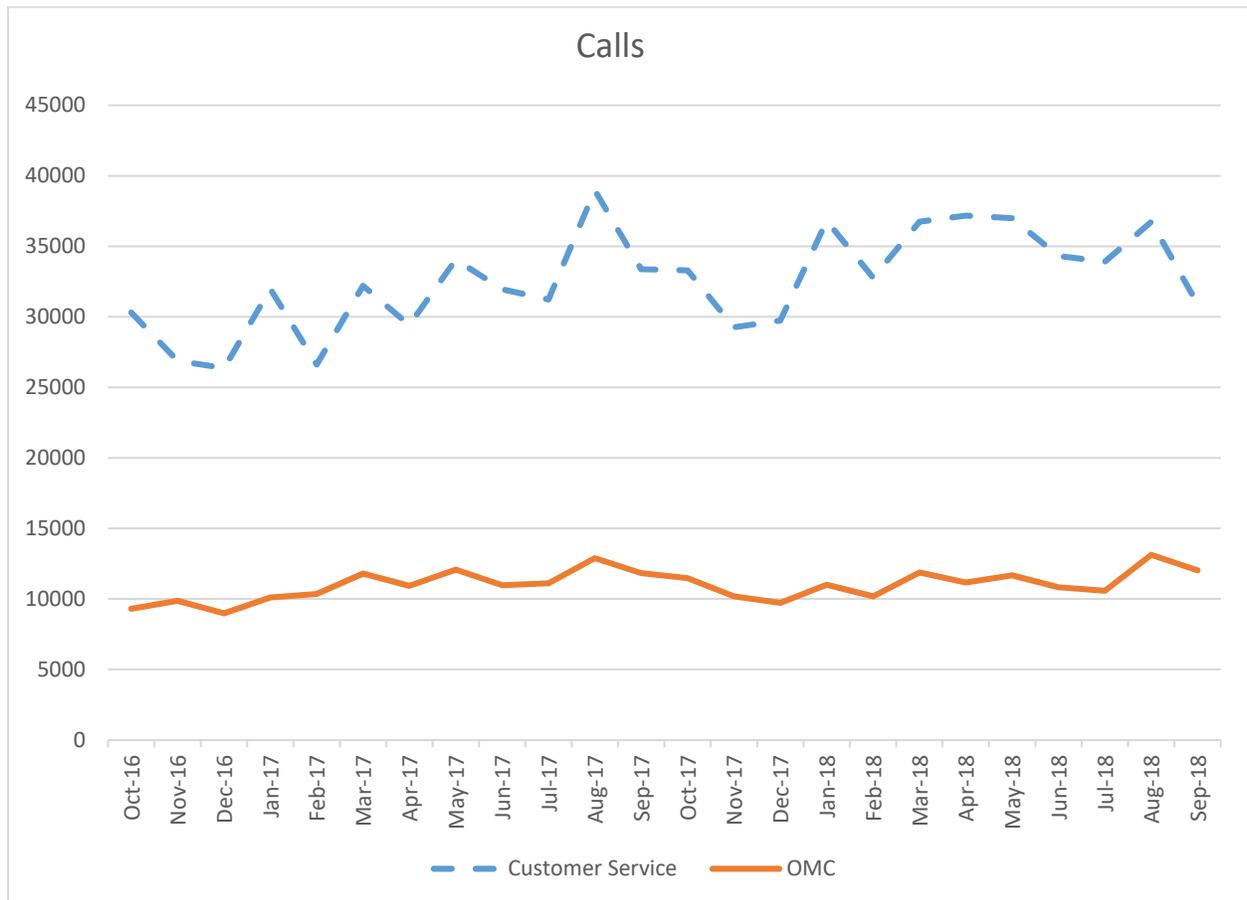
- Assess existing systems, including their delivery, efficiency, and the attainment of performance indicators.
- Identify improved efficiencies.

- Quantify costs to provide current functions considered above and beyond ADA guidelines, and evaluate strengths and weaknesses of the current services provided by Access.

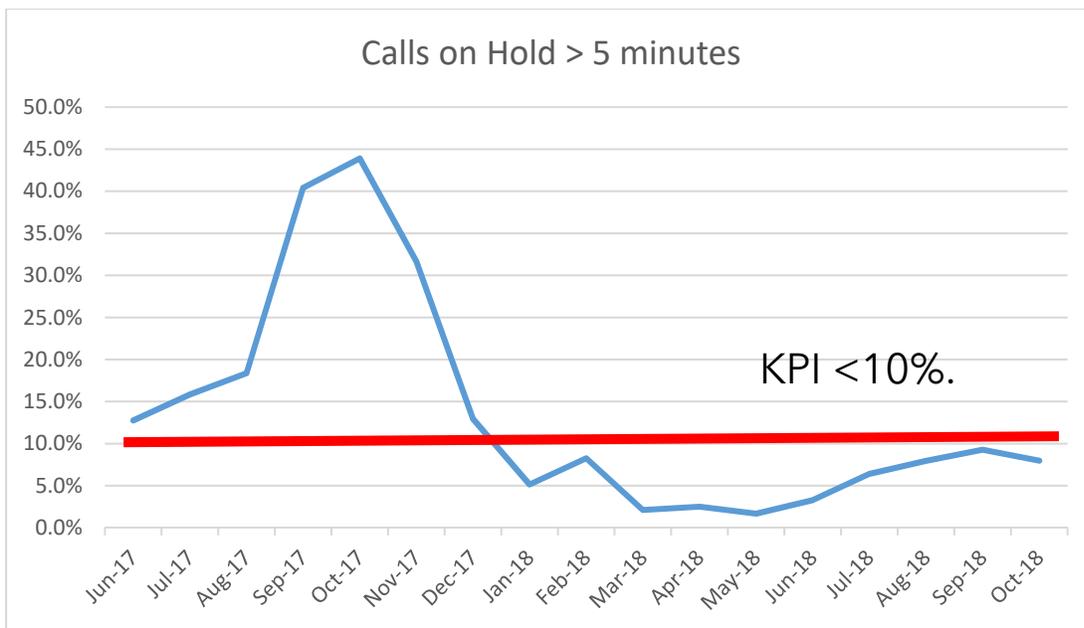
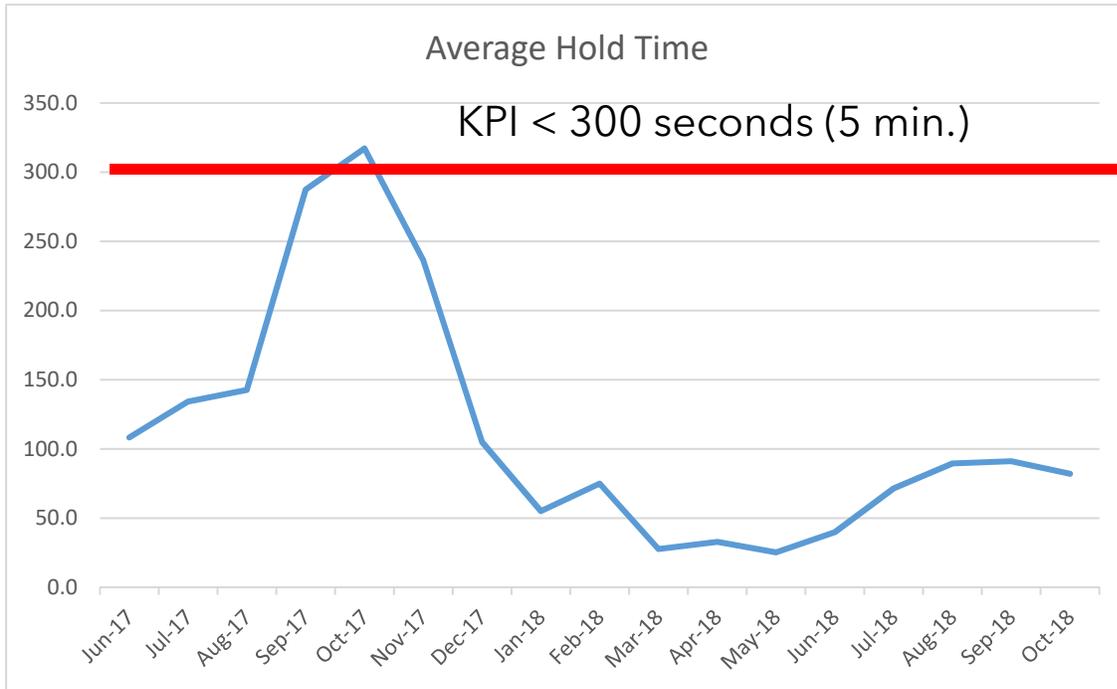
The consultant recommended that Access could control costs and provide a better quality of service through contracting out Customer Service and OMC with a professional call center dedicated to this type of work. In June 2015, those recommendations were presented to the Access Board of Directors and subsequently used to develop the RFP that awarded the current contract to ALTA.

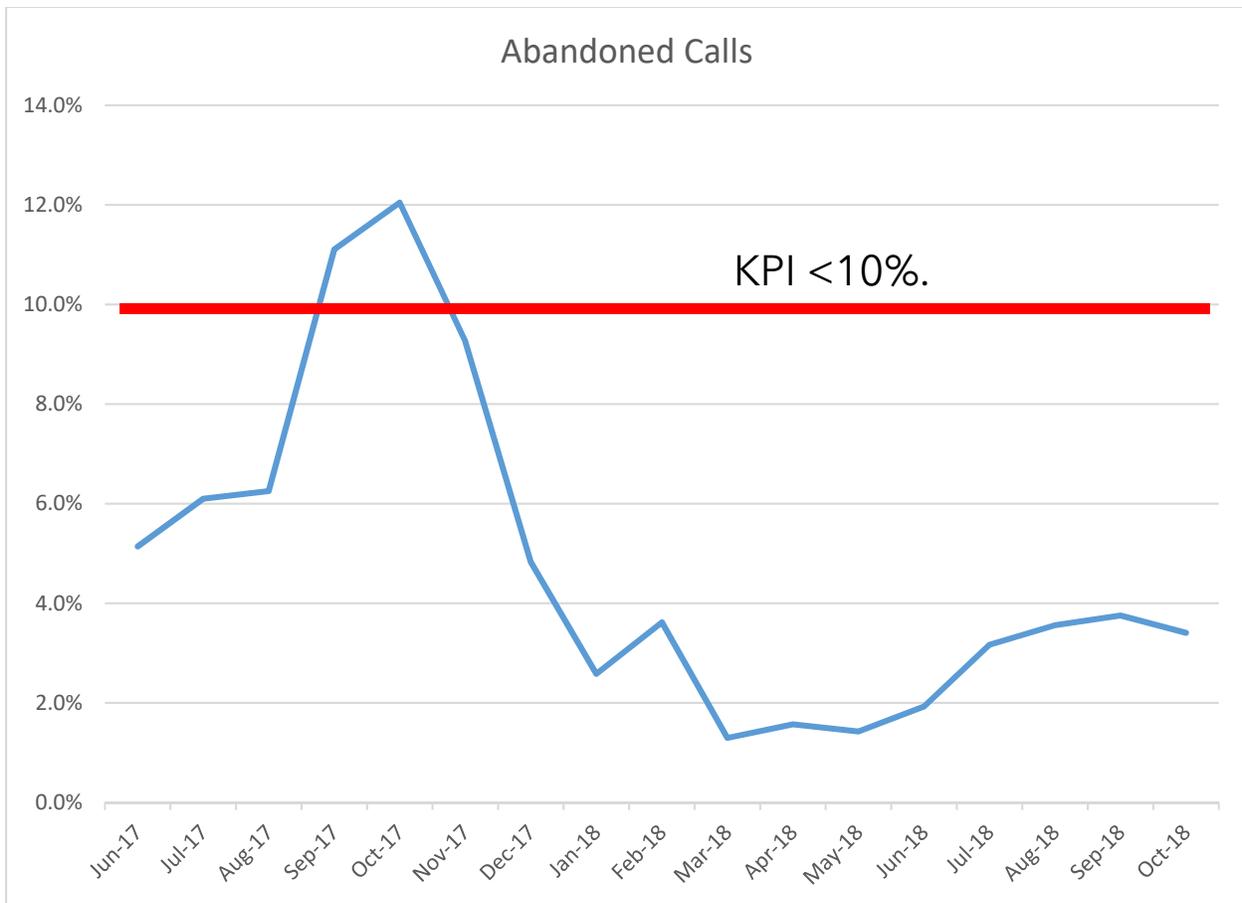
Contract Performance

By October 2016, ALTA had assumed responsibility for all customer service related calls. This included how to apply for Access, TAP card issues, general customer service issues, reasonable modification requests and OMC calls.



Through part of 2017, ALTA did not meet key performance indicators (KPIs) for average initial hold time, calls on hold over five (5) minutes and abandoned calls. ALTA worked diligently to address staffing issues. Consequently, for the last eight months, ALTA has met the mandated KPIs. The charts below outlines the significant improvement in performance.





Staff will continue to closely monitor ALTA’s performance to ensure contractual obligations are met while staff and stakeholders examine the current call center structure.

### Customer Service Working Group

In response to concerns raised by Board members and customers, staff has begun a review of the call center functions in order to improve customer service and increase customer satisfaction. Staff retained Delta Services Group (DSG) to provide feedback on both the current structure of the call center functions, in particular the OMC, as well as the customer service processes including complaint intake, investigation and response.

Additionally, a working group was put together to offer feedback and suggestions on this topic. The working group consists of:

- Access Board Member Theresa DeVera
- Access Community Advisory Committee Member Terri Lantz
- Access Community Advisory Committee Chairperson Michael Conrad
- Quality Services Subcommittee Chairperson Myrna Cabanban

- CAC Member Yael Hagen

In July 2018, DSG facilitated the first working group meeting and presented their observations of the call center contractor based on conversations with working group members, previous site visits and a review of quality assurance procedures and performance data. DSG also presented next steps for its review such as secret shopper calls, additional phone call monitoring and further review of processes, data and performance. Other topics discussed at the working group meeting included:

- In house vs. outsourcing Customer Service/Operations Monitoring Center (OMC)
- Maximizing the effectiveness of the OMC in terms of solving immediate service issues
- Complaint processing (intake/investigation/response)

In October 2018 the working group met to discuss both short and medium term recommendations. Those are -

#### Short Term

- Enhance Access monitoring of Alta/OMC
  - Station Access Staff @ Alta
- Standardize Provider ETA response/accountability
  - Reinforce "first call" from customer with Providers
- Develop OMC/ETA monitoring, reporting and KPI
- Revise call center scripts and train staff
- Provide additional training to OMC staff

#### Medium Term

- Customer campaign to call providers for ETA
- Reinforce OMC culture of problem solving
- Study OMC structural options
  - Develop alternatives
  - Present to CAC, TPAC and Board

#### Next Steps

Given this timeline, staff is recommending exercising the contract option with ALTA. This will allow for sufficient time to either alter the way certain functions are performed or potentially craft a new scope and RFP that reflect the recommendations from this review.

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

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

**ISSUE:**

At the August 2018 Board meeting, the Board decided to review the Southern Region staff recommendation through the Budget Sub-Committee. Subsequently the Budget Sub-Committee met in October 2018 and recommended that a one (1) year extension be exercised with the Southern region. The negotiation of the new terms for the Southern region, which include the inclusion of the Agency’s new Key Performance Indicators (KPIs), now require Board approval. If the staff recommendation is approved, staff will bring an action item to the Board fourteen months before the expiration of the approved option year to seek approval to execute that option year or issue an RFP. The second option year item would be brought to the Board in the Spring of 2019.

**RECOMMENDATION:**

Authorize an additional \$49,215,382 in funds, a change of rates, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 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.

<b>Period</b>	<b>No. of Trips</b>	<b>% Increase</b>
Year 8 (7/19-8/19)	202,778	n/a
Year 9 (9/19-8/20)	1,252,388	5.9% (vs. full prior year)
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). A contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	<b>Year 8 7/1/2019 - 8/31/2019</b>	<b>Year 9 9/1/2019 - 6/30/2020</b>	<b>Year 9 7/1/2020 - 8/31/2020</b>	<b>Year 10 9/1/2020 - 8/31/2021</b>
Fixed	\$883,764	\$951,215	\$967,070	\$1,005,753
Variable	\$28.59	\$29.73	\$30.99	\$32.23
Rancho Los Amigos	\$39.63	\$42.01	\$42.01	\$43.69

The option years have been split up to reflect the minimum wage rate change dates of July 1, 2019 and July 1, 2020.

Rate changes for the beginning of Fiscal Year 2020 (the final two months of Contract Year 8), all of Contract Years 9 and 10 include additional staff such as Road Supervisors as well as minimum wage and benefits adjustments for all job classifications. Additional staff is required to meet the additional KPIs to be incorporated into the amendment.

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

	<b>Year 8 (2 months)</b>	<b>Year 9</b>	<b>Year 10</b>
<b>Southern</b>	7/19 - 8/19	9/19 - 8/20	9/20 - 8/21
Proposed	\$7,564,946	\$48,951,356	\$55,025,485
Current	\$7,300,919	\$46,781,387	\$52,049,232
% Change	3.6%	4.6%	5.7%

<b>Southern</b>	<b>Year 8 (2 months)</b>	<b>Year 9</b>	<b>Year 10</b>
Fully Loaded Rates	\$37.31	\$39.09	\$41.29

The table below depicts the additional funds that would be need to be added to the contract if the Board opts to exercise more than one (1) option year at the current negotiated rates.

	<b>1 Option Year (Year 9)</b>	<b>2 Option Years (Years 9 and 10)</b>
	9/19 - 8/20	9/19 - 8/21
Additional Funds	\$48,951,356	\$103,976,841

This action will result in an increase in the previously approved contract amount of \$283,240,296 to \$332,455,678.

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

**ALTERNATIVES CONSIDERED:**

There are four alternatives that staff considered:

1. Alternative One - Exercise the original Best and Final Offer (BAFO) option pricing - Staff did not consider this option as it does not address minimum wage/wage compression and/or the ability to incorporate key performance indicators into this contract.
2. Alternative Two - Issue RFP - Not a viable option at the moment as it would not provide sufficient time to conduct a proper competitive procurement and expect a good pool of proposers. However, an RFP may be issued after the exercise of at least one option year.
3. Alternative Three - Exercise either a one or two year contract extension that includes only minimum wage for the drivers only. This option would not include the inclusion of key performance indicators. Staff emphasizes that this would mean that our largest service provider would only have a minimal number of contractual KPIs. Staff believes that it is in the best interest of this agency and its customers that all future contract extensions include the latest suite of KPIs.
4. Alternative Four - Exercise either a one or two year contract extension with this contractor that includes the inclusion of all KPIs and associated LDs. This option would allow the Agency to lock in the proposed pricing for the next two option years along with the inclusion of all approved board KPIs.

**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 three option years have already been exercised.

Minimum Wage Impact

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.

After the contract was awarded, legislative changes to the minimum wage had a severe financial and operational effect on all service delivery contractors. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured.

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

Effective Date	Minimum Wage	% change
1/1/2014	\$ 9.00/hr	
1/1/2016	\$10.00/hr	11.1%
7/1/2016	\$10.50/hr	5.0%
7/1/2017	\$12.00/hr	14.3%
7/1/2018	\$13.25/hr	10.4%
7/1/2019	\$14.25/hr	7.5%
7/1/2020	\$15.00/hr	5.3%

The Board had previously approved adjustments to the contract to account for the increases to the minimum wage. However, staff was only authorized to negotiate changes for the drivers and only for a limited time period.

In negotiating the contract extension, staff focused on the cost of future minimum wage changes, the insertion of key performance indicators, additional staff necessary to comply with the KPIs as well as the potential of significant savings when compared to the award of a new contract.

### Scope of Work Changes

The staff recommendation incorporates the following additional changes to the contract which should improve performance for the remainder of the contract term.

Listed below are some of the major changes:

- **Key Performance Indicators & Standards -**

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

Specific to this amendment, the following KPIs will be added -

- On-Time Performance (Access-to-work trips)
- Phone Queue Hold Times (Reservations)
- Trip Denials
- Complaints
- Preventable Incidents
- Preventive Maintenance Inspections (PMI)
- Miles Between Road Calls
- Missed Trips
- Excessive Travel Time
- Average Initial Hold Time (Reservations)
- Drug and Alcohol Program Audit

- **Staffing requirements**

Additional staffing requirements were requested as part of the negotiations for this extension to improve safety, service quality and compliance with FTA standards and the above KPIs. Outlined below are the major changes that were requested:

- Road Supervisors -The new contract amendment would require twelve (12) dedicated road supervisors, who respond to collisions, incidents and disturbances, as well as monitoring driver performance. This will improve contract performance and customer service.
- Safety Manager - Safety is the number one priority of a good transit system, and the safety manager oversees all driver training and the investigation and corrective actions for all collision and incidents.

- Customer Service Representatives (CSRs) - In order to increase customer satisfaction and improve response times, Global proposes to add CSRs to the reservation lines to reduce wait times.
- **Service Improvement**
  - Contractor responsibility for investigating rider complaints - Responsibility for investigating complaints was not included in the previous contract. In 2015, Access imposed the requirement on its operating contractors but did not change the scope of work, or provide compensation for staffing to do such work. The new amendment formalizes the responsibility. In response, Global proposed adding a Customer Service Coordinator position to manage the process.
- **Technology Enhancements**
  - Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost. This is different than the requirements in the 2014 contract, which offered to provide the software to the contractor at no cost.
  - Video Recording for Taxis - Taxicabs have different video recording systems; Access now requires rapid access to video/audio to enhance investigations and reinforce higher standards of service quality.
  - Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.
  - System Redundancies - Requirements to ensure uptime of systems and minimize disruptions to service.

### Current Operational Performance

In FY 18, Global Paratransit transitioned from legacy software (DDS) to Trapeze. This transition affected performance during the first half of FY18. However, staff notes that Global's performance has steadily improved through the end of FY18.

Key Performance Indicator	Standard	FY18
On Time Performance	≥ 91%	90.9%
Excessively Late Trips	≤ 0.10%	0.09%
Average Hold Time (Reservations)	≤ 120	87
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.3%
Preventable Collision Rate	≤ 0.50	0.65

OCTOBER 29, 2018

**TO: BOARD OF DIRECTORS**

**FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR**

**RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS, CHANGE OF SCOPE AND EXTEND TERM OF EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)**

---

**ISSUE:**

At the August 2018 Board meeting, the Board decided to review the Eastern Region staff recommendation through the Budget Sub-Committee. Subsequently the Budget Sub-Committee met in October 2018 and recommended that a one (1) year extension be exercised with the Eastern region. The negotiation of the new terms for the Eastern region, which include the inclusion of the Agency's new Key Performance Indicators (KPIs), now require Board approval. If the staff recommendation is approved, staff will bring an action item to the Board fourteen months before the expiration of the approved option year to seek approval to execute that option year or issue an RFP. The option year item would be brought to the Board in January 2019.

**RECOMMENDATION:**

Authorize an additional \$40,841,724 in funds, a change of rates, change in scope and an extension in the period of performance for one (1) year, from April 1, 2019 through March 31, 2020 for Contract AS-3421 with San Gabriel Transit (SGT).

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract's one (1) year extension.

The tables below detail the one year extension impact along with volume, rate and cost changes if more than one option year is exercised.

Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access' consultant HDR Engineering Inc.

<b>Trip Growth</b>	<b>Trips</b>	<b>%Increase</b>
Year 6 (4/19-3/20)	992,273	1.6%
Year 7 (4/20-3/21)	1,036,806	4.5%
Year 8 (4/21-3/22)	1,083,518	4.5%
Year 9 (4/22-3/23)	1,127,599	4.1%
Year 10 (4/23-3/24)	1,173,480	4.1%

Payment terms of the contract will be a firm fixed monthly fee and a variable fixed rate per trip. A contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	<b>Year 6</b>	<b>Year 7</b>	<b>Year 8</b>	<b>Year 9</b>	<b>Year 10</b>
Fixed	\$883,104	\$916,396	\$946,906	\$975,359	\$1,014,227
Variable	\$30.48	\$32.50	\$34.23	\$36.19	\$38.33

The table below depicts the change in total dollars with the rate changes (excluding certification hours).

	<b>Year 6</b>	<b>Year 7</b>	<b>Year 8</b>	<b>Year 9</b>	<b>Year 10</b>
	4/1/2019-3/31/2020	4/1/2020-3/31/2021	4/1/2021-3/31/2022	4/1/2022-3/31/2023	4/1/2023-3/31/2024
Annual	\$40,841,724	\$44,692,931	\$48,451,706	\$52,512,098	\$57,150,213
% Change	6.0%	6.7%	7.2%	7.7%	8.5%

The table below depicts the additional funds that would need to be added to the contract if the Board opts to exercise more than one (1) option year at the current negotiated rates.

	<b>1 Option Year (yr. 6)</b>	<b>2 Option Years (yrs. 6 and 7)</b>	<b>3 Option Years (yrs. 6-8)</b>	<b>4 Option Years (yrs. 6-9)</b>	<b>5 Option Years (yrs. 6-10)</b>
	4/1/2019-3/31/2020	4/1/2019-3/31/2021	4/1/2019-3/31/2022	4/1/2019-3/31/2023	4/1/2019-3/31/2024
Additional Funds	\$40,841,724	\$85,534,655	\$133,986,361	\$186,498,459	\$243,648,672

The increase in the contract amount was programmed into the FY2018/19 budget and will be appropriately programmed for subsequent out years.

This action will result in an increase in the previously approved contract amount of \$163,594,868 to \$204,436,592 for the one option year.

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

**ALTERNATIVES CONSIDERED:**

The current contract with San Gabriel Transit has five (5) option years remaining. There are several possible alternatives with this contract:

1. Alternative One - Exercise the option(s) as accepted as part of the original Best and Final Offer (BAFO). Staff does not recommend this option as it does not address minimum wage/wage compression and fails to add key performance indicators to this contract
2. Alternative Two - Issuance of an RFP. This alternative is not viable in the near term since the contract expires March 2019. At this point, the agency must exercise at least one of the five available options. However, an RFP may be issued after the exercise of at least one option year.
3. Alternative Three - Continue to exercise options with no additional KPIs and increases to the minimum wage for the drivers classification only. Staff does not recommend this option as it does not address minimum wage adjustments for all classifications and it does not adopt the key performance indicators into this contract.
4. Alternative Four - Exercise multiple option years that include all of the KPIs. The Board may opt to exercise up to five (5) option years and lock in the proposed pricing.

**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 an amendment of the existing contract with San Gabriel Transit, 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 Eastern region service contract, AS-3421, was awarded to SGT on January 1, 2014. The base term of the contract runs through March 31, 2019, and allows for five (5) additional option years. This proposed action will only impact the first option year.

Minimum Wage Impact

Access' service providers, as part of their proposals to operate 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.

After the contract was awarded, legislative changes to the minimum wage had a severe financial and operational effect on all service delivery contractors. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured.

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

Effective Date	Minimum Wage	% change
1/1/2014	\$ 9.00/hr	
1/1/2016	\$10.00/hr	11.1%
7/1/2016	\$10.50/hr	5.0%
7/1/2017	\$12.00/hr	14.3%
7/1/2018	\$13.25/hr	10.4%
7/1/2019	\$14.25/hr	7.5%
7/1/2020	\$15.00/hr	5.3%

The Board had previously approved adjustments to the contract to account for the increases to the minimum wage. However, staff was only authorized to negotiate changes for the drivers and only for a limited time period.

In negotiating the contract extension, staff focused on the cost of future minimum wage changes, the insertion of key performance indicators, additional staff necessary to comply with the KPIs as well as the potential of significant savings when compared to the award of a new contract.

## Scope of Work Changes

Before the issuance of the three previous service provider RFPs, staff sought input from various constituencies including CAC, TPAC and the Board of Directors. Additional recommendations were received during the Comprehensive Operational Review and during the Federal Transit Administration's ADA Compliance Review. As a result, there have been major changes to the contractual requirements stipulated in the RFPs which staff is proposing to include in the extension.

Listed below are some of the major changes:

- **Key Performance Indicators & Standards -**

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

Specific to this amendment, the following KPIs will be added -

- On-Time Performance (Access-to-work trips)
- Phone Queue Hold Times (Reservations)
- Trip Denials
- Complaints
- Preventable Incidents
- Preventive Maintenance Inspections (PMI)
- Miles Between Road Calls
- Missed Trips
- Excessive Travel Time
- Average Initial Hold Time (Reservations)
- Drug and Alcohol Program Audit

- **Staffing requirements**

Additional staffing requirements were requested as part of the negotiations for this extension to improve safety, service quality and compliance with FTA standards and the above KPIs. Outlined below are the major changes that were requested:

- Road Supervisors - The new amendment includes an additional four (4) dedicated road supervisors, who respond to collisions, incidents and disturbances, as well as who monitor driver performance. This will improve contract performance and customer service.
- Safety Manager - Safety is the number one priority of a good transit system, and the safety manager oversees all driver training and the investigation and corrective actions for all collision and incidents.

- Customer Service Representatives (CSRs) - In order to increase customer satisfaction and improve response times, SGT proposes to add CSRs to the reservation lines to reduce wait times.
- Dispatchers - With the projected increase in volume, SGT proposes to add dispatchers in order to better manage the service. The addition of dispatchers should allow for improved scheduling, resolution of operational issues that arise through the day as well as a reduction in overall travel time.
- **Service Improvement**
  - Contractor responsibility for investigating rider complaints - Responsibility for investigating complaints was not included in the previous contract. In 2015, Access imposed the requirement on its operating contractors but did not change the scope of work, or provide compensation for staffing to do such work. The new amendment formalizes the responsibility. In response, SGT proposed adding a Customer Service Coordinator position to manage the process.
- **Technology Enhancements**
  - Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost. This is different than the requirements in the 2014 contract, which offered to provide the software to the contractor at no cost.
  - Video Recording for Taxis - Taxicabs have different video recording systems; Access now requires rapid access to video/audio to enhance investigations and reinforce higher standards of service quality.
  - Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.
  - System Redundancies - Requirements to ensure uptime of systems and minimize disruptions to service.

## Current Operational Performance

Staff has been pleased with the performance of San Gabriel Transit which has been meeting nearly all of the updated KPIs despite not being, at this time, contractually obligated to do so. The results for FY18 are listed below:

Key Performance Indicator	Standard	FY18
On Time Performance	≥ 91%	93.1%
Excessively Late Trips	≤ 0.10%	0.05%
Excessively Long Trips	≤ 5%	1.2%
Missed Trips	≤ 0.75%	0.36%
Denials	0	1
Access to Work On Time Performance	≥ 94%	95.4%
Average Hold Time (Reservations)	≤ 120	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	6.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	9.0%
Complaints Per 1,000 Trips	≤ 4.0	2.8
Preventable Incidents per 100,000 miles	≤ 0.25	0.17
Preventable Collisions per 100,000 miles	≤ 0.50	0.79
Miles Between Road Calls	≥ 25,000	56,463

OCTOBER 29, 2018

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board through February 2019 at the regularly scheduled Board meetings.

**December 10, 2018**

***Board Meeting - Metro***

Agenda Items:	Disposition:
No Items	

**January 15, 2019**

***Board Meeting - El Monte***

Agenda Items:	Disposition:
Consideration to Award Appeal Services Contracts	Action

**February 19, 2019**

***Board Meeting - Metro***

Agenda Items:	Disposition:
TBD	