

access

**BOARD OF DIRECTORS MEETING
MONDAY, SEPTEMBER 25, 2017**

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, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731**

MISSION STATEMENT

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

**3650 Fairland Boulevard
Los Angeles, CA 90043**

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

1. Anticipated Litigation: Gov. Code §54956.9 (b)
 - (i) *Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9*

(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure to litigation"

2. Pending Litigation:

1. *Washington v. Access Services LASC# BC645044*
2. *Reynaga v. LACMTA, Access et al. BC673040*

B) CALIFORNIA GOV. CODE §54957(b) - PERSONNEL MATTERS:

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| <p>4. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD WORKSHOP/MEETING ON JULY 12, 2017 AND THE AUGUST 21, 2017 BOARD MEETING
(page 6)</p> <p>[Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |
| <p>5. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>6. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |
| <p>7. SUPERIOR SERVICE AWARD</p> | <p>PRESENTATION</p> |
| <p>8. CONSENT CALENDAR</p> <ol style="list-style-type: none"> a) Consideration to Approve Extension and Increase of Funds for Local Vehicle Inspection Contract (AS-2985) (page 23) b) Consideration to Approve Extension and Increase of Funds for Vehicle Inspection Services With Vehicle Technical Consultants (AS-2983) (page 25) c) Consideration to Approve Procurement Policies (page 27) | <p>ACTION
[Vote Required: majority of quorum by roll call]</p> |

- d) Consideration to Approve Increase of Funds for Travel Training Contract (AS-3355) (page 39)
- e) Consideration to Rescind Procurement Policy - Travel Training Request For Proposals (page 42)

[Staff Recommendation: Approve Consent Calendar.]

9. **CONSIDERATION TO APPROVE SELECTION PROCESS OF BOARD EVALUATION TEAM MEMBERS FOR LEGAL SERVICES RFP AND EXTENSION OF CURRENT OUTSIDE LEGAL SERVICES CONTRACT** (page 44)

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

[Staff Recommendation: 1) Authorize the creation of the RFP evaluation panel for legal services to be made up of three (3) Board members (appointed by the Chair), the Executive Director and two (2) outside raters who are members of the legal community and subject matter experts on legal services. 2) Authorize a month-to-month extension of the current legal services contract with Jones and Lester from January 1, 2018 up to June 30, 2018.]

10. **CONSIDERATION TO APPROVE CAPITAL BUDGET ADJUSTMENT AND ADDITIONAL FUNDING FOR THE PURCHASE OF PARATRANSIT SERVICE VEHICLES** (page 47)

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

[Staff Recommendation: Authorize staff to: 1) Increase the capital budget from \$10,130,925.00 to \$12,290,474.72, 2) Purchase up to 41 vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative at a cost not to exceed \$2,159,549.72]

11. **CONSIDERATION TO APPROVE EXECUTIVE DIRECTOR'S COMPENSATION PACKAGE** (page 50)

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

[Staff Recommendation: The Compensation Committee recommends to the Board that it authorize the Chairperson of the Board and the Chair of the Compensation Committee acting together to enter into a written contract of employment with Andre Colaiace for the position of Executive Director which includes the following material terms and conditions.]

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| <p>12. CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS (page 52)</p> <p>[Staff Recommendation: Authorize staff to contractually modify or include in request for proposals the following KPIs (see item for the list).]</p> | <p>PRESENTATION/
ACTION</p> <p>[Vote Required:
majority of quorum
by roll call]</p> |
| <p>13. “WHERE’S MY RIDE” SOFTWARE DEMONSTRATION</p> | <p>PRESENTATION/
DISCUSSION</p> |
| <p>14. UPCOMING BOARD ITEMS (page 55)</p> | <p>INFORMATION</p> |
| <p>15. EXECUTIVE DIRECTOR’S REPORT</p> | <p>INFORMATION</p> |
| <p>16. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>18. ADJOURNMENT</p> | <p>ACTION</p> |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of 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 meeting 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 the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair.

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

Alternative accessible formats are available upon request.



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

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

Monday, July 12, 2017
1:03 p.m.

1. **CALL TO ORDER**

Meeting called to order by Chair Ahuja at 1:03 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Art Ida and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Directors John Troost, Angela Nwokike. Ex-Officios: CAC Chair Michael Conrad and TPAC Vice Chair Linda Evans.

2. **GENERAL PUBLIC COMMENT**

No public comments.

3. **COMPREHENSIVE OPERATIONAL REVIEW MID-STUDY REPORT**

The COR was presented by Mr. Will Rodman, Mr. Dan Berez and Mr. David Koffman from Nelson/Nygaard. During the presentation, the Board asked the following clarifying questions -

- Secretary DeVera asked about the reservation hours moving from 6:00 a.m. thru 10:00 p.m. to 8:00 a.m. thru 5:00 p.m. Mr. Rodman replied that they did an analysis on reducing the reservation hours to 8:00 a.m. thru 5:00

p.m. but he was going to explain why that was not a good idea and the reason was also included in this presentation.

- Chair Ahuja asked questions related to a non-ADA subsidy type service. Mr. Rodman explained that the customer would pay the base fare of \$3 and if the subsidy were \$10, the customer would be able to take a trip for \$3 for a ride that was worth \$13. If their trip went over the \$13, the customer would pay the overage, so the subsidy level would be fixed. Mr. Rodman explained that each trip diverted could potentially save up to \$20, using the example above. However if you generated two new trips for which you would have to pay up to \$10 then it would be a wash. Mr. Rodman stated that there have been several transit agencies across the country utilizing taxi subsidies for years such as Chicago, Houston, Denver, Seattle just to name a few. Mr. Rodman concluded his example by stating that it was important to remember that, if Access decides to do this, equivalent service for persons that require wheelchair accessible vehicles must be provided. He recommended this for further consideration.
- Mr. Colaiace added that the reason Nelson/Nygaard looked into expanding the service area and same day service was in response to a Metro Board motion last year.
- Treasurer Turner asked, in relation to deadhead, how many of these trips were work related when a rider makes a trip every day and returned from a different region. Interim Executive Director Andre Colaiace replied that Access was not allowed to ask the customer what the purpose of the trip was. He also stated that Access had the "Access to Work" program which would give an indication where and why that individual was traveling. Other indications would be levels of subscription trips but, out of those subscription trips, they could be going to dialysis or a day care center.
- Secretary DeVera stated that she resided in the Eastern region but on many occasions, the West Central region provider would pick her up. She asked if any of that information was included in the report. Mr. Koffman replied that the chart did not include information on what contractors performed the trips, rather the chart only showed the zones.
- Treasurer Turner asked about alternative number six in the Draft Report, and if the Nelson\Nygaard team had examined the different providers and the way they dealt with the deadhead issue by creating trips for the vehicles that were deadheading back. Mr. Koffman replied currently each contractor had a limited ability to do very much about the deadhead issue but in the case of the Eastern and West Central regions, there was some ability to do that due to them being sister companies.

- Director Ida asked if, among the peers polled, did any agency have a Free Fare program like Access. Mr. Rodman replied that they actually did a review of the MBTA in Boston regarding the possibility of a Free Fare program several years ago but at the time, they did not have as good of an eligibility assessment process as Access does, which was also the case with a number of peers. Mr. Colaiace added that staff submitted a TCRP proposal on Free Fare programs to further examine the efficiency of the concept.
- Director Ida stated that as Access gets more and more customers and if we know the trend is going to continue, maybe a level of urgency as for cost and capacity would be a good idea. Access should look into getting their own facilities to help with the logistics of it all. Mr. Colaiace stated that given the Board's input to staff, staff's opinion was that the issue of an Access facility (or facilities) would be put on a short-term list. This would be something that staff would be focusing on in the near future. Staff would also be bringing something to the Board that would outline what the plan was.
- Director Ida stated that he also wanted to inquire about the Free Fare programs because he felt that it was very important that fixed route providers understand these demographic changes. If the fixed route provider could help with some of the increased demand that Access was experiencing they would all need to understand and get everyone riding with the Free Fare program and spread the demand throughout the regions.
- Director Gombert stated that during the presentation it was mentioned that if the utilization of vehicles decreased it could potentially reduce the number of vehicles needed for the service. Should the number of vehicles be based on peak needs instead of utilization? Mr. Rodman replied that the analysis was based on meeting the service needs, so with the average vehicle utilization numbers there may have been certain vehicles used on a double run but at the same time there were vehicles sitting around idle.
- Chair Ahuja asked what process did staff use to determine when and how many vehicles to replace. She asked if staff checked to see if it was necessary before replacing them. She also requested that staff look into this and get back to her. Mr. Rodriguez replied that staff did not replace the vehicles unless they were exceeding four years of age and exceeding 200,000 miles, so regardless of how they were utilized every vehicle that was replaced was only replaced if it was at the end of its useful life. Mr. Colaiace added that, from a staff perspective, that was a point well taken and he felt that the ratio that staff utilized needed to be re-examined and Nelson/Nygaard's methodology made sense.

- Director Ida stated that it was mentioned during the presentation that taxi service with the contractors was increasing so he was wondering if the taxicab business, because of the TNCs, was going out of business. Was there a concern that maybe some of the taxicab companies that Access was relying on may start to go away? Mr. Colaiace replied that there were major concerns and it was something that staff needed to continually monitor. The effect that Access has witnessed in terms of taxis and TNCs was that the TNCs have driven the taxis towards doing work for Access, which ends up being a positive thing. Staff also needs to ensure that it was a permanent effect as opposed to a temporary effect but for now it has been beneficial to Access and the taxi drivers. Treasurer Turner stated that the City of Torrance has a taxi franchise program that is working. The taxi companies have to renew on an annual basis because there was a city ordinance, which worked really well for the City of Torrance, she briefly explained what the process was.
- Chair Ahuja stated that she had some discussion with Mr. Colaiace regarding trips to the Eligibility Center that could possibly be given to services such as Uber. Mr. Colaiace replied that Access had a dedicated contract to provide trips to the Eligibility Center but, in theory, Access could provide those trips through different vendors if necessary and they would not be ADA trips. The trips could also be provided as long as Access was providing equivalent service to the Eligibility Center. This was something staff could look into in the future. Chair Ahuja asked that staff look into this matter and report their findings back to the Board.
- Director Barnes stated that he felt that this was a great report with some really good information included and it really validated a lot of what Access was doing and gave us some ideas of where we need to focus on next. He stated that Director Ida's question regarding the Free Fare program was something he was very interested in and had been for a long time, so he was going to fight really hard to get that funded.
- Director Barnes also stated that, from a management and oversight standpoint, it was reassuring to hear the positive results.
- Director Barnes stated that, in terms of the things to focus on, Access facilities would be one that he agreed should be a shorter term priority rather than a longer term one. If Access controlled their facilities then they would have a better ability to control the cost. He stated that he was also intrigued by the notion of a consolidated call center and software platform because he could really see the benefits on a customer service standpoint of doing that kind of thing, which he felt should be a higher priority.

Chair Ahuja reminded the Board that this was an information item only and no action was needed but asked staff to review the report and come back to the Board with some short-term and long-term plans.

Public Comment

CAC member Kurt Baldwin submitted his public comment via email. Sharon Astier read his public comment by stating that the Paratransit Riders Coalition (PRC) brought up three concerns regarding Operations to Nelson/Nygaard with the first being negotiation of pick-up times. He stated that they felt that having a true negotiation was important and required by the ADA regulations but this issue was not included in the study and the only thing mentioned was "system suggested time".

Another issue was reducing excessively long trips. The report mentions defining a comparable trip length and when asked, "when the trip length time started" the response was when a customer boards the vehicle regardless of when in the 20 minute on-time window the customer was picked up. For example, if the customer was scheduled for a pick-up at 9:00 a.m., then the dispatcher moved the pick-up time to 9:15 a.m., and the vehicle arrived at 9:30, the driver would think they were within the on-time window but the half hour the customer waited would be ignored. He felt that this could be counted as a Late1 pick-up. He briefly went over a couple different scenarios.

Mr. Baldwin concluded his public comment by stating that the final concern was regarding training and proficiency. He felt that training and proficiency was required for all staff, which included reservationists, dispatchers, routers and drivers. He stated that they were informed at the July 11, 2017 CAC meeting that proficiency was a subjective word that could mean different things to different people. He stated that the definition of proficiency in the Merriam Webster dictionary was, "well advanced in an art, occupation or branch of knowledge", which was not a subjective definition.

Mary Griffieth made public comment by stating that there was a reference made in regards to the drivers and taxis but there was a problem right here in the City of El Monte. She stated that one block from her house where she went to church the sidewalks and streets were unrepairable and there did not seem to be any money available to repair them. She felt that it was not right to be so hard on the drivers and customer service agents when they were working with what they had available.

Ms. Griffieth also stated that, as for the Free Fare program, she still saw people boarding the trains and the buses with their family using their Access card, she asked how are they going to be educated. Ms. Griffieth stated that people have ways of taking advantage of programs so you can't be hard on the ones that are providing service. Ms. Griffieth concluded her public comment by stating that she

had health issues where she had to use the available transportation services in her area four to five times a week, so she considered the service to be a blessing.

4. CLOSED SESSION REPORT

Access Services Legal Counsel Jim Jones announced the Board's selection of the new Executive Director, Andre Colaiace. Everyone congratulated Mr. Colaiace on his new appointment.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

9. ADJOURNMENT

No Motion was made. The meeting adjourned at 3:57 p.m.

Approval

Theresa DeVera, Secretary

Date



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

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

Monday, August 21, 2017
12:07 p.m.

5. **CALL TO ORDER**

Meeting called to order by Chair Nalini Ahuja at 12:07 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Art Ida, and Angela Nwokike. Ex-Officios: CAC Chair Michael Conrad, and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost and Ex-Officio TPAC Vice Chair Linda Evans.

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

No public comments.

4. **CLOSED SESSION REPORT**

Access Services Legal Counsel Jim Jones briefed the audience on the outcome of the closed session. Mr. Jones stated that the Board met in closed session and discussed the following items: Washington v. Access Services, Reynaga v. LACMTA, Access et al. No reportable action was taken with respect to these matters.

Mr. Jones then explained the public comment process.

2. BOARD OFFICER ELECTIONS

Recommendation: Elect Officers to the Board of Directors per the requirements of the Access Services Bylaws for approximately a one-year term beginning August 21, 2017 and ending June 30, 2018 or the election of their successor, whichever last occurs.

- a) Motion to suspend the term limit policy for Vice Chair and Secretary.

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

Director Barnes explained that he struggled with the term limit policy because during the officer elections the Board seemed to waive it every year. He also felt that the Board should discuss this policy related to the Board's governance in terms of how it worked and the rotation of the positions, which he had recommended in previous years. Director Barnes stated that, if the term limit policy was not a relevant policy, then maybe the Board should get rid of it and, if it was a relevant policy, then the Board should be thoughtful about how it works.

Chair Ahuja asked legal counsel if the Board could make a motion to do away with the term limit policy. Mr. Jones replied that the item would have to be agendaized in order for the Board to take action on this policy. Mr. Colaiace replied that staff could agendaize the item if that was the will of the Board. Chair Ahuja suggested that the item could be agendaized on a future Board agenda for discussion and asked how the Board would like to move forward on this issue.

Director Turner stated that she felt that the Board should keep the policy in place and deal with it on a case-by-case basis.

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

Motion made by Director Barnes, Seconded by Director Ida. Via Voice Vote all were in favor, motion passed.

- c) Motion to approve the election of either Director Nason or Director Ida for Vice Chair of the Board.

A voice vote took place for Directors Nason and Ida for Vice Chair. The following Directors voted in favor of Director Nason: Directors Nason and Gombert.

The following Directors voted in favor of Director Ida: Directors Nwokike, DeVera, Turner, Barnes and Ida. Via Voice Vote Director Ida took the vote 5 to 2.

d) 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

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 26, 2017**

Approval of the minutes from the Board of Directors meeting held on Monday, June 26, 2017.

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

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

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meetings held on July 11 and August 8, 2017. Chair Conrad stated that the following items were discussed at the July meeting: Board report provided by Board Secretary DeVera; Customer Service Performance Update provided by Sherry Kelley; Operations Update provided by Randy Johnson and a Nelson/Nygaard presentation and action item that was not completed.

Mr. Conrad also reported on the August 8, 2017 CAC meeting by stating that the committee heard the Board report provided by Director Gombert and also continued with the questions they had at their July meeting with David Koffman from Nelson/Nygaard because there were so many questions and different views on the study that were unanswered. Mr. Conrad concluded his report by stating that there was also a Key Performance Indicator report provided by Mike Greenwood.

7. **GENERAL PUBLIC COMMENT**

Michael Sher made public comment by stating that he missed the last CAC meeting due to his scheduled pick-up running behind and not being able to send another vehicle until 12:00 p.m. He also stated that on August 18th he was supposed to be at his Temple to help with a service, so he called Access and was

told that his vehicle was running late so he canceled his ride and called his brother and ended up taking Lyft.

Access' Project Administrator Fayma Ishaq was assigned to assist Mr. Sher.

Rachele Goeman made public comment by stating that on August 11, 2017 she experienced three incidents with taxis. The first incident occurred when the taxi arrived at her home and there were two riders already in the vehicle. She asked how was she supposed to get into the vehicle with her service animal when there was a rider in the front seat and another in the back. The second incident was also on August 11 at 1:00 p.m. where the same situation occurred going from a meeting in Signal Hill to the local Target. She stated that it also seemed that the driver was going the long way, so she asked the driver if he had another pick up. When the driver responded yes, she asked him if he knew the rules that he was not allowed to pick up another passenger when he already had a rider with a service animal and a PCA in the vehicle. Ms. Goeman stated that as she was calling Victor Garate the driver got on his radio and had the shared ride removed.

Ms. Goeman stated that the final incident was at Target for her 3:03 p.m. pick-up. Once again, a taxi was sent to pick her up with other riders in the vehicle. She stated that she was also told that her service animal was not included on the driver's screen. She added that the thing that bothered her about this driver was that the driver did not tell her that she was leaving -- she just left -- so a Road Supervisor had to take her home.

Ms. Goeman concluded her public comment by stating that she was going to the Metro Safety Board meeting on September 21, 2017 with a group of riders because this was not just happening to her, it was happening to a lot of other riders across the regions.

Access' Deputy Executive Director Mike Greenwood was assigned to assist Ms. Goeman.

Toni Yee Hemphill made public comment by stating that her shared-ride was amazing. She stated that she called to get an ETA and the vehicle arrived at the exact time it was scheduled to arrive. She added that she had another shared-ride and she arrived at her destination really fast, which she thought was incredible.

Ms. Hemphill concluded her public comment by stating that she found Access to be in violation of her constitutional rights, civil rights and ADA regulations because there were no Asian Americans on the CAC or Board of Directors. She also asked how did CAC members get away without having a background check done on them because when she was on the CAC they did a full investigation on her.

Access' Community Liaison Louis Burns was assigned to assist Ms. Hemphill.

8. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

Santa Clarita Transit Technician, Marcos Mendez, was the Superior Service Award recipient.

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 Reappoint Transportation Professionals Advisory Committee (TPAC) Members

9-d Consideration to Increase Funds to Add Additional Licenses and Add a New Feature to the Procurement Module of the Financial Software ERP System (AS-3753)

9-e Consideration to Increase Funds and Extend Term for Internet Services Contract (AS-2940)

9-f Consideration to Approve Internet Services Contract with AT&T (AS-4058)

9-g Consideration to Authorize Additional Reimbursement for Antelope Valley Transit Authority's Free Fare Program

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

10. CONSIDERATION TO APPROVE PROPOSED BUDGET POLICIES

Recommendation: Approve the maximum number of FTEs allowed to be hired during Fiscal Year 2018 as stated in the adopted budget, (71), and provide authority to the Executive Director to hire new staff at a salary not to exceed \$175,000 per year. Board approval will be required to increase the total number of budgeted FTEs during the fiscal year and/or to hire a new position where the starting salary exceeds \$175,000.

Treasurer Turner asked if the original amount was \$150,000 and why it was now \$175,000. Mr. Rodriguez replied yes, staff increased it slightly only because the market has changed and this was for executive level positions which allows

greater flexibility within the agency to carry out the hiring process. Treasurer Turner asked if there were any other changes in the item. Mr. Rodriguez replied no, the policy remained the same with the exception of the cap on the salary range.

Treasurer Turner requested that staff look into their credit card policy to see what the guidelines, limits and oversight functions were and who received a credit card. Mr. Rodriguez replied that in September staff was looking to implement the Purchasing Card process and at that time staff will incorporate a revised credit card policy in its presentation to the Board. She also requested a copy of the Board stipend policy and stated that given the current composition of the Board she would like the Board to review that as well.

Director Barnes brought up the issue of employment contracts and asked if those employment contracts for a term other than an "at will employee" should come to the Board for approval. Mr. Colaiace replied yes, if there was an additional position at this agency that had an employment contract, it would be brought to the Board for approval.

Chair Ahuja asked if the policy should be amended to state that there should be no employee contracts without Board approval.

First Motion made by Director Barnes that any employment contract for a term other than "at will employee" will be brought to the Board for consideration. Seconded by Director Nason. Via Roll Call all were in favor, motion passed.

Second Motion made by Treasurer Turner to change the not to exceed salary rate from \$175,000 to \$150,000 and any salary above \$150,000 would require Board approval. Seconded by Secretary DeVera. Via Roll Call all were in favor, motion passed.

Third Motion made by Treasurer Turner to approve the maximum number of FTEs allowed to be hired during Fiscal Year 2018 as stated in the adopted budget (71). Seconded by Secretary DeVera. Via Roll Call all were in favor, motion passed.

11. CONSIDERATION TO APPROVE THE PURCHASE OF 230 VEHICLES FOR PARATRANSIT SERVICE

Recommendation: Authorize staff to purchase through a contract with the CalAct/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative up to 230 Paratransit vehicles at a cost not to exceed \$12,290,474.72.

Director Gombert stated that in June 2017, the Board approved the fiscal year 2018 capital budget for \$10.1 million and this procurement was for \$12,290,474. He asked if the \$2.1 million difference was a carry-over from the previous capital

budget that was approved. Mr. Rodriguez replied that it was a combination of a carry-over from the previous 5310 funding as well as additional 5310 funding.

Director Gombert asked if the \$12.2 million proposed procurement exceeded the \$10.1 million budget. Mr. Rodriguez replied yes. Director Gombert stated that given Access' budget policies did staff need a budget amendment for this. Director Gombert also stated that he did not have a problem with purchasing the vehicles it was just the fact that it seemed that staff was getting a little ahead of themselves. He also added that he wanted to make sure that the budget policy allowed the Board to approve this without an amendment to the current budget. Director Gombert stated that procedurally the amount was \$2,159,549 higher than the capital budget so maybe a motion to increase the capital budget by the increment would be appropriate.

Chair Ahuja asked if staff could purchase the vehicles up to the approved budget amount of \$10.1 million and allow for the Board to consider the approval of the additional funds of \$2.1 million at a future meeting.

Motion made by Director Gombert to authorize staff to purchase through a contract with CalACT (MBTA) Vehicle Purchasing Cooperative paratransit vehicles at a cost not to exceed \$10,130,925, Seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.

12. INFORMATION TECHNOLOGY UPDATE/CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR "WHERE'S MY RIDE" SOFTWARE AND SERVICES CONTRACT (AS-3998)

Recommendation: Authorize \$70,000 in funds and an extension in the period of performance with Informational Technologies Curves (IT Curves) for six (6) months through February 21, 2019.

Treasurer Turner requested that staff provide a demonstration on the "Where's My Ride" program before going live. Treasurer Turner also requested that this application be marketed on the Access website.

Motion made by Director Gombert to approve staff recommendation, seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.

13. CONSIDERATION TO AUTHORIZE STAFF TO ISSUE REQUEST FOR PROPOSALS FOR ALL SERVICE PROVIDER CONTRACTS AT THE END OF THEIR CURRENT CONTRACT TERM

Recommendation: Authorize staff to issue Request for Proposals for all service provider contracts at the conclusion of each contract's current term.

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

14. ELIGIBILITY UPDATE AND UPCOMING BOARD ITEMS

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

15. EXECUTIVE DIRECTOR'S REPORT

Access' Executive Director, Andre Colaiace, began his report by stating that through August 21st service was good and Access was meeting all of the KPIs year to date. He also stated that it appeared that service demand was slightly down and that was something that Access was not used to but staff would keep an eye on that trend. Mr. Colaiace stated that the biggest event was last week when staff spent the entire week with some of the staff from the FTA. Representatives from the FTA Washington, DC Office of Civil Rights, in addition to their contractor, conducted an in-depth compliance review, which he found far more detailed than the Triennial Review. Mr. Colaiace stated that the preliminary feedback was very similar to Nelson/Nygaard's finding that Access provided exemplary oversight of its service operation. He also mentioned that was the second organization that stated that about Access doing a good job with our oversight, he congratulated Access staff for a job well done. Mr. Colaiace stated that the preliminary results of the review also mentioned that there were no capacity constraints in our system.

Mr. Colaiace added that since it was a review or audit of our system they did have some comments about different aspects of our operation, which included eligibility, the restricted eligibility auditing process, reservations and the complaint process. He stated that some of their preliminary comments and recommendations may be considered deficiencies. Mr. Colaiace stated that staff should have more details on what was a comment and what was a deficiency when the FTA releases the draft report to Access in approximately two months. Overall, he felt that it went really well but there may be some work to do.

Mr. Colaiace continued to report that the transit bus operators for Antelope Valley Transit Authority were staging a work stoppage and this was the second or third

time that they have done this in the last couple of months. Commuter service to Los Angeles will be heavily affected with local service indefinitely suspended. Staff knows that service demand will definitely increase so staff is exercising an emergency clause in our service contracts to develop a contingency plan to reduce the impact to our customers in the Antelope Valley.

Mr. Colaiace concluded his report by congratulating Secretary DeVera who was recently elected the President of the City of Los Angeles Commission on Disabilities.

Treasurer Turner publicly thanked Mr. Colaiace for assisting Torrance Transit with their Triennial Review last month. She stated that they invited Mr. Colaiace to represent Access because they were dealing with the issue of the collection of data and oversight of the agency. Treasurer Turner stated that she felt that they did very well with both items with one of them being removed. She added that she felt that it was due to Mr. Colaiace's presence at the review that helped clarify how the region was operated and what paratransit did for their region.

16. BOARD MEMBER COMMUNICATION

Michael Conrad thanked Sharon Astier and Sherry Kelley and stated that they went above and beyond with helping the committee members get to the CAC meetings and everything that went on behind the scenes.

Director Nwokike stated that previously she would receive many Access-related complaints from the Eastern region but lately she had not received any, so she congratulated Randy Johnson for the great job he was doing in that region.

Secretary DeVera stated that yesterday she noticed an Access placard in a red and yellow taxi, which looked like a paper placard. She also asked if the drivers went through a background check. Mr. Colaiace replied that taxi drivers have to meet the same background checks, and drug and alcohol testing that the regular drivers go through.

Secretary DeVera stated that she was recently in Sacramento and she noticed that on all their paratransit vehicles they displayed the motto, "Providing limitless opportunities to people with limitations." She stated that she really liked that slogan because her hipster neighbors think that her Access vehicle was an Uber or a Lyft vehicle. She added that she felt that other drivers would be more patient and not flash their high beams or honk their horn if they knew that the vehicle was transporting a person with a disability.

Chair Ahuja asked if staff could look into something of this nature. Mr. Colaiace replied that staff would look into vehicle designs.

Director Nason provided a brief report on the APTA Transit Board Member seminar that she attended in Chicago. She also stated that she brought back some handouts if anyone was interested.

Treasurer Turner thanked staff for following up and bringing back the items that Torrance Transit needed for their review and approval as mentioned earlier. She also thanked Ms. Cisco for dealing with various issues.

Director Gombert concurred with Treasurer Turner's comment and thanked staff for their presentations and follow-up items. He also congratulated Mr. Colaiace and his staff for successfully dealing with the FTA for five straight days.

Director Barnes also congratulated staff for how well they dealt with the FTA review. He also stated that Director Nason provided a great report on the activities at the APTA Transit Board Members Seminar in Chicago. Director Barnes stated that APTA has been discussing how APTA conferences were being delivered and he expected and anticipated that over the next few years that the conference format that we have seen was going to evolve into more of a leadership seminar that would focus on leadership on a number of levels and not just be for transit Board members.

Vice Chair Ida stated that it was good to be back on the Access Board of Directors because this Board was very important to him. He stated that he had been in transit for about 28 years and this was a great Board and Access was a great service and he was proud to serve on this Board. Vice Chair Ida also thanked Mr. Avancena and his team for receiving the 5310 grant. He stated that he knew how hard it was to receive a grant with that amount of money, which could also be very challenging. Vice Chair Ida also congratulated Ms. Moseley for her acceptance into the Leadership APTA program.

Director Nason congratulated Vice Chair Ida for his appointment as Vice Chair of the Access Board of Directors and the other elected or reappointed officers of the Board.

17. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

18. ADJOURNMENT

Motion made by Director Nason, Seconded by Director Nwokike. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:48 p.m.

Approval

Theresa DeVera, Secretary

Date

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

**FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO APPROVE EXTENSION AND INCREASE OF
FUNDS FOR LOCAL VEHICLE INSPECTION CONTRACT (AS-2985)**

ISSUE:

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

RECOMMENDATION:

Authorize \$20,000 in funds and an extension in the period of performance for one (1) year from March 1, 2018 through February 28, 2019.

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the FY2017/18 budget and will be allocated in the following fiscal year. The rates will increase per contract terms that allow for a year-over-year increase based on the Bureau of Labor Statistics Consumer Price Index for Urban Metropolitan Los Angeles County as follows:

- Inspection Services - increase from \$135.69 to \$139.05 per vehicle.
- Re-inspection Services - increase from \$41.02 to \$42.28 per vehicle.

This action will result in an increase of the contract not-to-exceed amount from \$100,000 to \$120,000. The funding for these services comes from Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

No alternatives were considered due to option years being available on the contract and the satisfactory performance of the vendor.

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

BACKGROUND:

On December 6, 2010, Access issued a Request for Quotations (RFQ) for "turnover audit" vehicle inspection services. Transit Resource Center was awarded the contract under an initial three-year term, commencing on March 1, 2011 and concluding on February 28, 2014 with six (6) option years.

Since the appointment of Transit Resource Center, over 450 fleet vehicles have gone through a "turnover audit" prior to a contract turnover. A "turnover audit" process consists of a full fleet maintenance audit of the total fleet assigned to a service provider that is transitioning out of or to a new contract with Access. TRC has been instrumental in this process and staff has been pleased with the performance of the contractor.

It is staff's recommendation to exercise option year five of six in light of the upcoming Request for Proposals for Specialized ADA Paratransit Services in Access' Northern Region. A "turnover audit" will be required before the start of the new contract.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN AND MAINTENANCE

RE: CONSIDERATION TO APPROVE EXTENSION AND INCREASE OF FUNDS FOR VEHICLE INSPECTION SERVICES WITH VEHICLE TECHNICAL CONSULTANTS (AS-2983)

ISSUE:

Board action is required for the extension and increased funding of the in-plant vehicle production inspection service contract (AS-2983) with Vehicle Technical Consultants.

RECOMMENDATION:

Authorize \$52,000 in funds and an extension in the period of performance for one (1) year, from November 1, 2017 through October 31, 2018.

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the proposed FY 2017/18 budget and will be allocated in the following fiscal year. This action will result in an increase of the contract not-to-exceed amount from \$174,000 to \$226,000. The inspection rate is \$30.00/hour.

ALTERNATIVES CONSIDERED:

No alternatives were considered due to option years being available on the contract and the satisfactory performance of the vendor.

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 Vehicle Technical Consultants for the provision of vehicle inspection services upon terms and conditions set forth and no less favorable to Access than those proposed above.

BACKGROUND:

Access is required per State and Federal Transit Administration's (FTA) Pre- and Post-Delivery Audit requirements (49 CFR Part 663) to conduct on-site compliance reviews of vehicle manufacturers.

Any grantee that purchases revenue service rolling stock with a procurement contract that exceeds \$100,000 must certify to the FTA that it will conduct or cause to be conducted pre-award and post-delivery audits verifying compliance with Buy America provisions. Besides the certification that must be filed with the FTA as part of the Annual List of Certifications and Assurances, the grantee is required to keep records including pre-award and post-delivery audit certifications that show that the regulations have been followed.

In 2010, after a competitive procurement, Access entered into an agreement with Vehicle Technical Consultants to conduct in-plant line inspections of vehicles converted for paratransit service. These inspections include being present at the manufacturer's final assembly facility and visually inspecting and road testing the vehicles. Each vehicle inspection also reviews the manufacturer's compliance with the FTA's Buy America Certification requirements.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE PROCUREMENT POLICIES

ISSUE:

Access' Board recently approved changes to the procurement policies to include the use of Procurement Cards (P-Cards) as a new payment system. Staff has prepared draft Procurement Card Policies for use for this new payment system as well as credit card policies.

RECOMMENDATION:

Approve the Procurement Card/Credit Card Policy as presented.

IMPACT ON BUDGET:

None.

BACKGROUND:

Access' Procurement Policies were revised in April 2017 with Board approval. The revisions to the policies included, among other things, the implementation of Procurement Cards (also known as Purchasing Cards or P-Cards) as a new payment system. A P-Card is a credit card that can be used for the purchase of micro dollar amounts (not to exceed \$3,000) for non-repetitive products and emergency services.

In order to effectively administer the use of P-Cards and ensure that they are utilized only for Access business purposes, staff drafted Procurement Card policies to be adhered to by all cardholders. The following highlights the Access P-Card Policies:

1. P-Cards will be issued only to management level staff and for Access business use only (no personal purchases will be allowed).

2. The Procurement and Contract Administration Department will be the designated program administrator of the P-Card program.
3. P-Cards may only be used for micro-dollar purchases of \$3,000 or below for any single purchase; the monthly dollar limit will range from \$9,000 to \$15,000 depending on the management level of the cardholder.
4. Cardholders may not split purchases to circumvent the dollar threshold.
5. P-Cards will be restricted to certain purchases such as non-repetitive purchases of goods and emergency services only.
6. P-Cards may not be used to replace effective procurement planning.
7. All cardholders will be required to attend a training on the proper use of the P-Card and must certify in writing that he or she has reviewed the P-Card Policies and Procedures.
8. Cardholders will be responsible for tracking his or her purchases and will be required to keep a log of purchases for reconciling with monthly bank statements.
9. Department Heads shall review all cardholders' bank statements in their respective department and approve the statements for payment by the Finance Department.
10. P-Cards may not be used for inappropriate purchases such as alcoholic beverages, cigarettes/tobacco products, wire transfers/cash advances, etc.
11. A cardholder's violation of the P-Card rules may lead to employee disciplinary action.
12. Staff has also integrated credit card policies into this document.

Board ratification of the P-Card/Credit Card Policies and Procedures will provide the appropriate policy guidance to staff. If approved, these policies and procedures will take effect on September 26, 2017.

PROCUREMENT CARD (P-CARD) POLICIES AND PROCEDURES

A. Purpose

To promote vendor acceptance and operational efficiency, the Access Services (Access) Finance Department has initiated the Access Procurement Card Program (P-Cards). The purpose of this policy is to provide direction under which Access Departments may request and oversee the use of P-Cards assigned to and utilized by authorized Access employees. The P-Card has been established to provide a convenient means with which to make purchases and, at the same time, reduce the costs associated with initiating and paying for those purchases. The P-Card is an alternative to traditional purchasing methods. Its goal is to reduce the cost of processing micro-purchase dollar purchases; receive faster delivery of required merchandise, simplify the payment process and authorize P-Card holders to make micro purchases. This policy establishes the minimum standards for Departments, who may wish to establish additional controls beyond those established by these policies.

B. Definition of a Procurement Card

A Procurement Card, also known as a Purchasing Card or P-Card, is a credit card used for the purchase of micro dollar amounts (not to exceed \$3,000), non-repetitive products and emergency services. The card is issued jointly to Access and an Access employee-Cardholder. The Procurement Card has dollar restrictions for single item and transactions limits as well as monthly billing cycle dollar limits.

The Procurement Card (P-Card) is a Visa/Mastercard issued by a bank (EXAMPLE: Union Bank). There is no annual fee for the card. No personal credit checks are involved. Cards are issued from the bank based on the credit of Access.

C. P-Card Program Administrator

The Procurement and Contract Administration Department shall be in-charge of the P-Card program and the Manager, Procurement and Contract Administration shall be the designated program administrator.

D. P-Card Issuance

P-Cards may only be issued to the Executive Director, Deputy Executive Directors, Directors, Senior Managers or Managers. To request the issuance of

a P-Card, the department Deputy Executive Director/Director (Approving Official) must complete a Procurement Card Request Form and submit such Form to the Manager, Procurement and Contract Administration. Upon receipt of the P-Card Request Form, the Manager, Procurement and Contract Administration will forward the request to the Deputy Executive Director, Finance for approval. Upon approval, the Manager, Procurement and Contract Administration shall transmit the P-Card request to the issuing bank. When the Procurement Department receives the P-Card, the cardholder shall be notified to make arrangements to pick up the card, conduct training in the use of the card and sign the Procurement Card User Agreement prior to receiving the P-Card.

Each P-Card holder must activate his/her own P-Card. Activation instructions are enclosed with the cardholder's P-Card.

It is MANDATORY that all P-Card holders attend a training and review the Access Procurement Card Procedures prior to use.

The P-Card is for the exclusive use of the cardholder. The unique P-Card that the cardholder receives has both the Access and the cardholder's name embossed. No member of the cardholder's Department, his/her family, or anyone else may use the P-Card. The P-Card has been specially designed to avoid confusing it with the cardholder's personal credit cards. In all other respects, this is considered a regular credit card.

Although the P-Card is issued to a cardholder, it remains Access property and may be rescinded at any time. The P-Card is to be used only for the types of purchases described in this policy.

THE P-CARD SHALL NOT BE USED FOR PERSONAL PURCHASES.

E. P-Card Use

The P-Card is a supplement to the regular Purchase Orders. Access limits single purchases, including sales tax and shipping charges, to a specific amount. In addition, each P-Card has a monthly dollar purchasing limit. As with the other purchasing methods, the following conditions shall be met when using the P-Card:

1. Each single purchase may be comprised of multiple items, but the total cannot exceed the single purchase dollar limit on the P-Card of \$3,000.

2. The least expensive item that meets the basic needs should be sought.
3. The cardholder bears responsibility for the item(s) being purchased, being suitable and appropriate for their intended application/ use.
4. Cardholders shall follow Access' procedures to ensure that sufficient funds are available prior to making a purchase.
5. No back orders are allowed.
6. Use of the P-Card does not relieve the cardholder from complying with Access purchasing policies and procedures.
7. Use of the P-Card is not intended to replace effective procurement planning.
8. **Purchases shall not be split to circumvent purchasing regulations.**
9. The cardholder may use his/her P-Card at any merchant that accepts VISA/Mastercard credit cards. If a supplier does not accept P-Cards, the cardholder may contact the Manager, Procurement and Contract Administration with the vendor's name and telephone number, so that efforts can be made to set-up that vendor for P-Card acceptance.
10. Before signing the draft, the cardholder shall verify that the dollar amount is correct and that sales tax has been included. The cardholder will be provided one copy of the signed sales draft, which he/she shall keep for reconciling it with the monthly Cardholder Statement of Account.

F. Credit Limit

Every Procurement Card has a credit limit that was established by the agency based on management level as follows:

Executive Director - \$15,000 per month

Deputy Executive Director Level - \$12,000 per month

Director/Senior Manager/Manager Level - \$9,000 per month

If the established credit limit is not adequate for your needs, the Cardholder may contact their Department Head/Division Manager or the Deputy Executive Director, Finance, and request an increase to their credit limit. The Department Head/Division Manager must send an e-mail to the Manager, Procurement and Contract Administration to increase a Cardholder's spending limits.

G. Mandatory P-Card Training

A training class will be scheduled to explain the benefits and rules of the program. The Cardholder must attend before the card can be issued.

H. Card Restrictions

1. The following list covers purchases for which the P-Card is specifically **prohibited**:
 - Items for personal use;
 - Purchases in excess of \$3,000
 - Materials and services that are available using a previously established Blanket Purchase Order
 - Any non-emergency travel;
 - Any non-emergency catering;
 - Items for non-Access purposes;
 - Any purchase requiring a contract;
 - Computer hardware or software unless approved by the Director, Information Technology and documentation of approval is attached to the receipt;
 - Any non-emergency on-site services;
 - Materials or services normally considered inappropriate for purchase using Access funds such as but not limited to:
 - Alcoholic beverages or purchases in bars
 - Cash advances from bank tellers or ATMs
 - Cigarettes, tobacco, alcohol products
 - Wire transfers, money orders, traveler's checks or foreign currency
 - Any purchase prohibited by other Access policies;
 - A Department's specific regulations may add further restrictions to this list.
2. If the P-Card is declined by the merchant, it is for one of three reasons: (a) the card is NOT coded for use at this type of merchant; (b) the cardholder has exceeded the financial constraints embedded in their card; or (c) there may be an outstanding invoice that has not been paid. The merchant will NOT be able to give the cardholder the specific reason. The cardholder may call P-Card Bank Customer Service with the number printed on the back of the card the day of, or the day after the card declination for the specific reason
3. If their Approving Official questions a purchase the cardholder made with his/her P-Card, he/she must be able to explain the nature of the purchase. If he/she cannot substantiate that the purchase was necessary and for official use, his/her Department will address the improper use of the P-Card and resulting disciplinary action will be handled directly with the Department Deputy Executive Director/Director.

4. The designated P-Card program administrator has the authority to cancel any P-Card for continued abuse of the program.
5. Questions regarding the cardholder's account are to be directed to P-Card Service Provider or program administrator.

I. Card Administration Procedures

1. Card Controls - a number of unique controls have been developed for the P-Card program which does not exist in a traditional credit card environment. These Controls ensure that the card can be used only for specific purchases and within specific dollar limits. In addition, certification of all purchases is required by each cardholder, with verification performed by the Approving Official within the cardholder's Department, before the bill is submitted to Accounts Payable for payment.
2. Making and Recording Purchases
 - a. Select the merchant/vendor: Make a purchase from any merchant that accepts VISA credit cards.
 - b. Select the materials or services. Present the items you wish to purchase with the P-Card. If you're purchasing from the merchant's physical location, be ready to show your City ID and/or Driver's License for identification.
 - c. Pay the merchant. The merchant will complete a sales draft that includes the following information:
 - i. Imprint of the P-Card, including the card number (or last 4 digits), expiration date, and Cardholder's name (if applicable)
 - ii. Date & amount of purchase
 - iii. The items purchased and merchants name must be on the receipt. Purchases made to food establishments must also include an itemized description of what was purchased. If this information is not printed on the receipt by the merchant, please write this information on your copy of the receipt.
 - d. Record account codes (charge codes), if any. Write your charge codes on the receipt for future reference.
 - e. Store the receipt. The Cardholder will be given one copy of the signed sales draft. If for some reason you do not have a receipt or a receipt was not issued by the merchant/vendor, you must document the purchase in writing and use the document in lieu of the receipt.
 - f. Record the transaction. Record the transaction on your P-Card Transaction Log. You must record all transactions as soon as they occur.
3. Receiving the Order

Upon receipt of the order, do the following:

- a. If possible, while the delivery person is still there check for damages to the outside of the box. If damage is visible, make a note on the shipper's receipt.
- b. Unpack the box and check that no items were damaged in transit. If damaged, immediately contact the vendor to report it and request a return authorization.
- c. Check the quantities received against the packing list, to ensure everything the vendor indicated was shipped was actually received and that it is what you ordered. Where discrepancies exist, immediately contact the vendor.
- d. If appropriate, immediately test the item(s) to ensure proper working condition. Immediately contact the vendor if the item(s) is not in proper working condition.
- e. Store the sales receipt/packing slip safe place; you will need it for the P-Card Transaction Log.
- f. **REPORT PROBLEMS IMMEDIATELY.** The most important thing to remember about receiving orders is the sooner you contact the vendor about shipping damages, discrepancies between what was ordered and what was received, the easier it is to resolve.

4. Keeping Track of Purchases

- a. Daily. As you make purchases, be sure you get receipts from the vendor (for phone orders, ask the vendor to fax or email the receipt to you) and keep it in a safe place. Before the end of your workday, record your purchases on your P-Card Transaction Log. Your log and receipts are at all times subject to audit by the Finance Department.
- b. Monthly. Compare your P-Card Transaction Log to your P-Card Statement of Account. Reconcile the Statement as indicated below in P-Card Account Reconciliation.

5. P-Card Account Reconciliation

At the close of each billing cycle, the cardholder will receive a "CARDHOLDER STATEMENT OF ACCOUNT". The statement will itemize each transaction that was charged to his/her P-Card. Upon receipt of the statement, the cardholder must complete each of the following actions:

- a) Review that statement to verify that all items listed were purchased by the cardholder, and the amounts charged are correct.
- b) Review the statement and make sure all charges are consistent with the entries in the P-Card Transaction Log.
- c) Attach all pertinent receipts, packing lists, and other confirming documentation to the "CARDHOLDER STATEMENT OF ACCOUNT" and forward the entire package to their Approving Official within seven (7) calendar days of receipt.
- d) Approving Officials shall review and approve the statement.
- e) Approving Officials shall reconcile and forward all statements and supporting documents to Accounts Payable within twenty one (21) calendar days of receipt.
- f) The cardholder's Department's specific regulations may add additional approvals and procedures.

J. Violation of P-Card Rules

Access treats any violation of the P-Card rules as serious offenses. For a first violation, a warning shall be issued to the cardholder. For a second violation, the P-Card privilege may be suspended and/or revoked. A second violation may also result in a termination of employment.

CREDIT CARD POLICIES AND PROCEDURES

A. Purpose

The purpose of this policy is to communicate eligibility, usage and payment of expenditure requirements for the corporate credit card.

1. Access will issue a corporate credit card to eligible employees for job-related expenses. Being an Access cardholder is a special privilege.

B. Policies

1. Employees shall use their corporate credit cards to charge business-related expenses. Expenses must be for approved budget items only. Any items not budgeted must be authorized by the Deputy Executive Director or designee.
2. Personal purchases of any type are strictly prohibited
3. Per Access' policy, no alcoholic beverages may be purchased with the corporate credit card.
4. Employees may NOT take cash advances on credit cards.
5. The employee is responsible for all charges made to the card. The employee will be held liable for any unauthorized items appearing on the credit card statement.
6. Cardholders are required to sign the "cardholder agreement" indicating they accept these terms. Individuals who do not adhere to these policies and procedures risk revocation of their credit card privileges and/or disciplinary action.
7. The Deputy Executive Director, Finance is responsible for authorizing the use of corporate credit cards and assigning the credit limit, if applicable.

C. Procedures

1. Upon receiving a corporate credit card, the employee should call (from an Access telephone) the 800 number on the front of the card to activate it and sign the back of the card.
2. Before any purchase is made, the employee should verify that the funds are available in his or her budget to cover the expense.

3. The employee must obtain a receipt for the purchase and include a brief description of the business purpose or the budget account code on the receipt. In the case of meals, each receipt should include the names of all persons involved in the purchase, in accordance with Internal Revenue Service regulations.
4. The receipt is to be submitted to the Accounting Department within 24 hours of card use or immediately upon return from a business trip. Other arrangements can be made, upon the Accounting Department's approval, to submit receipts monthly.
5. Upon receipt of the credit card statement, accounting will match the receipts to the individual items and assign the appropriate accounting code. The statement along with a summary will be submitted for approval. Any items that do not have a receipt will be the personal responsibility of the cardholder (unless the expense is in an authorized monthly deduction).
6. The employee must notify the Accounting Department immediately in the event a card is lost or stolen.
7. The corporate credit card is the property of Access. An employee leaving the employment of Access must surrender the credit card to the Human Resources Department upon separation. The Human Resources Department will be responsible for notifying the Accounting Department to notify the issuing authority to cancel the employee's account.

D. CARDHOLDER AGREEMENT

I, _____, hereby acknowledge receipt of the XXXXXXXX Credit Card

I understand that improper use of this card may result in disciplinary action as well as personal liability for any improper purchases. As a cardholder, I agree to comply with the terms and conditions of this agreement and the Credit Card Policies and Procedures for Access Services.

I acknowledge receipt of the Credit Card Policies and Procedures and confirm that I understand the terms and conditions.

As a holder of this credit card, I agree to accept the responsibility and accountability for the protection and proper use of the card. I will return the card to the Human Resources Department upon demand during the period of my employment. I understand that the card is not to be used for personal purchases and that I must provide a receipt for every purchase except for authorized monthly charges. If the

card is used for personal purchases or for purchases for any other entity or if I fail to provide a receipt substantiating a legitimate business expense by the end of the current month, Access Services is entitled to reimbursement from me of such purchases (through deduction of my paycheck). Access Services shall be entitled to pursue legal action, if required, to recover the cost of such purchases, together with costs of collection and reasonable attorney fees.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

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

**RE: CONSIDERATION TO APPROVE INCREASE OF FUNDS FOR TRAVEL
TRAINING CONTRACT (AS-3355)**

ISSUE:

Board approval is necessary to provide additional funds to Mobility Management Partners (MMP) to expand individual travel training services.

RECOMMENDATION:

Authorize \$37,410 in additional funds for the remaining period of performance from October 1, 2017 to March 2, 2018 for an additional 30 individual travel trainings.

IMPACT ON BUDGET:

These services are programmed in the current year FY 2017/2018 budget. This action will result in an increase in the not to exceed amount from \$2,710,218 to \$2,747,628. The monthly fixed rate will remain unchanged at \$22,152 as will the individual travel training rate of \$1,247. There is no change to the group workshop rate of \$1,416 and the per call rate of \$5.00. The funding for these services comes from the Proposition C 40 Discretionary Fund.

ALTERNATIVES CONSIDERED:

No alternative was considered. Staff is confident that the contractor has met the terms of the contract. In addition, this contract will be put out for a competitive procurement later this year.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access' travel training contractor (MMP) has an agreement with Access to perform 120 individual travel trainings annually. This training helps eligible Access customers learn to use local fixed route bus and rail services, which increases their mobility choices and encourages the use of less costly regional transportation options than ADA paratransit. Staff is proposing to expand the number of individual travel trainings from 120 to 150 customers for the remaining term of this contract.

This change is requested in light of the passage of the Measure M sales tax and its emphasis on increasing the number of individuals who benefit from Travel Training instruction. The Measure M guidelines state:

"For the ADA paratransit portion, eligible uses include ADA paratransit operating expenses, capital expenses (including innovative technology), and activities to enhance ADA paratransit services provided by the eligible recipients as described above. Up to 10% of the ADA paratransit funds (75% for ADA paratransit) may also be used for activities that encourage the use of other transportation options (besides ADA paratransit) by older adults and people with disabilities, such as Travel Training and other innovative programs in coordination with Metro."

In the first six months of their contract, MMP has performed seventy-four (74) individual trainings. At this rate, MMP will perform up to 150 individual trainings.

Access has had a Travel Training Program since 2005. This program has been available to those Access clients that have gone through the eligibility process. This program has effectively trained thousands of clients to use fixed route bus and rail service throughout Los Angeles County.

The Travel Training program has proven to be a very successful project, providing transportation options for Access-eligible customers as well as significant regional savings. Following these one-on-one trainings, Access can monitor to see if these training "graduates" use Access or fixed route for their travel needs. Access customers

who complete the travel training program use Access less frequently than the average Access customer (taking approximately 1/3 as many trips per month as other Access users). These customers also supplement their travel by taking fixed route for some of their trips. Access can determine this trip usage from TAP records and from the results of MMP follow-up telephone surveys conducted with training graduates.

In February 2016, Access modified MMP's range of services when granting MMP's first option year, which the Board approved. Staff revised the scope of work to increase the reach of the program while remaining within the allocated funds. For the past year, the scope of MMP's services included:

- One hundred twenty (120) one-on-one trainings that included classroom and training out in the field on fixed-route buses or rail. This was a reduction from 250 trainings in the original Scope of Work.
- Twenty-four (24) group travel trainings (10-20 per workshop) offered to Access eligible customers or those who are considering applying for Access. Group travel training includes classroom and practical application sessions. The introduction of group travel trainings increases the number of individuals who can be reached by this program but is not as effective as training customers individually.
- "Post-Eligibility" transit option calls - A pilot project wherein MMP contacts individuals who have recently completed the Access in-person eligibility evaluation. MMP educates and informs these applicants regarding all transit options available to them that they may not have been aware of when initially applying for Access. The goal has been for MMP to contact one hundred (100) applicants daily to provide a higher level of service by educating these callers on their transportation options. This program used to be done in house by Access staff as part of our Mobility Management program.

To date, MMP is on target to achieve all three goals for this contract term. However, with respect to the one-on-one (individual) travel training sessions, MMP is projected to complete more than 120 trainings. As stated above, staff is recommending an additional thirty (30) trainings in excess of the initially contracted 120 individual trainings.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

**FROM: ERIC HAACK, STRATEGIC PLANNER
MATTHEW AVANCENA, SENIOR MANAGER, PLANNING AND
COORDINATION
MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION**

**RE: CONSIDERATION TO RESCIND PROCUREMENT POLICY - TRAVEL
TRAINING REQUEST FOR PROPOSALS**

ISSUE:

Access Services will be releasing a new RFP for a Travel Training contract in September. At present, per past Board direction, the incumbent eligibility contractor is prohibited from also providing travel training services. Staff is proposing to rescind this prohibition.

RECOMMENDATION:

Remove the restriction preventing an incumbent eligibility contractor from also performing travel training services on behalf of Access.

IMPACT ON BUDGET:

By allowing additional companies to bid on released RFPs, it is expected that there is a greater chance of cost savings through increased competition.

ALTERNATIVES CONSIDERED:

No alternative was considered as staff believes that by allowing a greater number of bidders to compete on a project like Travel Training, it could have the impact of generating greater competition and potentially lower costs.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized to accept bids for the Travel Training RFP from any qualified bidder irrespective of whether they are currently providing eligibility determination services.

BACKGROUND:

In February 2007, Access' Board of Directors passed a motion that future Travel Training RFPs issued by Access would be done with a provision that stated that the Travel Training contractor cannot also currently be serving as Access' eligibility contractor.

In 2012, Access awarded its current Travel Training contract to Mobility Management Partners (MMP). The bidder with the second-highest score for this 2012 RFP was MTM, the company that currently is Access' eligibility contractor.

Although MMP has performed excellent work under its current contract with Access, Access is seeking the opportunity to expand the number of qualified bidders who can perform this important service.

Next Steps

The Travel Training RFP schedule is as follows:

Issue RFP:	September 26, 2017
Proposals Due:	November 14, 2017, 3:00 PM PDT
Determination of Prequalified Proposers:	November 17, 2017
Proposer Interviews:	November 27, 2017 (Tentative)
Final Scoring Due:	December 18, 2017
Contract Award:	January 22, 2018 (Tentative)
Contract Start:	March 1, 2018

The scope of work will include one-on-one travel trainings, group trainings and outreach calls.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, EXECUTIVE DIRECTOR
MICHAEL PASCUAL, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE SELECTION PROCESS OF BOARD EVALUATION TEAM MEMBERS FOR LEGAL SERVICES RFP AND EXTENSION OF CURRENT OUTSIDE LEGAL SERVICES CONTRACT

ISSUE:

The Legal Services Request for Proposals (RFP) was issued on September 1, 2017. The Board Chair needs to appoint current Board members to participate in the RFP evaluation team to evaluate and make recommendations for award to the Board. In case a new award is not completed by December 31, 2017, an extension of the current contract must be authorized in order for legal services to continue, pending issuance of the new award.

RECOMMENDATION:

1. Authorize the creation of the RFP evaluation panel for legal services to be made up of three (3) Board members (appointed by the Chair), the Executive Director and two (2) outside raters who are members of the legal community and subject matter experts on legal services.
2. Authorize a month-to-month extension of the current legal services contract with Jones and Lester from January 1, 2018 and up to June 30, 2018.

IMPACT ON BUDGET:

The costs associated with this contract have been programmed in the FY 2017/18 budget. The rates charged for legal services will increase no greater than the Consumer Price Index (CPI) adjustment effective January 1, 2018 over the current rates.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND:

Access currently engages an outside law firm, Jones and Lester, to act as its general counsel representing Access on all legal matters. The provision of outside legal services has not been competitively solicited in the recent past. Pursuant to Access' Procurement Policy and based on the Federal Transit Administration's (FTA) Best Procurement Practice Manual, all required goods and services must be procured through a competitive bidding process providing full and open competition. As a result, a Request for Proposals was issued on September 1, 2017.

Pursuant to established procurement procedures, an evaluation panel must be convened to evaluate and score the proposals. Because the legal services firm reports directly to the Board, the Board should participate in the evaluation of proposals. As such, the Board Chair must appoint Board members to participate in the evaluation team. The Board Chair may solicit volunteers from the Board in open session during the September 25, 2017 meeting. If more than three (3) members volunteer, the Board Chair shall make the final selection. The three (3) selected Board members, the Executive Director and two (2) outside raters shall comprise the evaluation team.

The evaluation team shall be responsible for the evaluation and propose a recommendation for award of a firm or firms that will provide legal services pursuant to the RFP. The recommendation by the evaluation team is tentatively scheduled to be presented to the full Board at its December 2017 meeting for review and/or approval.

The current contract with Jones and Lester expires on December 31, 2017 but the period of performance may be extended at the Board's discretion. In the event an award is not issued by December 31, 2017, the Board should extend the current contract for outside legal services with the incumbent to ensure provision of legal services until the selection and award of the Legal Services contract pursuant to the RFP . If the Board approves, staff will be authorized, but not required, to negotiate and enter into an extension with the incumbent legal services firm on a month-to-month basis pending the selection of a firm(s) and the issuance of a new contract.

Because the incumbent legal services firm, Jones and Lester, will be responding to the RFP, in order to avoid any conflict of interest, the incumbent is precluded from providing legal advice pertaining to this procurement. Legal services is a specialized procurement requiring the assistance of a legal services subject matter expert. As such, Access has retained the assistance of an independent legal consultant/counsel, Shelley I. Smith, Esq., to assist in this specific procurement. Ms. Smith is currently President & General Counsel of GrayShell Consulting, a firm that specializes in strategic advisory services and training to public and private sector boards. Prior to GrayShell Consulting, Ms. Smith was an Assistant City Attorney with the City of Los Angeles from 1974 to 2009 providing general counsel and senior legal advisory functions to various City of Los

Angeles departments (including the City of Los Angeles Department of Transportation - LADOT), commissions and boards.

Next Steps

The Legal Services RFP schedule is as follows:

Issue RFP:	September 1, 2017
Proposals Due:	October 20, 2017, 3:00 PM PDT
Determination of Prequalified Proposers:	October 23, 2017
Initial Scores Due (firms to be interviewed):	October 30, 2017
Proposer Interviews:	November 9, 2017 (Tentative)
Final Scoring Due:	November 16, 2017
Contract Award:	December 11, 2017 (Tentative)
Contract Start:	January 1, 2018

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, MANAGER OF FLEET DESIGN, MAINTENANCE AND SAFETY
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR OF FINANCE

RE: CONSIDERATION TO APPROVE CAPITAL BUDGET ADJUSTMENT AND ADDITIONAL FUNDING FOR THE PURCHASE OF PARATRANSIT SERVICE VEHICLES

ISSUE:

At the August 21, 2017 Board meeting, it was determined that the capital budget needed to be amended in order to properly authorize the purchase of up to 230 vehicles. The Board action in August only authorized \$10,130,925 (approved capital budget), \$2,159,549.72 less than the requested amount.

RECOMMENDATION:

Authorize staff to take the following actions -

1. Increase the capital budget from \$10,130,925.00 to \$12,290,474.72.
2. Purchase up to 41 vehicles through a contract with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative at a cost not to exceed \$2,159,549.72.

IMPACT ON BUDGET:

The funds for capital will increase as illustrated in the below table:

Funding Source	FY18 Approved Budget	FY18 Proposed Budget	Difference
Federal 5310 FY17-FY18	9,000,000.00	10,238,000.00	1,238,000.00

Toll Lane Grant	1,130,925.00	1,431,551.00	300,626.00
Federal 5310 FY12-FY14		310,923.72	310,923.72
Local Funds		310,000.00	310,000.00
Total:	\$10,130,925.00	\$12,290,474.72	\$2,159,549.72

ALTERNATIVES CONSIDERED:

None. The vehicles proposed for this project (with the exception of the 20 Toll Lane Grant vehicles) are needed to replace a similar number of vehicles which have reached or surpassed their established useful lifespan and to address the need to replace vehicles that have been removed from service. 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. If necessary, a Request for Proposals (RFP) will be issued to secure all or part of the fleet.

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 than those proposed above. Access would not be legally bound to the vehicle purchase contract unless such

contract is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

At the August 2017 Board meeting, the Board, as part of its approval of the adjusted capital expenditure for the vehicle purchase item, directed staff to provide an explanation for the increase in the capital budget.

The increase is due to several factors: First, at the time the budget was prepared, the final amount of the grants were not known; second, unanticipated lower vehicle costs for an existing grant led to savings and the need to carry forward the unused grant dollars to prevent them from lapsing, and, lastly, as the grants were being finalized, it became necessary to provide some local funds.

The increases are detailed below:

- Federal 5310 FY17- FY18 Grant increased by \$1,238,000
- Toll Lane Grant increased by \$300,626
- Federal 5310 FY12 - FY14 increased by \$310,924
- Local Funds participation increased by \$310,000

The approval of the additional amount of \$2,159,549.72 is required in order to be able to fully meet the capital needs for vehicles as planned over the next two years. Per the recommendation in the Comprehensive Operational Review, staff will be studying how it calculates its accessible vehicle needs in terms of expansion vehicles for the fleet.

It should be noted that Access' capital program used to be funded almost solely from local Proposition C funds. Over the last few years, in partnership with Metro, staff in the Government Affairs and Planning Department have worked to fund much of the Agency's capital needs from less flexible federal sources and other available grant programs, such as the Toll Lane grant program.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS
FROM: JAMES G. JONES
GENERAL COUNSEL
RE: EXECUTIVE DIRECTOR COMPENSATION PACKAGE

On July 12, 2017, the Board approved the appointment of Andre Colaiace as Executive Director subject to the successful agreement in principle, to the satisfaction of the Compensation Committee, of a mutually acceptable compensation package.

A mutually acceptable compensation package has been negotiated, subject to approval by the Board in open session as required by applicable law. See Gov. Code § 54957; San Diego Union v. City Council (1983) 146 Cal App. 3d 950 and subject to the successful negotiation of other terms and conditions.

COMPENSATION COMMITTEE RECOMMENDATION

The Compensation Committee recommends to the Board that it authorize the Chairperson of the Board and the Chair of the Compensation Committee acting together to enter into a written contract of employment with Andre Colaiace for the position of Executive Director which includes the following material terms and conditions:

Term: Two years from August 1, 2017 and one one-year option

Salary: \$225,000 first year subject to discretionary adjustment second year and beyond

General Benefits: \$35,001 plus non-exclusive access to auto

Termination Benefits:

Cash Benefits: Variable not to exceed equivalent of 12 month's salary

Non-Cash Benefits: Health insurance extension not to exceed 12 months

EFFECT OF APPROVAL OF COMPENSATION COMMITTEE RECOMMENDATION

If this Compensation Committee recommendation is approved by the Board, the parties specified will be authorized, but not required, to negotiate and enter into a contract with Andre Colaiace under terms that are no less favorable to Access than those proposed and approved herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

IMPACT ON BUDGET

No material impact on the budget is anticipated.

SEPTEMBER 18, 2017

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS & SAFETY

RE: CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS

ISSUE:

Board approval is requested for the adoption of additional key performance indicators (KPIs) to measure the efficiency and effectiveness of operational service.

RECOMMENDATION:

Authorize staff to contractually modify or include in Request for Proposals the following KPIs -

- Missed trips - 0.5% or less
- ETA Calls on hold > 5 minutes - 10% or less
- Excessive travel time - 5% or less
- Preventable incident rate - 0.25 preventable incidents per 100,000 miles

IMPACT ON BUDGET:

This recommendation is consistent with recommendations from the Comprehensive Operations Review (COR) and should have no impact on the FY17-18 budget. As the KPIs are incorporated into operating contracts, there could be an undetermined, but small impact to future budgets as contractors factor new requirements into their cost of doing business.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will incorporate the new KPIs into its reporting system and schedule incorporation into future contracts or contract amendments and extensions.

BACKGROUND:

In 2016, Nelson-Nygaard was hired by Access to complete a comprehensive operational review that included both a peer review and a review of current key performance indicators. Nelson-Nygaard found that current performance standards were appropriate, but suggested that additional standards would be useful for measuring service quality, as well as more closely meeting expectations from the Federal Transit Administration. In fact, staff sought feedback from auditors during the recent FTA ADA Compliance Review and their input regarding potential KPI changes was positive.

Access' current formal standards include:

- On-time performance - 91% or better
- Late 4 trips (excessively late trips) - 0.10% or less
- Calls on hold > 5 minutes - reservation calls - 5% or less
- Average Initial Hold Time - 120 seconds
- Preventable collision rate - 0.5 preventable collisions per 100,000 miles
- Complaint rate - 4.0 complaints per 1,000 trips
- Denials - reservations - 1% or less

COR recommended (NEW) standards:

- Missed trips - 0.5% or less
- ETA Calls on hold > 5 minutes - 10% or less
- Excessive travel time - 5% or less
- Preventable incident rate - 0.25 preventable incidents per 100,000 miles

After consideration of recent performance, recommendations from the COR and staff, the following KPIs are recommended for Board approval:

SUBJECT	PROPOSED STANDARD	CURRENT STANDARD	ACTUAL PERFORMANCE AUGUST 2017
On-time performance	91.0%	91.0%	91.4%
Late 4 trips (excessively late trips)	0.10%	0.10%	0.05%
Missed trips	0.75%	NA	0.68%
Complaint rate (per 1,000 trips)	4.0	4.0	4.6
Average initial hold time (seconds)	120	120	99
Calls on hold - reservations	5.0%	5.0%	4.5%
Calls on hold - ETAs	10.0%	NA	33.2%
Excessive travel time	5.0%	NA	3.9%
Denials - reservations	0.00%	1.00%	0.25%
Miles between road calls	25,000	NA	32,062
Preventable collision rate (per 100,000 miles)	0.50	0.50	0.75
Preventable incident rate (per 100,000 miles)	0.25	NA	0.17

If approved, staff would incorporate the new or modified KPIs into the monthly Board Box, annual budgets and annual report, as well as incorporate them into operating contracts. The proposed KPIs were reviewed in August and September by the Transit Professionals and Community Advisory Committees.

SEPTEMBER 18, 2017

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 December 2017 at the regularly scheduled Board/Annual meetings.

October 23, 2017
Board Meeting - Metro

Agenda Items:	Disposition:
Comprehensive Operational Review	Discussion
Minimum Wage/Wage Compression/ETA KPIs	Action
IT Comprehensive Services Contract Award	Action
IT Consulting Services Contract Extension	Action
Telecommunications Consulting Services Contract Extension	Action
TPA Drug and Alcohol Contract Extension	Action
Revised Free Fare Policies	Action

November 30, 2017
Annual Membership Meeting - California Endowment Center

Agenda Items:	Disposition:
Strategic Plan	Presentation

December 11, 2017
Board Meeting - Metro

Agenda Items:	Disposition:
Audit Services Contract Extension	
Demand Forecasting Contract Extension	
TPA Services Contract Extension	