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

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION
   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV.
      CODE §54956.9
      I. Anticipated Litigation: Gov. Code §54956.9 (b)
         (i) Significant exposure to litigation against the agency - one case
         (ii) Initiation of Litigation - one case Gov. Code §54956.9 (c)

4. SUPERIOR SERVICE AWARDS

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 23, 2013 AND THE SPECIAL BOARD MEETING ON OCTOBER 11, 2013 (page 4)
   [Staff Recommendation: Approve minutes as written.]
6. REPORT FROM EX-OFFICIO BOARD MEMBERS

7. GENERAL PUBLIC COMMENT

8. CONSENT CALENDAR
   a) Approval of 2014 Board of Director’s Meeting Calendar and Change to Annual Meeting Date (page 14)
   b) Approval of Extension of Consulting Services Contract (AS-3202) (Computer Specialists, Inc.) (page 17)
   c) Approval of Extension for Local Vehicle Inspection Services with Transit Resources Center (AS-2985) (page 19)
   d) Approval of Grantee Management Plan (page 21)
   e) Approval of New Member Agency (City of Bell) (page 44)
   f) Approval to Purchase 17 Replacement Paratransit Vehicles (page 46)
   g) Approval to Purchase up to 121 Vehicles for Paratransit Service (page 48)
   h) Approval of Access Community Advisory Committee (CAC) Membership Appointments (page 50)

   [Staff Recommendation: Approve Consent Calendar]

9. APPROVAL TO INCREASE RATES AND ADD FUNDS FOR SOUTHERN REGION SERVICE CONTRACT (AS-2967) GLOBAL PARATRANSIT INC. (page 52)

   [Staff Recommendation: Authorize an amendment to the transportation service provider contract that changes the rates of compensation based upon the table in item.]

10. FREE FARE PROGRAM REVIEW

11. 2013 BUS ROADEO REVIEW

12. EXECUTIVE DIRECTOR’S REPORT

13. BOARD MEMBER COMMUNICATION

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

PRESENTATION

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

Note: Access Services board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at http://accessla.org. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public.

Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."
The Access Services Board of Directors meeting convened at 12:05 p.m. on Monday, September 23, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Martin Gombert, Treasurer, Theresa DeVeria, Secretary, Kim Turner, Angela Nwokike, John Troost, Art Ida, and Daniel Levy. Ex-Officio’s, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Ex-Officio Board Member Kathryn Engel, Chair TPAC was excused from the meeting.

Access Services’ staff members present included: Shelly Verrinder, Mark Maloney, F Scott Jewell, Araceli Camuy, Andre Colaiace, Jack Garate, Rogelio Gomez, Geoffrey Okamoto, Jessica Thompson, David Foster, Steve Chang, Richard Rodriguez, Kurt Hagen, Alfredo Torales, Matthew Avancena, Galen Hale, Evie Palicz, Eric Haack, Erik Washington, William Kim, Ramon Garcia (intern) and Mike Tobin (intern).

**BOARD OFFICER ELECTIONS**

**Motion to Waive the Term Limit Policy for Vice Chair and Secretary of the Board**

Mr. Jones stated in order for Directors Nason and DeVera to be elected as the Vice Chair and Secretary of the Board after exceeding the two term limit, it would require a motion to waive the term limit policy.

**Motion:** Director Troost moved that the term limit policy for Vice Chair and Secretary be waived.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Gombert, Troost, Levy, Nwokike, Nason, Turner, DeVera, and Ida.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion passed.
Access Services Legal Counsel Jim Jones announced the nominees for the new officers of the Board for Fiscal Year 2013-2014 by stating that Director Doran Barnes was nominated as Chair, Director Dolores Nason for Vice Chair, Director Martin Gombert for Treasurer, Director Theresa DeVera for Secretary and Shelly Verrinder for Executive Director of Access Services. Mr. Jones asked if there were any nominations from the floor, hearing none he asked for a motion and second to approve the slate of officers.

**Motion:** Director Ida moved approval of slate as announced by Mr. Jones.

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

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Levy, Nwokike, Nason, DeVera, Ida, and Troost. Directors Gombert and Turner arrived after the vote took place.

**Opposed:** None.

**Abstention:** None.

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

**PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board met in Closed Session and reconvened the general portion of the meeting at 1:10 p.m. at which time Michael Arrigo, Chair of the CAC joined the general session.

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

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending litigation and the possible initiation of litigation. Unanimous vote from the Board authorized legal counsel to initiate litigation on behalf of Access Services.

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

Chairperson Barnes welcomed new Board member, Director Daniel Levy, Director of Civil Right Program Compliance for Metro, who would be replacing Director Hector Guerrero.

**SUPERIOR SERVICE AWARDS**

April Kelley, a Call Center Supervisor from C.A.R.E. Evaluators, was the recipient of the Superior Service Award for the month of September 2013.

**REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM AUGUST 26, 2013**

Motion: Director Nason moved approval of the August 26, 2013 Board meeting minutes.

Second: Director Nwokike seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Nwokike, Nason, Turner, De Vera, Ida, Gombert, and Troost.

Opposed: None.

Abstention: Director Levy.

Pass/Fail: The motion carried.

**REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, September 10, 2013 and discussed several items including the Parents with Disabilities Program which was one of his favorite programs that Access offered. He also stated that the committee discussed goal setting and would continue discussing their goal ideas at their next meeting. He concluded his report by stating he would provide an update on the CAC’s goals at the October Board meeting.

**GENERAL PUBLIC COMMENT**

Tonni Yee Hemphill stated that some of the Quality Services Subcommittee (QSS) members were not receiving meeting cancellations in a timely manner. She stated that last Thursday’s QSS Meeting was re-scheduled but she was not notified and found out only because she called Access Services and was informed about the schedule
change. She concluded her public comment by stating that she would like better communication between Access staff and the QSS members.

Ms. Verrinder informed Ms. Hemphill that an Access Services staff member would contact her to discuss the most effective way to reach her.

Michael Conrad stated that on Sunday September 15th, he had a 6:19am pickup traveling from his home to the Braille Institute. He stated that after waiting the window period he called reservations to check on his ride and was told that the reservation was scheduled for 8:00pm. He stated that Global Paratransit did their best to send him a vehicle but he had to wait an hour. He asked if it was a dispatcher or reservationist error. He added that the recording of his call was checked and the ride was requested for 6:19am.

Ms. Verrinder informed Mr. Conrad that Access Services Project Administrator for the Southern and Santa Clarita Regions, Alfredo Torales would follow-up with him after the meeting.

CONSENT CALENDAR

Motion: Director Gombert moved approval of Items 9-a thru 9-g on the Consent Calendar.

Second: Director Ida seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

In Favor: Directors Nason, Turner, De Vera, Ida, Gombert, Troost, Levy, and Nwokike.

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

ORGANIZATIONAL GOALS FOR FISCAL YEAR 2013/14

Access Services Executive Director, Shelly Verrinder stated before beginning her presentation she would like thank Access staff members Matthew Avancena, Eric Haack, and Mike Tobin for doing a great job on the Title VI Plan and Equal Employment Opportunity Plan.

Ms. Verrinder provided a brief presentation on the proposed organizational goals for Fiscal Year 2013/14.

Board Questions & Comments: Chairperson Barnes thanked Ms. Verrinder and Access staff for putting together a great list of organizational goals and stated that although the
goals are equally valuable, he suggested that staff consider changing the order in which they are presented. Chairperson Barnes stated that the list could begin with the goal on Safety since safety had been the focus throughout the entire culture and the second on the list should be Increased Stakeholder Understanding and Commitment. He emphasized how important it was that the stakeholders had the proper understanding of Access Services.

Ms. Verrinder thanked him for his feedback and stated that staff would consider his suggestions.

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

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

**Discussion:** None.

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

**In Favor:** Directors Gombert, Troost, Levy, Nwokike, Nason, Turner, DeVer, and Ida.

**Opposed:** None.

**Abstention:** None.

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

**YEAR END REVIEW - OPERATIONS**

Access Services Deputy Executive Director of Operations, Steve Chang provided a brief presentation and a video on the Year End Review of Operations. The Power Point presentation and video are available upon request.

**Board Questions & Comments:** None.

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

**EXECUTIVE DIRECTOR’S REPORT**

Access Services Executive Director, Shelly Verrinder, began her report by stating that she was still trying to figure out the best way to provide the operation statistics and asked the Board to let her know if they had any comments or questions regarding the numbers or how the comparison worked. Ms. Verrinder reported that for the month of August, Access Services performed 4% more trips than were budgeted, which represented an additional 7,951 trips compared to the budget. Access was slightly below the standard at 90.45%, average initial hold time remained low at 88 seconds, total eligible riders as of August increased by 2% which represents 2,456 new riders, and the cost per trip was $34.61 compared to the budgeted amount of $33.22. She
stated that although the ridership for the first two months of the fiscal year was higher than expected, Access was able to offset the costs with other areas in the budget. Ms. Verrinder explained that the budget overage for the first two months was approximately $120,000, however considering the size of the budget the agency was doing well at this point.

Ms. Verrinder also reported that for many years Access had partnered with Dale Carnegie to offer another tool for staff to improve their management and public speaking skills. She added that a key person in that partnership was a man named Lew McCullough, the Regional Vice President for the area. She stated that Mr. McCullough lived and breathed Dale Carnegie and was enthusiastic, appreciative and tenacious and was always looking for programs that would benefit Access Services. Ms. Verrinder announced, sadly Mr. McCullough passed away last week unexpectedly and his memorial service took place on Saturday, September 21, 2013, which was a celebration of his life and showed his dedication and love for Dale Carnegie. Mr. McCullough was committed to the development of Access employees, he will truly be missed.

Ms. Verrinder informed the Board that she would be attending the APTA Conference in Chicago beginning on Friday, September 27th thru October 2nd and asked that the Board contact Mr. Maloney for assistance. She also said that Donna Cisco would be leaving on vacation on Thursday, September 26th thru October 14th.

Ms. Verrinder concluded her report by stating that part of the motion for Access Services funding was to have an audit which would review the organization, the customer survey and to see where Access was, what policies and procedures we had and what possible changes could be made. The audit by Metro would start on September 24th and should be completed by the end of October.

BOARD MEMBER COMMUNICATION

Mr. Arrigo stated that on September 29th, the City of West Hollywood would be hosting their 12th Annual Book Fair at West Hollywood Park. He stated that it would be a great event for all ages and encouraged everyone to attend. He added that there would be celebrity authors, food vendors, and other activities.

Director Turner welcomed Director Levy to the Board of Directors and stated that it would be a pleasure to work with him and the other Directors.

Director Levy stated that he was pleased to be on the Board and looked forward to working with everyone.

Director Nwokike stated that she uses Paratransit services in different counties so she was able to compare the service. She added that Access Services was the best by far. She also stated that she had heard many complaints from Access riders traveling from the Montclair area to Los Angeles regarding excessive travel time. She recommended that the Eastern Region provider figure out a way to reduce the travel time or provide some suggestions to help the riders in the Montclair/Claremont areas. She stated that she usually took Metrolink from Claremont and called Access to get around Los
Angeles. She concluded her comment by reiterating that Access provides the best service compared to San Bernardino or any other paratransit system she had used.

Director DeVeria announced that the month of October was Disability Awareness Month and the City of Los Angeles would be hosting an art exhibit beginning on October 2nd through November 4th at the City Hall Bridge. She added that various pieces from disabled artists would be displayed and encouraged everyone to attend.

Director Troost thanked Access for participating in the Los Angeles County Annual Access Awards Luncheon that would be held on October 19, 2013 at the Omni Hotel.

Director Nason stated that she would be attending the luncheon. She also thanked Mr. Eric Haack for the presentation he gave at the Long Beach Paratransit Meeting and suggested that he provide the same presentation for the Board. Director Nason also thanked Access staff for the Year End Results Presentation and congratulated staff and the providers for doing a great job. She concluded her comment by stating that she was proud to be a member of the Board and to serve as Vice Chair once again.

Chairperson Barnes stated that it was an honor for him to once again serve as Chair of the Access Services Board of Directors. He also stated that he was proud of the organization and how far Access had come over the years. He thanked the Board and staff for their hard work and support and stated that he looked forward to another exciting year.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Nason moved to adjourn the meeting.

Second: Director Nwokike seconded the motion.

Vote: Via Voice Vote.

Pass/Fail: All were in favor and the meeting adjourned at 2:13 p.m.

Approval

Theresa DeVeria, Secretary  Date
The Access Services Board of Directors meeting convened at 2:02 p.m. on Friday, October 11, 2013 in the third floor Conference Room of the Access Services Building located at Metro’s Division Nine, 3449 Santa Anita Avenue, El Monte California. The presiding Board Member was Doran Barnes, Chairperson via conference call. Board Members present via conference call included: Dolores Nason, Vice Chair, Martin Gombert, Treasurer, Theresa DeVeera, Secretary, Angela Nwokike, John Troost, Art Ida, and Daniel Levy was physically present. Access Services Legal Counsel, Jim Jones was also present via conference call. Director Turner was excused from the meeting.

Access Services’ staff members present included: Mark Maloney, Rick Streiff, Donna Cisco, Araceli Camuy, and Richard Rodriguez. Shelly Verrinder and F Scott Jewell were present via telephone conference.

PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments were heard regarding the closed session items.

APPROVAL TO PURCHASE 11 CNG MV1 VEHICLES

Access Services Chief Operations Officer, Mark Maloney and Rick Streiff, Access Services Manager Fleet Design and Maintenance, provided a brief presentation for the approval to purchase eleven CNG MV1 vehicles.

Mr. Maloney stated that staff was seeking approval to purchase eleven available vehicles to address Access Services ridership demand. He also stated that having to rely on the taxi market had been a very important component to Access but the increasing ridership demand could not be reliably met solely with the taxi market. Access Services accessible vehicle commitment to each provider was based on a formula using the percent of peak hour trips divided by average trips per revenue hours to meet this demand. Mr. Maloney stated that with the vehicle replacement determent over the last fiscal years and the ridership growth, staff was in a catch up mode. He added for the Southern Region, and based on the formula Global was due twenty expansion vehicles this year and twelve vehicles for last fiscal year. The other providers were in the same position.

Rick Streiff added that the 6% growth rate, especially in the Southern and Northern regions, staff currently had replacement vehicles being built on line for vehicles in service that needed to be replaced and thus far ten of the replacement vehicles had been received. Vehicles being taken out of service now have anywhere from 310,000 miles to 395,000. He stated that he had been looking nationwide for available vehicles.
that were ready to put into service because the delay time for building new vehicles was about three months and vehicles were needed now to meet ridership demand. Mr. Streiff stated that he found eleven CNG MV1’s vehicles that were available for purchase and would be delivered next week and could be in service within twelve days.

Mr. Streiff concluded his presentation by stating that the purchase of the eleven vehicles would help the Southern region but staff would also be bringing two vehicle items to the Board for approval at the October 28, 2013 Board of Directors meeting.

**Board Questions & Comments:** Director Levy asked if the Southern Region currently had CNG fueling facilities. Mr. Streiff replied “no” they are currently utilizing Clean Energy which has two local facilities. Global has three technicians that are certified in CNG, their shop manager was in Indiana before the MV1 plant closed and took part in the technical training for a week as well.

Director Levy also asked overall, what was the current spare ratio on Access Services vehicles. Mr. Maloney replied that Access Services currently did not have a spare ratio and part of Access Services new formula was to incorporate a ten percent spare ratio. He also added that since staff had been deferring the purchase of new vehicles they were not able to set a spare ratio but with the purchase of new vehicles this year and next, they would be able to implement the spare ratio.

Director Levy asked what the average cost of a taxi trip was. Mr. Maloney replied that the cost was built into the trip cost, so it would be the same trip cost that Access Services paid. Each contractor handled taxi reimbursement differently.

**Motion:** Director Nason moved approval of Item 3 Approval to Purchase 11 CNG MV1 Vehicles from Creative Bus.

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

**Discussion:** None.

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

**In Favor:** Directors Levy, Nwokike, Nason, DeVeras, Ida, Troost, and Gombert.

**Opposed:** None.

**Abstention:** None.

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

**ADJOURNMENT**

**Motion:** Director DeVera moved to adjourn the meeting.

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

**Vote:** Via Voice Vote.
**Pass/Fail:** All were in favor and the meeting adjourned at 2:13 p.m.

Approval

Theresa DeVeria, Secretary

Date
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON

RE: APPROVAL OF 2014 BOARD OF DIRECTORS MEETING CALENDAR AND CHANGE TO ANNUAL MEETING DATE

ISSUE:

Staff is presenting to the Board for their review and approval the attached list of scheduled, rescheduled and canceled Board of Directors Meetings for calendar year 2014.

RECOMMENDATION:

Review and approve the Board Meeting calendar for 2014.

IMPACT ON BUDGET:

None.

DISCUSSION:

Staff has prepared the proposed 2014 Board meeting calendar. The meeting dates will remain on the fourth Monday of the month, with the exception of the following:

- Wednesday, March 26, 2014 Access Services Annual Meeting, being held at the California Endowment Center.
- Monday, January 27, 2014 being held at Access Services, 3449 Santa Anita Avenue, El Monte, California.
- Monday, May 19, 2014 moved up a week due to the Memorial Day Holiday and being held at Access Services, 3449 Santa Anita Avenue, El Monte, California.
- In keeping with the Board calendar for 2013, the July and December Board meetings have been canceled.

All meetings are subject to change based upon the necessary business and operational transactions 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 meetings mentioned above are scheduled to take place at the Metropolitan Transportation Authority (MTA) located at One Gateway Plaza 3rd Floor, 729 Vignes Street, Los Angeles California unless notice of location change.
All meeting dates and locations are subject to change and must be approved by the Board in advance.

Please note that all the Board of Directors Meetings will convene at the METRO Building located at One Gateway Plaza (with the exception of the January, March, and May meetings.)

Monday, January 27, 2014
(This meeting will be held at Access Services)

Monday, February 24, 2014

Wednesday, March 26, 2014  Annual Meeting/Board Meeting

Monday, April 28, 2014

Monday, May 19, 2014
(This meeting date was moved a week earlier due to Memorial Day Holiday and will be held at Access Services)

Monday, June 23, 2014

Monday, July 28, 2014
Canceled

Monday, August 25, 2014

Monday, September 22, 2014

Monday, October 27, 2014

Monday, November 17, 2014
(This meeting date was moved a week earlier due to Thanksgiving Holiday)

Monday, December 22, 2014
Canceled
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION
RE: APPROVAL OF EXTENSION OF CONSULTING SERVICES CONTRACT (AS-3202) (COMPUTER SPECIALISTS, INC.)

ISSUE:

Board authorization is needed to extend the term and increase funds for contract AS-3202 with Computer Specialists, Inc. for consulting services.

RECOMMENDATION:

Authorize $60,000 in funds and an extension in the period of performance for one year, from December 3, 2013 through December 2, 2014.

IMPACT ON BUDGET:

These consulting services were budgeted for FY2014 and will also be allocated in FY2015. This action will result in an increase in the total contract amount, from $72,000 to $132,000, with no increase in the rate of compensation.

ALTERNATIVE CONSIDERED:

No alternatives were considered. Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term. This is the last option year available on the 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 enter into a written amendment of the existing contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the amendment herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

Access uses a number of third-party vendors for computer and network related support. In November 2011 Access issued an RFP for on-going, at need use of information technology consulting and services. Computer Specialists, Inc. was awarded the contract under an initial two year term. The requested amount represents approximately 600 hours of work over the next year.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT J EWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL OF EXTENSION FOR LOCAL VEHICLE INSPECTION SERVICES WITH TRANSIT RESOURCE CENTER (AS-2985)

ISSUE:

Board action is required for the extension of the vehicle inspection services contract (AS-2985) with Transit Resource Center (TRC).

RECOMMENDATION:

Authorize an extension in the period of performance for one (1) year, from March 1, 2014 through February 28, 2015.

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the FY2014 budget and will be allocated in the following fiscal year. There is sufficient funding under the current contract agreement to cover the one year extension. There are no changes to the inspection rates.

ALTERNATIVES CONSIDERED:

Staff could reissue the RFQ but the positive performance of the vendor and no increase in rate does not justify this action. The only other alternative that could be considered would be to have current Access fleet staff perform the required audits. However, staff has determined that having a qualified third party contractor perform these audits reduces the possibility of disagreements on discrepancies found between Access Services, the current contractor and the incoming contractor.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written extension of the existing services agreement with TRC for the provision of vehicle inspection services upon terms and conditions set forth and no less favorable to Access than those proposed above.
BACKGROUND:

In December 2010 a Request for Quotations (RFQ) for vehicle inspection services was sent out to eight (8) providers that specialize in this type of service. TRC was awarded the contract under an initial three year term.

TRC inspected a total of 127 vehicles in 2011, 59 vehicles in 2012, and 113 vehicles in 2013. Staff anticipates an additional 159 vehicles to be inspected in 2014. Staff is pleased with the performance of the vendor and thus recommends the extension of the contract.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: APPROVAL OF GRANTEE MANAGEMENT PLAN

ISSUE:

Staff has made revisions to Access Services’ Grantee Management Plan (attached) which require Board approval.

RECOMMENDATION:

Approve the revised Grantee Management Plan.

IMPACT ON BUDGET:

None.

BACKGROUND:

As a recipient of Federal 5310, Job Access Reverse Commute, and New Freedom funds, Access Services (per FTA circular 9070.1F) is required to have a Grantee Management Plan, which outlines Access Services policies and procedures for complying with various federal requirements.

In June, Access Services underwent a Grantee Management Review to assess its compliance with federal regulations under the federal 5310 grant program. The reviewers issued a final report on July 22nd, 2013 that found deficiencies in our compliance in five areas: Procurement, Disadvantaged Business Enterprise, Asset Management, Equal Employment Opportunity and ADA. The reviewers noted that the Grantee Management Plan needed to be revised and updated to incorporate policies and procedures to address the findings.

With the exception of the ADA finding which Access and FTA are working to resolve, staff has revised the plan and is bringing the plan forward for approval by the Board of Directors.
ACCESS SERVICES
GRANTEE MANAGEMENT PLAN

Revised October 2013
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>I. INTRODUCTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance</td>
<td>4</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>5</td>
</tr>
<tr>
<td>Advisory Committee</td>
<td>5</td>
</tr>
<tr>
<td>Eligible Contractors</td>
<td>5</td>
</tr>
<tr>
<td>Access Services Governance and Organization</td>
<td>7</td>
</tr>
</tbody>
</table>

| II. PROGRAM GOALS                                    | 9    |

| III. ROLES AND RESPONSIBILITIES                      | 9    |

| IV. FUNDING ELIGIBILITY & ELIGIBILITY SUBRECIPIENTS   | 10   |
| Charter Bus                                          | 10   |
| School Bus                                           | 10   |

| V. LOCAL SHARE AND LOCAL FUNDING REQUIREMENTS        | 11   |

| VI. PROJECT SELECTION CRITERIA AND METHOD OF DISTRIBUTING FUNDS | 11   |

| VII. ANNUAL PROGRAM OF PROJECTS DEVELOPMENT AND APPROVAL PROCESS | 11   |

| VIII. COORDINATION                                    | 12   |

| IX. PRIVATE SECTOR PARTICIPATION                      | 13   |

| X. CIVIL RIGHTS                                       | 13   |
| Title VI Program Requirements                         | 13   |
| Equal Employment Opportunity (EEO)                   | 14   |
| Disadvantaged Business Enterprise (DBE)              | 14   |

| XI. SECTION 504 AND ADA REPORTING                     | 15   |
XII. DRUG AND ALCOHOL TESTING PROGRAM 15
XIII. PROCUREMENT PROCEDURES 16
XIV. RESTRICTIONS ON LOBBYING 16
XV. VEHICLE MAINTENANCE PROGRAM 17
   Asset Management 17
   Pre- and post-trip inspections 18
   Preventative maintenance 18
   Routine maintenance 19
   Contingency Plan for when equipment is out of service 19
   California Highway Patrol (CHP) inspections 19
XVI. DRIVER TRAINING 19
   Continuing and in-service training 21
   Sensitivity training 21
   First Aid/CPR 21
XVII. PROGRAM MEASURES 22
XVIII. PROPERTY DISPOSITION PROCEDURES 22
XIX. FINANCIAL MANAGEMENT AND AUDIT 22
XX. NATIONAL TRANSIT DATABASE (NTD) REPORTING 22
XXI. TEAM (Transportation Electronic Award and Management) REPORTING 23
   Grant Close-Out Procedures 23
XXII. ECHO Drawdown Procedures for J ARC and New Freedom 24
Access Services
Grantee Management Plan

I. INTRODUCTION

Agency Organization

Access Services is a state mandated local governmental agency created by Los Angeles County's public transit agencies to:

- administer and manage the delivery of regional Americans with Disabilities Act paratransit service and
- coordinate human service agency transportation as the Consolidated Transportation Services Agency (CTSA).

In order to provide the complementary paratransit service mandated by the ADA, the public fixed-route transit agencies in Los Angeles County agreed that the most effective and cost-efficient means would be to establish one regional service on their behalf.

In 1992 a Los Angeles County Coordinated Paratransit Plan was submitted to and approved by the Federal Transit Administration (FTA), to meet the complementary paratransit requirements for all the public fixed-route systems in the County. That Coordinated Plan was developed by the Los Angeles County Transportation Commission (LACTC) which also appointed itself as the CTSA for the County, as prescribed under California Law.

In 1994 Access Services was organized as a California nonprofit public benefit corporation and designated as the LA County CTSA to ensure continued implementation of the coordinated paratransit plan and coordination of social service agency transportation in the County. Access Services is a "governmental" agency within the meanings of the California Fair Political Practices Act and the California Open Meetings and Records Act (Brown Act).

Following the formation of Access Services, the Los Angeles County Metropolitan Transportation Authority (MTA) submitted its individual Paratransit Plan identifying per ADA regulations, the paratransit service provided by Access Services. FTA approved MTA’s Paratransit Plan and MTA operated under it until April 2003 when MTA became an Access Services member.

Currently there are 43 public transit operators serving Los Angeles County that are the member agencies and formal stockholders of Access Services.
GOVERNANCE

Board of Directors

Access Services is governed by a nine member Board of Directors whose members are appointed by:

- The County of Los Angeles Board of Supervisors
- City Selection Committee’s Corridor Transportation Representatives representing the MTA
- Mayor of the City of Los Angeles
- Governing boards of the municipal fixed-route operators
- Governing boards of the local fixed-route operators
- Los Angeles County Commission on Disabilities
- Los Angeles County Independent Living Centers
- Board of Directors of the MTA
- Local fixed-route operators and then municipal fixed-route operators (rotating appointment)

Advisory Committees

The Board has created two advisory committees, the Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee (TPAC).

CAC has 15 members that are individually appointed by the Board according to criteria that ensures the committee reflects the diversity of individuals with disabilities or their representatives, geographic communities, organizations and Access Services users. The Chair of the CAC is an ex-officio member of the Board of Directors.

TPAC has 15 members that comprise transit, paratransit, and social service transportation professionals representing all regions of Los Angeles County and are jointly appointed by the Board. The Chair of TPAC is an ex-officio member of the Board of Directors.

Eligible Contractors

Access contracts with five service providers to provide ADA paratransit services in the Antelope Valley Region, Southern, Northern, Eastern and West Central Region. ADA paratransit services in the Santa Clarita Region are provided by Santa Clarita Transit. Listed below are provider addresses and their respective service regions:

<table>
<thead>
<tr>
<th>City of Santa Clarita (Santa Clarita Region)</th>
<th>Diversified Transit (Antelope Valley Region)</th>
</tr>
</thead>
<tbody>
<tr>
<td>28250 Constellation Rd.</td>
<td>660 West Avenue L</td>
</tr>
<tr>
<td>Santa Clarita, Ca 91355</td>
<td>Lancaster, CA 93536</td>
</tr>
<tr>
<td>California Transit Inc. - (West Central Region)</td>
<td>Global Paratransit, Inc. (Southern Region)</td>
</tr>
<tr>
<td>3201 S Hooper St.</td>
<td>400 W. Compton Blvd.</td>
</tr>
<tr>
<td>Los Angeles, CA 90011</td>
<td>Gardena, CA 90248</td>
</tr>
<tr>
<td>Reservations Address</td>
<td>MV Transportation (Northern Region)</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>3650 Rockwell Ave</td>
<td>16738 Stagg Street</td>
</tr>
<tr>
<td>El Monte, CA 91731</td>
<td>Van Nuys, CA 91406</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
II. PROGRAM GOALS

Access Services is a transit agency which administers and manages the delivery of regional Americans with Disabilities Act (ADA) paratransit service for persons with disabilities. Access Services is committed to expand mobility alternatives through coordination, cooperation and cost effective service operations.

III. ROLES AND RESPONSIBILITIES

Access Services is also the State mandated Consolidated Transportation Services Agency (CTSA) for Los Angeles County. Each County’s CTSA is required to coordinate social service agency transportation in the County and to conduct an inventory of social service agency transportation services every four to six years. In addition to carrying out these required activities, Access Services provides technical assistance to human service transportation service providers. Other services and projects conducted by Access Services include:

- Development and implementation of the Los Angeles County Coordinated Public-Transit Human Services Plan (2007);
- Management and administration of Access Services paratransit program;
- Countywide paratransit information and referral program which is provided through telephone referrals;
- Training programs designed for managers and trainers of specialized transportation services;
- Scholarship program to provide educational opportunities to local transit providers;
- Information clearinghouse for materials related to specialized transportation services, and
- Development of Social Services Transportation Inventory and Survey

IV. FUNDING ELIGIBILITY & ELIGIBLE SUBRECIPIENTS

Access Services receives two types of Section 5310 funds, and also receives 5316 (JARC) and 5317 (New Freedom) funds:

Section 5310 funds administered by the State which it claims as a sub-recipient, and;

Section 5310 funds that are transferred through the STP process, which are claimed directly from FTA as a grantee.
As a sub-recipient of 5310 funds administered by California Department of Transportation (CALTRANS), Access Services uses these funds to purchase approximately thirteen new mini-vans each year to replace part of its aging vehicle fleet. Access Services’ yearly request is $600,000 which requires a local match of 11.47%.

Access Services also receives funds directly from FTA via the transfer of Surface Transportation Program (STP) flexible funds from FHWA to FTA. STP funds are flexed by Caltrans with concurrence of FHWA to FTA 5310. LACMTA recommends to Caltrans the annual transfer of funds.

Access Services does not pass through 5310 funds to eligible sub recipients. However, 5310 STP funds are used to pay third party contractors for provision of ADA paratransit services.

Access was also awarded JARC and New Freedom grant funds by MTA in June 2010 to provide specialized transportation services for Access customers who engage in work related activities (Access to Work Program) and Access customers who care for a minor child (Parents with Disabilities Program).

Charter Bus

The updated FTA Charter Regulations that went into effect April 30, 2008 prohibit FTA Grantees from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Access Services does not provide any charter service and restricts its subcontractors from providing charter service for any Access Services contract-related rides.

School Bus

FTA grantees are prohibited from providing exclusive school bus service unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Access Services does not provide any school bus service and restricts its subcontractors from providing school bus service for any Access Services contract-related rides.

V. LOCAL SHARE AND LOCAL FUNDING REQUIREMENTS

Access Services primary funding sources are federal STP funds and local Proposition C 40% Discretionary funds from MTA. Prop C funds are Los Angeles County’s half cent sales tax revenues dedicated for transit use. Prop C funds provide the local match for all of Access’ federal grants.
VI. PROJECT SELECTION CRITERIA AND METHOD OF DISTRIBUTING FUNDS

The MTA as the Regional Transportation Planning Agency (RTPA) programs federal and local funds for Access Services.

These allocations must be included in the Regional Transportation Plan (RTP) and the Regional Transportation Improvement Plan (RTIP) which is adopted by MTA, the Southern California Association of Governments (SCAG), the California Transportation Commission (CTC) and Federal Transit Administration (FTA).

Access Services is a direct grantee of FTA for the federal funds approved by MTA. The funding agreement includes local funds to match federal grant funds as well as additional local funds to meet the rest of the Access Services budget plan.

VII. ANNUAL PROGRAM OF PROJECTS DEVELOPMENT AND APPROVAL PROCESS

The RTIP is prepared by the Metropolitan Planning Organization (MPO) for L.A. County -- the Southern California Association of Governments (SCAG). The Regional Transportation Improvement Program (RTIP) is a capital listing of all transportation projects proposed over a six-year period for the SCAG region. The projects include highway improvements, transit, rail and bus facilities, high occupancy vehicle lanes, signal synchronization, intersection improvements, freeway ramps, etc. In the SCAG region, a biennial RTIP update is produced on an even-year cycle.

The RTIP is prepared in order to implement projects and programs that are listed in the Regional Transportation Plan (RTP) and is developed in compliance with state and federal requirements. County Transportation Commissions have the responsibility under State law of proposing county projects, using the current RTP’s policies, programs, and projects as a guide, from among submittals by cities and local agencies. The locally prioritized lists of projects are forwarded to SCAG for review. From this list, SCAG develops the RTIP based on consistency with the current RTP, inter-county connectivity, financial constraint and conformity satisfaction.

Once projects are included in a federally approved TIP, Access Services initiates the funds transfer prior to the start of the fiscal year for which funds requested will be obligated. A ‘Request for Authorization and Transfer of Funds to FTA’ package is sent to Caltrans for processing. The package will contain the following documents that are required to transfer the funds to FTA:

- Request for Transfer of Federal Funds to the FTA (Exhibit 3-J)
- TIP Sheets
- Copy of Grant Application

Upon notification and receipt of the “Request for Authorization and Transfer to FTA,” the Caltrans Office of Local Programs working with the District Local Assistance Engineer, prepares and electronically transmits the Federal authorization document to
the FHWA (Sacramento) for the obligation of Federal funds and requests that the funds be transferred to the FTA.

Following the transfer of funds to the FTA, project activities (environmental, right of way, etc.) and any project oversight are subject to FTA requirements and approval. FTA tracks the projects with their Transit Code. The following is a summary of Federal Actions:

- The FHWA (Sacramento) obligates the Federal funds and sends a memorandum to the FHWA (Washington) requesting a fund transfer to the FTA.

- The FHWA (Washington) notifies FTA (Washington) that highway funds have been approved for a transit project.

- The FTA (Washington) notifies the FTA (San Francisco) of the availability of the funds.

- The FTA (San Francisco) can award a grant once their requirements have been satisfied.

VIII. **COORDINATION**

The State mandates CTSAs to coordinate social service agency transportation in the region and prepare an Action Plan for the RTPA for coordination of these services. In 2005, The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was enacted by Congress. Under this legislation, the federal government mandated coordination among human services and transit providers to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes.

In October 2007 Access Services, as the Consolidated Transportation Services Agency (CTSA), in conjunction with the Southern California Association of Governments and the Los Angeles County Metropolitan Transportation Authority developed a coordinated public transit-human services transportation plan (Coordinated Plan) for Los Angeles County. The Coordinated Plan includes an unmet specialized transportation needs assessment, transportation stakeholder input, a description of the existing transportation organizational and funding environment, and recommendations for future transportation projects, coordination, and goals.

CTSA program activities include education and training workshops, scholarships for University of the Pacific Transit/Paratransit Management Program and other certification programs. CTSA specialized training programs including workshops on ADA Paratransit Eligibility, Public Speaking, Vehicle Maintenance, Substance Abuse Program Compliance and FTA Section 5310 Grant Writing. Workshops and training sessions are attended by transit and paratransit professionals. The improved management skills and knowledge imparted through the programs positively impact the quantity and quality of services in the region.
The investment made in improving mobility through coordination of resources allows for a more efficient allocation of the paratransit demand over a greater number of local transportation systems. Coordination between sub regional providers results in reduced costs and allows Access Services to focus on regional trips as intended by the Paratransit Plan.

IX. PRIVATE SECTOR PARTICIPATION

Access Services strongly encourages private sector participation in its provision of ADA complementary paratransit services. All five of Access Services’ service area contractors are privately owned transportation companies. The eligibility determinations contractor is a privately owned DBE firm.

X. CIVIL RIGHTS

Access Services is responsible for ensuring that Section 5310/STP funded third party contractors and sub recipients, are in compliance with all Civil Rights requirements applicable to transit related projects.

Title VI Program Requirements

Upon entering into a contract with Access Services, transportation contractors agree that they will not on the grounds of race, color, or national origin, exclude from participation in, deny the benefits of, or subject to discrimination any person within the program or activity receiving federal financial assistance. Access Services details its Title VI responsibilities and its steps in meeting these responsibilities in its Title VI Program document. Access Services also details its Title VI complaint process through the issuance of a Public Notice to Beneficiaries on the Access Services website and in the Access Services Riders Guide.

Equal Employment Opportunity (EEO)

Upon entering into a contract with Access Services, transportation contractors agree that they will not discriminate against any employee or applicant for employment because of race, age, religion, color, sex, national origin, ancestry, disability, medical condition or marital status. Contractors shall comply with all applicable Federal, State, and local laws and executive orders regarding nondiscrimination in employment.

Access will review and monitor the EEO plans of its contractors (service providers).

1) An Access EEO staff member will review the EEO plans of the six service providers to ensure they are written in compliance with FTA Circular 4704.1;

2) An Access EEO staff member will semi-annually visit service provider offices to ensure proper posting of required EEO notices in employee and employee-applicant areas;
3) An Access EEO staff member will regularly (semi-annually) request updates from service provider staff to track the service provider’s progress towards reaching their EEO goals/timetables.

Disadvantaged Business Enterprise (DBE)

Access Services is committed to fulfilling the spirit and intent of the Federal Disadvantaged Business Enterprise (DBE) Affirmative Action Program regulations published under U.S. Department of Transportation (U.S. DOT) 49 CFR Part 26, by ensuring that DBEs have equitable access to participate in all federally funded Access Services Service Provider contracting opportunities.

In order to ensure that future DBE goals are submitted to FTA in a timely manner by August 1st, Access will initiate development of their goal and methodology no later than April 15th in the year when goals are due to ensure ample time is provided for community consultation and public comment.

In order to meet the consultative process requirements set forth in Title 49 CFR part 26.45, Access will, prior to the establishment or adoption of its future proposed overall DBE goals, identify minority, women’s and general contractor groups and organizations within Access’ market area to reach out to for consultation. Access will solicit feedback pertaining to the methodology utilized by Access to develop their proposed overall goal and any additional information they may have pertaining to the effects of discrimination on opportunities for DBEs.

It is Access Services policy to ensure that minority, women, and other disadvantaged small businesses can fairly compete for and perform Access Services contracts and subcontracts financed in whole, or in part with federal funds. This Policy, which has been developed pursuant to 49 CFR Part 26, outlines specific actions which will be taken by Access Services to create a level playing field and foster equal opportunity in all federally funded Access Services Service Provider contracting opportunities.

In response to recent policy race neutral directives issued by the Department of Transportation, effective April 24, 2006, Access Services has implemented a wholly race neutral DBE program.

XI. SECTION 504 AND ADA REPORTING

Section 504 prohibits discrimination on the basis of disabilities. Upon entering into a contract with Access Services, transportation contractors and its subcontractors are prohibited from discrimination on the basis of a disability.

XII. DRUG AND ALCOHOL TESTING PROGRAM

Access Services takes a very comprehensive approach to ensuring that all contracted service providers are in full compliance with federal drug and alcohol testing
regulations. The following summarizes the steps Access Services is taking with regards to drug and alcohol program compliance:

1. **Pre-bid documents** contain statements of Access Services’ expectations for the successful bidder to be in compliance with the federal drug and alcohol testing regulations (49 CFR Part 40 and Part 655) by contract start date. Each bidder is required to submit a copy of their Drug & Alcohol Policy and to sign a Certification of Compliance.

2. In addition to the annual Drug & Alcohol MIS reports, all contract service providers are required to submit quarterly drug and alcohol MIS reports. The reports are reviewed and contractors are immediately notified to take corrective actions, if necessary.

3. Access Services requires each provider to include drug and alcohol testing and training data in the statistical report they provide to Access every month. This helps to remind the providers about the importance of ongoing compliance efforts, and highlights any errors or discrepancies that occurred during the month that need to be corrected.

4. Once a year, an outside consultant conducts an on-site drug and alcohol program audit of each contract service provider. This includes a review of their D&A policy to make sure that it is kept up-to-date, a review of all drug and alcohol testing and training records and all relevant back-up documentation, an interview with the Drug and Alcohol Program Manager, and mock urine specimen collection and breath alcohol testing at the designated collection site. Through a comprehensive audit report prepared within 5 days of the audit, the consultant notifies each contract service provider of the deficiencies noted (if any). The contractor is then given 45 days to take corrective actions that will bring their program into full compliance with the regulations.

5. Effective July, 2007, each provider and the consultant attends on a quarterly basis a Drug & Alcohol Program Managers Meeting at Access headquarters to either address ongoing compliance issues, or provide regulatory updates to the attendees.

6. At least once a year, Access Services sponsors a Substance Abuse Management class for its contract service providers and their program administrators.

**XIII. PROCUREMENT PROCEDURES**

Access Services complies with the following Federal requirements: a requirement for full and open competition, and inclusion in contracts of all Federal clauses required by Federal statutes and executive orders and their implementing regulations as identified in the FTA Master Agreement and FTA Circular 4220.1F. In general, all Access Services procurements must comply with the Access Services Procurement Policy and Procedures Manual.
XIV. RESTRICTIONS ON LOBBYING

Access Services and its contractors are prohibited from using federal financial assistance to influence any Member of Congress or an official or employee of any agency in connection with the making of any federal contract, grant, or cooperative agreement. Access Services contractors are required to sign a “Certification of Restrictions on Lobbying” form so stating and shall disclose the expenditure of non-federal funds for such purposes.

XV. VEHICLE MAINTENANCE PROGRAM

The primary service providers are responsible for properly maintaining all vehicles used for Access Services. Maintenance of equipment must be timely to ensure availability of vehicles for Access Services and is the responsibility of the Maintenance Supervisor of each service provider.

To ensure proper maintenance, Access Services’ Fleet Operations conducts random vehicle inspections on contractor’s site and audits maintenance records every month. Further, Access Services utilizes an independent maintenance inspector to ensure effective maintenance. If a vehicle does not meet Access Services’ standards, it is removed from revenue service until the problems are resolved. Access Services’ contracts with its contractors include detailed written maintenance procedures and standards to be met. Access Services’ Fleet Operations staff performs daily oversight to ensure that its contract maintenance requirements are complied with.

Asset Management

The following procedures have been developed for maintaining control and conducting an inventory of FTA (and non FTA) funded vehicles.

Access Services fleet and maintenance staff will visit all provider facilities to evaluate the condition and appearance of all federal and non-federally funded vehicles. Staff will perform the following functions:

- Verify and confirm vehicle identification numbers (VIN), including the make, year and model;
- Following confirmation of VINs, staff will examine each unit to determine its condition by inspecting the paint for scratches and dents to body panels.
- Note the condition of the vehicle and rate it utilizing a grading scale of excellent, good, fair or poor.
- Take digital photographs of the vehicle to document its condition and upload the pictures into a database for record keeping.
- Conduct the physical inventory on a yearly basis during the months of July, August and September.

Pre- and post-trip inspections

A driver must complete a daily pre-trip inspection before taking any Access Services vehicle out of the yard. The driver notes any defects on the pre-trip inspection card, and if no defects are noted, the driver signs the sheet indicating such. Before ending the shift the driver will note any problems encountered during the shift on the same sheet, by completing a daily post-trip inspection of the vehicle. The daily pre-trip AND post-trip inspection conducted by the driver checks for defects in vehicle’s suspension and tires, engine compartment, vehicle glass & lighting (i.e. headlights, brake lights, mirrors); heating and/or air conditioning unit, interior, vehicle registration and proof of insurance, steering system, brakes, first aid kit, over-all cleanliness, and fuel gauge position. To enforce this requirement, the primary service provider is not reimbursed for hours or miles operated by a vehicle with an incomplete pre-operational and post-operational inspection sheet.

Vehicles with pre-trip and post-trip inspection sheets showing defects are inspected and appropriate action is taken on the items noted on the card. To correct the problem, the vehicle technician must sign the pre-trip and post-trip inspection sheet and transfer the information to a Shop Work Order. Pre and Post-trip inspection sheets showing defects are dated and filed in chronological order in the vehicle file for inspection and for verification purposes for the California Highway Patrol and Access Services.

A Shop Work Order Form is filed in the individual vehicle’s records file. The primary provider designs a Shop Work Order Form, as approved by Access Services. The information on this form includes: the date of work, description of work done, labor hours, employee name or clock number, mileage of vehicle at time of repairs and parts used for such repairs. The parts section on the work order includes: quantity, part description, unit costs and other charges.

Preventative maintenance

All vehicles used for Access Services have a preventive maintenance inspection (PMI) performed every 3,500 miles or 45 day intervals, whichever occurs sooner with a 500 mile (not less than 3,000 or more than 4,000 miles) window. The PMI must meet the manufacturer’s minimum requirements. The originals of the reports are maintained in the individual vehicle files and are available for inspection by Access Services.

Access Services -provided vehicles are not placed in service if the vehicle has traveled more than 4,000 miles or 45 days since the last PMI. If the vehicle is operated beyond the 4,000 miles and 45 day limit, the service hours and miles operated are not compensated for by Access Services.
Routine maintenance

When maintaining the vehicles, the primary service provider is required to use only quality materials. The lubricants used must meet or exceed the standards specified by the manufacturer.

-- All vehicles are emissions tested as required by law.

-- All vehicles are cleaned on a daily basis. The vehicle exteriors are washed as necessary. All vehicles are subject to spot checks for cleanliness.

-- All vehicles must display the Access Services logo on both sides of the vehicle when in service. Only vehicles approved by Access Services are allowed to display the Access Services logo.

-- Body damages by contract must be repaired within one month from the date of the accident. Vehicles with significant body damage or any safety damage are not used in service.

Contingency plan for when equipment is out of service

All Access Services -provided vehicles are used in active service. They are supplemented by taxi cabs when demand is higher. When an Access Services vehicle is out of service due to mechanical problems, Access Services requires the service provider to repair it and to put it back in service as soon as possible. In the interim, service is provided using additional taxis. Over 1,000 non-dedicated taxicabs have been certified to date.

California Highway Patrol (CHP) inspections

Access Services is not subject to CHP inspections as per Section 34500 (c) and Section 233 (b) of the State motor vehicle code, which define the vehicles that are subject to CHP inspections. Access Services' vehicles are not covered in the definitions. However, State Department of Transportation (Caltrans) inspects Access Services' vehicles every two years.

XVI. DRIVER TRAINING

Access Services requires that all drivers be properly trained to work with persons with disabilities. All primary service providers have a designated trainer to conduct classroom and behind-the-wheel training. The trainer provides refresher training, as needed. The trainer has a Transportation Safety Institute (or equivalent) transit training certificate. The service providers certify their drivers for Access Services service upon completion of 67 hours of training.
This instruction includes:

A. Applicable laws and regulations,
B. A minimum of 20 hours of behind-the-wheel,
C. A minimum of 8 hours of a defensive driving training course,
D. Safe vehicle operations,
E. A minimum of 8 hours of sensitivity training for disability awareness and communications skills,
F. Working with mobility-assistive devices that teaches the driver how to safely deploy vehicle equipment and secure passengers,
G. Knowledge of primary service area street network and regional boundaries
H. Map Reading,
I. Fare collection and passenger counting, and
J. Operation and usage of contractor-provided two-way radios and mobile digital terminal (MDT) equipment.

Before driving an Access Services vehicle, operator must have a criminal background check performed by a Los Angeles County law enforcement agency or approved equivalent background check. Operators with unsuitable backgrounds are not permitted to drive for Access Services.

All drivers must possess a valid California Class B or Class C driver’s license, as applicable, and a valid medical examination certificate.

Drivers are required to treat all passengers with respect and courtesy. Complaints against drivers are monitored and rudeness and inappropriate behavior or appearance is not acceptable.

Weapons in the driver’s possession or on-board Access Services vehicles are not permitted.

Employees are not allowed to purchase or consume alcohol or illegal substances while in uniform or wearing an Access Services ID badge.

Smoking is not allowed during Access Services trips or in Access Services owned vehicles at any time by drivers or passengers.

The primary service providers are to comply with the requirements of the Drug Free Workplace Act of 1998 and the U.S. Department of Transportation drug testing regulations. Drug testing includes requirements for pre-employment, post-accident and for cause testing of employees, as well as random testing for twenty-five percent (25%) of the covered pool of employees in safety sensitive positions, including dispatchers, maintenance, personnel and first line supervisors. Additionally, subcontractors, including warranty shops and other maintenance providers performing safety sensitive tasks, are subject to testing.
Continuing and in-service training.

Continuing and in-service training is provided in-house by Access Services’ service providers by designated trainers. At a minimum, each driver receives 6 hours of refresher training each year. Access Services’ contract(s) with the providers requires at least an hour of training every two months, with the emphasis on defensive driving, safe vehicle operations, proper wheelchair deployment and tie-down, sensitivity retraining, and new rules and regulations. Those drivers who have repeated and accumulated minor infractions are given reinforcement training in areas where they are found deficient.

Drivers with a Class B license are required to receive an additional eight (8) hours of training to continue driving for Access Services.

Sensitivity training.

Access Services’ sensitivity training program consists of two parts. It is provided in-house by Access Services’ service providers. One is for managers; the other is for drivers. In “Sensitivity Training for Managers,” the emphasis is on awareness and understanding of the unique needs met by paratransit services. This workshop addresses disability awareness, appropriate and politically correct language, communication skills, management of assistive devices, anticipating passenger needs, anticipating driver needs, and planning for emergencies.

For the drivers, they learn proper terminology such as “persons with disabilities” rather than “the handicapped,” “power chair” rather than “electric chair,” etc. Further, the trainees learn about the different types of disabilities including auditory, speech, behavioral, physical and mental. The training includes role-playing, such as walking while being blindfolded, using a wheelchair for boarding, exiting and while riding the vehicle, and communicating without the use of voice. Drivers learn how to safely transport passengers who may have infectious conditions.

First Aid / CPR

First Aid / CPR training for drivers are provided according to American Red Cross standards. Two certified First Aid / CPR trainers conduct the class. The trainers use graphic materials and hands-on methods to teach drivers life-saving techniques. Dummies are used for demonstration and practice. It takes one day to complete the training. Drivers receive a certificate upon completion.

All new drivers receive informal post-training testing (beyond drug testing) through each individual provider. At the end of each training session, drivers receive behind the wheel/evaluative testing. However, standardized written testing is not administered uniformly. Individual providers regularly update their written testing as per request of Access Services. Access Services monitors the driver training curriculum of all of its providers to ensure that the training is performed in a satisfactory manner.
XVII. PROGRAM MEASURES

Access Services has established a wide variety of service standards and statistics that help Access Service to evaluate the quality of its paratransit service and its ability to meet various FTA and industry standards, rules, and regulations. Access Services writes its service standards into its contracts with its contractors and then statistically measures the performance of each contractor. Notable Access Services standards are: on-time performance percentage; percentage of late rides; duration of phone hold times; percentage of complaints; number of trip denials; and cost per trip.

XVIII. PROPERTY DISPOSITION PROCEDURES

Access Services Fleet Operations monitors vehicles through monthly reports, site visits, and random vehicle inspections. The minimum replacement life cycle for Access Vehicles is Four Years or 100,000 miles.

At time of replacement, vehicles coming out of service are inspected by fleet operations. All repairs other than normal wear and tear are completed, and the vehicle is sent to auction for sale. The auction house posts vehicles for sale on their web site. We try to notify all transportation organizations that have shown interest of the pending sale. The auction is open to the general public, and we pass on this information to the general public that show interest in our used vehicles. The auction house has a public auction once a month.

XIX. FINANCIAL MANAGEMENT AND AUDIT

Access Services engages the services of a third party auditing firm to conduct annual audits in accordance with OMB Circular A-133 and GAAP.

XX. NATIONAL TRANSIT DATABASE (NTD) REPORTING

Access Services submits annual and monthly reports to the National Transit Database. Safety and Security reports are submitted when required along with monthly Ridership Activity reports. Annual report containing financial and federal funding allocation data is audited by an outside consultant to ensure: 1) conformity with the requirements of the Uniform System of Accounts; and 2) data collection methods are those suggested by FTA or meet FTA requirements.

XXI. TEAM (Transportation Electronic Award and Management) REPORTING

Access Services submits financial status reports (FSR) and milestone/progress reports to FTA within 30 days after the end of each calendar quarter, i.e., by January 30, April 30, July 30, and October 30. Reports are submitted via FTA’s TEAM system.
Grant close-out procedures

Close-out begins immediately after all work activities under the grant are completed and all funds have been drawn down. In cases where there is a remaining balance left in the grant, the un-liquidated balance will be deobligated electronically via TEAM system.

In accordance with FTA’s grant close-out instructions, Access Services will submit the following electronically:

1. a final budget, including budget revisions reflecting actual project costs by scope and activity;
2. a final Financial Status Report (FSR);
3. a final narrative milestone/progress report including a discussion of each activity line item contained in the final budget and list of equipment purchased under the grant. Access Services will provide the year, make, model, vehicle identification number (VIN), and seating capacity for vehicles purchased under the grant. The vehicle list will be entered in the Project Status Overview section in the final Milestone Status Report.
4. a request to deobligate any unexpended balance of Federal funds; and
5. any other reports required as part of the terms and conditions of the grant.

XXII. ECHO Drawdown Procedures for JARC and New Freedom Grants*

Background:

Access staff discovered that drawdowns for the period of November 2011 through August 2012 were erroneously drawn down from the wrong Activity Line Item (ALI). Operating expenses were taken from the capital ALI of the grant instead of the operating ALI. As a result, the capital balance on the grant was over drawn and the ECHO system rejected subsequent drawdown request for capital expenses.

Access contacted Federal Transit Administration staff on August 7, 2012 to inform them of the issues and sought advice on how to resolve the error. Subsequent conference calls and emails with FTA staff Jonathan Klein, Transportation Program Specialist, led to the following procedures to be developed:

Separate Tracking Worksheet

Access will create a separate worksheet to track expenses. The worksheet will separate and track expenses incurred for the Capital and Operating ALI. The worksheet will also list YTD Total Eligible Expenses and YTD Total Reimbursement for both Capital and Operating expenses.
ECHO Drawdown Request Form

Access created a separate sign-off request form for all ECHO drawdown requests. Signatures will be required from the Manager of Finance, Deputy Executive Director of Administration and Deputy Executive Director of Planning and Governmental Affairs prior to initiating the drawdown from ECHO. The form will list the amount to be drawn down and the corresponding Financial Purpose Code (FPC). The FPC will identify if the amount is to be drawn from the Capital or Operating portion of the grant.

Drawdown Procedures - CA-57-X049-00

Moving forward, all drawdowns (capital and operating) for New Freedom grant CA-57-X049-00 will be requested from the Operating ALI. Drawdowns for capital expenses will be drawn from the operating ALI until the amount that was initially overdrawn ($73,464) is ‘caught up’.

Capital expenses will continue to be matched at the appropriate ratio of 80% federal, 20% local; operating expenses at 50% federal, 50% local.

Drawdown Procedures - CA-37-X-125-00

All drawdowns (capital and operating) for JARC grant CA-37-X125-00 will be requested from the Operating ALI. Drawdowns for capital expenses will be drawn from the operating ALI until the amount that was initially overdrawn ($38,621) is ‘caught up’. Capital expenses will continue to be matched at the appropriate ratio of 80% federal, 20% local; operating expenses at 50% federal, 50% local.

* Received FTA Concurrence - email dated 10-2-2012
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: APPROVAL OF NEW MEMBER AGENCY (CITY OF BELL) MEMBERSHIP

ISSUE:

The Board is requested to consider staff’s recommendation regarding a city that wishes to become a member of Access Services.

RECOMMENDATION:

Staff recommends that the City of Bell be approved as a new Access member agency.

IMPACT ON BUDGET:

None. This action will not cause an expansion of the Access Paratransit service area.

BACKGROUND:

Access Membership Process:

Access Services has three classes of members, designated as Municipal Operators, Local Operators, and individual members of the Board of Directors. If approved, City of Bell would join the Local Operators member class.

The City of Bell proposed joining Access Services and is eligible for membership under the requirements of Access Services bylaws. As per Article IV Part C of the Access Services bylaws, “The Board of Directors shall approve any potential new members to the Municipal Operators and Local Operators classes”.

Bell Transit Services:

Bell is located approximately 10 miles south east of downtown Los Angeles and is served by Metro. Bell operates a fixed route transit system, the La Campana Shuttle that serves the city and surrounding areas of Bell Gardens and Cudahy.

Since Metro currently operates service in the city, the membership status of Bell will not increase Access’ service obligation.
The Bell City Council approved the resolution proposed by City staff to join Access Services at the regular City Council Meeting held on September 4, 2013.

If the Board approves the staff recommendation, the number of member agencies will increase to 44.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: APPROVAL TO PURCHASE 17 REPLACEMENT PARATRANSIT VEHICLES

________________________

ISSUE:

Procure additional vehicles for paratransit service to meet the higher than expected demand in the Southern and Eastern Regions.

RECOMMENDATION:

Authorize staff to purchase up to seventeen ADA-accessible paratransit vehicles at a cost not to exceed $785,000 with Creative Bus Sales.

IMPACT ON BUDGET:

The funds needed for the purchase of up to seventeen vehicles will be from the FY2014 capital budget. Using local Prop C funds, the estimated total expenditure includes applicable sales tax, license and fees.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicles proposed are available immediately and can be placed in service within 10 days versus the 3 month schedule associated with the normal procurement process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the vehicle purchase contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

The deferment of replacement vehicles and the lack of purchasing expansion vehicles have put our transportation service providers in a difficult situation in trying to manage the ever increasing demand for service. In the Southern and Eastern Regions, demand has grown monthly, on average, 6% greater than projected.

Access staff conducted a nationwide search for available accessible vehicles and found the 11 CNG MV-1’s in Dallas, Texas. The board authorized Access staff to procure these vehicles during the October 11 2013 emergency board meeting, and deploy the vehicles in the Southern region. Staff located an additional 13 new Braun Minivans in dealer stock in Florida and transporting these vehicles to Los Angeles for service will allow staff to add expansion vehicles to the Eastern and Southern regions. The Braun minivan is close to the same specification as Access Eldorado National minivan. As part of our new vehicle build four (4) expansion units will be ordered and put ahead of the Access Services replacement vehicle order to make up the total seventeen (17) minivans needed for expansion.

If Access does not continue with the replacement of equipment with over 250,000 miles and if expansion vehicles are not added to the fleet, Access takes the risk of violating the ADA regulations by having capacity constraints within the system. The FY2014 budget included make up replacement vehicles from FY2013, the required FY2014 replacement vehicles and allows for the addition of some expansion vehicles.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: APPROVAL TO PURCHASE UP TO 121 REPLACEMENT VEHICLES FOR PARATRANSIT SERVICE

ISSUE:

Board approval is required to purchase up to one hundred twenty one vehicles for paratransit service during Fiscal Year 2014.

RECOMMENDATION:

Authorize staff to purchase up to one hundred seven (107) Low emission Flex Fuel ADA-accessible low floor Dodge Minivans and fourteen (14) Ford Eldorado Aerotech cutaways for a cost not to exceed $5,900,000.

IMPACT ON BUDGET:

The funds needed for the purchase of up to one hundred twenty one (121) vehicles will be from the FY2014 capital budget. Using local Prop C funds, the estimated total expenditure includes applicable sales tax, license and fees. These vehicles will be ordered in different stages throughout FY2014.

ALTERNATIVES CONSIDERED:

No alternatives were considered as the vehicles proposed for this project are needed to replace a similar number of vehicles which have reached or surpassed their established useful lifespan. Based on past experience, purchasing from cooperative contract schedules - a practice encouraged by the FTA - expedites the purchasing process, while ensuring that a competitive price is paid for goods and services. As was the case with our most recent vehicle procurement, staff is proposing purchasing these vehicles through an approved vendor of the CalACT/Morongo Basin Transit Authority (MBTA) Purchasing Cooperative.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written contract for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those
proposed above. Access Services would not be legally bound to the vehicle purchase contract unless such contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

One hundred and twenty four (124) of these paratransit vehicles scheduled for replacement will each have accumulated over 250,000 miles by the time of replacement. The FTA assumes that vehicles the size of Access minivans and cutaways have a useful life of four (4) years or 100,000 miles.

MBTA, a member of CalACT, is the lead agency in the CalACT/MBTA Vehicle Purchasing Cooperative. The Cooperative was formed because many of the CalACT member agencies felt that an alternative to the traditional state bid process was necessary in order to create a more competitive marketplace for vehicle purchases in the State of California. The type of procurement used by the cooperative entails the development of a Local Government Schedule, as defined in the FTA third party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), wherein the FTA extends to local governments the opportunity to purchase goods or services at established prices.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: ACCESS COMMUNITY ADVISORY COMMITTEE (CAC) MEMBERSHIP APPOINTMENTS

ISSUE:

Currently there are four vacancies on the CAC. The Nomination Subcommittee, comprised of members from CAC and Access staff, has been reviewing applications in order to identify members who can best represent our customers both in terms of different disabilities and in terms of scope of influence/representation.

The Nomination Subcommittee has identified two individuals, Jesse Padilla and Liz Lyons, to serve on the CAC. Jesse Padilla represents the Eastern Los Angeles Regional Center, which has a large client base of Access users and he is a prior member of the CAC. Liz Lyons previously was on the North Los Angeles County Regional Center Board of Trustees. Additionally, she has served as Chair of the Association of Regional Center Agencies and numerous other disability focused organizations. Ms. Lyon’s mother is an Access customer.

RECOMMENDATION:

Approve the appointment of Liz Lyons and Jesse Padilla to the CAC as part of Group A.

BACKGROUND:

The CAC Bylaws outlines the process for membership application and selection as outlined below:

ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Section 1 - All applications will receive an initial review by a subcommittee of the CAC and the Access Services staff liaison.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.
Section 3 - Applicants must participate in an in-person meeting with a nominating subcommittee of the CAC, which include two-to-three voting CAC members plus the Access Services staff liaison.

Section 4 - Following this in-person meeting, CAC application(s) may be presented to the Board of Directors for potential review and approval.

ARTICLE 1 - TERMS

Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one year term (known as Group B). Group A terms will expire on January 23, 2014 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2015 and every two years thereafter on the date of the Board of Directors meeting.

Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access staff will provide nominations to the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.
OCTOBER 18, 2013

TO: BOARD OF DIRECTORS

FROM: MARK MALONEY, CHIEF OPERATIONS OFFICER
      F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL TO INCREASE RATES AND ADD FUNDS FOR SOUTHERN REGION SERVICE CONTRACT (AS-2967) - GLOBAL PARATRANSIT, INC.

ISSUE:

The Southern Region transportation service provider contract contains a clause allowing for re-negotiation of contract rates based on significant variation in the level of service provided. The Southern Region has seen a significant increase in the number of annual trips and the current service provider, Global Paratransit, Inc., has requested a renegotiation of rates based upon this increase.

RECOMMENDATION:

1. Authorize an amendment to the transportation service provider contract that changes the rates of compensation based upon the table below.

<table>
<thead>
<tr>
<th>Period of Performance</th>
<th>Fixed Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 1, 2013 - August 31, 2014</td>
<td>$616,862</td>
</tr>
<tr>
<td>September 1, 2014 - August 31, 2015</td>
<td>$633,170</td>
</tr>
<tr>
<td>September 1, 2015 - August 31, 2016</td>
<td>$649,189</td>
</tr>
</tbody>
</table>

2. Authorize the addition of funds by $28,262,125 thereby increasing the maximum contract value from $122,252,664 to $150,514,789.

3. Authorize the following change in language to the contract:
   "Access Services reserves the right to increase or decrease passenger trips by up to twenty percent (20%) without any change in compensation rates agreed to be paid to the contractor. If the number of passenger trips decreases or increases in excess of 20% of the estimated number set forth in the Estimated Trip Projections, as measured over a one year period, either the contractor or Access Services can request a re-negotiation of the proposed rates. If the contractor is entitled to and desires to negotiate rates and mutually agreeable terms cannot be reached, Access Services will release the contractor from this agreement within 60 days of such a determination."
IMPACT ON BUDGET:

The impact of this rate change on the budget, which would take effect September 1, 2013, is an additional $775,000. This amount is projected to be offset by the FY2013 budget roll-over and cost savings related to the Self-Insured Program. The new maximum contract value of the contract has been calculated based upon actual service delivered for the first two years of the contract, the current FY2014 budgeted trips, and the projected FY2015 and FY2016 demand projections.

ALTERNATIVE CONSIDERED:

The contract allows for the renegotiation of rates under the criteria that has been listed above. Staff could at its option determine not to renegotiate however doing so would require the contract to be put out to bid. In the evaluation of the revised cost sheets of the contractor, the projected level of demand, and the successful performance of the contract itself, staff does not recommend that option.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

The Southern Region has had significant growth over the last three years that was not originally foreseen when the bid for the service contract was issued in October 2010. The table below provides a comparison of the estimated number of trips in the RFP versus the actual totals.

<table>
<thead>
<tr>
<th>Period of Performance</th>
<th>Estimated Trips</th>
<th>Actual Trips</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep. 1, 2011 - Aug. 31, 2012</td>
<td>698,647</td>
<td>802,044</td>
<td>14.8%</td>
</tr>
<tr>
<td>Sep. 1, 2012 - Aug. 31, 2013</td>
<td>721,592</td>
<td>881,631</td>
<td>22.2%</td>
</tr>
</tbody>
</table>

The second year of performance has triggered the policy related to renegotiation of rates based upon service demand. This policy was changed in 2008 from a revenue mile/hour basis to a trip basis. However the RFP for the Southern Region did not accurately reflect this change, hence the request by Board action to amend the contract appropriately.

The renegotiated rates reflect the operational needs of the contractor to meet the unforeseen demand of the contract. The impact primarily affects the fixed costs borne by the contractor in terms of staffing, equipment and other expenses. The tables below provides a comparison of the rate changes.
## Fixed Costs

<table>
<thead>
<tr>
<th>Period of Performance</th>
<th>Previous Fixed Monthly</th>
<th>New Fixed Monthly</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep. 1, 2013 - Aug. 31, 2014</td>
<td>$539,362</td>
<td>$616,862</td>
<td>14.4%</td>
</tr>
<tr>
<td>September 1, 2014 – August 31, 2015</td>
<td>$553,621</td>
<td>$633,170</td>
<td>14.4%</td>
</tr>
<tr>
<td>September 1, 2015 – August 31, 2016</td>
<td>$567,628</td>
<td>$649,189</td>
<td>14.4%</td>
</tr>
</tbody>
</table>

The annual increase of the new fixed monthly rates from 2014 to 2015 and 2015 to 2016 are 2.6% and 2.5% respectively.