

# access

## BOARD OF DIRECTORS MEETING

Tuesday, January 15, 2019

General Session: 12:00 p.m.

Closed Session: Immediately Following

The General Session is expected to end by or  
before 2:00 p.m.

### ACCESS SERVICES HEADQUARTERS

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

3449 Santa Anita Avenue

El Monte CA 91731

### MISSION STATEMENT

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

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	<u>DISPOSITION</u>
1. <b>CALL TO ORDER</b>	ACTION
2. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 26, 2018</b> (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING ON NOVEMBER 5, 2018</b> (page 9) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]

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|----|---|--------------|
| 4. | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b> | INFORMATION  |
| 5. | <b>GENERAL PUBLIC COMMENT</b>               | INFORMATION  |
| 6. | <b>SUPERIOR SERVICE AWARD</b>               | PRESENTATION |
| 7. | <b>CONSENT CALENDAR</b>                     | ACTION       |
- a) Consideration to Approve Eligibility Appeal Contracts (page 20)
- [Staff Recommendation: Authorize staff to execute five (5) contracts for Eligibility Appeal Services with the Appeals Specialists outlined below for a total cost not to exceed \$5,135,955. The period of performance for each contract will be five (5) years.]
- b) Consideration to Extend Term and Increase Funds - Oracle Support Services (AS-4046) (page 30)
- [Staff Recommendation: Authorize an additional \$247,500 in funds and extend the term for Contract AS-4046 with C3 Business Solutions from June 1, 2019 through May 31, 2020.]
- c) Consideration to Extend Term and Increase Funds - Third Party Administration (TPA) Services (AS-3877) (page 32)
- [Staff Recommendation: Authorize an additional \$175,000 in funds and extend the term for Contract AS-3877 with CorVel from July 1, 2019 through June 30, 2020.]
- d) Consideration to Extend Term and Increase Funds - Demand Forecasting Services (AS-3393) (page 34)
- [Staff Recommendation: Authorize an additional \$39,000 in funds and extend the term for Contract AS-3393 with HDR from July 1, 2019 through June 30, 2020.]
- e) Consideration to Extend Term and Increase Funds - Drug and Alcohol Consultant Services (AS-3876) (page 36)

[Staff Recommendation: Authorize an additional \$75,000 in funds and extend the term for Contract AS-3876 with LPM Consulting Inc. from July 1, 2019 through June 30, 2020.]

- f) Consideration to Extend Term and Increase Funds - Data Services Contract (AS-3705) (page 39)

[Staff Recommendation: Authorize an additional \$140,000 in funds and extend the term for Contract AS-3705 with TMSI from June 1, 2019 through May 31, 2020.]

- g) Consideration to Reappoint Community Advisory Committee (CAC) Members Approve (page 41)

[Staff Recommendation: Staff requests the Board to reappoint six (Group B) members.]

- h) Consideration to Increase Funds - Information Technology Consulting & Services Contract (AS-3039) (page 43)

[Staff Recommendation: Authorize an additional \$70,000 in funds for Contract AS-3039 with Fairway Technologies.]

[Staff Recommendation: Approve Consent Calendar]

8. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)** (page 45)

[Staff Recommendation: Authorize an additional \$49,655,685 in funds, a change of rates for contract years 8 and 9, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.

Authorize staff to request \$440,302 from Metro from the FY18 Carryover funds and increase the FY19 budget by \$440,302.]

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

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|---|---|
| <p>9. <b>CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)</b> (page 53)</p> <p>[Staff Recommendation: Authorize an additional \$44,692,931 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2020 through March 31, 2021 for Contract AS-3421 with San Gabriel Transit.]</p>   | <p>PRESENTATION/<br/>ACTION</p> <p>[Vote required:<br/>majority of quorum<br/>by roll call]</p> |
| <p>10. <b>TRANSPORTATION SERVICES BROKERAGE</b> (page 57)</p>   | <p>INFORMATION</p>  |
| <p>11. <b>CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ELIGIBILITY TRANSPORTATION SERVICES (EASTERN REGION SERVICE PROVIDER CONTRACT AS-3421)</b> (page 59)</p> <p>[Staff Recommendation: Authorize an additional \$2,184,426 in funds, a change of rates and an extension in the period of performance for eligibility transportation services from April 1, 2019 through March 31, 2020 for Contract AS-3421 with San Gabriel Transit (SGT).]</p> | <p>PRESENTATION/<br/>ACTION</p> <p>[Vote required:<br/>majority of quorum<br/>by roll call]</p> |
| <p>12. <b>UPCOMING BOARD ITEMS</b> (page 62)</p>  | <p>INFORMATION</p>  |
| <p>13. <b>EXECUTIVE DIRECTOR'S REPORT</b></p>   | <p>INFORMATION</p>  |
| <p>14. <b>BOARD MEMBER COMMUNICATION</b></p>  | <p>INFORMATION</p>  |
| <p>15. <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b></p>  | <p>DISCUSSION/<br/>POSSIBLE<br/>ACTION</p>  |
| <p>16. <b>CLOSED SESSION</b></p> <p>A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i></p> <p style="margin-left: 20px;">1. <u><i>Anticipated Litigation: Gov. Code §54956.9 (d)(2)</i></u></p> <p style="margin-left: 40px;">(i) <i>A point has been reached where, in the opinion of Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances,</i></p>   | <p>DISCUSSION/<br/>POSSIBLE<br/>ACTION</p>  |

*there is a significant exposure to litigation against Access Services.*

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

- (i) *Litigation, to which Access Services is a party, has been initiated formally*  
*Case Number: 01-18-0002-5391*

B) CALIFORNIA GOV. CODE §54957.6 - PERSONNEL  
MATTERS: PUBLIC EMPLOYEE EVALUATION -  
EXECUTIVE DIRECTOR

- |     |  |             |
|-----|--|-------------|
| 17. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b> | INFORMATION |
| 18. | <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 any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

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

speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request that accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.



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

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

Friday, October 26, 2018

11:05 a.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 11:05 a.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Directors Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Angela Nwokike. Ex Officio: TPAC Vice Chair Giovanna Gogreve. Legal Counsel Vince Ewing.

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

Not Present: Vice Chair Art Ida, Treasurer Kim Turner, Secretary Theresa DeVera, Ex-Officio: CAC Chair Maria Aroch

2. **GENERAL PUBLIC COMMENT**

None

3. **CONSIDERATION TO APPROVE ELECTION DAY FARE POLICY**

Recommendation: Approve a policy that will allow Access riders and their companions to travel free of fare on trips to and/or from election poll sites on November 6, 2018.

Board Members Comments

Director Nason asked if there was some way to verify that riders requesting this type of trip were actually going to a polling site. F Scott Jewell replied that there were no plans to enforce that up front. Andre Colaiace added that we would do an analysis after the election to determine how many trips were taken for this purpose.

**Motion by Director Nason to approve Item 3, seconded by Director Nwokike. Via Roll Call Vote - all were in favor, motion passed.**

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

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

**5. ADJOURNMENT**

Motion made by Director Nwokike, seconded by Director Nason. Via voice vote all were in favor, motion passed. The meeting adjourned at 11:12 a.m.

Approved

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

\_\_\_\_\_  
Date





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

Access Services

3449 Santa Anita Ave.

El Monte, CA 91374

Monday, November 5, 2018

12:51 p.m.

1. **CALL TO ORDER**

Meeting called to order by Director Ahuja at 12:51 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner, Directors' Dolores Nason, Doran Barnes, Martin Gombert, John Troost, and Angela Nwokike. Ex Officio: CAC Vice Chair Michael Arrigo, TPAC Vice Chair Giovanna Gogreve. Legal Counsel Vince Ewing.

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

Not Present: Secretary Theresa DeVera, Ex-Officio CAC Chair Maria Aroch

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

No public comments.

3. **CLOSED SESSION REPORT**

Legal Counsel Vince Ewing stated that there was no closed session and therefore nothing to report.

**4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 27, 2018**

Recommendation: Approval of minutes as written.

Director Barnes requested that the minutes reflect that he was not present at this meeting.

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

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

Giovanna Gogreve, Vice-Chair of the Transportation Professionals Advisory Committee (TPAC), reported that TPAC did not meet in October 2018. Therefore, she does not have anything to report. She stated that TPAC's next meeting would be on Thursday, November 8, 2018 and the officer elections would take place as well.

Michael Arrigo, Vice Chair of the Community Advisory Committee (CAC), provided a brief report of the October 9, 2018 meeting. We had a second visit from F Scott Jewell who provided an update on the eligibility application. Additionally, we had our officer elections: Maria Aroch was elected Chairperson, and he was elected Vice-Chair. Mr. Arrigo stated that he was sitting in on behalf of Maria Aroch due to the fact that she had surgery. He announced that he would take her place again at the December CAC meeting and the November meeting would be dark. Lastly, Vice-Chair Arrigo stated that it was good to be at the Board meeting.

**6. GENERAL PUBLIC COMMENT**

Yael Hagen made a public comment by stating that she would like to complete her comment from the Annual meeting. She thanked staff and management for taking proactive steps and for creating a collaborative environment where discussion can take place in a positive way. Additionally, she stated this allows riders to have good and effective input into how they move forward. She also noticed that staff is more willing and able to come up with solutions, free to become more innovative, think outside the box and be able to really engage. Overall, that creates a win-win situation for riders and Access Services. Lastly, she thanked staff for a fantastic job at the PASC Open House event. Access provided great information to their consumers and providers regarding Access Services. They helped to ensure that their consumers were able to get to the event and get back home in a timely manner, which went very smoothly.

Rene Madera made a public comment by stating that she has an issue getting an estimated time of arrival (ETA) pertaining to her trips. She prefers the street geographical location of the driver and not the actual time of arrival. Secondly, she does not appreciate representatives not accepting landmarks or cross-street information that would be helpful for drivers especially if they are not familiar with an area.

**7. SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

Project Administrator, Alex Chrisman, presented Juan Espana from Keolis with the Superior Service Award.

**8. CONSENT CALENDAR**

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

CONSENT CALENDAR

8-a Consideration to Approve Revision to No-Show Policy

8-b Consideration to Approve Records Retention Policy and Schedule

8-c Consideration to Approve Modification of Key Performance Indicator

8-d Consideration to Authorize Additional Reimbursement for Free Fare Program to Member Agencies

8-e Consideration to Approve 2019 Board of Directors Meeting Calendar

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

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

Public Comment: None

Treasurer Turner requested that Item 8-b be pulled for the purpose of discussion.

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

Item 8-b

Public Comment: None

Board Members Comments:

Treasurer Turner asked if there were any mandates or comparison with other agencies as to how the policy was put together for Access Services. Legal Counsel Vincent Ewing replied that they compared both retention schedules of various agencies and statutory requirements as well.

**Motion made by Treasurer Turner to approve Item 8-b on the Consent Calendar, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.**

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

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

Public Comment

Yael Hagen made a public comment by stating that she is a member of the working group. She stated that the working group had a deep and meaningful discussion and the staff recommendation would allow enough time to do exactly what was presented.

Board Members Comments

Chair Ahuja noted that March and April seemed to be good months and that afterwards, the performance got worse. F Scott Jewell stated that once the contractor resolved their staffing issues, they have shown significant improvement and have met the KPIs since then. Andre Colaiace added that traditionally the months of August, September, October are the busiest periods and the call volume goes up during those months. The Key Performance Indicators for the contract are being met and staff consistently monitors them. Access does not want a repeat of what happened last year.

Chair Ahuja requested an ongoing status report. Andre Colaiace replied staff would provide a quarterly status report on customer service performance.

**Motion made by Director Gombert to approve Item 9, seconded by Director Nwokike. Via Roll Call Vote - all were in favor, motion passed.**

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

Authorize an additional \$49,215,382 in funds, a change of rates, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.

Public Comment

Reza Nasrollahy, President of Global Paratransit Inc., thanked staff and the budget subcommittee for their recommendations. He requested the Board consider a two-year extension as opposed to a single year. A two-year extension would better contribute to a secure financial standing, as well as attract and recruit qualified staffing for the new contract provisions. He noted that GPI submitted a cost sheet that had all of the KPIs to be in effect January 1<sup>st</sup> of 2019, instead of September 2019.

Yael Hagen made a public comment by stating that she supports staff recommendation and could safely say on behalf of the Paratransit Rider's Coalition that people have noticed a remarkable improvement since the KPIs went into effect with other regions. Ms. Hagen also stated that she would support the one-year extension to give more time to be able to put something together that is substantial and thoughtful.

Board Members Comments

Director Nason made a comment by stating that the language seems ambiguous, in regards to the RFP that it may be issued after the exercise of at least one-year option. Hector Rodriguez replied that was correct. Director Nason asked if the language meant that the current designee must be authorized to operate the program for at least one additional option year before or beyond the original contract term, before a new RFP could be open to all qualified candidates or people interested. Hector Rodriguez replied that under this contract, the current option year expires in August 2019. In order to put this out to bid, staff needs 14 months in order to have a good procurement process and it is too late to go to an RFP now. Hector Rodriguez added that they need to exercise at least one option year and by April 2019, decide whether to put it on the street or exercise year number two, which would be the final option year.

Chair Ahuja made a comment by stating that she believes that was not Director Nason's question. She stated that they are going to extend the contract as is from August 30<sup>th</sup> through 2020 and then give the contractor one more option year. Hector Rodriguez replied that currently they are in year eight of the contract and they are now discussing whether to exercise year nine of the contract. Andre Colaiace added a comment by stating the RFP process could occur parallel to the operating time.

Director Gombert made a comment by stating that in about four to five more months, they would either exercise the tenth and final year, or direct staff to go out to bid because that would be the 14 month schedule. Andre Colaiace replied that is correct.

Treasurer Turner made a comment by stating that as a member of the budget subcommittee and looking at this item, she would like to pull it for another month to look at the KPIs and the additional costs before they move forward.

Director Barnes made a comment by saying that bringing back this item would be fine. However, he is concerned about the expiration dates stacking up on major contracts. Director Barnes believes that they run into the potential risk of being forced into decisions without any thought behind it, in terms of how these items are moved forward. Treasurer Turner replied she appreciated Director Barnes concern, however, this is one of the contracts expiring on September 2019, and these facts were considered before she made the motion.

Chair Ahuja made a comment by stating that from what she understands, she wants the contract to be stronger. She would like the KPIs to be implemented sooner rather than later so that the customers could benefit from it.

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

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

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

## Public Comment

Jano Baghdanian addressed the Board members and thanked them for the opportunity to speak. Mr. Baghdanian stated that he is a consultant from JB Associates and wanted to give the Board some ideas to consider in terms of the one-year extension compared to the four-year extension alternative and the five-year extension alternative. He believed that the five-year contract has a very modest increase of about six to eight percent over the period of five years which is more advantageous compared to the last bids where the increase was about 14 to 16 percent. He believes that this is an important factor to consider in giving San Gabriel a longer-term contract instead of a one-year extension. He also stated that San Gabriel has been solid in their performance and a very good contractor over the years.

## Board Member Comments

Director Barnes made a comment stating that this item was similar to the previous one and whether they have similar timing issues related to KPIs. Chair Ahuja replied the difference would be adding the additional KPIs for this contract starting in April and the previous contract would not be until September.

Director Gombert asked that if they were to approve the one-year amendment, would they be back two months from now for another amendment, in order to meet the 14-month requirement. Andre Colaiace replied that was correct. Chair Ahuja replied it may be extended or may be a new RFP and staff needs time to evaluate.

Treasurer Turner made a comment by stating they have to look at the two contracts based on the facts within those two items. She emphasized that the timing, contract status and performance are different for each provider. The Board needs to take a look at all these factors.

Director Barnes stated by moving forward, he believes they are being clear on what the KPI standards and liquidated damages are. Mr. Barnes also suggested it would be helpful at some point in the future to have a brief explanation on exactly what those KPIs are and if there are any variations in them. He agreed with Director Gombert's suggestion on how it would be better to start discussing these items earlier.

Chair Ahuja replied that she would like a cheat sheet to show how it helps the contractor if they meet the KPIs and what happen when they do not meet one or more of their KPIs. Andre Colaiace replied staff could either do a presentation in December or put together a cheat sheet. He stated that this is an ongoing process and for the record Access probably has more KPIs for its paratransit service than anyone else in the United States. Chair Ahuja replied that it was a good thing that the Board is taking the lead, imposing those and trying to figure out how to get to a point where they have

modernized the contracts. She believes that they will all get to that point in the near future.

**Motion made by Director Barnes to approve Item 9, seconded by Vice Chair Ida. Via Roll Call Vote - all were in favor, motion passed.**

## **12. WEB BOOKING DEMONSTRATION**

### Public Comment

Yael Hagen made a public comment by stating that it is wonderful to know that there is an alternative way to book your trips. This service is going to help many people with various disabilities. Again, it is wonderful to see that they are going forward in a positive way. Thank you.

### Board Member Comments

Director Gombert asked if they could reference any similar ADA systems that are using this type of booking technology. Director of IT Bill Tsuei stated that there are different IT solutions such as Trapeze but this would be one of the first to integrate multiple paratransit software solutions.

Director Gombert asked if there is an estimate in terms of what percentage of riders staff expects to use online booking versus calling in. Bill Tsuei replied, based on early testing, staff expects five to ten percent of people would switch to online booking.

Director Gombert asked how they would know if they have succeeded in this project. Bill Tsuei replied they would continue to reach out to the focus group and try to get feedback on the application. Additionally, through another process, they would try to incorporate all the feedback that they have gathered.

Chair Ahuja asked if a rider could book both the going and return trip at the same time instead of going back and forth to book their trip. Melissa Mungia replied they tried to mirror both the customer experiences with phone reservations as much as possible. However, it is very similar in terms of booking for other kinds of transit options. They do not have to enter the address again and it takes them immediately to the negotiation window where they put in the date and time that they want to be picked up. Chair Ahuja replied it would just be easier if you could just do a return trip right at the same time and suggested to look into that option. Andre Colaiace replied their goal is to expand the test group and he is sure that they will hear additional comments, similar to what Chair Ahuja is saying.



Director Barnes asked for clarification: Is the target five percent of riders and is that the initial target? Bill Tsuei replied it was the initial target and they did not set an ambitious target. Based on other properties he had experienced, starting with five to ten percent is a more reasonable target to go after. Director Barnes replied he thinks this is a great use of technology and applauded the entire team for advancing this. He believes the five percent number seems low. He suggested that they should be looking at performance levels as they introduce this new technology. Andre Colaiace replied he did not know how many people will use the service but hopes it is as many as possible. The idea is that everyone deserves access to the same technology that we all take for granted.

Director Turner asked if any surveys had been done or if any feedback had been received from the actual participants. Melissa Mungia replied that a hotline and an email address had been set up and she was receiving all the feedback. Ten users are currently utilizing the app and will be monitored closely as they progress.

Director Nwokike asked if they had people with screen readers amongst the ten users. Melissa Mungia replied there were none so far. The accessibility of the app is being developed and it will be available in the coming weeks.

Director Ida made a comment by saying that as they move forward it is going to be important to make sure they get the word out about this technology. In addition, they need to make sure that there is proper training for people, so that they do not get frustrated. Bill Tsuei replied they have gathered some experiences from the Where's My Ride app and plan to follow that particular path.

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

### **13. UPCOMING BOARD ITEMS**

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

#### **14. EXECUTIVE DIRECTORS REPORT**

Andre Colaiace provided the following report. Overall, year-to-date, service is good and the on time performance is at 92.4 percent. In terms of trips and demand, trips are trending about two to three percent higher than budget so far this year. He announced that Access would be offering free rides to polling places on election day, to customers who request them. Andre Colaiace announced that their longtime federal advocate Len Simon would be retiring. He was instrumental in working with Congress to help Access keep its fare policy in 2015. Mr. Colaiace stated that Access was visited by Ben Jackson who is the CEO for EasyGo Connect, which provides transportation services to seniors and people with disabilities in a suburb of Sydney, Australia. According to Mr. Jackson, many of those trips are provided by volunteers as their government does not adequately fund the needed services.

#### **15. BOARD MEMBER COMMUNICATION**

Michael Arrigo wished everyone a Happy Thanksgiving.

Giovanna Gogreve wished everyone a Happy Thanksgiving and encouraged everyone to vote. She thanked Access for providing free rides to polling places.

Director Barnes wished everyone a Happy Thanksgiving and encouraged everyone to look at the impact of Proposition 6 on voting day.

Treasurer Turner thanked the Board for approving free rides for voting on November 6<sup>th</sup>. She also congratulated Andre Colaiace and his staff for putting together a wonderful Annual Meeting. She also congratulated Scotty Galvan from MTM who received the Jerry Walker Commitment to Quality Service Award. Lastly, she congratulated Lori Dixon and Palos Verdes Transit for receiving the Spirit of Accessibility Award. Treasurer Turner wished everyone a Happy Thanksgiving.

Director Nason wished everyone a Happy Thanksgiving and stated she had the pleasure of giving the Board report at the October CAC meeting.

Director Ida wished everyone a Happy Thanksgiving and a safe holiday.

Director Troost thanked Access for their participation in the County Commission Access awards and for putting on a great Annual Meeting. He encouraged everyone to get out there and vote.

Director Nwokike wished everyone a Happy Thanksgiving. She sent a thousand smiles to the Eastern region for their wonderful performance in the past three months.

Director Nwokike shared that was able to get all her requested times and they arrived on time for the past five months. The drivers and reservationists provided great customer service.

Director Gombert thanked Access staff for putting on a wonderful Annual meeting. He shared that it was quite an honor for his agency along with the school to be the co-recipient of the Spirit of Accessibility Award. That award goes to all the staff members, because they are out there everyday doing the work. Additionally, Director Gombert requested that staff provide him with a brief summary of the Where's My Ride app. Secondly, he requested to place on a future agenda a brief summary of paratransit same day experiences including but not limited to MBTA in Boston, MTA in New York and Washington, D.C.

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

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

**17. ADJOURNMENT**

Motion made by Director Nason, seconded by Treasurer Turner. Via voice vote all were in favor, motion passed. The meeting adjourned at 2:37 p.m.

Approved

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

\_\_\_\_\_  
Date

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

**FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT  
ADMINISTRATION**

**RE: CONSIDERATION TO AWARD ELIGIBILITY APPEAL CONTRACTS**

**ISSUE:**

Federal regulations (Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.125(g)) require an appeals process be available to individuals who wish to challenge their ADA paratransit eligibility determination. Board approval is required to exercise the award of five (5) individual contracts for Eligibility Appeals Specialists.

**RECOMMENDATION:**

Authorize staff to execute five (5) contracts for Eligibility Appeal Services with the Appeals Specialists outlined below for a total cost not to exceed \$5,135,955. The period of performance for each contract will be five (5) years.

<b>Contract No.</b>	<b>Contractor</b>	<b>Type of Appeals</b>	<b>Contract Amounts Not to Exceed</b>	<b>Contract Start Date</b>
AS-4101-5	Vincent Fazzi	Orientation & Mobility	\$324,979	Feb 1, 2019
AS-4101-1	Abraham Ishaaya MD (dba Olympic Medical Evaluations)	Medical	\$1,169,952	Feb 1, 2019
AS-4101-2	Health Research Associates - USC Physical Therapy	Functional	\$60,847	Feb 1, 2019
AS-4101-3	Medical Management Mission (MMM)	Medical	\$1,468,643	Feb 1, 2019

AS-4101-4	Lemus Medical Center, Inc.	Medical	\$2,111,533	Mar. 1, 2019
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**IMPACT ON BUDGET:**

The funds necessary to accommodate these changes will be accommodated by this year’s budget and future associated costs will be appropriately budgeted for the subsequent out years. The funding for these services comes from Proposition C 40% Discretionary funds. Overall, the average percentage of customers requesting appeals has decreased from 8.5% to 4.7% since the change in eligibility contractors in July 2017. This reduced budgeted expenditures by \$256,000.

**ALTERNATIVES CONSIDERED:**

Access is mandated by the ADA to provide eligibility appeal services. With the procurement of this service and the award of contracts to five firms, the agency will be able to meet the anticipated demand for this service over the next several years. The agency also has two other appeals specialists currently under contract and has an open solicitation in order to attract other specialists who may be interested in providing this service on behalf of Access.

**BACKGROUND:**

A Request for Quotations (RFQ) No. AS-4101 was issued on August 30, 2018, and five (5) Appeals Specialists responded. While the scope of work (SOW) is fundamentally similar to that of the previously released RFQ, one important addition to the SOW should be noted. Given the potential for occasional spikes in the demand for requests for initial eligibility assessments, staff felt that it was prudent to be in a position to look outside their current eligibility contractor for additional vendors who might meet temporary or emergency needs. As a result, proposers have been asked whether they would be interested in providing this service and, if so, to provide a fee schedule. Of the five vendors being considered herein, two announced their interest in taking on this additional task if it is needed. If this is deemed necessary, staff will return to the Board for authorization and additional funding.

All proposals submitted were deemed responsive and the proposers responsible and fully capable of undertaking the work outlined in the subject RFQ 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:

Vincent Fazzi, Orientation and Mobility (O&M) Specialists have been providing quality appeals services for Access Services since February 1998. Mr. Fazzi holds an M.A. degree in Special Education with an emphasis on orientation and mobility for the blind. Mr. Fazzi is a certified O&M Specialist recognized by the Association for the Education

and Rehabilitation of the Blind and Visually Impaired. He is 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.

Abraham Ishaaya, MD (AI) acquired Olympic Medical Evaluations (OME) in August 2018 and, per Board approval at its September 24, 2018 meeting, has served as an Access contractor under the latter name since October 1, 2018. As a result of this acquisition, the two practices have, in effect, merged services, giving the new entity an enhanced ability to serve the needs of current and future clinic patients and Access evaluation appeals clients alike. OME, led by Dr. Yakov Treyzon, is an established medical evaluation clinic, recognized for its ability to complete and process medical evaluations related to identification of impairments and their respective functional capacity. OME has been working with Access for over two decades. For its part, AI has served the local community with multiple appointments to several acute care and convalescent facilities. AI's director, Dr. Abraham Ishaaya, also serves as a clinical instructor at the UCLA School of Medicine. Staff is confident that the broad clinical expertise of both entities will only enhance the appeal evaluation program.

The University of Southern California (USC) PT Associates has been providing physical therapy evaluations for Access Services since February 2001. USC PT is represented by Director Dr. Johnathan Sum, PT, DPT. USC PT is an outpatient physical therapy practice specializing in Orthopedic, Neurologic, Cardiopulmonary, Geriatric, Balance and Gait disturbances. Many of its physical therapists are board-certified specialists in neurology and orthopedics. Most have doctorate degrees and all are faculty members of the USC Department of Bio-Kinesiology and Physical Therapy.

Medical Management Mission (MMM) is the newest of our current eligibility appeals contractors, having begun working with Access in 2015. Given MMM's interest in providing initial evaluations on an as-needed basis, as well as continuing to serve as an eligibility appeals specialist, the company asked for permission to submit a proposal in response to the new RFQ. If awarded a contract, MMM would end its current contract on January 31, 2019, rather than on June 30, 2020, the end of its current base term. Staff acceded to this request under the condition that the rates of compensation for the first two years of the new contract be equivalent to the rates MMM would have been paid under the current contract. The rates proposed do match the current rates. At this time, MMM is the only medical firm performing appeals services on behalf of Access which operates in the San Fernando Valley. (It also performs appeals evaluations at its office in West Hollywood.) All of its appeal specialists are physicians who have been in practice for at least twenty years. Their areas of specialization range from internal medicine and nephrology to pain management and oncology. Staff is very pleased with the practice's performance and thus recommends awarding a new contract to the firm.

Lemus Medical Center, Inc. was established by Dr. James Lemus in 1980, providing medical services in a variety of areas. Lemus Medical Center utilizes two (2) Medical assistants to conduct a basic medical examination as well as oversee 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 past contracts.

The aforementioned contract costs are based on the following rates per appeal specialist. For each of the proposed new contracts, increases in these rates from the current contract year to the first year of the new contract, as well as for each of the subsequent four out-years, have been negotiated and fall within the range of the current year-over-year increase in the Los Angeles Region CPI, which is 4.3% as of October 2018. None of the contracts will see an annual increase in rates of more than 5% per year. The annual rates proposed for each of the appeals specialists are presented in Table A below.

Access Services projects that 11,542 appeal evaluations may be completed between February 1, 2019 and January 31, 2024 as detailed below.

**PROJECTED APPEALS BY CONTRACTOR: 2019-2024**

<b>Name of Specialist</b>	<b># of Appeal Evaluations: 2019 - 2024</b>
Vincent Fazzi (O&M)*	812
Abraham Ishaaya/dba OME (Medical)	2,979
USC PT (Functional)	374
MMM (Medical)	3,315
Lemus Medical (Medical)	4,062
<b>Total</b>	<b>11,542</b>

*\*Vincent Fazzi, our Orientation and Mobility (O&M) contractor, provides services outside the basin and as a result his fees are higher for service in those areas. (Our other current O & M Specialist has decided not to seek a new contract after her current contract expires on January 31, 2019.)*

All five (5) of the specialists under consideration have been providing effective, high quality appeal evaluations for Access Services for several years. They have each developed appropriate procedures for evaluating appeals and each has created

thorough documentation. Staff is confident that the quality of service will continue and as such, recommends the execution of five new contracts, as outlined above.



**TABLE A:  
PROPOSED RATES FOR CONTRACT YEARS 1-5**

<b>Rates: Contract Year 1</b>	<b>Cost Per Appeal Eval.</b>	<b>Cost Per Appeal Evaluation Outside of Basin</b>	<b>Cost Per No Show/Late Cancellation: Appeals</b>	<b>Cost Per No Show Outside of Basin</b>	<b>Mileage Cost</b>	<b>Cost Per Initial Evaluation</b>	<b>Cost Per No Show/Late Cancellation: Initial Evaluation</b>
Vince Fazzi Contract AS 4105-5 (New rates go into effect 2-1-19 through 1-31-24)	\$400.00 <i>(Current: \$390.00)</i>	\$500.00 <i>(Current: \$480)</i>	\$100.00 <i>(Current: \$100)</i>	\$100.00 +mileage <i>(Current: \$100)</i>	\$0.545 <i>(Current: \$0.565)</i>	N/A	N/A
Abraham Ishaaya, MD (dba Olympic Medical Evaluations) Contract AS-4101-1 (New Rates go into effect 2-1-19 through 1/31/24)	\$383.15 <i>(Current: \$383.05)</i>  <i>Avg. cost depending on tests performed</i>	N/A	\$36.19 <i>(Current: \$36.19)</i>	N/A	N/A	N/A	N/A
Health Research Associates - USC Physical Therapy Contract AS 4101-2 (New Rates go into effect 2-1-19 through 1/31/24)	\$146.07 <i>(Current: \$139.11)</i>	N/A	\$52.50 <i>(Current: \$50.00)</i>	N/A	N/A	N/A	N/A
Medical Management Mission (MMM) Contract AS-4104-3 (New Rates go into effect 2-1-19 through 1/31/24)	\$399.38 <i>(Current: \$399.38)</i>	N/A	\$40.00 <i>(Current: \$50.00)</i>	N/A	N/A	\$285.00	\$30.00
Lemus Medical Center Contract AS-4101-4 (New Rates go into effect 3-1-19 through 2/28/24)	\$410.00 <i>(Current: \$350.00)</i>	N/A	N/A	N/A	N/A	\$410.00	N/A

<b>Rates: Contract Year 2</b>	<b>Cost Per Appeal Eval.</b>	<b>Cost Per Appeal Evaluation Outside of Basin</b>	<b>Cost Per No Show/Late Cancellation: Appeals</b>	<b>Cost Per No Show Outside of Basin</b>	<b>Mileage Cost</b>	<b>Cost Per Initial Evaluation</b>	<b>Cost Per No Show/Late Cancellation: Initial Evaluation</b>
Vince Fazzi Contract AS 4105-5	\$400.00	\$500.00	\$100.00	\$100.00 +mileage	\$0.545	N/A	N/A
Abraham Ishaaya, MD (dba Olympic Medical Evaluations) Contract AS-4101-1	\$387.65	N/A	\$37.19	N/A	N/A	N/A	N/A
Health Research Associates - USC Physical Therapy Contract AS 4101-2	\$153.37	N/A	\$53.13	N/A	N/A	N/A	N/A
Medical Management Mission (MMM) Contract AS-4104-3	\$419.35	N/A	\$40.00	N/A	N/A	\$299.25	\$31.50
Lemus Medical Center Contract AS-4101-4	\$430.50	N/A	N/A	N/A	N/A	\$430.50	N/A

<b>Rates: Contract Year 3</b>	<b>Cost Per Appeal Eval.</b>	<b>Cost Per Appeal Evaluation Outside of Basin</b>	<b>Cost Per No Show/Late Cancellation: Appeals</b>	<b>Cost Per No Show Outside of Basin</b>	<b>Mileage Cost</b>	<b>Cost Per Initial Evaluation</b>	<b>Cost Per No Show/Late Cancellation: Initial Evaluation</b>
Vince Fazzi Contract AS 4105-5	\$400.00	\$500.00	\$100.00	\$100.00 +mileage	\$0.545	N/A	N/A
Abraham Ishaaya, MD (dba Olympic Medical Evaluations) Contract AS-4101-1	\$392.25	N/A	\$38.19	N/A	N/A	N/A	N/A
Health Research Associates - USC Physical Therapy Contract AS 4101-2	\$161.04	N/A	\$57.88	N/A	N/A	N/A	N/A
Medical Management Mission (MMM) Contract AS-4104-3	\$440.32	N/A	\$42.00	N/A	N/A	\$315.00	\$33.00
Lemus Medical Center Contract AS-4101-4	\$452.00	N/A	N/A	N/A	N/A	\$452.00	N/A

<b>Rates: Contract Year 4</b>	<b>Cost Per Appeal Eval.</b>	<b>Cost Per Appeal Evaluation Outside of Basin</b>	<b>Cost Per No Show/Late Cancellation: Appeals</b>	<b>Cost Per No Show Outside of Basin</b>	<b>Mileage Cost</b>	<b>Cost Per Initial Evaluation</b>	<b>Cost Per No Show/Late Cancellation: Initial Evaluation</b>
Vince Fazzi Contract AS 4105-5 (New rates go into effect 2-1-19 through 1-31-24)	\$400.00	\$500.00	\$100.00	\$100.00 +mileage	\$0.545	N/A	N/A
Abraham Ishaaya, MD (dba Olympic Medical Evaluations) Contract AS-4101-1	\$396.95	N/A	\$39.19	N/A	N/A	N/A	N/A
Health Research Associates - USC Physical Therapy Contract AS 4101-2	\$169.09	N/A	\$60.78	N/A	N/A	N/A	N/A
Medical Management Mission (MMM) Contract AS-4104-3	\$462.34	N/A	\$45.00	N/A	N/A	\$330.75	\$34.65
Lemus Medical Center Contract AS-4101-4	\$474.60	N/A	N/A	N/A	N/A	\$474.60	N/A

<b>Rates: Contract Year 5</b>	<b>Cost Per Appeal Eval.</b>	<b>Cost Per Appeal Evaluation Outside of Basin</b>	<b>Cost Per No Show/Late Cancellation: Appeals</b>	<b>Cost Per No Show Outside of Basin</b>	<b>Mileage Cost</b>	<b>Cost Per Initial Evaluation</b>	<b>Cost Per No Show/Late Cancellation: Initial Evaluation</b>
Vince Fazzi Contract AS 4105-5	\$400.00	\$500.00	\$100.00	\$100.00 +mileage	\$0.545	N/A	N/A
Abraham Ishaaya, MD (dba Olympic Medical Evaluations) Contract AS-4101-1	\$401.85	N/A	\$40.19	N/A	N/A	N/A	N/A
Health Research Associates - USC Physical Therapy Contract AS 4101-2	\$177.55	N/A	\$63.81	N/A	N/A	N/A	N/A
Medical Management Mission (MMM) Contract AS-4104-3	\$485.46	N/A	\$47.00	N/A	N/A	\$350.00	\$36.50
Lemus Medical Center Contract AS-4101-4	\$498.00	N/A	N/A	N/A	N/A	\$498.00	N/A

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -  
ORACLE SUPPORT SERVICES (AS-4046)**

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**ISSUE:**

Board action is required to add funds and exercise the option year available with C3 Business Solutions to provide Oracle support services. Should the Board approve staff's recommendation, an RFP will be issued in late summer or early fall 2019 for these services as this is the only option year available under this contract.

**RECOMMENDATION:**

Authorize an additional \$247,500 in funds and extend the term for Contract AS-4046 with C3 Business Solutions from June 1, 2019 through May 31, 2020.

**IMPACT ON BUDGET:**

This action will result in a \$247,500 increase in the not to exceed contract amount to \$618,750. There is no change to the current rates of compensation. The funds necessary to accommodate these changes will be accommodated by this year's budget and will be programmed in next year's FY 2020 budget. The funding for these services comes from Proposition C 40% Discretionary funds.

**ALTERNATIVES CONSIDERED:**

The option of issuing an RFP remains available. However, staff has been satisfied with the level of service and the expertise provided by C3 and does not recommend issuing an RFP at this time.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If the staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a contract with C3 Business Solutions under terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

Access' Oracle Fusion Enterprise Resource Planning (ERP) system was implemented in January 2015 and requires support and training services. As a result, Access issued a Request for Proposals (RFP AS-4046) to solicit Oracle consulting services on March 29, 2017 and selected C3. The base period was a two year contract with only a one one-year option available.

C3 has been supporting Oracle products for the past 22 years and comes highly recommended by the local Oracle Business Development team. More importantly, all work is performed locally in Orange County, which means that they are easily able to provide on-site support and end-user training. Staff has been very pleased with the level of expertise, response time and thorough knowledge of the Oracle platform.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - THIRD PARTY ADMINISTRATION (TPA) SERVICES (AS-3877)**

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**ISSUE:**

Board approval is necessary to add funds and exercise the second and last of two option years with CorVel Enterprise Comp, Inc. (CorVel) for Third Party Administrator (TPA) services for the Access insurance program. Should the Board approve staff's recommendation, an RFP will be issued in fall 2019 for TPA services as this is the last option year available.

**RECOMMENDATION:**

Authorize an additional \$175,000 in funds and extend the term for Contract AS-3877 with CorVel from July 1, 2019 through June 30, 2020.

**IMPACT ON BUDGET:**

This action will result in a \$175,000 increase in the not to exceed contract amount to \$1,575,500. The necessary funds will be programmed in next year's FY 2020 budget. There is a change to the current rates of compensation: the hourly rate will increase by \$1 to \$89 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 funds necessary to accommodate these changes will be programmed in next year's FY 2020 budget. 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 base contract was 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 and the first option year has already been exercised.

Overall, Access staff has been pleased with CorVel's performance. During the past four years of this contract 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.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - DEMAND FORECASTING SERVICES (AS-3393)**

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**ISSUE:**

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

**RECOMMENDATION:**

Authorize an additional \$39,000 in funds and extend the term for Contract AS-3393 with HDR from July 1, 2019 through June 30, 2020.

**IMPACT ON BUDGET:**

This action will result in an increase in the not to exceed contract amount of \$238,000 to \$277,000. The funds necessary to accommodate these changes will be programmed in next year's FY 2020 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 required by law 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, 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.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

**FROM: ALVINA NARAYAN, MANAGER, TRAINING AND COMPLIANCE  
MATTHEW AVANCENA, DIRECTOR, PLANNING AND  
COORDINATION**

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - DRUG  
AND ALCOHOL CONSULTANT SERVICES (AS-3876)**

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**ISSUE:**

Board approval is required to add funds and exercise the second and final option year with Access' drug and alcohol program consultant, LPM Consulting Inc. (AS-3876).

**RECOMMENDATION:**

Authorize an additional \$75,000 in funds and extend the term for Contract AS-3876 with LPM Consulting Inc. from July 1, 2019 through June 30, 2020.

**IMPACT ON BUDGET:**

This action will result in an increase in the not to exceed contract amount of \$295,000 to \$370,000. The funds necessary to accommodate these changes will be programmed in the FY 2020 budget. There is no change to the rates of compensation. The funding for these services comes from Proposition C 40 Discretionary Funds.

**ALTERNATIVES CONSIDERED:**

None. FTA's Drug and Alcohol Program Monitoring and Compliance is a highly specialized field that requires a technical expert. The role of the drug and alcohol program consultant is critical to ensuring that Access and its contracted service providers, including sub-contractors, meet federal drug and alcohol compliance requirements.

## **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into an amendment to AS-3876 with LPM Consulting Inc. under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

The safety of the traveling public is of utmost concern to the U.S. Department of Transportation and all its operating administrations. Under Federal Transit Administration (FTA) 49 CFR Part 655 ("Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations") contractors that perform any safety-sensitive function on behalf of Access Services are required to comply with the drug and alcohol testing requirements of Part 655, and follow the procedures prescribed for drug and alcohol testing under DOT 49 CFR Part 40 ("Procedures for Transportation Workplace Drug and Alcohol Testing Programs").

As a condition of continued receipt of FTA funds, Access Services must annually certify compliance with the federal drug and alcohol testing rules. Therefore, Access Services must provide ongoing monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access is consistent and compliant with the DOT and FTA rules. Service agents include Third Party Administrators (TPA), Medical Review Officers (MRO), Health & Human Services Certified Laboratory, urine specimen collectors, alcohol testing technicians, and Substance Abuse Professionals. Implementation of the drug and alcohol testing program by Access and all its covered contractors is subject to periodic audits and triennial reviews by the FTA.

During the course of this contract, 16 new taxicab subcontractors were added to perform Access trips on behalf of Access' service providers. Specifically, the Southern service region provider added six (6), the Eastern region provider added eight (8) and the West-Central region added two (2). The subcontractors primarily serve to augment Access's trip capacity especially during peak periods. The addition of the subcontractors were unanticipated when this contract originally went into effect in July 2015.

The addition of the taxi subcontractors increased the monitoring and oversight responsibilities of the consultant. The consultant also serves as the primary point of contact for training and education as the providers bring on additional subcontractors into service. In addition to the additional subcontractors, regulatory updates and newer interpretations also require additional training for staff to ensure that they are kept up-to-date on current requirements.

Access will host Drug and Alcohol Program Monitoring and Compliance training classes for Access providers and staff in Spring 2019 and a second class in 2020. Therefore, staff is requesting additional funds for the remainder of the contract term.

Access has been utilizing the expert services of Leila Procopio-Makuh, founder and principal of LPM Consulting Inc., since June 2003. At various times during the last several years, Access Services and its contractors have successfully passed drug and alcohol compliance audits and triennial reviews from the FTA. LPM's on-site assistance and guidance proved pivotal in ensuring Access's compliance with the federally-mandated Drug and Alcohol Testing Program.

Some of LPM Consulting's current clients include:

- LA Metro and all their contractors and sub-contractors
- Long Beach Transit
- Montebello Bus Lines
- Gardena Bus Lines
- Culver City Municipal Bus Lines
- Santa Monica BBB
- Norwalk Transit
- OMNITRANS (San Bernardino)
- Antelope Valley Transit Authority

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - DATA SERVICES CONTRACT (AS-3705)**

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**ISSUE:**

Board action is required for the extension and increased funding of the data services contract AS-3705 with Telecom Management Services Inc. (TMSI).

**RECOMMENDATION:**

Authorize an additional \$140,000 in funds and extend the term for Contract AS-3705 with TMSI from June 1, 2019 through May 31, 2020.

**IMPACT ON BUDGET:**

These services are budgeted in the FY2018/19 budget and will be programmed in the FY2019/20 budget. There is no change in existing site rates for this extension. The contract not-to exceed amount will increase from \$610,000 to \$750,000.

The funding for these services comes from Prop C Discretionary Funds.

**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 would be authorized, but not required, to negotiate and enter into a written extension of the existing contract upon terms and conditions no less favorable to Access 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:**

Access maintains a fiber network that utilizes Multiprotocol Label Switching (MPLS). This is a mature and secured standard technology that is designed for high performance data delivery and superior reliability with smart intelligence built-in for easy management. This network is the backbone that handles data traffic between Access' administrative offices and all of our service providers.

In accordance with procurement practices, this contract was procured through competitive pricing in May 2014 for a three-year term with an option of renewing the agreement for up to three one-year terms with Board approval. This is the third and last option year available with the contract.



JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

The CAC bylaws require Board reappointment for CAC members. The reappointments recommended below are for two-year terms beginning February 1, 2019.

**RECOMMENDATION**

Staff requests the Board to reappoint the following six (Group B) members.

Group B			
Last Name	First Name	Access User	Affiliation
Almalel	Olivia	Yes	Communities Actively Living Independent & Free (CALIF)
Aroch	Maria	Yes	Southern California Rehabilitation Services - Independent Living Center
Conrad	Michael	Yes	Metro Accessibility Advisory Committee
Francois	Marie	No	Director of Programs - Foothill Aids Project/Child with Autism
Garcia	Dina	Yes	Access Customer
Goeman	Rachele	Yes	California Council of The Blind Greater Long Beach

## **IMPACT ON BUDGET**

None

## **BACKGROUND**

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to impact and improve Access' transportation program.

The CAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur on even numbered years. Group B members have term expiration dates, which occur on odd numbered years. CAC meets monthly and is comprised of Access riders, disability rights advocates and representatives from social service and other non-profit agencies.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

**FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY**

**RE: CONSIDERATION TO INCREASE FUNDS - INFORMATION  
TECHNOLOGY CONSULTING & SERVICES CONTRACT (AS-3039)**

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**ISSUE:**

Board approval is necessary to increase funds of contract AS-3039 for information technology consulting and services contract with Fairway Technologies, which is the firm that created Access Services' Rider360 database. The additional funds are needed to complete a number of projects prior to the contract end date of April 30, 2019.

**RECOMMENDATION:**

Authorize an additional \$70,000 in funds for Contract AS-3039 with Fairway Technologies.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$946,370 to \$1,016,370, with no changes to the current rate of payment. The funds necessary to accommodate these changes will be accommodated by this year's budget. The funding for these services comes from Proposition C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

The services provided under this contract are being competitively procured with a projected award and approval by the Board in March 2019. However, the estimated number of projected hours when the last extension was approved in October 2017 will not be sufficient to cover the existing work through the contract term of April 30, 2019.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and amend the written contract with Fairway Technologies for information technology and consulting services on terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the 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 February 2011, Fairway Technologies (formerly PDSA, Inc.) was awarded an information technology consulting and services contract to continue development of the integrated data system known as Rider360, which is the database that helps staff manage information for every Access customer. These services have included integrations related to the Access TAP ID card, Service Area Check, Address Validation, Geocoding to ensure data integrity, Risk Management changes for Beyond the Curb service, and Customer Service Module changes. Fairway also has been responsible for the integration of Rider360 with our new eligibility contractor's (MTM) software system, Salesforce.

The requested funds will be for closing out current projects such as Where's My Ride and On-Line Booking integrations. Additionally, Fairway will be completing a significant integration effort that is required for the on-line eligibility application.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

At the August 2018 Board meeting, the Board decided to review the Southern Region staff recommendation through the Budget Sub-Committee. Subsequently the Budget Sub-Committee met in October 2018 and recommended that a one (1) year extension be exercised with the Southern region. At the November 2018 Access Board meeting, the Board requested that the item be brought to the Budget Sub-Committee to review the impact of implementing the KPIs earlier than the proposed September 2019 date.

The negotiation of the new terms for the Southern region, which include the inclusion of the Agency's new Key Performance Indicators (KPIs) effective February 2019, now require Board approval. If the staff recommendation is approved, staff will bring an action item to the Board at least fourteen months before the expiration of the approved option year to seek approval to execute that option year or issue an RFP. The tenth and final option year item would be brought to the Board in the spring of 2019.

**RECOMMENDATION:**

Authorize an additional \$49,655,685 in funds, a change of rates for contract years 8 and 9, a change in scope and an extension in the period of performance for one (1) year, from September 1, 2019 through August 31, 2020 for Contract AS-2967 with Global Paratransit.

Authorize staff to request \$440,302 from Metro from the FY18 Carryover funds and increase the FY19 budget by \$440,302.

**IMPACT ON BUDGET:**

This action is consistent with the budget estimates for the proposed contract's one (1) year extension. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access' consultant HDR Engineering Inc.

<b>Period</b>	<b>No. of Trips</b>	<b>% Increase</b>
Year 8 (7/19-8/19)	202,778	n/a
Year 9 (9/19-8/20)	1,252,388	5.9% (vs. full prior year)
Year 10 (9/20-8/21)	1,332,810	6.4%

Payment terms of the contract will be a firm fixed monthly fee, a variable fixed rate per trip and a fixed rate per hour (Rancho Los Amigos Shuttle). A contract clause will be utilized to capture the unused cost for vacant staff positions.

The rates are as follows:

	<b>Year 8 2/1/2019 - 6/30/2019</b>	<b>Year 8 7/1/2019 - 8/31/2019</b>	<b>Year 9 9/1/2019 - 6/30/2020</b>	<b>Year 9 7/1/2020 - 8/31/2020</b>	<b>Year 10 9/1/2020 - 8/31/2021</b>
Fixed	\$862,635	\$883,764	\$951,215	\$967,070	\$1,005,753
Variable	\$27.32	\$28.59	\$29.73	\$30.99	\$32.23
Rancho Los Amigos	\$39.63	\$39.63	\$42.01	\$42.01	\$43.69

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

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

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

Southern	Year 8 (5 months)	Year 8 (2 months)	Year 9	Year 10
	2/19 - 6/19	7/19 - 8/19	9/19 - 8/20	9/20 - 8/21
Proposed	\$17,826,807	\$7,564,946	\$48,951,356	\$55,025,485
Current	\$17,386,505	\$7,300,919	\$46,781,387	\$52,049,232
% Change	2.5%	3.6%	4.6%	5.7%

Southern	Year 8 (5 months)	Year 8 (2 months)	Year 9	Year 10
Fully Loaded Per Trip Rates	\$36.04	\$37.31	\$39.09	\$41.29

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

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

This action will result in an increase in the previously approved contract amount of \$283,240,296 to \$332,895,981.

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

**ALTERNATIVES CONSIDERED:**

There are four alternatives that staff considered:

1. Alternative One - Exercise the original Best and Final Offer (BAFO) option pricing - Staff did not consider this option as it does not address minimum wage/wage compression and/or the ability to incorporate key performance indicators into this contract.
2. Alternative Two - Issue RFP - Not a viable option at the moment as it would not provide sufficient time to conduct a proper competitive procurement and expect a good pool of proposers. However, an RFP may be issued after the exercise of at least one option year.

3. Alternative Three - Exercise either a one or two year contract extension that includes only minimum wage for the drivers only. This option would not include the inclusion of key performance indicators. Staff emphasizes that this would mean that our largest service provider would only have a minimal number of contractual KPIs. Staff believes that it is in the best interest of this agency and its customers that all future contract extensions include the latest suite of KPIs.
4. Alternative Four - Exercise a two year contract extension with this contractor that includes the inclusion of all KPIs and associated LDs. This option would allow the Agency to lock in the proposed pricing for the next two option years along with the inclusion of all approved Board KPIs.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

The Southern region service contract, AS-2967, was awarded to Global Paratransit (GPI) in June 2011. The base term of the contract ran through August 31, 2016 and allows for five (5) additional option years, of which three option years have already been exercised.

Minimum Wage Impact

Access' service providers, as part of their proposals to run their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

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

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



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

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

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

Scope of Work Changes

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

Listed below are some of the major changes:

- **Key Performance Indicators & Standards -**  
 In October 2017, the Access Board approved the adoption of KPIs, standards, and liquidated damages (LDs) and the incorporation of them into operating contracts. Each KPI has applicable industry-consistent standards and liquidated damages for not meeting contractual requirements.

Specific to this amendment, the following KPI standards and LDs will be added

-

- On-Time Performance (Access-to-work trips)
- Phone Queue Hold Times (reservations)
- Average Initial Hold Times (reservations)
- Trip Denials
- Complaints

- Preventable Incidents
- Miles Between Road Calls
- Missed Trips
- Excessive Travel Time

These nine new KPIs are in addition to the four KPIs previously approved by the Board: on-time performance (next day trips), excessively late trips, preventable collision rate and calls on hold > 5 minutes (ETA calls).

The table below highlights the specific Key Performance Indicator and the associated liquidated damages that would be assessed quarterly for each one:

PERFORMANCE CRITERIA	PERFORMANCE STANDARD	LIQUIDATED DAMAGES RANGE
On-time performance (next-day trips)	91% or higher	89.0%-90.0% = \$5,000; 87.0%-88.9% = \$10,000; less than 87.0% = \$25,000
On-time performance (Access-to-work trips)	94% or higher	92.0%-93.0% = \$5,000; 90.0%-91.9% = \$10,000; less than 90.0% = \$25,000
Excessively late trips	0.10% or lower	0.11%-0.19% = \$5,000; 0.20%-0.29% = \$10,000; above 0.29% = \$25,000
Calls on hold > 5 minutes (ETA calls)	10% or lower	10.1%-15.0% = \$5,000; 15.1%-20.0% = \$10,000; above 20.0% = \$25,000
Calls on hold > 5 minutes (reservation calls)	5% or lower	5.1%-10.0% = \$5,000; 10.1%-15% = \$10,000; above 15% = \$25,000
Average initial hold time (reservation calls)	120 seconds or lower	121-180 seconds = \$5,000; 181-240 seconds = \$10,000; above 240 seconds = \$25,000
Trip denials	zero	\$500 for each denied trip
Complaint rate	4.0 per 1,000 trips or lower	4.5-5.0 = \$5,000; 5.1-5.5 = \$10,000; above 5.5 = \$25,000
Preventable collision rate	0.50 per 100,000 miles or lower	0.76-1.00 = \$5,000; 1.01-1.25 = \$10,000; above 1.25 = \$25,000

Preventable incident rate	0.25 per 100,000 miles or lower	0.51-0.75 = \$5,000; 0.76-1.00 = \$10,000; above 1.00 = \$25,000
Miles between road calls	25,000 or higher	\$5,000 for any quarter in which miles between road calls is below 25,000
Missed trips	0.75% or lower	0.76%-1.00% = \$5,000; 1.01%-1.25% = \$10,000; above 1.25% + \$25,000
Excessive travel time	5% or lower	5.1%-10.0% = \$5,000; 10.1%-15.0% = \$10,000; above 15.0% = \$25,000

- **Staffing requirements**

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

- Road Supervisors (5) -The new contract amendment would require additional dedicated road supervisors, who respond to collisions, incidents and disturbances, as well as monitoring driver performance. This will improve contract performance and customer service.
- Safety Manager (1) - Safety is the number one priority of a good transit system, and the safety manager oversees all driver training and the investigation and corrective actions for all collision and incidents.
- Customer Service Representatives (3) - These positions would be responsible for complaint investigations, as outlined under the service improvement section below.
- Assistant General Manager (1) - With the growth in service demand, it has become imperative that an assistant be added to ensure improved customer service, fleet reliability as well as enhanced service delivery.
- System Software and Data Administrator (1) - As service demand continues to grow, the demand on all systems has increased exponentially, and none more so than in the information technology systems required to operate the service. This position will allow the contractor to ensure the stability of all critical software systems..

- **Service Improvement**

- Contractor responsibility for investigating rider complaints - Responsibility for investigating complaints was not included in the previous contract. In 2015, Access imposed the requirement on its operating contractors but did not change the scope of work, or provide

compensation for staffing to do such work. The new amendment formalizes the responsibility.

- **Technology Enhancements**

- Reservations/Scheduling/Dispatch Software is now included as part of the proposed cost. This is different than the requirements in the 2014 contract, which offered to provide the software to the contractor at no cost.
- Video Recording for Taxis - Taxicabs have different video recording systems. Access now requires rapid access to video/audio to enhance investigations and reinforce higher standards of service quality.
- Cyber Security Plan - New requirement consistent with Access' internal policies to protect customer data.
- System Redundancies - Requirements to ensure uptime of systems and minimize disruptions to service.

Current Operational Performance

Global Paratransit is currently transitioning software from Trapeze to 5M, the same platform used in the Eastern and West/Central services areas operated by San Gabriel Transit. For FY19, Global has provided solid performance for the KPIs currently in their contract.

<b>Key Performance Indicator</b>	<b>Standard</b>	<b>FY19</b>
On Time Performance	≥ 91%	91.7%
Excessively Late Trips	≤ 0.10%	0.11%
Average Hold Time (Reservations)	≤ 120	91
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.1%
Preventable Collision Rate	≤ 0.50	0.78

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

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

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**ISSUE:**

At the November 2018 Board meeting, the Board approved a one year extension of the Eastern region contract through March 31, 2020 that included the Agency's new Key Performance Indicators (KPIs). At that time, staff advised the Board that an action item would be brought to the Board fourteen months before the expiration of the approved option year to seek approval to execute option year(s) or issue an RFP and that the item would be brought to the Board in January 2019.

The negotiation of the new terms for the Eastern region now require Board approval. If the staff recommendation is approved, staff will bring an action item to the Board fourteen months before the expiration of the approved option year to seek approval to execute that option year or issue an RFP. The option year item would be brought to the Board in January 2020.

**RECOMMENDATION:**

Authorize an additional \$44,692,931 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2020 through March 31, 2021 for Contract AS-3421 with San Gabriel Transit (SGT).

**IMPACT ON BUDGET:**

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

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

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

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

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

The rates are as follows:

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

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

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

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

	<b>1 Option Year (yr. 7)</b>	<b>2 Option Years (yrs. 7 and 8)</b>	<b>3 Option Years (yrs. 7-9)</b>	<b>4 Option Years (yrs. 7-10)</b>
	4/1/2019-3/31/2021	4/1/2019-3/31/2022	4/1/2019-3/31/2023	4/1/2019-3/31/2024
Additional Funds	\$44,692,931	\$93,144,637	\$145,656,735	\$202,806,948

The increase in the contract amount will be programmed into the FY2020 budget and will be appropriately programmed for subsequent out years.

This action will result in an increase in the previously approved contract amount of \$204,436,592 to \$249,129,523 for the one option year.

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

**ALTERNATIVES CONSIDERED:**

The current contract with San Gabriel Transit has four (4) option years remaining. There are several possible alternatives with this contract:

1. Alternative One - Exercise the option(s) as accepted as part of the original Best and Final Offer (BAFO). Staff does not recommend this option as it does not address minimum wage/wage compression and fails to add key performance indicators to this contract
2. Alternative Two - Issuance of an RFP. This alternative is available for the Board if direction is given this month or at the latest by February 2019 as this RFP has a significant lead time. Staff does not recommend this option as pricing is likely to increase through the open competitive process.
3. Alternative Three - Exercise multiple option years that include all of the KPIs. The Board may opt to exercise up to four (4) option years and lock in the proposed pricing.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

The Eastern region service contract, AS-3421, was awarded to SGT on January 1, 2014. The base term of the contract runs through March 31, 2019, and allows for five (5) additional option years. The first option year was approved by the Board in November 2018. This proposed action will only impact the second option year and would leave three (3) remaining option years available. The amendment would continue the adjustments related to minimum wage and scope of work changes approved by the Board in the previous amendment.

## Current Operational Performance

Staff has been pleased with the performance of San Gabriel Transit. The results for year-to-date FY19 are listed below:

<b>Key Performance Indicator</b>	<b>Standard</b>	<b>FY19</b>
On Time Performance	≥ 91%	92.9%
Excessively Late Trips	≤ 0.10%	0.03%
Excessively Long Trips	≤ 5%	1.1%
Missed Trips	≤ 0.75%	0.28%
Denials	0	1
Access to Work On Time Performance	≥ 94%	95.3%
Average Hold Time (Reservations)	≤ 120	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	6.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	4.3%
Complaints Per 1,000 Trips	≤ 4.0	3.0
*Preventable Incidents per 100,000 miles	≤ 0.25	0.26
*Preventable Collisions per 100,000 miles	≤ 0.50	0.98
*Miles Between Road Calls	≥ 25,000	79,893

\*as of 11/30/18



JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: TRANSPORTATION SERVICES BROKERAGE**

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**ISSUE:**

Staff has identified certain Access transportation services that may be operated more effectively in terms of rider convenience and possible cost containment. This would be achieved by establishing a transportation brokerage contract that in turn could subcontract with a variety of transportation providers, including, but not limited to, non-emergency medical transportation providers, transportation network companies (e.g. Uber and Lyft), taxis and other related entities.

**RECOMMENDATION:**

Receive and File.

**BACKGROUND:**

The next-day ADA transportation services that Access has provided over the last twenty years have generally utilized a primary contract model in which a service provider is responsible for all aspects of the service in a region, including reservations, scheduling, dispatch, vehicle maintenance, employee hiring and subcontracting to certified taxi providers. While staff does not foresee a near-term change to this model, the impact of new technology and transportation network companies like Uber and Lyft represents an opportunity to expand the available resources for some of the transportation services Access provides, such as eligibility interview transportation (EIT) and the Parents with Disabilities (PWD) program.

Both EIT and PWD have unique characteristics that do not neatly fit into the current service model. The existing EIT service is part of the Eastern region provider's scope of work with a dedicated fleet and call center. Eligibility applicants are grouped based on geographical location and are transported to the evaluation site in Commerce for a scheduled 2 ½ hour evaluation. Due to this routing, return trips are similarly grouped, linked to the full scheduled evaluation time, to maximize vehicle productivity. This means applicants remain on site regardless of the actual length of their interview. It is

projected that by having more non-dedicated resources brokered on the day of the evaluation, a more flexible approach can be used to meet an applicant’s individual needs and potentially increase cost effectiveness.

The PWD program has been limited to the San Fernando region since its inception due to available grant funding. With the availability of Measure M funds, the program could be expanded into other service areas. However, based on its existing high cost per trip, and the uncertainty of actual demand in those areas, non-dedicated brokered resources would minimize the capital expense of investing in vehicles that may not be fully utilized, and better manage peak service times.

Through establishing a brokered service delivery contract, multiple provider types with varying service levels could be utilized and could drive more competition in the areas of cost and quality. The broker would also be responsible for call center operations and program management for both EIT and PWD. In addition, the broker could be provided with ADA-accessible vehicles to ensure equivalent service is provided to customers in mobility devices.

However, there would be some existing Access policies, practices and initiatives that would not be fully compatible in utilizing non-dedicated brokered resources such as Uber and Lyft. This includes:

Federal requirements (i.e. Drug and Alcohol testing, DBE participation, et al) as defined through existing grants	Comprehensive training programs
Vehicle maintenance and safety inspections	Emergency operations
In-vehicle recording	LiveScan background checks
Pull notice checks	Vehicle appearance/identification
Medical examination certificate checks	

It will be critical in the development of the scope of work for the brokerage that the process for vetting non-dedicated resources and holding them accountable for their performance, safety and customer service is defined to protect both the rider and the agency.

**Next Steps:**

Staff anticipates a 2-3 month development cycle for the scope of work, followed by the procurement process and eventual Board approval in the early Fall. Operations would begin in the Spring of 2020. Existing EIT and PWD contracts would be continued in their existing forms until this time. Accordingly, the EIT with San Gabriel Transit is being recommended to extend through March 31, 2020 as part of this agenda.

JANUARY 8, 2019

**TO: BOARD OF DIRECTORS**

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

**RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTEND TERM FOR ELIGIBILITY TRANSPORTATION SERVICES (EASTERN REGION SERVICE PROVIDER CONTRACT AS-3421)**

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**ISSUE:**

At the November 2018 Board meeting, the Board approved a one-year extension of the Eastern region contract that did not include the eligibility transportation services portion of the contract. This was done so staff could evaluate various options to deliver these services outside of traditional contracting methods. Accordingly, based on the previous item presented to the Board, these services will need to be extended for an additional year to allow time for a procurement process.

**RECOMMENDATION:**

Authorize an additional \$2,184,426 in funds, a change of rates and an extension in the period of performance for eligibility transportation services from April 1, 2019 through March 31, 2020 for Contract AS-3421 with San Gabriel Transit (SGT).

**IMPACT ON BUDGET:**

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

The rates are as follows:

Fixed Monthly	\$70,679
Variable per hour	\$34.26

The rates are increasing by 8.9% due to impacts related to minimum wage and wage compression.

The increase in the contract amount will be programmed into the FY2020 budget.

This action will result in an increase in the previously approved contract amount of \$249,129,523 to \$251,313,949 for the one option year.

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

**ALTERNATIVES CONSIDERED:**

These services are part of the existing scope of the Eastern region contract and could be concurrently extended as long as the Eastern contract is approved by the Board.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

The Eastern region service contract, AS-3421, was awarded to SGT on January 1, 2014. The base term of the contract runs through March 31, 2019, and allows for five (5) additional option years. This proposed action will only impact the first option year and would leave four (4) remaining option years available.

Eligibility transportation services, which are part of the Eastern region scope of work, provide transportation to/from the Commerce eligibility facility for new applicants and those riders who are required to have an in-person interview as part of their eligibility renewal every three years. These services include a separate call center for the scheduling of eligibility appointments and trips, transportation services, and an on-site trip starter at Commerce.

Trips under this service are scheduled regionally (i.e. Southern region trips are scheduled on Tuesdays and Thursdays) and appointments are made as soon as 3-4 days from the date of the call. Applicant are generally scheduled for a 2½ hour interview length at Commerce until they are returned home.

**Minimum Wage Impact**

Access' service providers, as part of their proposals to operate their respective service areas, detail wage scales and benefits that are intended to attract qualified applicants. These wage scales vary slightly from service provider to service provider as they are based on local economic conditions.

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

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

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

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

#### Current Operational Performance

<b>Key Performance Indicator</b>	<b>Standard</b>	<b>FY19</b>
On Time Performance	≥ 91%	97.2%
Excessively Late Trips	≤ 0.10%	0.00%
Excessively Long Trips	≤ 5%	0.9%
Missed Trips	≤ 0.75%	0.17%
Complaints Per 1,000 Trips	≤ 4.0	1.0

In addition, trips per hour has steadily improved over the life of the contract and is 11% more efficient in comparison to the first year of service (April 2014).

JANUARY 8, 2019

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 April 2019 at the regularly scheduled Board meetings.

**February 19, 2019**  
**Board Meeting - Metro**

<b>Agenda Items:</b>	<b>Disposition:</b>
United States paratransit same-day service pilot projects	Information
Customer service update	Information

**March 25, 2019**  
**Board Meeting - El Monte**

<b>Agenda Items:</b>	<b>Disposition:</b>
ATBOS information technology consulting services contract extension	Action
ATBOS software licensing agreement extension	Action
Information technology consulting and services contract award	Action
Interpretation services contract extension	Action
Budget workshop	Action

**April 15, 2019**  
**Board Meeting - Metro**

<b>Agenda Items:</b>	<b>Disposition:</b>
Customer opinion survey services contract extension	Action
Employee health and benefit insurance contract renewal	Action