

# access

**BOARD OF DIRECTORS MEETING  
MONDAY, DECEMBER 11, 2017**

**Closed Session: 12:00 p.m.**

**General Session: Immediately Following**

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

**Los Angeles County Metro Board Room  
One Gateway Plaza, 3<sup>rd</sup> Floor  
Los Angeles CA 90012**

## **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.***

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

*(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, AAA Case No. 01-17-0001-6104.*
2. *Reynaga v. LACMTA, Access et al. BC673040*

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

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| 4. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 23, 2017</b> (page 5)<br>[Staff Recommendation: Approve minutes as written.] | ACTION<br>[Vote Required:<br>majority of quorum<br>by roll call] |
| 5. <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>  | INFORMATION  |
| 6. <b>GENERAL PUBLIC COMMENT</b>  | INFORMATION  |
| 7. <b>SUPERIOR SERVICE AWARD</b>  | PRESENTATION   |
| 8. <b>CONSENT CALENDAR</b>  | ACTION<br>[Vote Required:<br>majority of quorum<br>by roll call] |
| a) Consideration to Extend Term and Increase Funds - Telecommunications Consulting Services Contract (AS-3419) (page 16)                              |  |
| b) Consideration to Approve 2018 Board of Directors Meeting Calendar (page 18)  |  |
| c) Consideration to Add Funds and Exercise First Option Year with CorVel (AS-3877) (page 21)  |  |
| d) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 23)                                  |  |
| e) Consideration to Add Funds and Exercise First Option Year with HDR Engineering, Inc. (AS-3393) (page 25)   |  |
| f) Consideration to Reappoint Community Advisory Committee (CAC) Members (page 27)  |  |
| [Staff Recommendation: Approve Consent Calendar.]   |  |

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| 9. <b>CUSTOMER SATISFACTION SURVEY</b>                          | PRESENTATION                      |
| 10. <b>STRATEGIC PLAN UPDATE</b>                                | PRESENTATION                      |
| 11. <b>CYBERSECURITY UPDATE</b>                                 | PRESENTATION                      |
| 12. <b>UPCOMING BOARD ITEMS</b> (page 29)                       | INFORMATION                       |
| 13. <b>EXECUTIVE DIRECTOR'S REPORT</b>                          | INFORMATION                       |
| 14. <b>BOARD MEMBER COMMUNICATION</b>                           | INFORMATION                       |
| 15. <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b> | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 16. <b>ADJOURNMENT</b>  | ACTION                            |

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per

speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request 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  
MEETING OF THE ACCESS SERVICES  
BOARD OF DIRECTORS

Metro  
One Gateway Plaza, 3<sup>rd</sup> Floor  
Los Angeles CA 90012

Monday, October 23, 2017  
12:08 p.m.

1. **CALL TO ORDER**

Meeting called to order by Vice Chair Art Ida at 12:08 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Dolores Nason, and John Troost. Ex-Officios: CAC Chair Michael Conrad, TPAC Vice Chair Giovanna Gogreve and Access Services Legal Counsel Jim Jones.

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

Not Present: Chair Nalini Ahuja and Director Angela Nwokike.

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

No public comments.

3. **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.

4. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 25, 2017**

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

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

Michael Conrad, Chair of the Community Advisory Committee (CAC), provided a brief report on the CAC meeting held on October 10, 2017. Mr. Conrad stated that the following items were discussed at the October meeting: Board report provided by Director Gombert; Superior Service Award provided by Fayma Ishaq and the Comprehensive Operational Review - Final Report, provided by David Koffman from Nelson/Nygaard. He also stated that the committee had many questions regarding reservations and re-certifications for Mr. Koffman, which in the end were all answered.

Mr. Conrad concluded his report by stating that the final topics discussed were Access' Strategic Plan and the future of the organization provided by Eric Haack and the ratification of the CAC's membership group A, provided by Sherry Kelley.

Giovanna Gogreve, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, October 12, 2017. She stated that the committee received three informative presentations on the following: Comprehensive Operational Review-Final report, provided by David Koffman from Nelson/Nygaard; Strategic Plan Process, provided by Eric Haack and a motion was made to create a TPAC sub-committee to help provide support and feedback on the Strategic Plan. Several TPAC members volunteered to participate on that sub-committee.

Ms. Gogreve concluded her report by stating that Access' Project Administrator Jack Garate presented Access Services' Key Performance Indicators (KPIs) and Access' operational statistics for the month of September. The presentation reviewed the challenges for service for this part of the year due to increases in traffic and trips.

6. **GENERAL PUBLIC COMMENT**

Albert Contreras made public comment by stating that on Saturday, October 21, 2017, he scheduled a pick-up from North Hollywood to North Larchmont and he noticed that another passenger had a ride booked before his around 6:30 p.m. When the other passenger's vehicle arrived at 6:45 p.m., the driver would not take Mr. Contreras because the ride was for someone else but he noticed that the driver did not ask the other passenger for their ID card. He stated that he felt that the driver should always ask for the passenger's ID before giving them a ride.

Mr. Contreras concluded his public comment by stating that he was traveling from Sun Valley to Los Angeles that day and he asked that staff look into this issue because the drivers should always check everyone's ID cards before letting them on the vehicle.

Access' Project Administrator Rogelio Gomez was assigned to assist Mr. Contreras.

Rachele Goeman made public comment by stating that on Wednesday, October 18, 2017, she was traveling from her home in Paramount to Rolling Hills Estates, and her pick-up was scheduled for 7:50 a.m. but she did not get picked-up until 8:45 a.m. Ms. Goeman added that luckily her dog groomer was able to take her dog, although she was late for her appointment, but if this was a medical appointment, the doctor would not wait, so something needed to be done about this. She also stated that her ride for today was very late but because she received a call to let her know it was going to be late, she was able to reschedule her appointment.

Ms. Goeman concluded her public comment by stating that when the vehicle is going to be 45 to 50 minutes late, she felt that the rider should be called and made aware of it so they too can make other arrangements.

Access' Project Administrator Fayma Ishaq was assigned to assist Ms. Goeman.

Lisa Anderson made public comment by stating that she was partly sighted and when the taxi driver arrived, they were taking about 5 minutes to approach her. She felt that the driver should always approach someone who was visually impaired or blind as soon as they arrived. Ms. Anderson also stated that taxi drivers are still talking on their cell phones and looking at their maps while driving, which made her very nervous. Ms. Anderson also brought up another issue regarding delayed rides and the riders waiting outside in the heat for longer than necessary. She stated that she had to wait in the heat for about an hour and when she called for an ETA, they kept giving her a different ETA time. She felt that the drivers should be honest and call the dispatcher to let them know what the problem was, then the dispatcher could call the rider and explain the reason for the delay to see if rider still wanted to keep the ride.

Ms. Anderson concluded her public comment by stating that Access was a good service and was actually reliable. She asked what procedures are taken when a passenger forgets to pay the driver.

Access' Manager of Operations Randy Johnson was assigned to assist Ms. Anderson.

Renee Madera made public comment by stating that her comment was mainly for the Northern Region in the San Fernando Valley. She stated that many of her trips were five miles or less but she was on the vehicle for over an hour or the vehicle

was late picking her up. She added that there is a difference between waiting for your ride and your commute time and often she was late to her doctor appointments. She provided an example of when she was supposed to be at her doctor appointment for certain procedures. She also stated that Customer Service and the Road Supervisors were telling her that she should book her trips an hour ahead if she was only five miles away but either way she was always late arriving at her destination and her return trips were late too. Ms. Madera also stated that some of the drivers were telling her that they were getting more and more passengers no matter how early a customer books their ride.

Ms. Madera concluded her public comment by stating that she was allowing two hours for a five-mile trip. She added that because of this she was late again from her home in the San Fernando Valley to the Braille Institute. Her pick-up was at 7:25 a.m. for a 9:30 a.m. appointment. The driver was 10 minutes early so she got in the vehicle, which only had two riders and, at the last minute, the driver had to pick-up two more passengers that were in the opposite direction which made her late to her appointment. She stated that she finally arrived at the Braille Institute around 9:45 a.m. or later. She asked for assistance with correcting this issue.

Access' Project Administrator Faustino Salvador was assigned to assist Ms. Madera.

Director DeVera made public comment by stating that she received a letter regarding three late cancelations so she called to contest them because her standing order rides were scheduled for 9:15 a.m. She stated that the agent told her that they would dismiss them this time but not in the future. Ms. DeVera asked how many hours of sensitivity training do the agents receive because some days a rider with a disability or anyone else may wake up fine and the next not so good.

Director DeVera also asked about mileage pricing. She stated that she booked a trip from her home in North East Los Angeles to Cerritos and both Google Maps and MapQuest labeled her trip as 18 miles but both providers charged her for 20 plus miles, so she had to pay \$3.50 for each of her trips. Director DeVera stated that she spoke to someone regarding this issue and was told that it was a routing issue. She added that if a trip was under 20 miles then they should keep the price at \$2.75.

Ms. DeVera concluded her public comment by requesting that Access and the providers need to tell the drivers to stop asking the riders personal questions such as what happened to you, are you married, do you have a boyfriend. She also stated that she enjoyed using Access and enjoyed being the voice of riders but when her voice is threatened she was not going to stand for it.

Access' Deputy Executive Director of Operations and Safety Mike Greenwood was assigned to assist Director DeVera.

7. **SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

California Transit Inc. Driver, Clovis Forrester, was the Superior Service Award recipient.

8. **CONSENT CALENDAR**

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

8-a Consideration to Extend Term and Increase Funds - Drug and Alcohol Program Consultant Contract (AS-3876)

8-b Consideration for Approval to Award Contract for Comprehensive Information Technology Managed Services (AS-4050)

8-c Consideration to Extend Term and Increase Funds - Information Technology Consulting and Services Contract (AS-3039)

8-d Consideration to Approve Community Advisory Committee By-law Changes

8-e Consideration to Approve Severance Policy Changes

8-f Consideration to Renew Agency Insurance Policies

Treasurer Turner requested that Item 8-a be pulled for purposes of discussion. Director Nason pulled Item 8-d for purposes of discussion.

**Motion made by Treasurer Turner to approve items 8-b, 8-c, 8-e and 8-f on the consent calendar, seconded by Director Barnes. Via Roll Call Vote - all were in favor, motion passed.**

**Item 8-a** Treasurer Turner stated that she was familiar with the drug and alcohol program because most agencies had to comply. What are the procedures for auditing the subcontractors from a paratransit contracting standpoint? Ms. Alvina Narayan replied that Access receives a monthly report from the contractors, which also contained the monthly statistics from their sub-contractors and was reviewed by her and the consultant. She added that Access also received a quarterly report from each of the contractors and, on an annual basis, there was an elaborate audit process. The process would be much like the FTA audit process which begins with a preaudit, reviewing the documents, and an on-site audit process which

includes reviewing the information that was on site and an interview with the collection sites, the doctors and the substance abuse professional.

Treasurer Turner asked if the extensive audit was something the consultant would do. Ms. Narayan replied yes, including training and any questions that the contractors and their sub-contractors may have during the course of the year.

Treasurer Turner also asked what was the reason for the cost increase. Ms. Narayan replied that the primary reason was the addition of the sixteen sub-contractors that were added during the course of LPM's contract, which meant that the consultant would have to invest a lot more hours reviewing the sub-contractors. Treasurer Turner asked if the audit done by the consultant was basically a random audit and were they checking all the records or only random files like they did during the FTA audits. Ms. Narayan replied that it was very similar to the FTA audit and there was a defined period of records that were reviewed. Historically it was a six-month period that was reviewed and, if it was to be an annual review, where they were checking a year's worth of records, then staff would be notified.

**Motion made by Treasurer Turner to approve items 8-a on the consent calendar, seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.**

Director Nason stated that she thought that Treasurer Turner pulled Item 8-b, she asked if it was too late to ask questions on Item 8-b. Access' Legal Counsel Mr. Jones replied that it was too late since the item was already voted on. Mr. Colaiace stated that he would meet with her after the meeting to answer any questions or concerns she had.

**Item 8-d** Director Nason stated that the Board questioned the CAC membership application process at a previous Board meeting. She stated that she just wanted to commend the CAC committee for being sensitive to the Board's request regarding the CAC's membership application process, especially since the Board discussed how the committee would let the public know when there were openings on the CAC. She also mentioned that it states in the CAC bylaws that it was going to be posted on the Access website, which she felt was a great idea. She also stated that another issue that was important to her and other Board members was the Board's participation in the voting process. She added that it also states in the CAC bylaws that any candidate that was being considered would have to attend a Board meeting to meet the Board of Directors. Director Nason thanked Ms. Kelley for adding those two recommendations to the CAC bylaws.

**Motion made by Director Nason to approve items 8-d on the consent calendar, seconded by Secretary DeVera. Via Roll Call Vote - all were in favor, motion passed.**

## 9. COMPREHENSIVE OPERATIONAL REVIEW FINAL REPORT AND NEXT STEPS

After a presentation provided by Mr. Rodman from Nelson/Nygaard, Vice Chair Ida reminded the Board that this was an information item only and no action was needed. He also thanked Mr. Rodman for his overview on the item.

## 10. STRATEGIC PLAN PROCESS

Vice Chair Ida reminded the Board that this was an information item only and no action was needed. He also thanked Mr. Haack for his overview on the item.

## 11. CONSIDERATION TO APPROVE KEY PERFORMANCE INDICATORS AND STANDARDS

Recommendation: Authorize staff to add the following KPIs and standards to Access' operating contracts:

- On-time performance (next day trips) - 91% or better
- On-time performance (Access-to-Work trips) - 94% or better
- Excessively late trips - 0.10% or lower
- Missed trips - 0.75% or lower
- Denied trips (reservations) - 0%
- Complaint rate - 4.0 per 1,000 trips or lower
- Calls on hold > 5 minutes (reservation calls) - 5% or less
- Calls on hold > 5 minutes (ETA calls) - 10% or less
- Average initial hold time (reservation calls) - 120 seconds or less
- Excessive travel time - 5% or less
- Miles between road calls - 25,000 miles or more
- Preventable collision rate - 0.50 preventable collisions per 100,000 miles or less
- Preventable incident rate - 0.25 preventable incidents per 100,000 miles or less

**Motion made by Director Barnes to approve staff recommendation, seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.**

## 12. UPCOMING BOARD ITEMS

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

## 13. EXECUTIVE DIRECTOR'S REPORT

Access' Executive Director, Andre Colaiace, began his report by stating that since Mr. Greenwood included some of the system performance statistics during his presentation on Item 11, he would not repeat them. Mr. Colaiace reported that the month of September and October were difficult months for Access but Access was doing their best to meet their KPIs. Mr. Colaiace also mentioned that he would be heading to Washington, DC to continue his participation in the Transit Cooperative Research Program project that was looking at transportation issues that affect individuals undergoing dialysis. He stated that an interim report was issued and estimated that the public sector provided 71 million dialysis trips annually at a cost of nearly \$2 billion to the taxpayer. Mr. Colaiace added that many of these trips were provided by public transit systems like Access and they served as an indirect tax payer subsidy to the corporations that provide dialysis services. He added that another main issue was public transportation similar to Access was not often the ideal transportation for individuals going through dialysis treatment for a number of reasons. Mr. Colaiace stated that he would notify the Board when the report was finalized which he hoped would lead to some national policy changes or at least some discussion on this issue.

Mr. Colaiace continued his report by stating that on October 19, 2017 there was a report of an active shooter at the Olive View Medical Center, which led to a lockdown, partial evacuation of the hospital and the closure of Access' busy transfer point. Although the initial report proved to be a false alarm, he commended Access' operations and road safety inspector teams who quickly found a new location for the transfer point at the Sylmar MetroLink station to minimize the disruption to the customers.

Mr. Colaiace concluded his report by congratulating the County Commission on Disabilities for another successful awards luncheon, which was held on Monday, October 16, 2017. It was a great event that honored a number of individuals and organizations around the county who are dedicated to improving the lives of individuals with disabilities. He also congratulated TPAC Vice Chair Giovanna Gogreve, who was recognized for her dedication to people with disabilities.

#### **14. BOARD MEMBER COMMUNICATION**

Mr. Michael Conrad stated that there were two very important holidays in the month of November, Veterans Day and Thanksgiving. He asked that everyone reflect on the many veterans that have served, died or returned with many different disabilities for our country over the years. He wished everyone a great Thanksgiving holiday and to remember the many blessings we all have to be thankful for.

Director Barnes stated that it was a great honor to serve as the Chair of the American Public Transportation Association (APTA) this past year and he concluded his term as Chair at the APTA Annual meeting in early October. He also mentioned that things were slowing down quickly but they managed to get him involved in a variety of projects such as chairing the committee that was conducting the search for APTA's next Chief Executive Officer. He stated that the candidate for that position will be brought forward on December 1, 2017 and, due to his involvement in that process, he would not be able to participate in the Access Services Annual Membership meeting on November 30, 2017.

Director Barnes concluded his comments by stating that he would be continuing projects on the national level. He also thanked Andre Colaiace for his participation on the TCRP committee. He added that the TCRP was conducting some great research on a variety of topics. The slate of topics for 2018 were just selected but he was not sure if there was anything related to ADA paratransit. When they move into the next cycle it was certainly something they would want to look at very closely in term of national research that could help Access carry out their mission.

Director Nason stated that it was a privilege to attend the APTA Annual Meeting and Expo in Atlanta, Georgia and she felt it was an excellent conference. She also stated that the APTA conferences always got her all fired up and she enjoyed seeing the new equipment.

Treasurer Turner thanked staff for following up and providing the public comment summary that she requested at the last Board of Directors meeting. She stated that it was very helpful to see the comments that were made at each of the Board meetings and to see staff's feedback on what transpired between Access and the riders. She thanked Vice Chair Ida for chairing today's meeting and Director Barnes for his APTA Chairmanship where he represented Access in a good light.

Treasurer Turner also congratulated TPAC's Vice Chair Giovanna Gogreve for her recognition at the Los Angeles County Commission on Disabilities Award Luncheon. She concluded her comments by thanking everyone for being present at today's Board meeting and stated that it was important for them to be here to let the Board know how the service was and what needed to be improved upon.

Secretary DeVera stated that the month of October was Disability Awareness month and Filipino Heritage month. She thanked San Gabriel Transit for their organization of all their trips to the Disability Pride Parade and the Filipino Heritage event. Secretary DeVera also congratulated Ms. Gogreve on her recognition at the County Commission on Disabilities Awards Luncheon.

Director Troost thanked Access Services for their participation at the County Commission on Disabilities Awards Luncheon and especially Mr. Louis Burns for his help with the events committee. He congratulated Ms. Gogreve on her

recognition and Director Barnes for helping Access while serving as Chair of APTA.

Mr. Troost concluded his comments by stating that in a couple months he would like staff to provide a presentation on the dispatch process because there have been some concerns regarding dispatch.

Director Gombert also congratulated Director Barnes on his term as Chair of APTA and Ms. Gogreve on her recent recognition. He also thanked Mr. Colaiace and staff for the successful conclusion on the regional FTA finding. Director Gombert stated that he was aware that this was going on for some time and was a huge amount of work on everyone's part, so congratulations to everyone for a job well done.

Ms. Gogreve thanked everyone for recognizing her and stated that she was very grateful to the County Commission on Disabilities for honoring her this year with the award. She also mentioned that the TPAC committee was looking forward to working with Access staff and other regional stakeholders on putting together a viable Strategic Plan that would address all areas of the agency. She also concurred with Director Barnes' sentiments regarding the Strategic Plan and how important it was for the agency moving forward. Ms. Gogreve stated that she looked forward to working with staff, TPAC and the CAC on this.

Vice Chair Ida thanked the CAC and TPAC for their input and comments on all issues concerning the agency because the Strategic Plan was very important for the future of the agency. Vice Chair Ida also thanked the audience for their participation and public comments because they are very important to the Board. He also thanked Director Barnes for his leadership and representation of Access while serving as Chair of APTA and Ms. Gogreve for her recognition from the Commission on Disabilities.

#### **15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

**16. ADJOURNMENT**

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

Approval

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Theresa DeVera, Secretary

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Date

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS FOR TELECOMMUNICATIONS CONSULTING SERVICES CONTRACT (AS-3419)**

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize an additional \$140,000 in funds and an extension in the period of performance with the RTP Group from May 1, 2018 through April 30, 2019.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$620,000 to \$760,000. There is no increase to the capacity planning, network optimization, prefix update service or prefix assignment monthly rates. The project manager and partner variable rates will be \$162/hour and \$270/hour respectively. WAN/Router configuration will be \$190/hour. The contract rates will be accommodated by budget for FY2017/18 and FY 2018/19.

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

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Staff is confident that the contractor has met the terms of the contract and thus merits consideration for an extension of its term.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and amend the written contract with the RTP Group for

telecommunication consulting and services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the exercise of the extension period unless and until it is incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

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

The contract was competitively solicited and awarded to the RTP Group for a base three-year term in May 2013 and has five (5) one-year options available subject to Board approval. The firm has been providing telecommunications maintenance services for Access Services since 1994 and, to date, its performance has been satisfactory. The firm has consistently provided responsive service to ensure that Access Services' telecommunication network functions reliably.

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
DONNA CISCO, ADMINISTRATIVE MANAGER/BOARD LIAISON**

**RE: CONSIDERATION TO APPROVE 2018 BOARD OF DIRECTORS  
MEETING CALENDAR**

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**ISSUE:**

The Metro Board room that is used for the Access Board of Directors Meetings has limited availability on the 4<sup>th</sup> Monday of the month in 2018. Staff has developed an alternate Board meeting schedule to maximize the use of the Metro Board room.

**RECOMMENDATION:**

Review and approve the proposed Board Meeting calendar for 2018.

Five (5) meetings would be at Metro, six (6) meetings would be in El Monte, and one (1) meeting would be at the California Endowment (Annual Meeting). The day of the meetings will be held on the 4<sup>th</sup> Monday of the month except for the month of May, December and November's Annual Meeting, which would be on the last Wednesday in November.

**IMPACT ON BUDGET:**

None.

**DISCUSSION:**

Staff has prepared the proposed 2018 Board meeting calendar. The meeting dates will remain on the fourth Monday of the month, with the exceptions of Monday, May 21, 2018 due to the Memorial Day Holiday; Wednesday, November 28, 2018 for Access Services Annual Meeting; and the December 10, 2018 meeting, which is being held early due to there being no Board meeting in November. All meetings are subject to change based upon the necessary business and operational transactions of Access

Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board's attention by the Executive Director.

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

# Board of Directors 2018 Board Meeting Calendar

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

<u>Date</u>	<u>Meeting Type</u>	<u>Location</u>	<u>Note</u>
Monday, January 22 <sup>nd</sup>	Board Meeting	Metro Board Room	4 <sup>th</sup> Monday
Monday, February 26 <sup>th</sup>	Board Meeting	El Monte	4 <sup>th</sup> Monday
Monday, March 26 <sup>th</sup>	Board Meeting	El Monte	4 <sup>th</sup> Monday
Monday, April 23 <sup>rd</sup>	Board Meeting	El Monte	3 <sup>th</sup> Monday
Monday, May 21 <sup>st</sup>	Board Meeting	Metro Board Room	3 <sup>rd</sup> Monday
Monday, June 25 <sup>th</sup>	Board Meeting	El Monte	4 <sup>th</sup> Monday
Monday July 23 <sup>th</sup>	Board Meeting	Metro Board Room	4 <sup>th</sup> Monday
Monday, August 27 <sup>th</sup>	Board Meeting	El Monte	4 <sup>th</sup> Monday
Monday, September 24 <sup>th</sup>	Board Meeting	El Monte	4 <sup>th</sup> Monday
Monday, October 22 <sup>nd</sup>	Board Meeting	Metro Board Room	4 <sup>th</sup> Monday
Wednesday, November 28 <sup>th</sup>	Annual Meeting	California Endowment Center	4 <sup>th</sup> Wednesday
Monday, December 10 <sup>th</sup>	Board Meeting	Metro Board Room	2 <sup>nd</sup> Monday

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO ADD FUNDS AND EXERCISE FIRST OPTION YEAR WITH CORVEL (AS-3877)**

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**ISSUE:**

Board approval is necessary to add funds and exercise the first of two option years with CorVel Enterprise Comp, Inc. (CorVel) for third party administrator (TPA) services for the Access insurance program.

**RECOMMENDATION:**

Authorize \$100,000 in additional funds effective July 1, 2018 and exercise the first of two option years effective July 1, 2018 through June 30, 2019.

**IMPACT ON BUDGET:**

This action will result in a \$100,000 increase in the not to exceed contract amount to \$1,400,500. The funds necessary to accommodate these changes will be programmed in next year's FY 2019 budget. There is a change to the current rates of compensation: the hourly rate will increase by \$1 to \$88 per hour, while the rate for Indexing and Watch list will remain at the same rate of \$10/claimant and \$26 per instance, respectively. The funding for these services comes from Proposition C 40 Discretionary Funds.

**ALTERNATIVES CONSIDERED**

Staff considered the option of performing the work in-house. However, it is estimated that the staffing levels required would exceed the cost of the contract. In addition, staff does not possess the expertise to perform this function in-house.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written contract with CorVel for third party

administrator services on terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

In administering its revenue service vehicle liability insurance policies for all Access-owned and provider owned Access-dedicated vehicles, the company requires a TPA to quickly settle insurance claims under our self-insured retention program. The TPA keeps Access, our contractors, and our insurance companies informed of the progress in resolving claims, and cooperates with the insurance companies on insured claims in excess of the Self-Insured Retention (SIR). They are also involved in the processing of claims against Access as required by the Tort Claims Act.

A request for proposals was issued on March 12, 2015. On May 12, 2015, a contract was awarded to CorVel. The contract is a three-year contract for a not to exceed amount of \$1,300,500. At the Board's discretion and approval, the contract may be extended for up to two additional years, in one-year increments.

Overall, Access staff has been pleased with CorVel's performance. During the past eight years as Access' TPA, CorVel has retained the same Senior Claim Adjuster, who has developed considerable expertise as it pertains to Access Services and ADA paratransit. CorVel continues to do an excellent job investigating and resolving claims in an expeditious and fair manner while also protecting the agency against numerous false or exaggerated claims. Furthermore, as claims have entered litigation, CorVel has done an excellent job of managing the litigation process and settling those claims for reasonable amounts.

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize an additional \$270,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2018 - January 31, 2019.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$1,179,000 to \$1,449,000. The reimbursement agreement is based on a per card cost of \$4.50 plus shipping that is invoiced by Metro on a monthly basis. There is no change in the cost per card for this extension. The funding for this agreement comes from Prop C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

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

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

In September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. In December 2015, the Board extended the agreement through January 2017. It is now necessary to increase funds and extend the term to continue production for another year through January 2019.

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

**FROM: MATTHEW AVANCENA, SENIOR MANAGER, PLANNING AND COORDINATION**

**RE: CONSIDERATION TO ADD FUNDS AND EXERCISE FIRST OPTION YEAR WITH HDR ENGINEERING, INC. (AS-3393)**

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**ISSUE:**

Board approval is necessary to add funds and exercise the first of up to five option years with HDR Engineering, Inc. (HDR) for ADA paratransit ridership forecasting.

**RECOMMENDATION:**

Authorize \$38,000 in additional funds effective July 1, 2018 and exercise the first of five option years effective July 1, 2018 through June 30, 2019.

**IMPACT ON BUDGET:**

This action will result in an increase in the not to exceed contract amount of \$200,000 to \$238,000. The funds necessary to accommodate these changes will be programmed in next year's FY 2019 budget. There is no change to the current rates of compensation. The funding for these services comes from Proposition C 40 Discretionary Funds.

**ALTERNATIVES CONSIDERED**

None. As the ADA Complementary Paratransit provider for L.A. County, Access is obligated to forecast ridership demand based on sound economic, demographic, statistical and scientific principles and use that forecast to design and implement its service so as to meet all forecasted demand. Staff does not possess the expertise to perform this function in-house.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a written contract with HDR Engineering, Inc. for consulting services on terms that are no less favorable to Access Services than those

proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

On February 19, 2013, Access released an RFP in order to solicit consultants interested in and capable of performing passenger demand forecasting. Following receipt of proposals and follow up negotiations, the evaluation panel selected HDR to undertake this work.

In May 2013, the Board took action to award HDR a five-year contract at an amount not to exceed \$200,000 for a base five-year period effective July 1, 2013 through June 30, 2018. At the Board's discretion and approval, the contract may be extended for up to five additional years, in one-year increments.

Since 2003, Access has been working closely with HDR Engineering Inc. to conduct its annual demand projections to forecast paratransit ridership growth. Access has determined that it is necessary to formalize and quantify its demand forecasting analysis with a consultant that has the requisite qualifications, experience, knowledge, and skill. Ridership projections developed by the consultant form the basis for establishing Access' annual operating budget including the development of its Long-Range Ridership Forecasting Model and other projects, which may require extensive forecasting analysis.

HDR is recognized as one of the pioneers and an industry expert in the specialized field of ADA paratransit ridership forecasting. HDR has developed ADA paratransit demand models for New York City's MTA, Washington DC's Washington Metropolitan Area Transit Authority (WMATA), Philadelphia's Southeastern Pennsylvania Transportation Authority (SEPTA), Riverside Transit Authority and OC Transpo, Ottawa, Canada.

DECEMBER 4, 2017

**TO: BOARD OF DIRECTORS**

**FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER RELATIONS**

**RE: CONSIDERATION TO REAPPOINT COMMUNITY ADVISORY COMMITTEE (CAC) MEMBERS**

**ISSUE:**

The two-year term of the Group A slate of CAC members expires on January 22, 2018 and therefore requires Board action for reappointment.

**RECOMMENDATION:**

Staff is requesting the Board re-appoint the following members of Group A to a two-year term beginning on January 22, 2018.

Group A			
Last Name	First Name	Access User	Affiliation
Arrigo	Michael	Yes	Metro Accessibility Advisory Committee/West Hollywood Advisory Board
Baldwin	Kurt	No	Independent Living Center of Southern California
Cabil	Wendy	Yes	Access Customer, National Alliance on Mental Illness (NAMI) Antelope Valley
Cardona	Gordon	Yes	Access Customer, CALIF
Fofoa	Fetineiai	Yes	Disabled Resources Center
Lantz	Terri	No	UCP Client Advocate/United Cerebral Palsy
Lyons	Liz	Yes	North Los Angeles Regional Center
Padilla	Jesse	Yes	East Los Angeles Regional Center

**ALTERNATIVES CONSIDERED:**

None. The process conducted was in accordance with guidelines in the CAC bylaws.

**IMPACT ON BUDGET:**

No impact.

**BACKGROUND:**

The Access Services Community Advisory Committee (CAC) was formed to provide input and advice to Access Services staff and the Board of Directors regarding the continued development and assessment of services and any proposed material changes in the approved plan. The CAC meets on the second Tuesday of each month.

As prescribed in the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a two-year term (known as Group B). Group A terms will expire on January 22, 2018 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 28, 2019 and every two years thereafter on the date of the Board of Directors meeting.

DECEMBER 4, 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 March 2018 at the regularly scheduled Board meetings.

**January 22, 2018**  
**Board Meeting - Metro**

<b>Agenda Items:</b>	<b>Disposition:</b>
Voice Telecommunications Contract Extension	Action
Data Services Contract Extension	Action
Language Line Services Contract Extension	Action
Minimum Wage/Wage Compression Contract Amendments	Action
Audit Services Contract Extension	Action
Legal Services Contract Award	Action

**February 26, 2018**  
**Board Meeting - El Monte**

<b>Agenda Items:</b>	<b>Disposition:</b>
Santa Clarita Service Region Contract Award	Action
San Fernando Service Region Contract Award	Action

March 26, 2018

*Board Meeting - El Monte*

<b>Agenda Items:</b>	<b>Disposition:</b>
Engineering/Consulting Services Contract Extension	Action
Software Licensing Contract Extension	Action
Passenger Opinion Survey Services Contract Extension	Action