

access

BOARD OF DIRECTORS MEETING

MONDAY, DECEMBER 2, 2013

Closed Session: 12:00

General Session: Immediately Following Closed Session

Los Angeles County MTA

One Gateway Plaza, 3rd Floor

729 Vignes Street, 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.

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
1. <u>Existing Litigation</u> : Gov. Code §54956.9(a) (i) <i>Minnis v. Access Services</i> : LASC # BS145949	
2. <u>Anticipated Litigation</u> : Gov. Code §54956.9 (b) (i) <i>Significant exposure to litigation against the agency - one case</i>	
3. <u>Initiation of Litigation</u> : Gov. Code §54956.9 (c) - one case	
B) PUBLIC EMPLOYEE DISCIPLINE/DISMISSAL/RELEASE	
4. SUPERIOR SERVICE AWARDS	PRESENTATION

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| <p>5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 28, 2013 (page 5)
 [Staff Recommendation: Approve minutes as written.]</p> | <p>ACTION
 [Vote Required: majority of quorum by voice vote]</p> |
| <p>6. REPORT FROM EX-OFFICIO BOARD MEMBERS</p> | <p>INFORMATION</p> |
| <p>7. GENERAL PUBLIC COMMENT</p> | <p>INFORMATION</p> |
| <p>8. CONSENT CALENDAR</p> <ul style="list-style-type: none"> a) Approval to Award Eligibility Appeal Contracts (page 14) b) Approval of Reappointment of Community Advisory Committee Group A and Member Terms (page 18) c) Approval of Revised Procurement Policies (page 20) d) Approval to Amend Contract Language For West/Central Region Service Contract (AS-2364) California Transit, Inc. (page 22) e) Approval to Amend Contract Language For Santa Clarita Region Service Contract (AS-2602 - City of Santa Clarita) (page 24) f) Approval to Amend Contract Language For Northern (San Fernando Valley) Region Service Contract (AS-3341- MV Transportation, Inc.) (page 26) g) Approval to Increase Funding For Employee Development Services Contract With Insight Strategies (AS-3225) (page 28) <p>[Staff Recommendation: Approve Consent Calendar]</p> | <p>ACTION
 [Vote Required: majority of quorum by roll call]</p> |
| <p>9. APPROVAL TO INCREASE FUNDING FOR CUSTOMER SERVICE CALL OUTSOURCING TO SOUTHLAND TRANSIT, INC. (AS-3261) (page 30)

 [Staff Recommendation: 1) Authorize \$2,100,000 in additional funds for the remaining 3.5 years of the contract and increase the total contract value from \$1,578,805 to \$3,678,805, 2) Authorize staff to amend STI's contract to reflect the expansion of Operations Monitoring Center coverage to begin at 6:00 p.m. versus 11:00 p.m. STI will then operate OMC from 6 p.m. to 8 a.m., Monday - Friday and from Friday at 6:00 p.m. until Monday at 8:00 a.m., 3) Authorize staff to amend STI's contract to reflect the following key performance measures: <i>(for list of key performance measures, see item)</i>]</p> | <p>PRESENTATION/
ACTION
 [Vote Required: majority of quorum by roll call]</p> |

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| <p>10. SELECTION OF EASTERN AREA SERVICE PROVIDER CONTRACT NO. (AS-3421) (page 33)</p> <p>[Staff Recommendation: Authorize staff to execute a contract for transportation service in the Eastern service area beginning January 1, 2014 and ending March 31, 2019, with San Gabriel Transit, Inc. (SGT) in an amount not to exceed \$154,163,736 for the five year base period.]</p> | <p>PRESENTATION/
ACTION
[Vote Required:
majority of quorum
by roll call]</p> |
| <p>11. EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| <p>12. BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| <p>13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE ACTION</p> |
| <p>14. 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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

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

checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

["Alternative accessible formats available upon request."](#)

**MINUTES
ACCESS SERVICES
BOARD MEETING
OCTOBER 28, 2013**

The Access Services Board of Directors meeting convened at 12:05 p.m. on Monday, October 28, 2013 in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Theresa DeVera, Secretary, Kim Turner, Angela Nwokike, John Troost, Art Ida, and Daniel Levy. Ex-Officio, Michael Arrigo, CAC Chair, and Jim Jones, Access Services Legal Counsel. Board Member Martin Gombert, Treasurer, and Ex-Officio Board Member Kathryn Engel, Chair TPAC were both excused from the meeting.

Access Services' staff members present included: Shelly Verrinder, Mark Maloney, F Scott Jewell, Donna Cisco, Araceli Camuy, Andre Colaiace, Jack Garate, Rogelio Gomez, Geoffrey Okamoto, Melissa Thompson, David Foster, Steve Chang, Kurt Hagen, Alfredo Torales, Matthew Avancena, Galen Hale, Eric Haack, and Ramon Garcia (intern).

PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments were heard regarding the closed session items.

CLOSED SESSION REPORT

The Board met in Closed Session and reconvened the general portion of the meeting at 1:06 p.m. at which time Michael Arrigo, Chair of the CAC joined the general session.

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

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending or threatened litigation and personnel matters, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement but due to the amount of public comments submitted for today's meeting the Chairperson would only allow three minutes for public comments.

Mr. Jones also explained that individual speakers may not cede their time to anyone else, if someone else had an issue they would need to speak for themselves or if they are unable to speak for themselves the Board should receive written communications to make them part of the record.

SUPERIOR SERVICE AWARDS

Diego Rangel, a driver from California Transit Inc. (CTI), was the recipient of the Superior Service Award for the month of October 2013.

Access Services Executive Director, Shelly Verrinder presented Mr. Joe Stitcher, a previous Board member a plaque in appreciation for his many years of service and contributions to the Board of Directors and the disabled community.

Mr. Stitcher thanked staff and the Board members for recognizing him and for the honor of working with them.

REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM SEPTEMBER 23, 2013 AND THE SPECIAL BOARD MEETING ON OCTOBER 11, 2013

Motion: Director Nason moved approval of the September 23, 2013 and the Special Board meeting minutes on October 11, 2013.

Second: Director Levy seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: Directors Nwokike, Nason, DeVera, Ida, Troost, and Levy. Director Turner was in favor of the September 23, 2013 meeting minutes only.

Opposed: None.

Abstention: Director Turner, for the October 11, 2013 meeting minutes only.

Pass/Fail: The motion carried.

REPORT FROM EX-OFFICIO BOARD MEMBERS

Michael Arrigo, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, October 8, 2013 and Matthew Avancena, Access Services Manager of Planning and Coordination, provided a presentation on the Spirit of Accessibility Award process. The committee also received a presentation on the Year End Review from Rogelio Gomez, Access Services Project Administrator for the Eastern and Northern Regions, and a subcommittee report from Terri Lantz, who was the Vice Chair of the CAC, regarding the TAP Card program, which was very interesting.

Mr. Arrigo concluded his report by stating that there was an item on the consent calendar regarding two new members that were appointed to the CAC, Ms. Elizabeth

Lyons and Mr. Jesse Padilla. He also added that Chairperson Barnes attended the recent CAC meeting and provided the Board report and it seemed that he really enjoyed the meeting.

Chairperson Barnes stated that he did enjoy the meeting and he was impressed with the hard work that the group puts in and their spirit of cooperation. He also added that it was a very productive and helpful meeting and he thanked Mr. Arrigo for his leadership.

GENERAL PUBLIC COMMENT

Michael Conrad stated that he was present today to make a public comment on behalf of a couple that had two service animals, and an issue that occurred on Friday, October 25, 2013. Mr. Conrad stated that the couple was picked up around 12:29 p.m. at Kaiser in the City of Downey to return home and Global Paratransit Inc. sent a regular taxi cab that had a partition between the seats which did not give the rider very much leg room much less two service animals. The driver also wanted to pick up another rider and told them to move their service animals to the middle of the vehicle but they would not do it because the vehicle was too small and there was not enough room. The Driver called dispatch to tell them that the other rider would not get into the vehicle, which was a half-truth. The driver was then told by dispatch to just take them home and the other rider decided not to get in the vehicle because it was a small vehicle and there was not enough room.

Mr. Conrad concluded his public comment by stating that issues such as these have been going on for too long and while individual problems have been solved there was nothing in effect to protect the service animals from being put into these kinds of positions. Mr. Conrad expressed how upset he was because he felt that nothing was being done.

Ms. Verrinder informed Mr. Conrad that Access Services Project Administrator for the Southern and Santa Clarita Regions, Alfredo Torales would follow-up with him after the meeting. She also mentioned that she recently had a meeting with the software company and they did discuss the service animal issues and how to incorporate it into the routing parameters.

Sammie Shipman stated that she concurred with Mr. Conrad's statement regarding service animals and how they were treated. She also expressed her frustration that nothing was being done.

Ms. Verrinder informed Ms. Shipman that Alfredo Torales and Access Services Manager of Customer Support Services David Foster, who chairs the Service Animal Sub-committee, would follow-up with her after the meeting.

Jessie Padilla stated that he looked forward to rejoining the Community Advisory Committee to provide his input and to represent the riders in the community.

Tonni Yee Hemphill commended Geoffrey Okamoto and the West Central provider for providing such wonderful service for one of her guests that was completely blind since birth and attended the Daniel Pearl's Commemorative Memorial concert that

was held every year and was sponsored by them. Ms. Hemphill concluded her public comment by thanking them once again.

Chairperson Barnes thanked Ms. Hemphill and stated that it was always good to hear positive feedback. He stated that the Board appreciated the complement and he thanked her once again for taking the time to share.

CONSENT CALENDAR

Motion: Director Turner moved approval of all the Items on the Consent Calendar.

Second: Director DeVera seconded the motion.

Discussion: None.

Roll Call: Chairperson Barnes asked for a roll call.

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

Opposed: None.

Abstention: None.

Pass/Fail: The motion carried.

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

Access Services Deputy Executive Director, Administration, F Scott Jewell provided a brief presentation on the Southern Region service contract, Global Paratransit Inc.

Board Questions &

Comments: Director Levy stated that in the item under recommendation three stated "change the language" but there was no indication what the old language was. Mr. Jewell replied that the current language states that it was based on a per revenue mile or revenue hour basis. Staff made a change to the language in 2008 to reimburse the contractors on a per trip basis and that was what needed to be reflected in the current contract language. Director Levy asked if the contractor was ok with the language. Mr. Jewell replied "yes."

Ms. Verrinder added that staff would also be making changes to the rest of the contracts within the next few months because staff was currently negotiating those changes with the contractors.

Director Turner asked if the changes would be retroactive. Mr. Jewell replied "yes" the changes would be from September 1, 2013, which would correspond with the beginning of their third year of the contract, so it would be retroactive two months.

Director Levy stated that in the item under background it stated that the policy was changed but the contract was not? Mr. Jewell replied that in the Request for Proposal (RFP) that was issued for this contract it was not reflected in the contract that the policy was changed, so it was incorrect when staff issued the contract.

Director Nason asked if this would be brought back to the Board after the changes had been made to the language. Mr. Jewell replied "no" this would be the final change with this motion. He also added that the change would be only for this contract and changes to other contracts would be brought to the Board for approval in the near future.

Director Turner asked when the contract was going to expire. Mr. Jewell replied on August 31, 2016. Director Turner stated that she would like to see the language prior to approving the item. Mr. Jewell replied that the language under the recommendation did specifically state what would be included. Director Turner asked if the language was in the item. Mr. Jewell replied "yes" it would be under recommendation three.

Ms. Verrinder added that it was also important to note that staff looked at Global's revenue miles and revenue hours and they both exceeded 20% as per the current contract language. She stated that before Access Services used to reimburse contractors on a per revenue mile and staff wanted to ensure that they were consistent across the board, so staff would be modifying that language in all of the contracts to reflect the method of how Access Services reimbursed for trips.

- Motion:** Director Nason moved approval of staff's recommendation.
- Second:** Director Ida seconded the motion.
- Discussion:** None.
- Roll Call:** Chairperson Barnes asked for a roll call.
- In Favor:** Directors Levy, Nwokike, Nason, Turner, DeVera, Ida, and Troost.
- Opposed:** None.
- Abstention:** None.
- Pass/Fail:** The motion carried.

FREE FARE PROGRAM REVIEW

Access Services Strategic Planner, Eric Haack and Kurt Hagen, Access Services Eligibility Manager provided a brief presentation on the Free Fare Program Review.

Board Questions &

Comments: Director Ida asked what percentage of the trips the rider had a Personal Care Assistant (PCA) traveling with them. Ms. Verrinder asked Mr. Jewell how the fixed route operators queued the PCA's. Mr. Jewell replied that a few months ago the Board adopted a policy to only reimburse our Free Fare Partners for Access riders not PCA's and there was some confusion regarding this issue in the past. Mr. Jewell explained how the TAP Card and the TAP reader worked and stated that the TAP Card reader only recognized one boarding that was tied to the one particular rider and did not recognize the PCA and depending on the fixed route operator, the PCA may be charged and would be counted as fare under a senior or disabled category, which was not reported to Access Services through the TAP Card program.

Director Levy stated that Mr. Haack had mentioned during his presentation that the Free Fare program worked because Access Services was using the available capacity, he also mentioned that Metro was a Free Fare Partner but did not receive reimbursement. Director Levy asked how long Access Services had to reimburse and was there an end date on the contract. Mr. Jewell replied that there was separate Memorandum of Understandings (MOU's) with each of the transit partners which could be terminated at any time with adequate notification and did not have to go on forever but at this point Access Services current policy was to continue reimbursement with some of the partners for the Free Fare program.

Director Nason stated that she felt that the presentation provided today was very important because for quite some time the riders have been afraid to ride public transit because they felt if they did they would not be eligible for paratransit service anymore. She also stated that this presentation was educating the riders that Access wants them to ride public transit and they could do both. Director Nason concluded her comment by stating that she would like to see this presentation available to more riders.

Ms. Verrinder asked Mr. Haack to go back to the pie chart in his presentation because she wanted to reinforce the issue of 42% because there are a large number of individuals that are eligible for Access Services that don't use the service and only use the Free Fare program. Ms. Verrinder added that the important point that staff wanted the Board to walk away with today was that the 42% represented about \$2.8 million over the course of a year where as the 14% and the 21% on the pie chart represented \$135 million minus the \$2.8 million. She also stated that one slide in the presentation pointed out that the cost of the 42% was only 9 cents a ride and that was why staff was working with the Sheriff's department as far a fraud goes. Access Services had to educate our Free Fare partners and specifically the drivers, if the card did not work it was because something staff had done to the card or turned it off, which was also an issue because most of the agencies did not want their driver(s)

creating any issues regarding the fare. What Access Services could do if the card was turned off and the rider still boarded the bus, the driver could notify Access Services so staff could follow up with disciplinary action under the category of behavior with those specific riders.

Director Levy asked since the City of Bell joined the list of Member Agencies would they now be reimbursed for trips. Ms. Verrinder replied to become a Free Fare partner was a different process, but staff would reach out to the City of Bell to see if they wanted to be part of that process. Also staff does not encourage them to be a part of the Free Fare program to receive reimbursement. Staff would only encourage them to be part of the process to save their region money by moving trips off of Access Services. Ms. Verrinder also mentioned that regionally there needed to be some further discussion on what the benefits were with the Free Fare program.

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

2013 BUS ROADEO REVIEW

Access Services Operations Administrator, Jack Garate provided a brief presentation and a video on the 2013 Bus Roadeo review.

After the presentation Ms. Verrinder stated that this would be Mr. Garate's first year leading the Access Roadeo committee and each year staff liked to add new things and do their best to make it all run smoothly. She added that this past year Mr. Jewell added a whole new computer setup to handle the driver scoring, which was one of the most difficult jobs. Ms. Verrinder also informed the newest Board members that the vast majority of the cost for the Roadeo was from sponsorships. Staff also budgets approximately \$20,000 to \$25,000 and the rest, around \$90,000 was donated by the contractors and the vendors.

Ms. Verrinder concluded her comment by thanking the contractors and the vendors. She stated that it was a great time had by all, the drivers and families. Mr. Garate was currently looking for a venue which would be somewhere in Central Los Angeles. Director Nason asked if a date for the event was set. Ms. Verrinder added that a date had not been set as of yet but staff was looking at a few dates in April or May of 2014.

EXECUTIVE DIRECTOR'S REPORT

Access Services Executive Director, Shelly Verrinder, began her report by stating that Steve Chang, Deputy Executive Director, Operations and she have had many debates over the on-time standards and if they should be over 91% or over 100%. Ms. Verrinder stated that the month of September was always a very difficult month for operations particularly for Mr. Chang because the operations department worked very closely with the contractors to prepare for the month of September.

Ms. Verrinder stated that for the month of September staff witnessed greater ridership than was projected, Access Services transported 4% more riders than what was budgeted, which was the same statistics she reported at last month's meeting. Last month it was 7,000 more rides and for this month it was just over 9,000 additional rides on top of the typical amount of rides staff saw in September.

Ms. Verrinder also reported that on-time performance came in lower than the standard at 87%. Staff reviewed the low on-time performance to isolate the reason behind such a low percentage and staff found that part of the issue was that on-time performance could be made up on part of the weekends when things were slower. Staff had not witnessed any slow down on the weekends in some of the traffic patterns and one of the reports on the radio was that traffic was worse than ever, which may be the result of the stimulus funds being put to use. Ms. Verrinder stated that traffic had been a real issue for Access Services.

Ms. Verrinder continued to report that the other two issues that staff was facing; the deferment of the vehicle replacement program, lack of adding expansion vehicles and relying on the providers to make due was an issue. Ms. Verrinder stated that there was some bad news and good news, the good news was that the economy seemed to be coming back and the bad news for Access Services was that as the economy came back the pool of drivers that they draw from was decreasing and they were all having problems recruiting and obtaining qualified drivers to begin the training program.

Ms. Verrinder stated as for the on-time performance, staff was very hopeful that the last two weeks of October would improve because the eleven vehicles that the Board approved at the Special Board meeting on October 11th made their way to Global's facility on Friday, October 25th and were now in service. Ms. Verrinder added that in the San Gabriel Valley they have been experiencing some problems with recruiting qualified drivers and the issue of expansion vehicles. The vehicles that were approved at today's meeting would help the San Gabriel provider within the next week and half.

Ms. Verrinder stated that the average initial hold time decreased from 88 seconds to 79 seconds, staff was also working on an issue within the system regarding different or multiple phone calls from riders which was referred to as "Window Carving" that was when a rider was offered a trip within one hour on each side of the time they requested but they don't accept the trip and they continue to call throughout the day to see if they can get closer to the time they originally requested. Staff had been looking into this issue as a rider behavior issue and was now working on a policy to bring back to the Board in the near future for approval. Ms. Verrinder reported that eligible riders had continued to increase by 1,359 this period, which came to 1%. She also stated that the good news was that the cost per trip did increase slightly from last month but Access Services was under budget by approximately \$116,000 and the reason for that was because the fare estimates were much lower.

Ms. Verrinder concluded her report by stating that she would be out of the office until Friday, November 1, 2013 and if they needed anything they could contact Donna Cisco or Mark Maloney.

BOARD MEMBER COMMUNICATION

Mr. Arrigo stated that on Wednesday, October 23, 2013 he attended the West Hollywood Disability Advisory Boards Annual meeting where they distributed, awards in four different categories, the Non-Profit category, the Individual category, and the Business and Media category. Mr. Arrigo stated that when he stepped down from the Disability Advisory Board he received the Individual award and the following year the Media award for the Public Access cable show he hosted and produced entitled "Living Well with HIV." He added that the show also won three years in a row for people choice for best local series.

Mr. Arrigo concluded his comment by stating that he was on the planning committee for the Annual West Hollywood Book Fair, which was a lot of fun. He also mentioned that he was happy to hear that Mr. Maloney's wife attended.

Director DeVera stated that when you call the 800 number to File-a-Smile the wait time was extremely long. She asked if it was possible to put a File-a-Smile link on the website because there are so many good drivers out there and to have to wait almost thirty minutes to speak to someone was a waste of time. She concluded her comment by stating that she brought this issue up at the last CAC meeting she attended. Mr. Maloney replied that staff recently added an option to the phone tree on the 800 line, option number five, which would let you leave a message or recommendation for a File-a-Smile he also stated that staff would add it to the website.

Chairperson Barnes stated that the November 25, 2013 Board meeting had been rescheduled to the first Monday of December, December 2, 2013. He stated that staff had a number of significant items for that agenda and this would allow staff enough time to prepare those items, and it would also allow time for the Thanksgiving Holiday.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

ADJOURNMENT

Motion: Director Nason moved to adjourn the meeting.

Second: Director Turner seconded the motion.

Vote: Via Voice Vote.

Pass/Fail: All were in favor and the meeting adjourned at 2:35 p.m.

Approval

Theresa DeVera, Secretary

Date

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

**FROM: KURT HAGEN, MANAGER OF ELIGIBILITY
MARK GLANZMAN, PROCUREMENT AND CONTRACTS
ADMINISTRATOR**

RE: APPROVAL TO AWARD ELIGIBILITY APPEAL CONTRACTS

ISSUE:

Board approval is required to exercise the award of five (5) individual contracts for Eligibility Appeals Specialists.

RECOMMENDATION:

Authorize staff to execute contracts to five (5) contractors for Eligibility Appeal Services with the Appeals Specialists outlined below. The contract period of performance will be for five (5) years.

Contract No.	Contractor	Type of Appeals	Contract Amounts Not to Exceed	Contract Start Date
AS-3569	Lori M. Petrie, PhD	Psychological	\$ 1,326,000.00	Sep 1, 2014
AS-3571	Brenda Naimy	Orientation & Mobility	\$ 203,280.00	Feb 1, 2014
AS-3572	Vincent Fazzi	Orientation & Mobility	\$ 180,348.00	Feb 1, 2014
AS-3573	Olympic Medical	Medical	\$ 1,988,548.50	Feb 1, 2014
AS-3574	Lemus Medical Center, Inc.	Medical	\$ 876,340.00	Mar. 1, 2014

IMPACT ON BUDGET:

The increase in funds will be over the budget amount by approximately \$158,275 for FY2013/14 due to a higher number of projected actual appeals over budget and the increase in proposed cost per evaluation(s). This increase is projected to be covered by savings related to lower projected fuel costs for FY2013/14. Future costs associated with this contract will be included will be appropriately budgeted for the subsequent out years.

The disparity in the contract amounts is due to the estimated number of anticipated appeals and the amount per appeal proposed by the individual firms. Further detail is contained in the background section below.

ALTERNATIVES CONSIDERED:

This was a competitive bid process and as such no other alternatives were considered.

BACKGROUND:

Request for Quotations (RFQ) No. AS-3535 was issued on October 4, 2013, and seven (7) Appeals Specialists responded thereto. The proposals were evaluated pursuant to the established criteria for award and staff is recommending award accordingly. Each of the respondents is an incumbent Appeals Specialist for Access Services and a summary of their qualifications and experience is as follows:

Lori Petrie, Ph.D. is a licensed clinical psychologist in private practice. Dr. Petrie has been providing service in this area since 2004. To date, her performance has been consistent with the expectations and requirements of her contract.

Olympic Medical Evaluations is an established medical evaluation clinic, utilized by several state and multiple private insurance agencies, and has been providing high quality appeal services for Access Services since December 1995. Olympic Medical Evaluations, under the direction of Dr. Yakov Treyzon, Director, will provide functional evaluations related to the assessment and identification of impairment related limitations.

Brenda Naimy and Vincent Fazzi, Orientation and Mobility (O&M) Specialists, have been providing quality appeals services for Access Services since February 1998. Each holds an M.A. degree in Special Education with an emphasis in orientation and mobility for the blind. Both are certified O&M Specialists by the Association for the Education and Rehabilitation of the Blind and Visually Impaired. The O&M's are capable of evaluating the travel abilities of persons with a variety of disabling conditions, particularly when environmental barriers are a factor in the functional limitations of an appellant.

Lemus Medical Center, Inc. was established by Dr. James Lemus in 1980, providing medical services in a variety of categories. Lemus Medical Center utilizes two (2) Medical Assistants to conduct a basic medical examination as well as overseeing a functional assessment walk with the applicant to assess basic abilities. Once these observations are completed, Dr. Lemus evaluates the observations presented and conducts further testing necessary to complete the assessment. The performance of Lemus Medical Center has been consistent with the expectations and requirements of their contract.

The aforementioned contract costs are based on the following rates per appeal specialist:

	Cost Per Evaluation	Outside of basin	Cost Per No Show	Cost Per No Show outside of basin	Mileage
O&M					
Vince Fazzi Contract AS-3572 and new rates go into effect 2-1-14 through 6-30-19	\$390.00	\$480.00	\$100.00	\$100.00	\$ 0.565
Brenda Naimy Contract AS-3571 and new rates go into effect 2-1-14 through 6-30-19	\$425.00	\$475.00	\$ 75.00	\$100.00	\$ 0.565
MENTAL HEALTH					
Lori Petrie, PhD. Contract AS-3569 and new rates go into effect 9-1-14 through 6-30-19	\$500.00		\$100.00	\$100.00	
MEDICAL					
Olympic Medical Contract AS-3573 and new Rates go into effect 2-1-14 through 6-30-19	\$383.15 (average cost depending on tests performed)		\$ 36.19		
Lemus Medical Center Contract AS-3574 and new Rates go into effect 3-1-14 through 6-30-19	\$320.00				

Access Services projects that **12,987** initial evaluations will be completed between February 1, 2014 and June 30, 2019. Based on historical trends (see Projected Appeals box item below from RFQ 3535).

<u>Name of Specialist</u>	<u># of Evals over 5 years</u>	<u>Totals</u>
Lori Petrie, PhD	2,652	\$1,326,000.00
Brenda Naimy	462	\$ 203,280.00
Vincent Fazzi	434	\$ 180,348.00
Olympic Medical	5,190	\$1,988,548.50
Lemus Medical	2,558	\$ 876,340.00

Projected Appeals:

Professional Field	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Orientation & Mobility	141	158	177	198	222	896
Mental Health	407	456	510	592	687	2,652
Medical	832	1,081	1,427	1,884	2,524	7,748
Total	1,380	1,695	2,114	2,674	3,433	11,296

Note: Naimy and Fazzi provide services outside the basin and as a result, the fees increase for those specific regions. Naimy conducts approximately 30% outside the basin and Fazzi approximately 20%. See rate table above to correspond the basin fees and mileage charges.

All five (5) of these specialists have been providing effective, quality appeal evaluations for Access Services. They have each developed appropriate procedures for evaluating appeals we refer and each has created high quality documentation. Staff is confident that the quality of service will continue and as such, recommends the contract renewals and execution of one new contract as outlined above.

The University of Southern California (USC) PT Associates submitted a proposal but Access staff is still conducting negotiations and will likely bring an item back to the Board for approval in January 2014.

Medical Transportation Management (MTM) submitted a proposal but upon review it was determined the proposal did not meet the specifications as detailed in the request for quotation (RFQ).

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: APPROVAL OF RE-APPOINTMENT OF COMMUNITY ADVISORY COMMITTEE GROUP A AND MEMBER TERMS

ISSUE:

At the January 2012 Access Services Board of Directors meeting, the Board approved the proposed slate of CAC members.

As prescribed by 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 one year term (known as Group B). Group A terms will expire on January 23, 2014 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 23, 2015 and every two years thereafter on the date of the Board of Directors meeting.

The Group A members therefore need to be re-appointed during the November 2013 Board of Directors meeting in order to meet the upcoming term expiration date.

RECOMMENDATION:

Staff is requesting board approval to re-appoint the following members of Group A to a two-year term, which would be effective January 23, 2014 - January 25, 2016

Last Name	First Name	Affiliation
Arrigo	Michael	Metro Accessibility Advisory Committee/West Hollywood Advisory Board
Baldwin	Kurt	Independent Living Center of Southern California
Foafoa	Fetineiai	Disabled Resources Center
Lantz	Terri	UCP Client Advocate/United Cerebral Palsy
Lyons	Liz	Northern Los Angeles County Regional Center
Padilla	Jesse	Eastern Los Angeles Regional Center
Stoudemire	Mildred	The ARC Center for Human Rights of LA and OC
VACANCY		

ALTERNATIVES CONSIDERED:

None; process conducted was in accordance with guidelines in revised CAC bylaws.

IMPACT ON BUDGET:

No impact.

BACKGROUND:

The Access Services (CAC) was formed to provide input and advice to Access Services concerning operational and policy issues for the Access Services transportation program and to make recommendations to the Access Services Board (and staff) concerning said transportation program. CAC members were previously appointed directly by individual Directors of the Access Board with Director appointing three (3) committee members. The CAC meets the second Tuesday of each month.

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION
MARK GLANZMAN, PROCUREMENT AND CONTRACTS
ADMINISTRATOR

RE: APPROVAL OF REVISED PROCUREMENT POLICIES

ISSUE:

Access' existing procurement policies have been updated to reflect changes in federal regulations, audit recommendations, and a number of other minor items. Board action is requested to ratify these changes.

RECOMMENDATION:

Ratify the revised procurement policies as presented.

IMPACT ON BUDGET:

None.

BACKGROUND:

The Executive Director is responsible for ensuring that the Access procurement process functions in accordance with various legal and regulatory requirements, as interpreted by Corporate Counsel, Access Policy and Board directives. Access must follow sound business and policy principles in the procurement and distribution of goods and services so that procurement functions foster full and open competition, while obtaining the best products and services available, at fair and reasonable prices, in the best interest of Access customers and stakeholders.

Access' existing procurement policies have been developed based on applicable Federal, State, and/or Local guidelines. These policies are occasionally reviewed for relevance either internally or through an audit such as the State Management Review. As a result of recent reviews a number of items were identified that require modification to the existing. These include -

- Updated Access' Procurement Policy - Procurement System Integrity and Control, Section C, 1.0 - which now specifically the updated cites 49 CFR Part

18, Section 18.36 and FTA Circular 4220.1F, Third Party Contracting Requirements

- Updated Access staff position titles as appropriate

Board ratification of these changes will continue to provide the appropriate policy guidance to staff. The entire procurement policy document is available for review on Access' website at http://accessla.org/about_us/publications.html under "Other Publications".

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL TO AMEND CONTRACT LANGUAGE FOR WEST/CENTRAL
REGION SERVICE CONTRACT (AS-2364 - CALIFORNIA TRANSIT, INC.)

ISSUE:

The West/Central Region transportation service provider contract contains a clause allowing for re-negotiation of contract rates based on significant variation in revenue miles/hours. The revenue miles/hours measure is not reflective of the existing variable compensation to the contractor and hence requires updating.

RECOMMENDATION:

Authorize the following change (underlined) in language to the contract:

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

IMPACT ON BUDGET:

The West/Central contract has not triggered this clause therefore there is no current impact on budget.

ALTERNATIVE CONSIDERED:

The contract language could be left as-is but that would not reflect the existing financial compensation structure.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access has always contained a clause in its service provider contracts related to renegotiation of rates. This clause was changed in 2008 from a revenue mile/hour basis to a trip basis. However the RFP for the West/Central Region did not accurately reflect this change, hence the request by Board action to amend the contract appropriately. Staff intends to amend this clause in all of its service providers' contracts and will be bringing them to the Board for approval.

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL TO AMEND CONTRACT LANGUAGE FOR SANTA CLARITA REGION SERVICE CONTRACT (AS-2602 - CITY OF SANTA CLARITA)

ISSUE:

The Santa Clarita Region transportation service provider contract contains a clause allowing for re-negotiation of contract rates based on significant variation in revenue miles/hours. The revenue miles/hours measure is not reflective of the existing variable compensation to the contractor and hence requires updating.

RECOMMENDATION:

Authorize the following change (underlined) in language to the contract:

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

IMPACT ON BUDGET:

The Santa Clarita contract has not triggered this clause therefore there is no current impact on budget.

ALTERNATIVE CONSIDERED:

The contract language could be left as-is but that would not reflect the existing financial compensation structure.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff would be authorized, but not required, to negotiate and enter into a written amendment of the existing

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

BACKGROUND:

Access has always contained a clause in its service provider contracts related to renegotiation of rates. This clause was changed in 2008 from a revenue mile/hour basis to a trip basis. However the RFP for the Santa Clarita Region did not accurately reflect this change, hence the request by Board action to amend the contract appropriately. Staff intends to amend this clause in all of its service providers' contracts and will be bringing them to the Board for approval.

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION

RE: APPROVAL TO AMEND CONTRACT LANGUAGE FOR NORTHERN (SAN FERNANDO VALLEY) REGION SERVICE CONTRACT (AS-3341 - MV TRANSPORTATION, INC.)

ISSUE:

The Northern Region transportation service provider contract contains a clause allowing for re-negotiation of contract rates based on significant variation in revenue miles/hours. The revenue miles/hours measure is not reflective of the existing variable compensation to the contractor and hence requires updating.

RECOMMENDATION:

Authorize the following change (underlined) in language to the contract:

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

IMPACT ON BUDGET:

The Northern contract has not triggered this clause therefore there is no current impact on budget.

ALTERNATIVE CONSIDERED:

The contract language could be left as-is but that would not reflect the existing financial compensation structure.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Access has always contained a clause in its service provider contracts related to renegotiation of rates. This clause was changed in 2008 from a revenue mile/hour basis to a trip basis. However the RFP for the Northern Region did not accurately reflect this change, hence the request by Board action to amend the contract appropriately. Staff intends to amend this clause in all of its service providers' contracts and will be bringing them to the Board for approval.

November 22, 2013

TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR

RE: APPROVAL TO INCREASE FUNDING FOR EMPLOYEE DEVELOPMENT SERVICES CONTRACT WITH INSIGHT STRATEGIES (AS-3225)

ISSUE:

Board approval is necessary to increase funds for the employee development services contract with Insight Strategies, Inc. (Insight).

RECOMMENDATION:

Authorize \$191,120 in additional funds for the remaining seven (7) months of the contract and increase the total contract value from \$200,000 to \$391,120.

IMPACT ON BUDGET:

The increase in funds will be over the budget amount by approximately \$191,120 for FY 2013/14. This increase is projected to be covered by savings related to lower projected administrative costs for FY2013/14.

ALTERNATIVES CONSIDERED:

No 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 amend the written contract with Insight Strategies, Inc. for employee development 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 revised terms of the contract unless and until they are incorporated into formal written amendments to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Insight began working with Access in July 2007 and has provided consultation and advisory services to Access's Executive Director, senior management team, individual teams throughout the agency and individual staff members.

Due to recent staffing and organizational changes, staff has identified the need for short term human resource consulting services that can also be provided under the contract with Insight. These services include the day-to-day management of the Access' human resource process as well as high-level analysis and planning of Access' long term human resource needs.

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

**FROM: STEVE CHANG, DEPUTY EXECUTIVE DIRECTOR OPERATIONS
DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES**

**RE: APPROVAL TO INCREASE FUNDING FOR CUSTOMER SERVICE CALL
OUTSOURCING TO SOUTHLAND TRANSIT, INC (AS-3261)**

ISSUE:

Board action is required to change the rates of reimbursement and to add funds to the customer service call outsourcing contract agreement (AS-3261) with Southland Transit, Inc. (STI). The increase in funding requested is the result of an increase of calls more than 20% over the projected contract assumptions as well as revised performance measures for the contracted Customer Service Center.

RECOMMENDATION:

- 1) Authorize \$2,100,000 in additional funds for the remaining 3.5 years of the contract and increase the total contract value from \$1,578,805 to \$3,678,805.
- 2) Authorize staff to amend STI's contract to reflect the expansion of Operations Monitoring Center coverage to begin at 6:00 p.m. versus 11:00 p.m. STI will then operate OMC from 6 p.m. to 8 a.m., Monday - Friday and from Friday at 6:00 p.m. until Monday at 8:00 a.m.
- 3) Authorize staff to amend STI's contract to reflect the following key performance measures:
 - a. Average Initial Hold Time: 5 minutes or Less
 - b. Average Call Length: 5 minutes or Less
 - c. Abandon Rate: 10% or Less
 - d. Percentage of calls on hold >5 minutes: 10% or Less

IMPACT ON BUDGET:

The increase in funds will be over the budget amount by approximately \$275,357 for FY 2013/14, which also includes a one-time fixed cost of \$82,850 for additional workstations and equipment. This increase is projected to be covered by savings

related to lower projected fuel costs for FY2013/14. Future costs associated with this contract will be included will be appropriately budgeted for the subsequent out years. The rates associated for this are as follows -

Term	Customer Service Price Per Call	OMC Coverage per Month
Year 2 (12/1/13 - 6/30/13)	\$2.61	\$9,483.63
Year 3 (7/1/13 - 6/30/14)	\$2.63	\$9,620.73
Year 4 (7/1/14 - 6/30/15)	\$2.65	\$9,761.73
Year 5 (7/1/15 - 6/30/16)	\$2.67	\$9,906.95

ALTERNATIVES CONSIDERED:

No alternatives were considered as this increase in funding is the result of analysis of key performance indicators in the call center and the determination that additional call center staff are required to successfully meet the proposed performance measures.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

Primarily as a result of the implementation of the TAP card in August 2011, the Access Customer Service Center experienced a tremendous increase in call volume. With no additional space at Access headquarters, it was decided to outsource calls to mitigate demand as well as concentrate Access call center staff to the peak times during the week. The types of calls outsourced were the less customer sensitive issues related to applications for eligibility and issues related to the Access (TAP) ID card. While the call outsourcing afforded Access the opportunity to handle the increased call demand there have been certain key performance indicators that have been trending negatively and Access has reevaluated these in order to ensure that our customers receive responsive customer service. The revised key performance indicators are in the process of being implemented in the Access call center as well.

Currently, the breakdown of calls handled by Access and Southland Transit are as follows:

- Access Customer Service Center
 - Complaints, commendations and suggestions
 - General questions and customer assistance
- Southland Transit Customer Service Center
 - Access (TAP) ID card inquires
 - Application requests and eligibility inquiries

NOVEMBER 22, 2013

TO: BOARD OF DIRECTORS

**FROM: ROGELIO GOMEZ, PROJECT ADMINISTRATOR
F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR, ADMINISTRATION**

**RE: SELECTION OF EASTERN AREA SERVICE PROVIDER CONTRACT NO.
(AS-3421)**

ISSUE:

Board approval is required for the selection of a contractor to provide service in Access Services' (Access) Eastern Service Area beginning April 1, 2014, with start-up beginning January 1, 2014.

RECOMMENDATION:

Authorize staff to execute a contract for transportation service in the Eastern service area beginning January 1, 2014 and ending March 31, 2019, with San Gabriel Transit, Inc. (SGT) in an amount not to exceed \$154,163,736 for the five year base period.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's five year base term. Assumed trip volume utilized in producing cost proposals was based on the projected number of trips calculated by HDR Engineering Inc. for this five year period. Payment terms of the contract will be a fixed monthly fee, a fixed rate per trip and a fixed rate per revenue hour. Subject to Board approval, the contract may be extended for up to an additional five years in one year increments.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

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 contract with SGT as the Eastern area provider 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:

Service in the Eastern area is currently provided by SGT, under contract number AS-1928 and this contract ends March 31, 2014. In order to continue this service, Access issued a Request for Proposals (RFP) on July 17, 2013. The scope of work entails the provision of four types of trips: next day ADA trips, standing orders, J.A.R.C.-funded, *Access-to-Work* service and certification trips

Following a pre-proposal conference on August 7, 2013 and the release of addenda to the original RFP, four proposals were received on September 18, 2013. The four firms that submitted proposals were SGT, MV Transportation (MV), First Transit, and the Old Timers Foundation. The proposals submitted were preliminarily reviewed by staff and the Old Timers Foundation proposal was deemed non-responsive.

The responsive proposals were then evaluated by a multi-agency panel comprised of one Access staff member and three representatives of local transit agencies. In reviewing the proposals, the four panelists brought a blend of talents and experience in the field of transportation and paratransit, specifically in the areas of operations, procurement, dispatch and planning. All are familiar with ADA paratransit service and the work of Access and appreciate the importance of carefully selecting a vendor who can properly serve Access customers and the community as a whole.

The proposers were interviewed on October 2, 2013 and follow up questions, including requests for a Best and Final Offer (BAFO), were forwarded to the proposers.

The criteria considered in evaluating the proposals and the weight attached to each criterion were:

Qualifications and Availability of Proposed Staff	20 points
Quality of Technical Approach	30 points
ADA Paratransit Operating Experience	15 points
Employee Pay and Benefits	15 points
Cost Proposal (Excluding Start Up Cost)	<u>20 points</u>
Subtotal	100 points
Agreement to retain existing employees	<u>10 points</u>
TOTAL	110 points

Based on the evaluation criteria delineated in the RFP and following the submission of BAFOs, the evaluation team scored the proposals as follows:

PROPOSER

EVALUATION CRITERIA	SGT	MV	First Transit
Qualifications and Availability of Proposed Staff	18.9	17.3	16.4
Quality of Technical Approach	27.8	24.5	22.2
Paratransit Operating Experience	14.0	13.1	12.7
Employee Pay and Benefits	13.2	12.0	12.6
Cost Proposal (Excluding Start-Up Cost)	18.6	20.0	18.1
SUBTOTAL	92.5	86.9	82.0
<i>State Mandated Employee Retention Preference</i>	<i>10.0</i>	<i>10.0</i>	<i>10.0</i>
TOTAL SCORE	102.5	96.9	92.0

The final scores for all the proposers, given their experience and the quality of their Proposals, were very close. The scores for the first three above listed criteria were submitted individually by each member of the evaluation team. The score for Employee Pay and Benefits was determined by the Access staff, who compared the four proposals in terms comparability of pay to other organizations in the industry, regularity of increases (based on tenure or merit), quality of health care plan (including percentage of premiums paid by employer vs. employee), number of vacation, sick, PTO days, nature of Educational reimbursement program, availability and nature of 401K/pension/retirement plan and other benefits.

The score for the Cost Proposals was determined by a strict formula in which the proposer with the lowest cost proposal earns the maximum 20 points and all other proposers earn points based on how close their five year cost is to that of the proposer with the lowest bid. The formula is as follows:

$(Lowest\ Proposed\ Cost / Proposed\ Cost\ of\ Proposal\ Being\ Evaluated) \times (0.2)$
--

It should be noted that in calculating scores for the cost criterion, staff did not include the cost of start-up, as this cost is generally lower for incumbent vendors who have less work to do than other proposers in terms of facility lease and preparation (a significant expense for the three vendors not selected), staff recruitment, training, etc.

The table below details the final submitted proposed costs.

Proposer	Startup Costs	Total 5 Year Service Cost (incl. S/U)
SGT	\$227,820	\$154,163,736
MV	\$1,074,092	\$144,391,394
First Transit	\$1,996,957	\$160,236,297

The proposed rates of compensation for the five year base term, submitted by SGT are listed below. Over the five year base term the average year to year change to the fully loaded cost per trip will remain below 0.03%. Additionally the proposed rate per trip is 2.3% lower than the current rate and the proposed rates for the fixed monthly and revenue hour are respectively 0.01% and 1.02% higher than the current rates. These rates compare favorably with the most recent year over year increase in the Consumer Price Index (CPI) for the Los Angeles region, which is 2.0% (*U.S. Department of Labor, Bureau of Labor Statistics*).

Contract Year	Monthly Fixed Rate	ADA & A to W Per Trip Rate	Certification Revenue Hour Rate
1	\$565,314	\$26.12	\$31.62
2	\$579,954	\$26.30	\$31.88
3	\$596,373	\$26.47	\$31.98
4	\$613,342	\$26.64	\$32.10
5	\$630,882	\$26.82	\$32.25

The chart below shows the proposed fully-loaded per trip rates for Year 1 for the three contractors who submitted responsive proposals, as well as the fully-loaded per trip rate for the current Eastern Area contractor.

**FULLY-LOADED PER TRIP RATES:
ACCESS SERVICE CONTRACTORS**

<u>Service Area</u>	<u>Contractor</u>	<u>Rate</u>
Eastern Current	SGT	\$35.31
Eastern Proposed Year 1	SGT	\$34.76
	MV	\$31.62
	First Transit	\$34.42

Since the RFP for the current Eastern area contract was released in 2005, Access has introduced the Access to Work program and introduced a comprehensive emergency preparedness program, of which the service providers are an integral part.

Additionally the RFP calls for the contractor to be responsible for providing the scheduling and transportation to and from the Eligibility Determination Services location for the entire Los Angeles County basin area, excluding northern Los Angeles County (Antelope Valley/Santa Clarita Valley). This is a key change from the current contract where the scheduling was handled by a third party and frequently did not allow for efficient service and accountability in the overall delivery of certification services. SGT has proposed an effective model to operate and coordinate this service as required under the RFP.

The following comments highlight just a few of the strengths gleaned by the panelists as they reviewed the proposals:

- *SGT's proposed/current operating staff is very well qualified to continue operations of the Eastern Region service. They have worked together for several years and understand the demands of Access Service clients. SGT was the only bidder to talk about employee recruitment and retention. They proposed a plan to reduce turnover given the improving job market.*
- *Significant upper management support is available locally. The Project Manager demonstrated a mastery of all aspects of the paratransit operation and was able to clearly articulate the primary issues that will be faced by the service, primarily growth and the measures required to address growth issues. The team upper managers demonstrated a strong in all major aspects of the service. The project manager has both an excellent paratransit resume but a broad background in issues impacting service beyond mere operation.*
- *The most prominent area of the strength is San Gabriel's demonstrated subcontractor infrastructure allowing the service access to a far greater number of cab operators throughout the service area than any other proposer. San Gabriel has added a safety team to meet regularly to focus efforts on safe operations and add 30 dedicated vehicles to address the service area's growth in demand. The most significant aspect of the operating plan is the many years of successful operation.*

Since beginning its partnership with Access over 20 years ago, SGT has consistently shown its reliability and flexibility in providing safe and reliable transportation. Throughout the term of their most recent contract, which began in 2006, SGT has regularly exceeded Access performance standards in the key areas of on-time performance, late trips and telephone hold time. To date SGT has delivered 4.7 million trips with an on-time performance of 91.3%.

Based upon its receipt of the highest evaluation score among the four proposers, staff recommends award of contact AS-3421 to SGT for the period and under the terms specified above. This recommendation is consistent with Board-adopted contracting principles. The contract will also contain an option to extend the period of performance, upon Board approval, in one year increments for up to five additional years. The three month start-up period will commence on January 1, 2014, with actual service beginning on April 1, 2014.