MISSION STATEMENT

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

DISPOSITION

1. CALL TO ORDER

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

3. CLOSED SESSION

   A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9

      I. Anticipated Litigation: Gov. Code §54956.9 (b)

         (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9

         (ii) Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9
2. **Pending Litigation:**

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

B) **CALIFORNIA GOV. CODE §54957 (b)**

Consideration of Third Party Complaint/Charges Against Public Employee

4. **SUPERIOR SERVICE AWARD**

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 25, 2016** (page 7)

   [Staff Recommendation: Approve minutes as written.]

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

7. **GENERAL PUBLIC COMMENT**

8. **CONSENT CALENDAR**
   a) Consideration to Approve Extension of Term and Increase Funds For Website Services (AS-3221) (page 16)
   b) Authorization to Exceed Aggregate Procurement Limit For IMPRES Technology Solutions (page 18)
   c) Consideration to Approve Employee Handbook Policy Update (page 20)

   [Staff Recommendation: Approve Consent Calendar]

9. **CONSIDERATION TO APPROVE SCOPE OF WORK CHANGES RELATED TO TRANSPORTATION PROVIDER STAFFING AND TRAINING REQUIREMENTS - Held over from the April 25, 2016 Board meeting.** (page 28)

   [Staff Recommendation: Authorize staff to execute an amendment to incorporate changes to the staffing and training requirements in the scope of work for the following contracts and contractors, (see item for list of contractors).]
10. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-2602) - Held over from the April 25, 2016 Board meeting. (page 31)
   [Staff Recommendation: Authorize an additional $600,000 in funds, a change of rates, and an extension in the period of performance for one year, from August 4, 2016 through August 3, 2017 for Contract AS-2602 with the City of Santa Clarita, (see item for list of rates).]

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967) - Held over from the April 25, 2016 Board meeting. (page 34) - AMENDED ITEM
   [Staff Recommendation: Authorize the addition of funds by $127,103,623, a change in rates, and an extension in the period of performance for three (3) years, from September 1, 2016 through August 31, 2019, (see item for list of rates).]

12. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364) - Held over from the April 25, 2016 Board meeting. (page 39) - AMENDED ITEM
   [Staff Recommendation: Authorize the addition of funds by $19,038,497, a change in rates, and an extension in the period of performance for one (1) year, from November 1, 2016 through October 31, 2017, (see item for list of rates).]

13. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS - SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341) - Held over from the April 25, 2016 Board meeting. (page 43) - AMENDED ITEM
   [Staff Recommendation: Authorize a change of rates for Contract AS-3341 with MV Transportation.]
14. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MV TRANSPORTATION - PARENTS WITH DISABILITIES PROGRAM (AS-3403) - Held over from the April 25, 2016 Board meeting. (page 47)

[Staff Recommendation: Authorize an additional $476,568 in funds and extension in the period of performance of up to eighteen months from June 1, 2016, through November 30, 2017. The rate of compensation would be $40.87 per trip.]

15. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS - EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) - Held over from the April 25, 2016 Board meeting. (page 50) - AMENDED ITEM

[Staff Recommendation: Authorize the addition of funds by $5,403,103 and a change of rates for Contract AS-3421 with San Gabriel Transit, (see item for list of rates).]

16. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116) (page 54) - AMENDED ITEM

[Staff Recommendation: Authorize the addition of funds by $14,604,747, a change in rates and an extension in the period of performance for three (3) years, from May 1, 2017 through April 30, 2020, (see item for list of rates).]

17. CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (page 58)

[Staff Recommendation: Authorize the Executive Director to: Enter into one-year policy agreements with James River Insurance Company, National Union Fire Insurance Company and Scottsdale Insurance Company from June 21, 2016 until June 21, 2017 for an amount not exceed $875,000 for the provision of Third, Fourth, and Fifth Excess Liability coverage respectively.]

18. CONSIDERATION TO RENEW SELF - INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM (page 60)

[Staff Recommendation: Authorize staff to continue a $100,000 Self Insured Retention program with estimated liability of $2,081,000 determined in accordance with GASB Statement No. 10 as required for public entities.]
19. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION - ELIGIBILITY DETERMINATION CONTRACT (AS-2441) (page 62)

[Staff Recommendation: 1) Authorize staff to exercise one of two remaining option years with a one (1) year extension to the contract from July 1, 2016 through June 30, 2017, 2) Authorize an additional $4,673,203 in funds thereby increasing the maximum contract value from $24,177,232 to $28,850,435.]

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

20. CONSIDERATION TO APPROVE SELECTION OF MOBILITY DEVICE MARKING SERVICE CONTRACTOR (RFP AS-4010) (page 64)

[Staff Recommendation: Authorize staff to execute a contract with C.A.R.E. Evaluators, LLC (CARE) for the performance of the agency’s mobility device marking service for the period of July 1, 2016 through June 30, 2017 at an amount not to exceed $294,744, with an option to extend the contract for one year, (see item for rate chart).]

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

21. CONSIDERATION OF AUTHORIZATION TO COLLECT CUSTOMER MEDI-CAL NUMBERS FOR ACCESS SERVICES PARTICIPATION IN LOS ANGELES COUNTY’S MEDI-CAL ADMINISTRATIVE ACTIVITIES PROGRAM (page 66)

[Staff Recommendation: Allow Access Services to collect Medi-Cal identification numbers from Access customers, on a strictly voluntary basis, for purposes of submitting reimbursement requests to the County for transportation services provided to/from Medi-Cal related appointments.]

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

22. ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2016-2020) (page 68)

[Staff Recommendation: Review and comment prior to final approval at the June 2016 Board Meeting.]

INFORMATION

23. UPCOMING BOARD ITEMS (page 71)

INFORMATION

24. STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES (page 75)

[Staff Recommendation: Receive and file]

INFORMATION

25. EXECUTIVE DIRECTOR’S REPORT

INFORMATION
26. BOARD MEMBER COMMUNICATION

27. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

28. ADJOURNMENT

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

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

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

"Alternative accessible formats available upon request."
1. **CALL TO ORDER**

Meeting called to order by Chair Doran Barnes at 12:05 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Doran Barnes, Vice Chair Dolores Nason, Treasurer Martin Gombert, Secretary, Theresa DeVeria. Directors Valerie Gibson, John Troost, Nalini Ahuja, and Kim Turner. Ex-Officio’s CAC Chair Chaplain Dov Cohen and Access Services Legal Counsel Jim Jones.

**BOARD MEMBERS EXCUSED FROM THE MEETING**

Not Present: Director Angela Nwokike and Ex-Officio TPAC Chair, Linda Evans.

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

No public comments.

3. **CLOSED SESSION REPORT**

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation. The Board also met with property negotiators to discuss the eligibility center, no reportable action was taken with respect to this matter. The Board tabled the real estate negotiations related to Access Services headquarters temporarily and the Board also met under code §54957 (b), consideration of third party complaint/charges against a public employee, no reportable action was taken with respect to this matter.
4. **SUPERIOR SERVICE AWARD**

Superior Service Award presentations:

Diversified Road Supervisor Lee Belter, Superior Service Award recipient for the month of January 2016.

5. **REVIEW & APPROVAL OF THE BOARD MEETING MINUTES**

Approval of the minutes from the Board of Directors meeting held on Monday, March 7, 2016.

Motion made by Vice Chair Dolores Nason to approve the minutes as submitted, seconded by Treasurer Martin Gombert. Via Voice Vote all were in favor, motion passed.

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

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC), provided a brief report on the meeting that took place on Tuesday, April 12, 2016. He stated that the CAC Vice Chair, Michael Conrad conducted the meeting brilliantly and efficiently and encouraged everyone to participate, he thanked and acknowledged Mr. Conrad.

7. **GENERAL PUBLIC COMMENT**

Rochelle Goeman made public comment by stating that the Access cab drivers were still giving her a hard time about her service animal shedding in their vehicles. She stated that she noticed that when the vehicle arrived to pick her up they would park their vehicle on the outskirts of her property line so that the GPS system would show that they were there. The driver would wait five minutes then leave, which had happened many times before and she would receive no-shows. Ms. Goeman concluded her public comment by stating that the drivers were also telling her that she needed to bring a sheet or a towel for her service animal. She asked what the process was and why were these drivers continuing to do this.

Access Services Manager of Eligibility, Geoffrey Okamoto was assigned to assist Ms. Goeman.

Victor Dominguez made public comment by stating that he was still experiencing problems with getting a hold of a Spanish speaking representative at Global Paratransit. He also stated that last week on Monday he had requested a Spanish interpreter but he never received one. Mr. Dominguez concluded his public comment by stating that he agreed with Ms. Goeman’s comment regarding the taxi drivers and stated that during his trip to the Board meeting the taxi driver told him that he could not provide assistance to his Personal Care Assistant (PCA).
Access Services Operations Administrator Jack Garate was assigned to assist Mr. Dominguez.

Rene Madera made public comment by stating that the drivers were still not physically approaching her. She stated that she would have to ask them to physically approach her but she did not understand why because it states on her reservation and in the recording that she requests beyond the curb. Ms. Madera also stated that this message was for the Northern, Eastern and the West Central regions and the one’s that train the drivers. There was a campaign being put together for physical approaches for the blind. She also stated that she was speaking on behalf of a few friends of hers because they have been left behind and the drivers would state that they did not see the passengers.

Ms. Madera added that the drivers did not have the appropriate amount of seatbelt extensions in the vehicles, she felt that there should always be at least two seatbelt extensions in all of the vehicles. Ms. Madera also stated that another issue she had been addressing many times was the issue of money, American currency because not everyone paid with Access coupons. Ms. Madera concluded her public comment by briefly complaining about the length of time spent on a shared ride.

Access Services Deputy Executive Director of Client Relations, Steve Chang was assigned to assist Ms. Madera.

8. **CONSENT CALENDAR**

Recommendation: Approval of all items on the consent calendar:

8-a Authorization to Exceed Aggregate Procurement Limit for Creative Wireless

Director Kim Turner asked that Item 8-a, be pulled for purposes of discussion.

Director Turner stated that she could see that this was done using the RFQ process, she asked how many other vendors participated in the process. Mr. F Scott Jewell replied that staff usually received three or more and Creative Wireless was the vendor that was most responsive to the RFQ.

Motion made by Director Kim Turner to approve Item 8-a, from the Consent Calendar, seconded by Secretary Theresa DeVera. Via Roll Call Vote all were in favor, motion passed

9. **PRESENTATION OF METHODOLOGY FOR FINANCIAL ADJUSTMENTS**

Chair Doran Barnes reminded the Board that this was an information item only and no action was needed.
Director Nalini Ahuja stated that since this was an information item only and before
the action items came up for consideration, she would like to request that these
items be discussed with the Ad-Hoc Budget Subcommittee because to her
knowledge these items had not been discussed with the Subcommittee. She
stated that these items had implications with the 2017 budget. Director Ahuja
asked if these cost were already included in the 2017 budget.

Ms. Verrinder replied that staff assumed that there would be some minimum wage
costs included in the 2017 budget. Staff anticipated this because the City and
County passed so they were ordinances. Staff was proposing to move some
money around in order to fund this without changing the funding request that had
already been submitted to Metro for 2017.

Director Ahuja asked what would happen in 2018 and 2019. She stated that
before taking action on the following items she would like to meet with the Ad-
Hoc Budget Subcommittee to understand what the proposal was and how much
of it was due to the state and city requirements and how much was due to wage
compression. Director Ahuja stated that she would like to understand all the
different layers and adjustments that were taking place.

10. CONSIDERATION TO APPROVE SCOPE OF WORK CHANGES RELATED TO
TRANSPORTATION PROVIDER STAFFING AND TRAINING REQUIREMENTS

Recommendation: Authorize staff to execute an amendment to incorporate
changes to the staffing and training requirements in the scope of work for the
following contracts and contractors: AS-2364 (West/Central Region) California
Transit, Inc., AS-2602 (Santa Clarita Region) Santa Clarita Transit, AS-2967
(Southern Region) Global Paratransit, Inc., AS-3116 (Antelope Valley Region)
Diversified Transportation, AS-3341 (Northern Region) MV Transportation, AS-
3421 (Eastern Region) San Gabriel Transit.

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next
Board of Directors meeting in May 2016.

Motion made by Director Nalini Ahuja to table Items 10 through 16 until the next
Board of Directors meeting in May 2016, seconded by Secretary Theresa
DeVera. Via Roll Call Vote all were in favor, motion passed.

11. CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
INCREASE FUNDS AND EXTENSION OF SANTA CLARITA REGION SERVICE
PROVIDER CONTRACT (AS-2602)

Recommendation: Authorize an additional $600,000 in funds, a change of rates,
and an extension in the period of performance for one year, from August 4, 2016
through August 3, 2017 for Contract AS-2602 with the City of Santa Clarita.
The rate are as follows -

<table>
<thead>
<tr>
<th>Year 9</th>
<th>8/4/2016-8/3/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$17.75</td>
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<tr>
<td>% change</td>
<td>1.64%</td>
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<td>Fixed monthly rate</td>
<td>$32,797.79</td>
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<tr>
<td>% change</td>
<td>1.64%</td>
</tr>
</tbody>
</table>

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).

12. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-2967)**

Recommendation: Authorize the addition of funds by $130,182,237, a change in rates, and an extension in the period of performance for three (3) years, from September 1, 2016 through August 31, 2019.

The rates are as follows -

<table>
<thead>
<tr>
<th>Year 5</th>
<th>7/1/2016-8/31/2016</th>
<th>Year 6</th>
<th>9/1/2016-8/31/2017</th>
<th>Year 7</th>
<th>9/1/2017-8/31/2018</th>
<th>Year 8</th>
<th>9/1/2018-8/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
<td>$24.14</td>
<td>$24.62</td>
<td>$25.78</td>
<td>$26.78</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>1.2%</td>
<td>2.0%</td>
<td>4.7%</td>
<td>3.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed</td>
<td>$660,457</td>
<td>$680,959</td>
<td>$728,807</td>
<td>$778,113</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>1.7%</td>
<td>3.1%</td>
<td>7.0%</td>
<td>6.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rancho</td>
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<td>$35.48</td>
<td>$37.15</td>
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<td>4.7%</td>
<td>3.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).

13. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-2364)**

Recommendation: Authorize the addition of funds by $19,448,767, a change in rates, and an extension in the period of performance for one (1) year, from November 1, 2016 through October 31, 2017.
The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 3 7/1/2016-7/31/2016</th>
<th>Year 4 8/1/2016-7/31/2017</th>
<th>Year 5 8/1/2017-7/31/2018</th>
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<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$23.58</td>
<td>$24.69</td>
<td>$27.07</td>
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<td>% change from old rate</td>
<td>0.4%</td>
<td>3.7%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$502,877</td>
<td>$534,920</td>
<td>$588,453</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.3%</td>
<td>2.2%</td>
<td>7.4%</td>
</tr>
</tbody>
</table>

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).

14. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS - SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341)**

Recommendation: Authorize a change of rates for Contract AS-3341 with MV Transportation.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 3 7/1/2016-7/31/2016</th>
<th>Year 4 8/1/2016-7/31/2017</th>
<th>Year 5 8/1/2017-7/31/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
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<td>7.4%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$324,262</td>
<td>$341,858</td>
<td>$366,477</td>
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<tr>
<td>% change</td>
<td>2.0%</td>
<td>5.4%</td>
<td>7.4%</td>
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<tr>
<td>Variable per hour rate</td>
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<td>$18.54</td>
</tr>
<tr>
<td>% change</td>
<td>1.3%</td>
<td>3.7%</td>
<td>5.3%</td>
</tr>
</tbody>
</table>

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).

15. **CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MV TRANSPORTATION - PARENTS WITH DISABILITIES PROGRAM (AS-3403)**

Recommendation: Authorize an additional $476,568 in funds and extension in the period of performance of up to eighteen months form June 1, 2016 through November 30, 2017. The rate of compensation would be $40.87 per trip.

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).
16. **CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS – EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421)**

Recommendation: Authorize the addition of funds by $10,679,100 and a change of rates for Contract AS-3421 with San Gabriel Transit.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
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<td>1.0%</td>
<td>4.1%</td>
<td>7.4%</td>
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<td>Fixed monthly rate</td>
<td>$615,004</td>
<td>$664,498</td>
<td>$717,018</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.6%</td>
<td>6.6%</td>
<td>11.8%</td>
</tr>
<tr>
<td>Cert. variable per hour rate</td>
<td>$32.40</td>
<td>$33.92</td>
<td>$35.54</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.3%</td>
<td>5.7%</td>
<td>10.2%</td>
</tr>
</tbody>
</table>

Director Nalini Ahuja asked that Items 10 through 16 be tabled until the next Board of Directors meeting in May 2016 and until the Board received more information on these items, (see item 10 for Board’s motion).

17. **CONSIDERATION TO RESTRUCTURE FREE FARE PROGRAM REIMBURSEMENTS**

Recommendation:

1. For the upcoming FY 2017 fiscal year, Free Fare reimbursements to partner agencies will be capped at FY 2015 funding amounts and reviewed annually, until such time as either Access or the participating Free Fare agency terminates the agreement. This will require an amendment to the MOUs between each Member Agency that receives reimbursement under the Free Fare program and Access.

2. Free Fare partners may submit reimbursement invoices to Access for the remainder of FY 2016. Invoices will be paid in accordance with the terms of the current Free Fare MOU with the exception of Antelope Valley Transit Authority (AVTA) for its local routes, which were negotiated separately.

3. For FY 2016, AVTA will receive a one-time payment of $120,000 for eligible Access boardings recorded on their local routes effective September 2015 through June 30, 2016. AVTA will continue to be reimbursed for boardings on commuter routes in accordance with the terms of the MOU.

4. For FY 2017, the annual Free Fare reimbursement to AVTA will be capped at $475,000 for both its local and express routes.
5. Authorize Access staff to enter into an agreement with the city of Burbank to allow Burbank Bus into the Free Fare program, effective July 1, 2016. Free Fare reimbursements to the city will be capped at a maximum of $9,000 annually.

6. Conduct a statistically-valid Free Fare Program survey of Access customers to get a better understanding of customer behavior in their usage of paratransit, fixed route, rail and commuter rail services.

Chair, Doran Barnes, Directors Kim Turner and Valerie Gibson recused themselves from this item due to a conflict of interest.

Motion made by Director John Troost to approve staff recommendation, seconded by Treasurer Martin Gombert. Via Roll Call Vote five were in favor, motion passed.

18. **UPCOMING BOARD ITEMS FOR FISCAL YEAR 2015/2016**

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

19. **STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES**


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

20. **EXECUTIVE DIRECTOR’S REPORT**

Shelly Verrinder, Access Services Executive Director, stated that due to time constraints she would not be presenting a report but she encouraged everyone to look into a website called Move LA. She stated that Access Services was in the proposed sale tax measure for 2% and Move LA was advocating on behalf of increasing funding for seniors and people with disabilities. Ms. Verrinder stated that this was interesting because Access had not been involved with this group in the past.

21. **BOARD MEMBER COMMUNICATION**

CAC Chair Cohen thanked everyone for their diligence.

Director Kim Turner also thanked everyone for their diligence and for waiting patiently as the Board tried to resolve some issues during closed session.

Secretary Theresa DeVera also thanked everyone for patiently waiting while the Board was in closed session. She also thanked everyone for supporting everyone on the Board and she thanked Access staff.
Director John Troost also thanked everyone for waiting patiently.

Chair Doran Barnes also extended his appreciation for everyone’s patience and stated that there was a lot of work to do with a lot more to come.

22. **NEW BUSINESS**

**SUBSEQUENT TO THE POSTING OF THE AGENDA**

Director Nalini Ahuja requested that the Ad-Hoc Budget Subcommittee meet to discuss some of the details of staff proposals prior to bringing them to the Board.

**Motion made by Director Nalini Ahuja to approve her request to have the Ad-Hoc Budget Subcommittee meet prior to coming to the Board, seconded by Director Valerie Gibson. Via Voice Vote all were in favor, motion passed.**

23. **ADJOURNMENT**

Motion made by Secretary Theresa DeVera, Seconded by Director Kim Turner. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 4:47 p.m.

Approval

__________________________________________  _________________
Theresa DeVera, Secretary                        Date
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE EXTENSION OF TERM AND INCREASE FUNDS FOR WEBSITE SERVICES (AS-3221)

ISSUE:

Board approval is necessary to exercise the second option year of contract AS-3221 with Trinet Internet Solutions, Inc. (Trinet), Access Services’ website service consultant.

RECOMMENDATION:

Authorize an additional $50,000 in funds and an extension in the period of performance for one year, from December 1, 2016 through November 30, 2017.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $180,000.00 to $230,000.00. This action is consistent with Access’ proposed budget for FY2016/17 and will be programmed for FY2017/18. There is no increase to the retainer and programming rates for this contract.

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

ALTERNATIVES CONSIDERED:

The Board, at its option, could request that these services be put out to bid. However, 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 amend the written contract with Trinet upon terms and conditions no less favorable to Access than those proposed above. Access 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 October 2012 Trinet was selected, through a competitive procurement process, to continue providing website services which includes hosting Access’ website. Over the last three years the website has been continuously updated with relevant information such as meeting agendas, Access stand locations, policy updates and community events. The website also allows for individuals to purchase coupons on-line and begin initial eligibility enrollment. A key initiative over the last year was rolling out a mobile device friendly version of the website. Recently the design of the mobile version was recognized for excellence by creative professionals responsible for the planning concept, direction, design and production of digital communication.

In the upcoming months the website will be updated to provide a streamlined experience for our riders. This will incorporate not only the Rider360 portal where riders can view their trips histories, comments and key information, but also access the “Where’s My Ride” application via a traditional web browser or a mobile device friendly version.
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL - MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION
KEVIN LEE - MANAGER, BUSINESS ANALYTICS AND INFORMATION TECHNOLOGY

RE: AUTHORIZATION TO EXCEED AGGREGATE PROCUREMENT LIMIT FOR IMPRES TECHNOLOGY SOLUTIONS

ISSUE:
Board approval is required for aggregate contracts to a single vendor exceeding $75,000 in a fiscal year.

RECOMMENDATION:
Authorize staff to exceed the $75,000 aggregate procurement limit with IMPRES Technology Solutions for an amount not to exceed $100,000.

IMPACT ON BUDGET:
The costs associated with this action have been budgeted in the current fiscal year.
The funding for this equipment comes from the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:
No alternative vendors were considered as IMPRES Technology Solutions was the only bidder.

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 purchase agreement with IMPRES Technology Solutions for the acquisition of Dell Network appliances and laptops upon terms and conditions set forth in the request for quotations and no less favorable to Access than those proposed above.
BACKGROUND:

Access uses a Request for Quotations (RFQ) as a competitive proposal method of procurement for goods or services. An RFQ is generally issued to a list of vendors who have the requisite abilities to respond to a particular type of RFQ. Occasionally when similar RFQs are issued over a fiscal year and subsequently awarded to the same vendor the aggregate total exceeds $75,000 and hence requires Board approval.

IMPRES Technology Solutions has been the lowest cost, most responsive bidder on a previous computer/network hardware RFQ issued this fiscal year. The most recent RFQ won by IMPRES Technology Solutions was for $55,637.26 in March 2016. This current RFQ won by this vendor for $28,078.87 will exceed the aggregate total by $8,716.13 (current total of $83,716.13). Staff will be issuing additional RFQs this year and, if IMPRES Technology Solutions is the successful bidder, the requested not-to-exceed amount will allow staff to promptly issue a purchase order without returning to the Board for further authorization.
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: FAYE MOSELEY, DEPUTY EXECUTIVE DIRECTOR, HUMAN RESOURCES

RE: CONSIDERATION TO APPROVE EMPLOYEE HANDBOOK POLICY UPDATE

ISSUE:

It is necessary to revise and update policies in the Employee Handbook based upon changes in regulations, best practices and business need.

RECOMMENDATION:

Approve the attached Policy Against Unlawful Harassment, Discrimination & Retaliation

IMPACT ON BUDGET:

There is no expected impact on the budget.

BACKGROUND:

It is necessary to update the Access Services Employee Handbook based upon changes to regulations, best practices in the industry and business need. The Board last approved an update to the Employee Handbook in February 2015.

California employers are required to have written harassment, discrimination, and retaliation prevention policies. The new regulations, effective April 1, 2016, clarify that the written policy must list all of California’s protected classes (several of which have been redefined as set forth below). Employers should make sure that their policies prohibit unlawful discrimination and harassment based on any and all of the following: Race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age for individuals over forty years of age, military and veteran status, and sexual orientation. Board approval of this updated policy will bring Access into full compliance with the regulations. The entirety of the updated policy is as follows -
Policy Against Unlawful Harassment, Discrimination and Retaliation

Purpose/Objective
Access has the legal obligation to provide a work environment in which all individuals are treated with respect and dignity; free from unlawful discrimination or harassment. All employees are entitled to work in a professional atmosphere which promotes equal opportunity and this policy prohibits all forms of unlawful harassment and discrimination.

Access Services ("Access" and/or “the company”) is committed to providing equal employment opportunities to all employees and applicants without regard to age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical), including HIV and AIDS, marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state and local laws.

In addition, Access is committed to providing a work environment that is free of unlawful harassment, discrimination and retaliation. In furtherance of this commitment, the company strictly prohibits all forms of unlawful harassment and discrimination, including harassment and discrimination on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical), including HIV and AIDS, marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state and local laws.

Similarly, the company is committed to complying with all laws protecting qualified individuals with disabilities, as well as employees’ religious beliefs and observances. This policy extends to all aspects of the company’s employment practices, including recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

Access will provide a reasonable accommodation for any known physical or mental disability of a qualified individual or for employees’ religious beliefs and observances, provided the requested accommodation does not create an undue hardship for the company and does not pose a direct threat to the health or safety of others in the workplace or to the individual. The company will not retaliate or discriminate against a person for requesting an accommodation for his or her disability, regardless of whether the accommodation was granted.
Eligibility

This policy prohibits unlawful discrimination and harassment in the workplace and applies to applicants and all employees of the company, including support staff, supervisors, managers, associated, contract or temporary employees, volunteer workers and independent contractors. Access will not tolerate, condone or allow unlawful harassment by or of any worker. Unlawful harassment is unacceptable in the workplace and in other occupational settings such as business trips, and business-related social events. In evaluating behavior, the standard to be applied is that of a reasonable person. This policy applies to both unlawful harassment in general, and sexual harassment in particular.

The company prohibits managers, supervisors and employees from discriminating against or harassing co-workers as well as customers, vendors, suppliers, independent contractors and others doing business with the company. In addition, the company prohibits customers, vendors, suppliers, independent contractors and others doing business with the company from discriminating against or harassing the company’s employees.

Procedures

Examples of prohibited sexual harassment or discrimination

Sexual harassment is a type of unlawful harassment, and is defined as unwelcome or unwanted sexual advances, requests for sexual favors and any other verbal, visual or physical conduct of sexual nature. Sexual harassment includes a broad spectrum of conduct, including harassment based on sex, gender, gender identity or expression, and sexual orientation. Examples of unlawful and unacceptable behavior include:

1. Unwanted sexual advances.
2. Offering an employment benefit (such as a raise, promotion or career advancement) in exchange for sexual favors, or threatening an employment detriment (such as termination or demotion) for an employee’s failure to engage in sexual activity.
3. Visual conduct, such as leering, making sexual gestures and displaying or posting sexually suggestive objects or pictures, cartoons or posters.
4. Verbal sexual advances, propositions, requests or comments.
5. Sending or posting sexually related messages, videos or messages via text, instant messaging or social media.
6. Verbal abuse of a sexual nature, graphic verbal comments about an individual’s body, sexually degrading words used to describe an individual and suggestive or obscene letters, notes or invitations.
7. Physical conduct, such as touching, groping, assault or blocking movement.
8. Physical or verbal abuse concerning an individual’s gender, gender identity or gender expression.
9. Verbal abuse concerning a person’s characteristics such as pitch of voice, facial hair or the size or shape of a person’s body, including remarks that a male is too feminine or a woman is too masculine.
Other examples of prohibited harassment or discrimination

In addition to the above listed conduct, the company strictly prohibits harassment or discrimination concerning any other protected characteristic. Such prohibited harassment and discrimination includes:

1. Racial or ethnic slurs, epithets and any other offensive remarks.
2. Jokes, whether written, verbal or electronic.
3. Threats, intimidation and other menacing behavior.
4. Inappropriate verbal, graphic or physical conduct.
5. Sending or posting harassing messages, videos or messages via text, instant messaging or social media.
6. Submission to or rejection of this conduct by an individual is used as a major factor in decisions affecting hiring, evaluation, retention, promotion or other aspects of employment.
7. Unwanted conduct or comments consistently targeted at only one gender or other protected characteristics, even if the content is not sexual;
8. This conduct reasonably could be expected to and does interfere with an individual’s employment or creates an intimidating, hostile or offensive work environment.
9. Other harassing or discriminatory conduct based on one or more of the protected categories identified in this policy.
10. Retaliation for reporting or threatening to report sexual harassment or discrimination.

Harassment of the company’s customers, clients, vendors, suppliers, independent contractors or employees of the company’s customers, clients, vendors, suppliers or independent contractors by the company’s employees is also strictly prohibited. Any such harassment will subject an employee to disciplinary action, up to and including termination. Employees who have any questions about what constitutes harassing or discriminatory conduct should contact Human Resources.

All supervisors must report complaints of misconduct under this policy to Human Resources immediately so the company can investigate and try to resolve the claim internally. Access holds all supervisors responsible for understanding, implementing, and enforcing this policy. Human Resources has the overall responsibility for ensuring compliance with federal and state law, and is available to answer any questions about this policy or its enforcement. In compliance with state law, supervisors undergo training to prevent sexual harassment and discrimination every two years.

Reporting unlawful harassment or discrimination

Access requires employees who believe they are being unlawfully harassed to firmly and promptly notify the offender that his or her behavior is unwelcome or offensive. Access also recognizes that power and status disparities between an alleged harasser and someone targeted for harassment may make such a confrontation undesirable or
impracticable. In the event that such direct communication between individuals is impracticable or proves ineffective, the employee should take the following steps:

1. **Notify the Appropriate Staff**

   Any employee who believes he or she may have been unlawfully harassed or discriminated against who believes they have witnessed the unlawful harassment or discrimination of another employee should promptly report the facts of the incident(s) and the names of the individual(s) involved to his or her supervisor. The supervisor must immediately report the matter to Human Resources. It is the responsibility of each employee to immediately report any violation or suspected violation of this policy to one or more of the individuals identified above.

   If the person to whom the employee would normally report harassment or discrimination, or who is charged with investigating harassment is the harasser, report the harassment or discrimination to the next level of supervisory personnel in the reporting structure who must then immediately report the incident to Human Resources. Access regards this as an especially serious abuse of power and will create an alternative investigatory panel to appropriately address the abuse. The employee may report the incident(s) directly to Human Resources; or to the Chief Operating Officer or the Executive Director, who must then report the incident to Human Resources, who is charged with conducting the investigation. In the event that the harasser is a member of Human Resources or someone in overall charge of the employee’s workplace, the harassment or discrimination may be reported to Access’ legal counsel. In such an event, and notwithstanding anything else to the contrary contained in this policy, the person in charge of investigating the claims of harassment and discrimination reporting the results shall be named by Access’ legal counsel and shall be a person who is skilled in the applicable law and in such investigations and is not an employee of Access. The results shall be reported to Access’ legal counsel and the Board shall make the appropriate determination.

   Access encourages employees to immediately report suspected unlawful harassment and discrimination so that Access may respond rapidly and take appropriate action. Early reporting not only aids in the investigation, but also helps Access to maintain an environment free from harassment and discrimination for all employees. Employees should also be aware that there are time limits imposed by local, state and national government agencies for filing complaints of harassment or discrimination.

2. **Investigation of Reported Unlawful Harassment and Discrimination**

   After the initial report is made, Human Resources will interview the reporting employee to ascertain whether the reported behavior meets the criteria of unlawful harassment and discrimination. In cases that involve unlawful harassment and discrimination, Human Resources will continue the investigation by interviewing the alleged harasser and any witnesses. Investigations will be
conducted in a timely manner, with the investigation being the highest priority for Human Resources from inception to completion.

Access will not discuss the names of participants, the facts of the investigation, or any relevant information regarding the investigation with anyone not directly involved in the investigation. To preserve the integrity of the investigation, only the minimum information necessary will be discussed with witnesses and/or alleged harasser. In the event of legal action, Access may be unable to keep confidential the records of the investigation, to the extent that such records are not protected by privilege.

In conducting the investigation, the investigator will ascertain at a minimum:

- The name and position of all parties;
- Any relevant background information;
- Frequency and type of alleged unlawful harassment and discrimination as well as the dates and locations where it occurred;
- Possible witnesses to the alleged unlawful harassment and discrimination;
- An understanding of the professional relationship, degree of control and amount of interaction between the complainant and the alleged harasser;
- Whether or not the alleged harasser has carried out any threats or followed through on promises related to the complaint;

On completion of the investigation, Human Resources will make a determination that the charge of alleged unlawful harassment and/or discrimination is founded, unfounded, or there is not enough information to make a determination.

If the charges are determined as founded, the harasser will be subject to appropriate instructive and/or disciplinary procedures. The reporting employee will be informed of the determination, advised that the harasser will be subject to appropriate action, and that any instances of retaliation must be immediately reported to Human Resources. If the harasser is not an Access employee, ability to discipline such a non-employee harasser (i.e. client, contractors, or supplier) may be limited by the degree of control, if any, that Access has over the alleged harasser.

If the charges are determined as unfounded, or if there is not enough information on which to make a determination, this will be communicated to the reporting employee and the alleged harasser, along with reiterating Access’ unwavering commitment to a working environment free from unlawful harassment and discrimination.

Written records of the complaint, investigation, and determination will be maintained in the Human Resources Department, separate from employee personnel files. Related disciplinary action will be filed in the harasser’s personnel file.
3. **Appeal Process**

If an employee brings a complaint of, or is accused of, unlawful harassment and/or discrimination and objects to the determination, a written appeal must be submitted to Human Resources within ten calendar days of being informed of the determination. The Executive Director will appoint an Appeals Committee to evaluate the investigation and present its findings within 45 calendar days of the employee’s appeal. The Appeals Committee may comprise of members of management, consultants, or a representative from the Employee Assistance Program.

4. **Mediation**

As an alternative for those wishing to resolve disputes between themselves, without resorting to this policy, Access will, if all parties agree, make available a trained outside mediator to help find an amicable solution. If mediation does not solve the problem, the employee may still use the procedures in this policy.

**Anonymous Reporting**

Access is committed to addressing employee complaints of harassment, discrimination and/or grievances. As such, you may report the incident to an outside third party by contacting the confidential Employee Hotline, Monday- Friday, 7:30 am - 5:00 pm Pacific Standard Time, excluding holidays, at the toll-free telephone number 855-864-2640. You will be given the opportunity of electing to remain anonymous. Please note that a thorough and complete investigation cannot be accomplished if the identity of the caller and individuals involved in your complaint are not identified, which can prevent resolution.

**Retaliation**

Access prohibits retaliation against those who report, oppose or participate in an investigation of alleged violations of this policy. Participating in an investigation of alleged wrongdoing in the workplace includes:

1. Filing a complaint with a federal or state enforcement or administrative agency.
2. Participating in or cooperating with a federal or state enforcement agency that is conducting an investigation of the company regarding alleged unlawful activity.
3. Testifying as a party, witness or accused regarding alleged unlawful activity.
4. Associating with another employee who is engaged in any of these activities.
5. Making or filing an internal complaint with the company regarding alleged unlawful activity.
6. Providing informal notice to the company regarding alleged unlawful activity.

The company strictly prohibits any adverse action or retaliation against an employee for participating in an investigation of alleged violation of this policy. If an employee feels that he or she is being retaliated against, the employee should immediately contact Human Resources and/or your supervisor. In addition, if an employee
observes retaliation by another employee, supervisor, manager or nonemployee, he or she should immediately report the incident to the individuals identified above. Any employee determined to be responsible for violating this policy will be subject to appropriate disciplinary action, up to and including termination. Moreover, any employee, supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

**Violations of this policy will result in discipline**

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. In addition, under California law, employees may be held personally liable for harassing and discriminatory conduct.

**PENALTIES FOR RETALIATION AND FALSE COMPLAINTS**

Access will not in any way retaliate, or allow retaliation of any kind, against any person who files or makes a good faith complaint of unlawful harassment and/or discrimination or participates in the investigation of a complaint. Retaliation is a serious violation of this unlawful harassment and discrimination policy and should be reported immediately. Any employee who retaliates against another individual for reporting unlawful harassment and discrimination will be subject to disciplinary action, up to and including termination of employment, as well as possible civil remedies available under federal or state law.

Access also regards as a breach of policy complaints of unlawful harassment and discrimination which are deliberately false, or made with reckless disregard for their truth or falsity. If an employee makes a complaint of unlawful harassment and/or discrimination which the investigation shows to be deliberately false or reckless, or if an employee’s participation in the investigation of an unlawful harassment and/or discrimination complaint proves to be deliberately false or reckless, the employee will be subject to disciplinary action, up to and including termination of employment.
TO: BOARD OF DIRECTORS
FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS & SAFETY
RE: CONSIDERATION TO APPROVE SCOPE OF WORK CHANGES RELATED TO TRANSPORTATION PROVIDER STAFFING AND TRAINING REQUIREMENTS - Held over from the April 25, 2016 Board meeting.

ISSUE:

Board approval is needed to approve scope of work changes for transportation service providers to clarify and help avoid joint employer claims arising from staffing and training requirements.

RECOMMENDATION:

Authorize staff to execute an amendment to incorporate changes to the staffing and training requirements in the scope of work for the following contracts and contractors:

<table>
<thead>
<tr>
<th>Contract</th>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS-2364 (West/Central Region)</td>
<td>California Transit, Inc.</td>
</tr>
<tr>
<td>AS-2602 (Santa Clarita Region)</td>
<td>Santa Clarita Transit</td>
</tr>
<tr>
<td>AS-2967 (Southern Region)</td>
<td>Global Paratransit, Inc.</td>
</tr>
<tr>
<td>AS-3116 (Antelope Valley Region)</td>
<td>Diversified Transportation</td>
</tr>
<tr>
<td>AS-3341 (Northern Region)</td>
<td>MV Transportation</td>
</tr>
<tr>
<td>AS-3421 (Eastern Region)</td>
<td>San Gabriel Transit</td>
</tr>
</tbody>
</table>

IMPACT ON BUDGET:

The proposed changes will not have an impact on the budget.

ALTERNATIVES CONSIDERED:

None. The changes have been recommended and approved by Legal Counsel to more accurately reflect the relationship between Access and its contractors.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:
If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate a written amendment to the existing contracts, upon terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to the amendment proposed herein unless and until it is incorporated into a formal written agreement executed by all parties and approved as to form by this entity’s legal counsel.

BACKGROUND:

Joint employer claims generally relate to circumstances where two separate entities are found to be joint employers and thereby held jointly and severally liable for alleged statutory employment violations claimed by an individual or individuals. Cases are often brought pursuant to the federal Fair Labor Standards Act or state counterpart statutes. Claims are often related to failure to pay overtime wages, minimum wages or wrongful termination. Contract employees or independent contractors are often the claimants. A 1983 case established certain non-exclusive test criteria for determination of joint employment status:

1. Power to hire and fire workers
2. Determine worker work schedules and conditions
3. Determine rates of pay
4. Maintain employment records

In August 2015, the National Labor Relations Board issued a significant decision in the case of *Browning-Ferris Industries of California, et al. v. Sanitary Truck Drivers*. The case set a new standard for joint-employer issues relative to companies that contract out services, and whether the employees of the contractor can also be considered as employees of the contracting agency. The resulting NLRB standard adopted provides that joint employer status is applicable if two or more entities “share or co-determine those matters governing the essential terms and conditions of employment.”

The Browning-Ferris case, as well as several other cases that have attempted to conjoin Access with our service providers, necessitated a fresh look at the service provider’s scope-of-work. The result are these proposed changes to the scope-of-work concentrated on staffing and training requirements for certain contractor staff positions, including driver, call taker (reservationist) and dispatcher. Rather than require a specific training regimen that detailed a specific number of hours for each subject, Access proposes to shift to a “train-to-proficiency” model where Access requires the contractor to set the standard for exactly what subjects will be covered and how many hours of training will be given. This model allows the employer (Access’ contractors) to tailor the training to an employee’s job experience, knowledge and how quickly they grasp the material. After training is completed, Access will continue to regularly monitor the performance of our contractor’s employees by auditing driver
records, reviewing SmartDrive video, and by directly observing drivers in their operating environment.

To further this process, Access has requested and received training plans from each service provider for the positions of driver, call taker and dispatcher. In some cases, a moderate level of negotiation has taken place to address concerns and a training plan has been accepted. If approved by the Board, the training plans would be amended into the contracts and then audited for compliance by Access staff. Access’ high standards for training would continue, while legal concerns over joint employer liability would be significantly reduced.

In conclusion, Access does not and never has had control over provider employee’s wages, hours, or working conditions. Access does not interview, hire or fire provider employees. Access does not train provider employees or determine the provider employee’s rates of pay, hours of work, or work locations. Finally, Access does not track work hours or handle discipline, benefits, worker’s compensation claims, human resources, or payroll for provider employees. The modification of staffing and training requirements, requiring training-to-proficiency, is consistent with Access’ other methods of providing oversight of its contracted operations and is in no way intended to diminish the required proficiency of those serving Access riders. The current and proposed revisions to the scope of work are available under the Board Meeting Attachments section at – http://accessla.org/about_us/publications.html.
ITEM 10

MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
       F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
   INCREASE FUNDS AND EXTENSION OF SANTA CLARITA REGION
   SERVICE PROVIDER CONTRACT (AS-2602) - Held over from the April 25,
   2016 Board meeting.

______________________________

ISSUE:

Board approval is necessary to exercise an option year of contract AS-2602 with the City of Santa Clarita (Santa Clarita Transit - SCT) for service in the Santa Clarita Region.

The City of Santa Clarita declined any rate changes due to minimum wage and affordable health care laws and elected to adhere to the contract rate escalator as defined by the contract.

RECOMMENDATION:

Authorize an additional $600,000 in funds, a change of rates, and an extension in the period of performance for one year, from August 4, 2016 through August 3, 2017 for Contract AS-2602 with the City of Santa Clarita.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 9</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8/4/2016-</td>
</tr>
<tr>
<td></td>
<td>8/3/2017</td>
</tr>
<tr>
<td>Variable per trip rate</td>
<td>$17.75</td>
</tr>
<tr>
<td>% change</td>
<td>1.64%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$32,797.79</td>
</tr>
<tr>
<td>% change</td>
<td>1.64%</td>
</tr>
</tbody>
</table>

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of $8,003,589 to $8,603,589. Per the terms of the contract, the proposed percentage change in the fixed and variable rates (1.64% in this case) is equivalent to the indexed
annual percentage change in the Consumer Price Index for the Los Angeles area (U.S. Department of Labor, Bureau of Labor Statistics, November 2015). The increase in the contract amount will be appropriately programmed for subsequent out years.

Rate Comparison (blended fixed and variable)
The table below depicts the change in total dollars with the rate changes for the extension years.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost</td>
<td>$946,616</td>
<td>$962,257</td>
</tr>
<tr>
<td>% Change</td>
<td>n/a</td>
<td>1.64%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only

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

ALTERNATIVES CONSIDERED:

Staff could opt not to negotiate the option year, however doing so would require the contract to be put out to bid. Based on the negotiated rates and the successful performance of the contract itself, staff does not recommend that option. Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term. There is one additional option year left to exercise.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with the City of Santa Clarita for specialized transportation services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms of the contract unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Santa Clarita region service contract, AS-2602, began service operated by Santa Clarita Transit (SCT) on August 4, 2008.
The tables below provide current performance indicators and anticipated growth through the base term. This growth has been accounted for in the new not-to-exceed contract value.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>96.1%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Reservation Calls – Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>45 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.03%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 4 (8/15-8/16)</td>
<td>41,744</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 5 (8/16-8/17)</td>
<td>45,302</td>
<td>8.5%</td>
</tr>
</tbody>
</table>

*based on HDR projections
TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER/FINANCE
       F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
INCREASE FUNDS AND EXTENSION OF SOUTHERN REGION SERVICE
PROVIDER CONTRACT (AS-2967) - Held over from the April 25, 2016
Board meeting.

ISSUE:

Scheduled and enacted changes in minimum wage and affordable health care laws will
continue to impact service provider wage scales over the next few years. These
circumstances could not have been reasonably anticipated by the service providers at
the time their individual contracts were procured. Staff had recommended at the April
2016 Board meeting that the impact of these changes be mitigated for our providers.
However, the Board tabled those recommendations and directed staff to work with the
Board Budget Subcommittee to explore in more detail the financial impact on the next,
as well as subsequent, fiscal years.

Accordingly, the Budget Board Subcommittee met on May 5, 2016 to discuss the
above issues. Their recommendation is to authorize rate adjustments based on the
service provider employee population who are below the Los Angeles County
minimum wage levels. These rate adjustments would be applied in conjunction with
the July 1, 2016 and July 1, 2017 minimum wage scale changes. Additionally, the
Subcommittee recommended rate adjustments related to affordable health care laws
effective July 1, 2016.

The Southern Region contract, operated by Global Paratransit, has wage and health
care components in its fixed monthly fee and variable per trip rate and variable hour
rate (Rancho Los Amigos). The current contract is also in the last (5th) year of its base
term with up to five (5) option years available to exercise. Based on the
Subcommittee’s recommendation, staff is proposing rate changes for Year 5 of the
base term and the three option years. Further direction from the Board will be needed
in the future to address minimum wage changes that will impact the option years 7 and
8.
Staff feels that the upcoming Operations Review might generate significant changes in the Access operating model over the next two years. It would therefore be prudent to retain our current service providers during this transition as opposed to bringing in a new provider during a period of change. Therefore, staff is also recommending exercising three of the five option years available.

Additionally, the contract not-to-exceed value needs to be increased due to trip demand. The contract value is based on a number of factors, one of which is the projected number of trips. The latest HDR projections predict that Global will carry an 8.9% increase in trips over the prior prediction.

Staff will be bringing items related to software systems utilized in the performance of this contract at a future Board meeting. Access was providing the Stratagen Adept Platform to Global but Access staff has elected to discontinue the maintenance agreement with Stratagen based upon the lack of appropriate functionality. Access and Global staff are investigating alternative options to maximize productivity and communications for GPI.

**RECOMMENDATION:**

Authorize the addition of funds by $127,103,623 a change in rates, and an extension in the period of performance for three (3) years, from September 1, 2016 through August 31, 2019.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
<td>$23.86</td>
<td>$24.43</td>
<td>$24.83</td>
<td>$25.43</td>
<td>$26.04</td>
</tr>
<tr>
<td>% change</td>
<td>0.0%</td>
<td>2.4%</td>
<td>1.6%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Fixed</td>
<td>$649,189</td>
<td>$664,757</td>
<td>$678,947</td>
<td>$686,895</td>
<td>$695,033</td>
</tr>
<tr>
<td>% change</td>
<td>0.1%</td>
<td>2.3%</td>
<td>2.1%</td>
<td>1.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Rancho</td>
<td>$34.38</td>
<td>$35.20</td>
<td>$35.78</td>
<td>$36.64</td>
<td>$37.51</td>
</tr>
<tr>
<td>% change</td>
<td>0.0%</td>
<td>2.4%</td>
<td>1.6%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Adjustment Reason</td>
<td>Minimum Wage &amp; Health Care</td>
<td>Option Year CPI</td>
<td>Minimum Wage</td>
<td>Option Year CPI</td>
<td>Option Year CPI</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

Minimum Wage/Affordable Health Care 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.
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 combined progression of these ordinances is as follows -

<table>
<thead>
<tr>
<th>Date</th>
<th>Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$ 9.00/hr</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hr</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hr</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hr</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hr</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hr</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hr</td>
</tr>
</tbody>
</table>

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact both the minimum wage progression and affordable health care legislation has had on wages and benefits. The analysis provided the framework to establish the new rates for the affected contract years.

**The system-wide cost of the adjustment effective July 1, 2016 is $662,339, of which $0 is associated with the Southern Service Region. For FY2017/18, the system-wide cost is $2,586,113, of which $694,302 is associated with the Southern Service Region.**

The increase in the contract amount has been programmed into the FY2016/17 draft budget and will be included in subsequent out years.

In terms of the extension year beginning September 1, 2016, costs excluding those affected by the minimum wage and affordable health care adjustment were increased for each year of the three-year option by 2.40% based on the average year-over-year increase in the Consumer Price Index for the Los Angeles Metropolitan Region.

**Rate Comparison (blended fixed and variable – does not include Rancho)**

The table below depicts the change in total dollars with the rate changes for the extension years.

<table>
<thead>
<tr>
<th>Year</th>
<th>Year 5 9/1/2015 - 8/31/2016</th>
<th>Year 6 9/1/2016-8/31/2017</th>
<th>Year 7 9/1/2017-8/31/2018</th>
<th>Year 8 9/1/2018-8/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost</td>
<td>$34,660,702</td>
<td>$35,597,387</td>
<td>$36,875,613</td>
<td>$37,659,890</td>
</tr>
<tr>
<td>% change</td>
<td>n/a</td>
<td>2.7%</td>
<td>3.6%</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only

This action will result in an increase in the previously approved contract amount of $150,514,789 to $277,618,412.

The funding for these services comes from a combination of Federal Section 5310 Grant and Prop C Discretionary Funds.
ALTERNATIVES CONSIDERED:

Staff could opt not to negotiate the option period, however doing so would require the contract to be put out to bid. If the rate changes related to minimum wage and affordable health care are not approved, then the service provider would continue to operate through the base term under the rates previously approved by the Board. However, this forces the burden of these changes on our service providers which staff feels is not consistent with our support for legislative policy and also weakens the cost margins approved in the contract. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with Global for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND

The Southern region service contract, AS-2967, was awarded to Global Paratransit, Inc. (GPI) in June 2011. The base term of the contract runs through August 31, 2016 and allows for five (5) additional option years.
The tables below provide current performance indicators and anticipated growth through the base term. This growth has been accounted for in the new not-to-exceed contract value.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>90.1%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Reservation Calls – Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>102 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 5 (9/15-8/16)</td>
<td>1,125,450</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 6 (9/16-8/17)</td>
<td>1,225,918</td>
<td>8.9%</td>
</tr>
<tr>
<td>Year 7 (9/17-8/18)</td>
<td>1,333,940</td>
<td>8.8%</td>
</tr>
<tr>
<td>Year 8 (9/18-8/19)</td>
<td>1,441,228</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

*based on HDR projections
AMENDED ITEM

ITEM 12

MAY 20, 2016

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
       F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS,
    INCREASE FUNDS AND EXTENSION OF WEST CENTRAL REGION
    SERVICE PROVIDER CONTRACT (AS-2364) - Held over from the April 25,
    2016 Board meeting.

ISSUE:

Scheduled and enacted changes in minimum wage and affordable health care laws will
continue to impact service provider wage scales over the next few years. These
circumstances could not have been reasonably anticipated by the service providers at
the time their individual contracts were procured. Staff had recommended at the April
2016 Board meeting that the impact of these changes be mitigated for our providers.
However, the Board tabled those recommendations and directed staff to work with the
Board Budget Subcommittee to explore in more detail the financial impact on the next,
as well as subsequent, fiscal years.

Accordingly, the Budget Board Subcommittee met on May 5, 2016 to discuss the
above issues. Their recommendation is to authorize rate adjustments based on the
service provider employee population who are below the Los Angeles County
minimum wage levels. These rate adjustments would be applied in conjunction with
the July 1, 2016 and July 1, 2017 minimum wage scale changes. Additionally, the
Subcommittee recommended rate adjustments related to affordable health care laws
effective July 1, 2016.

The West Central Region contract, operated by California Transit, has wage and health
care components in its fixed monthly fee and variable per trip rate and variable hour
rate (Braille Coordinator). The current contract is in the 6th option year (through
October 31, 2016) with one (1) option year remaining to exercise. Based on the
Subcommittee’s recommendation, staff is proposing rate changes for the current 6th
option year and the 7th option year.
RECOMMENDATION:

Authorize the addition of funds by $19,038,497, a change in rates, and an extension in the period of performance for one (1) year, from November 1, 2016 through October 31, 2017.

<table>
<thead>
<tr>
<th></th>
<th>Year 9 7/1/2016 - 10/31/2016</th>
<th>Year 10 11/1/2016 - 6/30/2017</th>
<th>Year 10 7/1/2017 - 10/31/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Variable per trip rate</strong></td>
<td>$28.37</td>
<td>$28.58</td>
<td>$29.04</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td>1.7%</td>
<td>0.71%</td>
<td>1.6%</td>
</tr>
<tr>
<td><strong>Fixed monthly rate</strong></td>
<td>$323,839</td>
<td>$326,138</td>
<td>$337,524</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td>0.7%</td>
<td>0.71%</td>
<td>0.4%</td>
</tr>
<tr>
<td><strong>Variable per hour rate (Braille)</strong></td>
<td>$17.07</td>
<td>$17.19</td>
<td>$17.47</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td>1.9%</td>
<td>0.71%</td>
<td>3.5%</td>
</tr>
<tr>
<td><strong>Adjustment Reason</strong></td>
<td>Minimum Wage &amp; Health Care</td>
<td>Option Year CPI</td>
<td>Minimum Wage</td>
</tr>
</tbody>
</table>

IMPACT ON BUDGET:

Minimum Wage/Affordable Health Care 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.

The State of California, County of Los Angeles, and City of Los Angeles have all approved minimum wage laws up to $15 per hour. A summary of the combined progression of these laws is as follows -

<table>
<thead>
<tr>
<th>Date</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$9.00/hr</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hr</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hr</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hr</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hr</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hr</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hr</td>
</tr>
</tbody>
</table>

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact both the minimum wage progression and affordable health care legislation has had on wages and benefits. The analysis provided the framework to establish the new rates for the affected contract years.
The system-wide cost of the adjustment effective July 1, 2016 is $662,339, of which $323,707 is associated with the West/Central Service Region. For FY2017/18, the system-wide cost is $2,586,113, of which $139,386 is associated with the West/Central Service Region.

In terms of the extension year beginning November 1, 2016, costs were increased by 0.71% based on the average year-over-year increase in the Consumer Price Index for the Los Angeles Metropolitan Region, after the minimum wage was applied to the base rate.

**Rate Comparison (blended fixed and variable)**
The table below depicts the change in total dollars with the rate changes for the extension year.

<table>
<thead>
<tr>
<th></th>
<th>11/1/2015-10/31/2016</th>
<th>11/1/2016-10/31/2017</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost</td>
<td>$18,287,877</td>
<td>$18,750,662</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only

This action will result in an increase in the previously approved contract amount of $133,669,225 to $152,707,722.

The above action will also extend the Braille Coordinator services provided by CTI. This cost is split between Access and the Braille Institute.

The increase in the contract amount will be programmed into the proposed FY2016/17 budget and will be appropriately programmed for the subsequent fiscal year.

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

**ALTERNATIVES CONSIDERED:**

Staff could opt not to negotiate the option year, however doing so would require the contract to be put out to bid. If the rate changes related to minimum wage and affordable health care are not approved, then the service provider would continue to operate through the current term under the rates previously approved by the Board. However, this forces the burden of these wage changes on our service providers which staff feels is not consistent with our support for legislative policy and also weakens the cost margins approved in the contract. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with CTI for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND

The West Central region service contract, AS-2364, was awarded to California Transit, Inc. (CTI) on August 1, 2007. This action exercises the last available option year available under this contract.

The tables below provide current performance indicators and anticipated growth through the base term. This growth has been accounted for in the new not-to-exceed contract value.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>89.8%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Reservation Calls – Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>77 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.17%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 6 (11/15-10/16)</td>
<td>522,045</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 7*</td>
<td>553,445</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

*based on HDR projections
AMENDED ITEM

ITEM 13

MAY 20, 2016

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
       F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS - SAN FERNANDO VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3341) - Held over from the April 25, 2016 Board meeting.

ISSUE:

Scheduled and enacted changes in minimum wage and affordable health care laws will continue to impact service provider wage scales over the next few years. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. Staff had recommended at the April 2016 Board meeting that the impact of these changes be mitigated for our providers. However, the Board tabled those recommendations and directed staff to work with the Board Budget Subcommittee to explore in more detail the financial impact on the next, as well as subsequent, fiscal years.

Accordingly, the Budget Board Subcommittee met on May 5, 2016 to discuss the above issues. Their recommendation is to authorize rate adjustments based on the service provider employee population who are below the Los Angeles County minimum wage levels. These rate adjustments would be applied in conjunction with the July 1, 2016 and July 1, 2017 minimum wage scale changes. Additionally, the Subcommittee recommended rate adjustments related to affordable health care laws effective July 1, 2016.

The San Fernando Valley Region contract, operated by MV Transportation, has wage components in its fixed monthly fee and variable per trip rate. The current contract is in the 3rd year of its base term with two full years remaining. Based on the Subcommittee’s recommendation, staff is proposing rate changes for Years 3, 4 and 5 (11 months) of the base term. Further direction from the Board will be needed in the future to address minimum wage changes that will impact the last month of Year 5.
RECOMMENDATION:

Authorize a change of rates for Contract AS-3341 with MV Transportation.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7/1/2016-7/31/2016</td>
<td>8/1/2016-6/30/2017</td>
<td>7/1/2017-7/31/2017</td>
<td>8/1/2017-6/30/2018</td>
</tr>
<tr>
<td>Variable per trip rate</td>
<td>$23.81</td>
<td>$24.15</td>
<td>$25.25</td>
<td>$25.58</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>1.4%</td>
<td>1.4%</td>
<td>4.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$502,605</td>
<td>$524,292</td>
<td>$530,870</td>
<td>$555,372</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.2%</td>
<td>4.3%</td>
<td>1.3%</td>
<td>4.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustment Reason</th>
<th>Minimum Wage &amp; Health Care</th>
<th>Base Year Rate</th>
<th>Minimum Wage</th>
<th>Base Year Rate</th>
</tr>
</thead>
</table>

IMPACT ON BUDGET:

Minimum Wage/Affordable Health Care 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.

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 combined progression of these laws is as follows -

<table>
<thead>
<tr>
<th>Date</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/14</td>
<td>$9.00/hr</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hr</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hr</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hr</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hr</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hr</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hr</td>
</tr>
</tbody>
</table>

Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact both the minimum wage progression and affordable health care legislation has had on wages and benefits. The analysis provided the framework to establish the new rates for the affected contract years.

The system-wide cost of the adjustment effective July 1, 2016 is $662,339, of which $212,524 is associated with the San Fernando Valley Service Region. For FY2017/18,
the system-wide cost is $2,586,113, of which $970,672 is associated with the San Fernando Valley Service Region.

**Rate Comparison (blended fixed and variable)**
The table below depicts the change in total dollars with the rate changes.

<table>
<thead>
<tr>
<th></th>
<th>Year 3 8/1/2015-7/31/2016</th>
<th>Year 4 8/1/2016-7/31/2017</th>
<th>Year 5 8/1/2017-7/31/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual Cost</strong></td>
<td>$20,263,368</td>
<td>$20,986,761</td>
<td>$22,164,628</td>
</tr>
<tr>
<td><strong>% Change</strong></td>
<td>n/a</td>
<td>3.5%</td>
<td>5.6%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only*

This action will not require an increase in the previously approved contract amount of $105,435,580 due to lower trip demand than was originally projected by HDR.

The increase in the contract rates will be accommodated by the current budget and will be appropriately programmed for subsequent out years.

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

**ALTERNATIVES CONSIDERED:**

If the rate changes related to minimum wage and affordable health care are not approved, then the service provider would continue to operate through the base term under the rates previously approved by the Board. However, this forces the burden of these changes on our service providers which staff feels is not consistent with our support for legislative policy and also weakens the cost margins approved in the contract. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with MV Transportation for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.
BACKGROUND:

The Northern region service contract, AS-3341, was awarded to MV Transportation, Inc. (MV) on May 1, 2013. The base term of the contract runs through July 31, 2018, and allows for five (5) additional option years.

The tables below provide current performance indicators and anticipated growth through the base term.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>91.9%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Reservation Calls - Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>117 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.04%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 3</td>
<td>587,028</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 4</td>
<td>615,242</td>
<td>4.8%</td>
</tr>
<tr>
<td>Year 5</td>
<td>659,302</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

*based on HDR projections
ITEM 14

MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: FAYMA ISHAQ, PROJECT ADMINISTRATOR
       F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – MV TRANSPORTATION – PARENTS WITH DISABILITIES PROGRAM (AS-3403) – *Held over from the April 25, 2016 Board Meeting*

**ISSUE:**

Board approval is necessary to exercise a final option on contract AS-3403 for the Parents with Disabilities Program with MV Transportation, Inc. (MV Transportation).

**RECOMMENDATION:**

Authorize an additional $476,568 in funds and extension in the period of performance of up to eighteen months from June 1, 2016, through November 30, 2017. The rate of compensation would be $40.87 per trip.

**IMPACT ON BUDGET:**

Funds will be included in the annual budget for the entire term of the proposed contract. Fifty percent of the project cost will be funded by an FTA New Freedom grant, with Prop. C local funds covering the balance of the project cost.

The recommended cost and per trip rate were negotiated and are based on previous ridership actuals and an anticipation that future ridership will increase no more than 10% in the next year. If ridership exceeds projections, both parties would renegotiate the per trip rate and request Board approval to implement. The requested extension to November 30, 2017 will exhaust the remaining funds of the FTA New Freedom Grant.

**ALTERNATIVES CONSIDERED:**

None. Access applied for and was awarded a New Freedom grant in September 2010, to specifically provide this project for eligible Access customers in the Northern service region. It is incumbent on Access to continue a service contract with a qualified service provider in order to spend grant funds.
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 MV Transportation, Inc. for operating 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.

CURRENT RIDERSHIP AND TRIP RATE:

Ridership
Year 1 of program: 795 trips
Year 2 of program: 5,049 trips
Year 3 of program: 5,695 trips (first nine months)
Year 4 of program (estimated): 7,017 trips

Trip Rate
Year 1: $41.59 per trip
Year 2: $37.75 per trip
Year 3: $37.36 per trip
Year 4 (proposed): $40.87 per trip

BACKGROUND:

On January 23, 2013, Access issued a Request for Proposals (RFP) in order to find a vendor capable of, and interested in, undertaking a project involving the transportation of Access customers traveling with their children. MV Transportation, the current provider of ADA paratransit service in the area, submitted the only response to the RFP. The proposal was deemed both responsive and responsible. Following the receipt of a best-and-final offer and subsequent negotiations, staff determined that the vendor was capable of undertaking this work at a reasonable rate of compensation. Service began on June 1, 2013, and is currently capped at forty-six participants.

The New Freedom grant-funded program allows Access riders with children to engage in child-care related activities such as school, recreation, healthcare and other social activities (such as play-dates). Currently, Access riders must book all trips a day in advance, which can be difficult for parents with children who often have to take unplanned trips, such as picking-up a sick child from school or taking them to the doctor.

Due to limited grant funding, the program is limited to qualified Access riders who travel within the Northern service area. The program includes the following service enhancements that exceed the ADA minimum paratransit provisions:
- Door-to-door service;
- Provision for some same-day reservations for non-emergency medical necessities;
- Appointment-based next-day reservations;
- Extended dwell time; and
- Provision for multi-legged trips or intermediary stops,

The current three-year contract will end May 31, 2016, and the extension would continue the service for up to eighteen months. MV Transportation’s option year price proposal includes cost adjustments for wage increases and program enhancements as detailed below:

- Increase in driver wages: MV Transportation increases driver wages annually to comply with the Collective Bargaining Agreement with Teamster Local 848. The Teamster Union’s ratification for wage increase went into effect August 2014

- Increase staff: In order to assist riders efficiently, MV Transportation has added reservation and dispatch staffing resources to accommodate the customer experience process for Access riders
TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
      F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS AND INCREASE FUNDS – EASTERN REGION SERVICE PROVIDER CONTRACT (AS-3421) - Held over from the April 25, 2016 Board Meeting

ISSUE:

Scheduled and enacted changes in minimum wage and affordable health care laws will continue to impact service provider wage scales over the next few years. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. Staff had recommended at the April 2016 Board meeting that the impact of these changes be mitigated for our providers. However, the Board tabled those recommendations and directed staff to work with the Board Budget Subcommittee to explore in more detail the financial impact on the next, as well as subsequent, fiscal years.

Accordingly, the Budget Board Subcommittee met on May 5, 2016 to discuss the above issues. Their recommendation is to authorize rate adjustments based on the service provider employee population who are below the Los Angeles County minimum wage levels. These rate adjustments would be applied in conjunction with the July 1, 2016 and July 1, 2017 minimum wage scale changes. Additionally, the Subcommittee recommended rate adjustments related to affordable health care laws effective July 1, 2016.

The Eastern Region contract, operated by San Gabriel Transit, has wage and affordable health care components in its fixed monthly fee, variable per trip rate, and variable hour rate (certification). The current contract is in the 3rd year of its base term with two full years remaining. Based on the Subcommittee’s recommendation, staff is proposing rate changes for Years 3 and 4 of the base term. Further direction from the Board will be needed in the future to address minimum wage changes that will impact Year 5.
Additionally, the contract not-to-exceed value is being increased to reflect the latest demand projections. The estimated trip count is 12.3% higher than what was originally projected by HDR when the contract was issued.

**RECOMMENDATION:**

Authorize the addition of funds by $5,403,103 and a change of rates for Contract AS-3421 with San Gabriel Transit.

The rates are as follows -

<table>
<thead>
<tr>
<th></th>
<th>Year 3 7/1/2016-3/31/2017</th>
<th>Year 4 4/1/2017-6/30/2017</th>
<th>Year 4 7/1/2017-3/31/2018</th>
<th>Year 5 4/1/2018-3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$26.50</td>
<td>$26.67</td>
<td>$27.21</td>
<td>$27.36</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.1%</td>
<td>0.6%</td>
<td>2.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$608,986</td>
<td>$626,546</td>
<td>$636,246</td>
<td>$654,417</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.6%</td>
<td>2.9%</td>
<td>1.5%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Cert. variable per hour rate</td>
<td>$31.98</td>
<td>$32.10</td>
<td>$32.10</td>
<td>$32.25</td>
</tr>
<tr>
<td>% change from old rate</td>
<td>0.0%</td>
<td>0.4%</td>
<td>0.0%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

Minimum Wage/Affordable Health Care 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.

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 -

<table>
<thead>
<tr>
<th>Date</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2014</td>
<td>$ 9.00</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>$10.00/hr</td>
</tr>
<tr>
<td>7/1/2016</td>
<td>$10.50/hr</td>
</tr>
<tr>
<td>7/1/2017</td>
<td>$12.00/hr</td>
</tr>
<tr>
<td>7/1/2018</td>
<td>$13.25/hr</td>
</tr>
<tr>
<td>7/1/2019</td>
<td>$14.25/hr</td>
</tr>
<tr>
<td>7/1/2020</td>
<td>$15.00/hr</td>
</tr>
</tbody>
</table>
Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact both the minimum wage progression and affordable health care legislation had on wages and benefits. The analysis provided the framework to establish the new rates for the affected contract years.

**The system-wide cost of the adjustment effective July 1, 2016 is $662,339, of which $64,620 is associated with the Eastern Service Region. For FY2017/18, the system-wide cost is $2,586,113, of which $612,379 is associated with the Eastern Service Region.**

**Rate Comparison (blended fixed and variable)**
The table below depicts the change in total dollars with the rate changes (excluding certification hours).

<table>
<thead>
<tr>
<th></th>
<th>Year 3 4/1/2016-3/31/2017</th>
<th>Year 4 4/1/2017-3/31/2018</th>
<th>Year 5 4/1/2017-3/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost</td>
<td>$30,555,016</td>
<td>$31,280,108</td>
<td>$31,861,736</td>
</tr>
<tr>
<td>% Change</td>
<td>n/a</td>
<td>2.4%</td>
<td>1.9%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only*

The increase in the contract amount will be programmed into the proposed FY2016/17 budget and will be appropriately programmed for subsequent out years.

This action will result in an increase in the previously approved contract amount of $155,734,372 to **$161,137,475.**

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

**ALTERNATIVES CONSIDERED:**

If the rate changes related to minimum wage and affordable health care are not approved, then the service provider would continue to operate through the base term under the rates previously approved by the Board. However, this forces the burden of these changes on our service providers which staff feels is not consistent with our support for legislative policy and also weakens the cost margins approved in the contract. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with San Gabriel Transit for specialized transportation services on terms and conditions no less favorable to
Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND

The Eastern region service contract, AS-3421, was awarded to San Gabriel Transit (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 years 3 and 4 of the base term.

The tables below provide current performance indicators and anticipated growth through the base term. This growth has been accounted for in the new not-to-exceed contract value.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Reservation Calls – Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>76 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.26%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 2 (4/15-3/16)</td>
<td>825,546</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 3 (4/16-3/17)</td>
<td>877,504</td>
<td>6.3%</td>
</tr>
<tr>
<td>Year 4 (4/17-3/18)</td>
<td>931,749</td>
<td>6.2%</td>
</tr>
<tr>
<td>Year 5 (4/18-3/19)</td>
<td>976,390</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

*based on HDR projections
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER OF FINANCE
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION OF ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-3116)

ISSUE:

Scheduled and enacted changes in minimum wage and affordable health care laws will continue to impact service provider wage scales over the next few years. These circumstances could not have been reasonably anticipated by the service providers at the time their individual contracts were procured. Staff had recommended at the April 2016 Board meeting that the impact of these changes be mitigated for our providers. However, the Board tabled those recommendations and directed staff to work with the Board Budget Subcommittee to explore in more detail the financial impact on the next, as well as subsequent, fiscal years.

Accordingly, the Budget Board Subcommittee met on May 5, 2016 to discuss the above issues. Their recommendation is to authorize rate adjustments based on the service provider employee population who are below the Los Angeles County minimum wage levels. These rate adjustments would be applied in conjunction with the July 1, 2016 and July 1, 2017 minimum wage scale changes. Additionally, the Subcommittee recommended rate adjustments related to affordable health care laws effective July 1, 2016.

The Antelope Valley contract, operated by Diversified Transportation, LLC, has wage and affordable health care components in its fixed monthly fee and variable per trip rate. The current contract is in the 5th year of its base term and up to five (5) option years available to exercise. Based on the Subcommittee’s recommendation, staff is proposing rate changes for Year 5 of the base term and the three option years. Further direction from the Board will be needed in the future to address minimum wage changes that will impact the option years 7 and 8.
Staff feels that the upcoming Operations Review might generate significant changes in the Access operating model over the next two years. It would therefore be prudent to retain our current service providers during this transition as opposed to bringing in a new provider during a period of change. Therefore, staff is also recommending exercising three of the five option years available.

Staff will be bringing items related to software systems utilized in the performance of this contract at a future Board meeting.

**RECOMMENDATION:**

Authorize the addition of funds by $14,604,747, a change in rates and an extension in the period of performance for three (3) years, from May 1, 2017 through April 30, 2020.

The rates are as follows –

<table>
<thead>
<tr>
<th></th>
<th>Year 5 7/1/2016-4/30/2017</th>
<th>Year 6 5/1/2017-6/30/2017</th>
<th>Year 6 7/1/2017-4/30/2018</th>
<th>Year 7 5/1/2018-4/30/2019</th>
<th>Year 8 5/1/2019-4/30/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable per trip rate</td>
<td>$16.45</td>
<td>$16.85</td>
<td>$17.30</td>
<td>$17.71</td>
<td>$18.14</td>
</tr>
<tr>
<td>% change</td>
<td>1.3%</td>
<td>2.4%</td>
<td>2.7%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Fixed monthly rate</td>
<td>$159,944</td>
<td>$163,780</td>
<td>$165,887</td>
<td>$169,865</td>
<td>$173,939</td>
</tr>
<tr>
<td>% change</td>
<td>1.5%</td>
<td>2.4%</td>
<td>1.3%</td>
<td>2.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Adjustment Reason</td>
<td>Minimum Wage &amp; Health Care</td>
<td>Option Year CPI</td>
<td>Minimum Wage</td>
<td>Option Year CPI</td>
<td>Option Year CPI</td>
</tr>
</tbody>
</table>

**IMPACT ON BUDGET:**

Minimum Wage/Affordable Health Care 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.

The State of California’s minimum wage progression is as follows -

- 7/1/2016 $10.50/hr
- 7/1/2017 $12.00/hr
- 7/1/2018 $13.25/hr
- 7/1/2019 $14.25/hr
- 7/1/2020 $15.00/hr
Staff performed a detailed analysis of the original proposal submitted by the contractor in terms of the impact both the State’s minimum wage progression and affordable health care legislation had on wages and benefits. The analysis provided the framework to establish the new rates for the affected contract years.

The increase in the contract amount will be accommodated by the current budget and will be appropriately programmed for subsequent out years. In terms of the extension year beginning May 1, 2017, costs excluding those affected by the minimum wage and affordable health care adjustment were increased for the option year by 2.4%, based on the average year-over-year increase in the Consumer Price Index for the Los Angeles Metropolitan Region.

**Rate Comparison (blended fixed and variable)**

The table below depicts the change in total dollars with the rate changes for the extension years.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Cost</td>
<td>$4,508,943</td>
<td>$4,708,225</td>
<td>$4,837,023</td>
<td>$4,953,022</td>
</tr>
<tr>
<td>% Change</td>
<td>n/a</td>
<td>4.4%</td>
<td>2.7%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

*same number of annual trips for comparative reasons only*

The system-wide cost of the adjustment effective July 1, 2016 is $662,339, of which $61,487 is associated with the Antelope Valley Service Region. For FY2017/18, the system-wide cost is $2,586,113, of which $169,373 is associated with the Antelope Valley Service Region.

This action will result in an increase in the previously approved contract amount of $19,425,872 to $34,030,619.

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

**ALTERNATIVES CONSIDERED:**

Staff could opt not to negotiate the option period, however doing so would require the contract to be put out to bid. If the rate changes related to minimum wage and affordable health care are not approved, then the service provider would continue to operate through the base term under the rates previously approved by the Board. However, this forces the burden of these changes on our service providers which staff feels is not consistent with our support for legislative policy and also weakens the cost margins approved in the contract. Based on the negotiated rates and the successful performance of the contract itself, staff feels the recommendation is appropriate.
**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with Diversified Transportation for specialized transportation services on terms and conditions no less favorable to Access than those set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the revised terms or the extension period unless and until they are incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND**

The Antelope Valley region service contract, AS-3116, was awarded to Diversified Transportation (DT) on February 1, 2012. The base term of the contract runs through April 30, 2017 and allows for five (5) additional option years.

The tables below provide current performance indicators and anticipated growth through the base term. This growth has been accounted for in the new not-to-exceed contract value.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Access Standard</th>
<th>Actual (FY 2016 through April 15, 2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>&gt;91%</td>
<td>91.4%</td>
</tr>
<tr>
<td>Reservation Calls on Hold Over 5 Minutes</td>
<td>&lt;5%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Reservation Calls – Average Initial Hold Time</td>
<td>&lt;120 seconds</td>
<td>94 seconds</td>
</tr>
<tr>
<td>Late 4 Trips</td>
<td>&lt;0.10%</td>
<td>0.02%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Growth</th>
<th>Trips</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 4 (5/15-4/16)</td>
<td>139,643</td>
<td>n/a</td>
</tr>
<tr>
<td>Year 5 (5/16-4/17)</td>
<td>157,298</td>
<td>12.6%</td>
</tr>
<tr>
<td>Option Year 1 (5/17-4/18)</td>
<td>177,850</td>
<td>13.1%</td>
</tr>
</tbody>
</table>

*based on HDR projections
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE

RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

ISSUE:

In order to continue the Access Self-Insured Retention (SIR) program, Board approval is necessary to authorize the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

Both the Primary Automobile and First Excess Layer Liability coverages are under a two-year agreement that expires in June 2017. However, the Second, Third, and Fourth Excess Layer Liability coverages expire June 21, 2016 and therefore require Board action to extend to June 21, 2017.

RECOMMENDATION:

Authorize the Executive Director to:

- Enter into one-year policy agreements with James River Insurance Company, National Union Fire Insurance Company and Scottsdale Insurance Company from June 21, 2016 until June 21, 2017 for an amount not to exceed $875,000 for the provision of Third, Fourth, and Fifth Excess Liability coverage respectively.

IMPACT ON BUDGET:

These costs will be included in Access’ budget for FY2016/2017. The funding for these policies comes from Prop C Discretionary Funds.

BACKGROUND:

The insurance placement process will be completed by June 20, 2016. Staff will seek final approval for these policies from the Chairperson by that date. A report with specific insurance carrier and policy information will be in the June Board Box.
The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the ‘A. M. Best Guide’ industry rating, policy limits, potential covered losses and cost. Sullivan Curtis Monroe, the Access insurance broker, has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access Services currently carries and as part of their process conducts a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this board item. Since quotes are generally not available until the date of the actual policy renewal, it is possible that the actual cost of the premiums will be lower than the stated estimate.
MAY 13, 2016

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DIRECTOR OF FINANCE
RE: CONSIDERATION TO RENEW SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM

ISSUE:
Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to $100,000 per claim.

RECOMMENDATION:
Authorize staff to continue a $100,000 Self Insured Retention program with estimated liability of $2,081,000 determined in accordance with GASB Statement No. 10 as required for public entities.

IMPACT ON BUDGET:
Based on updated actuarial studies performed by Aon Risk Solutions, it is expected that this program may have a projected total cost of claims within the SIR of up to $2,081,000. The final cost will depend on the actual loss history over the policy period. For example, in the current SIR year, we are estimating the total cost of claims to be around $581,000, a number far below the actuarial estimate of $2,101,000. (This estimate is subject to change depending on claims experience through June 20th, 2016)

Aggregate stop loss insurance will be procured in order to limit aggregate SIR exposure. The aggregate insurance will become effective when Access has paid $3,500,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2016/17.

ALTERNATIVES CONSIDERED:
Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.
BACKGROUND:

The proposal with an SIR and cost sharing of total claims was developed by our insurance brokers, SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third Party Administrator (CorVel) has allowed for management of the handling of all claims from date of incident to resolution through claims payment and/or litigation. The data for the actuarial study consists of data for claims incurred from June 21, 2009 to date gathered from CorVel, Access’ Third Party Administrator.
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENTS AND CONTRACT ADMINISTRATION
      GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY

RE: CONSIDERATION TO APPROVE CONTRACT RATE MODIFICATIONS, INCREASE FUNDS AND EXTENSION - ELIGIBILITY DETERMINATION CONTRACT (AS-2441)

ISSUE:

Board approval is necessary to modify rates, increase funds and extend the period of performance for the eligibility determination services contract (AS-2441) with C.A.R.E. Evaluators, LLC (CARE).

RECOMMENDATION:

1. Authorize staff to exercise one of two remaining option years with a one (1) year extension to the contract from July 1, 2016 through June 30, 2017.
2. Authorize an additional $4,673,203 in funds thereby increasing the maximum contract value from $24,177,232 to $28,850,435.

IMPACT ON BUDGET:

The proposed fixed monthly rate will increase from $228,544 to $235,257, the fixed in-person evaluation rate will increase from $29.61 to $30.88, and the document review rate will increase from $13.77 to $13.85. The additional funds required for this extension have been programmed into the Access budget for FY2016/17.

The funding for these services comes from a combination of Federal Section 5310 Grant and the Prop C Discretionary Fund.

ALTERNATIVES CONSIDERED:

None. The changes under consideration as a result of the comprehensive review of eligibility, the ensuing Request for Proposal process, and the acquisition, development
and implementation of eligibility facilities necessitate the additional time allowed by the one-year extension.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with C.A.R.E. Evaluators, LLC for eligibility determination services on terms and conditions set forth in the existing contract and modified as proposed in this item. Access Services would not be legally bound to the revised terms of the contract until embodied in a written amendment executed by all parties thereto and approved as to form by this entity’s legal counsel.

**BACKGROUND:**

During the September 2015 Board meeting, staff requested a six (6) month extension for this contract in order to complete the analysis of a comprehensive review of eligibility that was completed and presented to the board in May 2015. At that time, Access believed that there would be some recommendations from this review that would impact some aspects of the structure and delivery of eligibility determination services.

Since that time, staff has adopted a more wholesale approach to the review of the eligibility process, in particular, the functional assessment. As part of this assessment, staff has concluded that two significant changes to the process will be the development of software purpose built for our needs and our vision of the functional assessment process. Additionally, staff strongly believes that the development of a much more robust and detailed application process will be integral to the functional assessment process and directly tied to the software development.

In addition to these significant process changes, Access is considering different options with the eligibility location currently being negotiated in terms of the timing of startup. One option would be to move the existing contractor to the new location during the RFP process, while the other option would be to wait and time the start of the new facility with the award of the successful bidder.

For these reasons, staff has concluded that more time is needed to properly vet and address all of the factors and therefore is requesting Board approval for this one-year contract extension.
MAY 13, 2016

TO: BOARD OF DIRECTORS
FROM: MICHAEL PASCUAL, MANAGER OF PROCUREMENT AND CONTRACTS ADMINISTRATION
       JACK GARATE, OPERATIONS ADMINISTRATOR
RE: CONSIDERATION TO APPROVE SELECTION OF MOBILITY DEVICE MARKING SERVICE CONTRACTOR (RFP AS-4010)

ISSUE:
Board approval is needed for the selection of a mobility device marking service contractor beginning July 1, 2016.

RECOMMENDATION:
Authorize staff to execute a contract with C.A.R.E. Evaluators, LLC (CARE) for the performance of the agency’s mobility device marking service for the period of July 1, 2016 through June 30, 2017 at an amount not to exceed $294,774, with an option to extend the contract for one year.

The Year 1 labor rates associated with this contract are as follows -

Supervisor/Liaison $36.70/hr
Lead Installer $24.00/hr
Other Installers $22.50/hr

IMPACT ON BUDGET:
The contract amount has been programmed into the FY2016/17 draft budget. This project will be funded with a combination of local Prop C funds and Federal New Freedom grant funds. The grant, which is specifically earmarked for operating assistance, will fund 50% of the project.

ALTERNATIVES CONSIDERED:
The existing contract ends June 30, 2016 and has no option years left to exercise. In order to continue to use the Federal New Freedom grant funds, it was necessary to competitively procure these services.
EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff will be authorized, but not required, to negotiate and enter into a contract with C.A.R.E. Evaluators, Inc. 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:

The marking and tethering program involves the provision of a safety-first customer orientation briefing and the marking and installation of tether straps on the mobility devices of Access eligibility applicants coming through the Access Services Evaluation Center. The program’s goal is to brief all applicants on the safety features of the Access vehicles and the proper use of the safety securement systems. Staff believes that by giving customers a safety orientation briefing, they will be less anxious when faced with the prospect of booking and taking an Access trip. Potential riders seem to come away with a good working knowledge of what it means to be an Access rider, as well as a thorough understanding of our commitment to customer safety. Over the previous year, more than 50,000 applicants received the safety briefing with 1,938 mobility devices marked and an additional 432 tethered. This service also provides Metro bus riders or others with a voluntary wheelchair marking and tether strap installation service (the contractor provides this service without the educational or orientation component that characterizes the more comprehensive service offered to Access riders.) Approximately 76 individuals availed themselves of this aspect of the service over the last year.

Access began the Wheelchair Marking and Tethering program as a pilot project utilizing C.A.R.E.’s Eligibility facility in January 2010. The service was subsequently competitively procured and awarded to C.A.R.E as a permanent program that began July 1, 2010 with a term, including option years, through June 30, 2016. In 2011, Access received a New Freedom grant which pays for 50% of the operating costs. Staff is projecting that there will be sufficient grant funds to continue draw upon into the next fiscal year. However, due to the lack of an additional option year to exercise, federal procurement rules required staff to issue a request for proposals (RFP). There was only one proposal to the RFP, which was deemed both responsive and responsible, received from C.A.R.E. Evaluators, Inc. C.A.R.E., in its role as our contracted eligibility contractor, has demonstrated its understanding of both Access’ diverse ridership and the various types of mobility devices used by this population. Staff is confident that CARE can continue to perform the tasks to which it will be assigned with a high degree of professionalism.
TO:     BOARD OF DIRECTORS

FROM:  MATTHEW AVANCENA, MANAGER OF PLANNING AND
       COORDINATION
       ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING
       AND GOVERNMENTAL AFFAIRS

RE:     AUTHORIZATION TO COLLECT CUSTOMER MEDI-CAL NUMBERS FOR
        ACCESS SERVICES PARTICIPATION IN L.A. COUNTY’S MEDI-CAL
        ADMINISTRATIVE ACTIVITIES PROGRAM


ISSUE:

Access Services staff, in conjunction with its consultant ST Consulting, has been working with the County of Los Angeles to gain entry into the Medi-Cal Administrative Activities (MAA) Program. Access’ participation in the MAA program has the potential for the agency to receive a percentage of its costs back from the federal government for transporting Medi-Cal eligible customers to Medi-Cal related appointments.

In order for Access to receive a higher reimbursement rate for transporting Medi-Cal eligible customers, Access will need customers’ Medi-Cal Identification numbers on file to submit to the County for reimbursement.

RECOMMENDATION:

Allow Access Services to collect Medi-Cal identification numbers from Access customers, on a strictly voluntary basis, for purposes of submitting reimbursement requests to the County for transportation services provided to/from Medi-Cal related appointments.

IMPACT ON BUDGET:

Participation in the MAA program is a potential source of revenue for the agency. A number of transit agencies in Southern California currently receive funding from the Medi-Cal program for some of their paratransit trips. While it is difficult to determine how much revenue Access will receive, staff estimates that Access could potentially receive anywhere from $5 to $10 million per year in reimbursements.
ALTERNATIVES CONSIDERED:

No alternatives were considered.

BACKGROUND:

The MAA Program assists in the administration of the Medi-Cal Program by improving the availability and accessibility of Medi-Cal services to Medi-Cal eligible individuals and their families.

As the ADA complementary paratransit provider for Los Angeles County, it can be assumed that Access Services is currently providing non-emergency medical transportation to Medi-Cal eligible customers. Transit entities that provide this type of transportation are eligible to receive a percentage of their costs back from the federal government for transporting Medi-Cal eligible individuals to Medi-Cal covered services. The MAA program thus represents a potential source of revenue to support eligible transportation services in Los Angeles County.

Other transit agencies in Southern California currently participate in the MAA program. Current participants include:

- San Diego Metropolitan Transit System (SDMTS)
- Riverside Transit Agency (RTA)
- Gold Coast Transit in Ventura County
- OmniTrans in San Bernardino

San Diego MTS has been a participant since 2003 and is the first known transit agency in California to take advantage of the MAA reimbursement program.

Reason for collecting Medi-Cal numbers

Collecting Medi-Cal numbers will allow Access to get a better percentage “match” of Access customers who receive Medi-Cal benefits. A higher match is particularly useful when Access begins submitting quarterly invoices to the County for reimbursement.

Of the four (4) agencies cited above, all of them collect Medi-Cal numbers except Gold Coast Transit. Gold Coast Transit achieves a lower Medi-Cal percentage, and a lower reimbursement rate, as a result of not collecting Med-Cal numbers.
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, STRATEGIC PLANNER
      ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING
      AND GOVERNMENTAL AFFAIRS

RE: ACCESS SERVICES FIVE YEAR STRATEGIC PLAN (2016-2020)

ISSUE:
Access staff has developed a Five Year Strategic Plan (2016-2020) designed to identify
the challenges facing the Agency over the next five years. The Plan proposes to present
solutions to continue providing safe, reliable, and cost-effective ADA paratransit in Los
Angeles County.

RECOMMENDATION:
Review and comment prior to final approval at the June 2016 Board meeting.

IMPACT ON BUDGET:
None.

BACKGROUND:
In July 2014 Access staff initiated efforts to develop a Strategic Plan for the agency to
address anticipated challenges over the next five years.

Challenges:
Among the principal challenges that Access anticipates include:

  Increased demand - Ridership projections by consulting firm HDR Engineering Inc.,
  have indicated continuing and growing demand for eligibility as well as paratransit
  trips. Growth in these areas will lead to cost increases for providing paratransit
  services.
An aging population - With a growing senior population and more seniors giving up driving, there will be a large increase in persons seeking Access eligibility and paratransit trips.

Operating costs - Factors such as the need for increased provider and Access staff in order to respond to increasing demand, as well as minimum wage laws and Affordable Care Act benefits will impact overall system costs.

Complying with federal mandates - The adoption of Beyond the Curb service and Reasonable Modification will increase costs for the Agency.

Responding to the Challenges:

In light of these future challenges, Access is already working on improvements that will allow the Agency to continue to have the necessary financial, personnel and capital resources to provide transportation services to its customers.

The Strategic Plan lays out three principal categories for meeting future challenges:

1. Improving Customer Service
2. Responding to Growing Demand and Cost Increases
3. Seeking New Funding Sources for Paratransit Service

Improving customer service

Access is actively pursuing the development of mobile applications that will allow customers to make reservations and also track their vehicle’s estimated time of arrival at a pick-up location.

Additionally, Access has already started the process of contracting out its Customer Service call center functions in an effort to improve response times and overall quality.

Responding to growing demand and cost increases

Access staff is proactively preparing for anticipated ridership increases over the next five years. Among some of the programs that staff will pursue are:

Expanding the existing Travel Training program;

Conducting a customer survey to determine the effectiveness of Access’ Free Fare Program;

Participating in an APTA peer review of Access’ operations to evaluate the existing service model;
Enhancing its eligibility program to ensure paratransit services are available for those who need it, while directing applicants who can use fixed-route to the most appropriate transportation service.

**Seek new funding sources**

Access has a very successful track record of seeking grant funding for innovative programs. Access will continue to seek-out funding opportunities including a plan to seek reimbursement for Medi-Cal eligible trips.

Access is also working with Metro to include dedicated funding for ADA paratransit services and other senior programs in the proposed Measure R2 ballot measure.

**CAC and TPAC DISCUSSION**

The plan was presented to the Community Advisory Committee (CAC) on May 10th and to the Transportation Professionals Advisory Committee (TPAC) on May 12th.

Members of the CAC reacted positively to the plan. The committee members encouraged staff and contractors to adopt practices to attract and retain drivers despite competition from transportation network companies (TNC) like Uber and Lyft. These additional suggestions may be good to expand upon and include in the next plan update.

Members of TPAC were also supportive of the plan. TPAC members sought additional details on some of the goals such as staff efforts to seek funding from sources other than Proposition C sales tax revenue to fund paratransit services.

**NEXT STEPS**

Staff will incorporate comments/suggestions from CAC and TPAC as well as the Board after its meeting on May 23, 2016. A final plan will be presented for approval at the June 27, 2016 Board meeting.

Access staff will then perform annual updates on the Strategic Plan as changes to existing programs are enacted and or new initiatives are undertaken. Staff will share these updates to Access stakeholders and the Board for review and consideration.

The draft plan is available under the Board Meeting Attachments section at - [http://accessla.org/about_us/publications.html](http://accessla.org/about_us/publications.html).
**MAY 13, 2016**

**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 August 2016 at the regularly scheduled Board meetings.

**June 1, 2016**  
*Special Board Meeting - Access Services Headquarters*

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consideration to Approve Access Services Employee Health Benefits</td>
<td>Action</td>
</tr>
<tr>
<td>Real Estate-Eligibility Facility</td>
<td>Presentation/Action</td>
</tr>
</tbody>
</table>

**June 27, 2016**  
*Board Meeting - Access Services Headquarters*

<table>
<thead>
<tr>
<th>Agenda Items:</th>
<th>Disposition:</th>
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</thead>
<tbody>
<tr>
<td>Consideration to Approve Back-Up Service Provider Funding</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Budget for Fiscal Year 2016/2017</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve Design Contract</td>
<td>Action</td>
</tr>
<tr>
<td>Employee Survey Result</td>
<td>Information</td>
</tr>
<tr>
<td>Final Strategic Plan</td>
<td>Action</td>
</tr>
<tr>
<td>Consideration to Approve New Policy Regarding Disruptive Conduct</td>
<td>Action</td>
</tr>
</tbody>
</table>
### Agenda Items:

<table>
<thead>
<tr>
<th>Agenda Items</th>
<th>Disposition:</th>
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</thead>
<tbody>
<tr>
<td>TBD</td>
<td></td>
</tr>
<tr>
<td>Paratransit Plan Update</td>
<td>Information</td>
</tr>
</tbody>
</table>
MAY 13, 2016

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: STATUS UPDATE ON METRO’S REVIEW OF ACCESS SERVICES

ISSUE:

In June 2013, the Metro Board of Directors authorized an independent review of Access Services. The final report contained 13 findings which resulted in 12 recommendations including Access’ management response to the recommendations. To date, nine of the recommendations have been closed.

The findings and associated recommendations are detailed in the Metro Staff Report and Final Review located on www.accessla.org.

Access staff will be updating the Board on a monthly basis on progress on implementing the remaining recommendations that are still open.

RECOMMENDATION:

Receive and File.
### Recommendation #1 - CLOSED in August 2014

Access Services staff should present its future customer service survey to Access Services’ Advisory Committees and Metro’s Civil Rights for review and input, make additional improvements to the survey procurement and sampling plan, and establish a more formal follow-up process.

<table>
<thead>
<tr>
<th>Month</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>The report was discussed and placed under Receive and File by the Metro Subcommittees with the understanding that an independent survey and a series of Town Hall meeting with Access customers will be conducted over the next few months. Access received a letter from the audit firm conducting the outreach on March 5, 2014.</td>
</tr>
<tr>
<td>April - 14</td>
<td>The consulting firm retained by Metro MASD (Bazilio Cobb and Associates) started conducting phone customer surveys the week of April 14th. The town hall meetings are scheduled to take place on May 5th, 6th and 7th. Access will close this recommendation at the conclusion of the town hall meetings.</td>
</tr>
<tr>
<td>May - 14</td>
<td>The phone customer surveys have been completed and results are being tabulated. The Town Hall meetings were completed as scheduled. A final report of the survey responses will be shared with the Board in June/July 2014.</td>
</tr>
<tr>
<td>June - 14</td>
<td>The final report on the phone survey responses and town hall meetings is scheduled to be presented at the June 2014 Metro Board of Directors meeting. A presentation to the Access Board of Directors is scheduled for August 2014.</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff is scheduled to present the phone survey results at the August 2014 Board meeting along with an action plan to address issues identified in the survey. Staff would like to close this recommendation at the end of August.</td>
</tr>
</tbody>
</table>

CLOSED in August 2014

### Recommendation #2 - CLOSED in February 2014:

Access Services should refine their ridership demand projections to provide more accurate estimates of demand by service area.

<table>
<thead>
<tr>
<th>Month</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access has already implemented this recommendation. The consulting firm that conducts Access’ ADA paratransit demand forecasting (HDR Engineering, Inc.) already incorporates a multi-</td>
</tr>
</tbody>
</table>
regional forecasting model to provide more accurate ridership projections.

CLOSED

Recommendation #3 - CLOSED in August 2014

Access Services should consider screening potential travel training clients to recruit high-use Access Services riders and/or riders who may be best able to utilize fixed route services.

January - 14  
Access has already begun contacting customers who take frequent, short trips to see if they would be interested in Travel Training.

April - 14  
Access’ Travel Training contractor Mobility Management Partners (MMP) has already contacted high use riders to offer them travel training. To date over 202 customers were called and offered training. As this effort is on-going, Access will close this recommendation at the end of April.

May - 14  
CLOSED

June -14  
Director Levy asked to re-open this recommendation pending additional data on high use riders who have been contacted and offered Travel Training. Access Services provided MMP with a list of the highest volume of “short trip” users during the month of September 2013. A short trip was defined as less than two miles one-way. The list contained a total of 2,894 users. Out of the riders on this list, the number of short trips taken per month ranged as follows:

<table>
<thead>
<tr>
<th>Number of Short Trips</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or more trips</td>
<td>202</td>
<td>7%</td>
</tr>
<tr>
<td>7 - 11 trips</td>
<td>235</td>
<td>8%</td>
</tr>
<tr>
<td>6 trips or less</td>
<td>2,457</td>
<td>85%</td>
</tr>
</tbody>
</table>

Between November 2013 and February 2014 MMP attempted to contact the 202 highest users of short trips to present the travel training program. The results were as follows:

<table>
<thead>
<tr>
<th>Contact Results</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>107</td>
<td>53%</td>
</tr>
<tr>
<td>Not interested - medical concerns</td>
<td>53</td>
<td>26%</td>
</tr>
<tr>
<td>Not interested - no reason given</td>
<td>26</td>
<td>13%</td>
</tr>
<tr>
<td>Interested</td>
<td>8</td>
<td>4%</td>
</tr>
<tr>
<td>Maybe later</td>
<td>6</td>
<td>3%</td>
</tr>
<tr>
<td>Have already been trained</td>
<td>2</td>
<td>1%</td>
</tr>
</tbody>
</table>
Note: “No response” results include cases of a wrong number, or where two attempts were made by leaving messages and no return call was received. Applications were provided for the 8 riders showing interest in the program, and to date none have resulted in assessments and/or trainings. Access will ask MMP to further evaluate the list and continue to make calls to the 8% of riders who have taken between 7-11 trips.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>August-14</td>
<td>As time allows, Access and MMP staff will call the remaining high use riders from the original list and offer them travel training. Since staff would like to make this a continuous component of the Travel Training program, staff would like to close this recommendation going forward.</td>
</tr>
</tbody>
</table>

**Recommendation #4 – CLOSED in August 2014:**

Access Services should consider using the Transit Evaluation Center to offer more cost effective trainings to a larger group of participants.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access will be undertaking a review of this recommendation in the near future.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Access will be discussing group travel training sessions with its contractor and will include funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>May - 14</td>
<td>Staff has contacted its travel training contractor to discuss cost options for group travel training. Staff has included funding in the FY 2015 budget.</td>
</tr>
<tr>
<td>June-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for group travel training.</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff has budgeted funds in the FY 2015 budget for group travel training. Staff will work with the contractor to start group travel training sessions no later than Fall 2014. Therefore, staff would like to close this recommendation going forward.</td>
</tr>
</tbody>
</table>

**CLOSED in August 2014**
**Recommendation #5 - CLOSED in August 2014:**

Access Services should require a more accurate and reliable evaluation of the Travel Training Program.

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>January - 14</td>
<td>Access will be undertaking a review of this recommendation in the near future.</td>
</tr>
<tr>
<td>April - 14</td>
<td>Access will be working with its travel training contractor to develop a methodology to demonstrate the overall effectiveness of the travel training program in diverting riders from Access to fixed route transportation.</td>
</tr>
<tr>
<td>May - 14</td>
<td>The travel training contractor has developed and presented a proposed methodology to demonstrate the cost savings of the travel training program. Staff will review the proposed methodology and other cost/benefit models utilized in the industry.</td>
</tr>
</tbody>
</table>
| June-14   | Since there is no universally accepted formula to determine cost savings, it is common for other agencies that offer travel training programs to adopt different approaches to determine cost savings. Access Services has approached Easter Seals Project Action for assistance on best practices on evaluating Travel Training Programs. The methodology is based on a number of assumptions: MMP performs follow-up interviews with clients at one week, one month, two months and six months after the training program is completed. During these interviews, participants are asked how many one-way trips they have taken on public transit instead of using Access Services during the time since they completed their training. Based on follow-up with participants who have recently completed the program, riders who have been trained are using fixed route transit for an average of 7 one-way trips per month. These are believed to be conservative numbers. Had these same riders not been trained, they would have used Access Services to take the same seven (7) one-way trips. The average cost savings per trip diverted to fixed route is $31.33 (the difference between the average cost per trip on fixed route and the average cost per trip on Access). Based on these assumptions, the Access Travel Training Program provides training to 250 individuals per year, or 21 trainings per month on the average. The cost per training is approximately $2,000, resulting in a monthly cost of roughly $42,000 to maintain the program. It is important to note that savings are cumulative, in that as
more individuals are trained, the number of trips diverted monthly continues to grow. For example, after one month of training, 21 individuals have been trained and 147 trips are being diverted to fixed route on a monthly basis. After 12 months of training, 250 individuals have been trained and 1,750 trips monthly are being diverted to fixed route, and so on.

After one full year, the ongoing monthly savings resulting from the program has increased to $54,828 ($31.33 x 1,750). Offset by the monthly cost of $42,000, this now shows a net savings of $12,828 per month moving forward. These savings continue to grow as more individuals are trained, resulting in over $5.6 million in cumulative savings by the completion of the 5th year of the project, or an average savings of $1.1 million per year. These are net savings after accounting for the cost of the program.

<table>
<thead>
<tr>
<th>August-14</th>
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</thead>
<tbody>
<tr>
<td>Staff has approached Easter Seals Project Action (ESPA) for assistance on best practices on evaluating Travel Training Programs. ESPA staff indicated that MMP’s methodology to project cost-benefit is common among agencies that offer these programs. ESPA staff also suggests reviewing actual fixed route trip data to validate customer travel usage. Based on ESPA and Director Levy’s suggestion, Access has reviewed TAP data on customers who have been through the travel training program. Based on an analysis of customer TAP data from July 2013 through May 2014, customers’ fixed route usage confirms MMP’s methodology to demonstrate the cost savings of the travel training program. A summary of this effort is contained in the August 2014 Board Box. Moving forward, Access will continue to compare MMP’s survey results with actual TAP data. Access will provide this information on an annual basis in the Board Box. Therefore, staff would like to close this recommendation.</td>
</tr>
</tbody>
</table>

| CLOSED in August 2014 |

**Recommendation #6 - CLOSED in September 2014:**

**Access Services should evaluate whether the current fleet mix for contract providers is optimal to balance the need for Access Services vehicles with the desire to maximize fuel efficiency.**

| January - 14 | Access Services is continuously reviewing its fleet mix and will continue to do so. The Access fleet is comprised of Access owned vehicles, contractor owned vehicles and taxicabs. Staff presented a vehicle formula for Access owned vehicles to the CAC and TPAC |

| | |
in March. The formula is expected to be presented to the Board for consideration in April 2014.

| April - 14 | Staff is working with the transportation service providers on the base assumptions used to drive the vehicle allocation formula. A revised formula and vehicle service plan will be presented to TPAC and CAC in May 2014. |
| May - 14 | The vehicle allocation formula has been presented to CAC and TPAC. Staff is still in the process of finalizing the formula. Depending upon modifications the formula may need to go back to the CAC and TPAC. Currently, the formula is expected to be presented to the Board for consideration in June 2014. |
| June-14 | Access staff has met with each transportation service contractor to review their fleet needs and inventory. The results of these meetings generated the vehicle acquisitions proposed for FY 14/15 and the distribution of vehicles from the fleet build for FY 13/14. Staff will now work with the transportation service providers to refine the vehicle allocation formula. The formula will then be presented to CAC and TPAC for additional input. After CAC and TPAC’s review staff will present the formula to the Board for consideration. |
| August-14 | The revised formula was presented at the August CAC and TPAC meeting. If there is Board approval at the August Board meeting staff will close this recommendation going forward. |
| September-14 | The revised formula was scheduled to be presented at the August CAC meeting but the meeting ran over time. Staff will present the item at the September CAC meeting. If there is Board approval at the September Board meeting staff will close this recommendation going forward. |

**CLOSED in September 2014**

**Recommendation #7:**

Access Services should review industry best practices for controlling and containing costs strategies identified from the literature, research and best practices survey responses and determine the feasibility of implementing them for Access Services.

| January - 14 | Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget |
to further study the issues brought up in Recommendations 10 and 11.

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
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<tbody>
<tr>
<td>May - 14</td>
<td>Hold for FY 14/15 Budget Approval</td>
</tr>
<tr>
<td>August-14</td>
<td>Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. The RFP/RFQ will be released this month and anticipate work to begin in October 2014.</td>
</tr>
<tr>
<td>September-14</td>
<td>The RFP/RFQ is scheduled to be released in October 2014.</td>
</tr>
<tr>
<td>November -14</td>
<td>The RFP for the Comprehensive Operational Review was presented at the October CAC and TPAC meeting for review and comment. It was determined that the RFP should be broken down into specialized areas. The RFPs for Customer Service and Eligibility will be issued in November 2014 and the consulting contract will be brought back for consideration at the January or February 2015 Board of Directors meeting.</td>
</tr>
<tr>
<td>January - 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and will be awarded in January 2015.</td>
</tr>
<tr>
<td>February - 15</td>
<td>The RFPs for Customer Service and Eligibility was issued in November 2014 and awarded in January 2015. The consultants are expected to start work in February 2015.</td>
</tr>
<tr>
<td>March - 15</td>
<td>The consultant firm of McCloud Transportation &amp; Associates, LLC conducted their on-site review of Customer Service as part of the Comprehensive Operational Review. Staff expects a draft report in May 2015. The consulting firm Delta Services Group was awarded the contract for the Comprehensive Operational Review of Eligibility. They have conducted 2 separate site visits and a draft report is expected in May 2015.</td>
</tr>
<tr>
<td>April - 15</td>
<td>Eligibility comprehensive review is going well and staff is working with the consultant on the final stages of completion. Highlights from the report are scheduled to be presented to CAC and TPAC in May 2015. A status report on the Customer Service Review will be given to TPAC in April and to the CAC in May.</td>
</tr>
<tr>
<td>May - 15</td>
<td>Highlights from the Eligibility Review will be presented to the Access Board of Directors in May 2015. Highlights from the Customer Service Review will be presented to the Access Board in June 2015.</td>
</tr>
<tr>
<td>June – 15</td>
<td>An overview of The Final Report Comprehensive Review Customer Service was presented to the Board of Directors for review and comment. The full Comprehensive Review was made available on the Access website.</td>
</tr>
<tr>
<td>July – 15</td>
<td>Request for Proposals (RFP) No. AS-3955 Customer Service Center was released. The RFP solicits qualified firms to submit proposals for operating and managing Access Customer Service functions. The contract award is anticipated in September 2015.</td>
</tr>
<tr>
<td>August – 15</td>
<td>Staff is reviewing recommendations from the Comprehensive Eligibility Review to incorporate into the RFP for eligibility evaluation services. The RFP is scheduled to be released in November 2015. Meanwhile, short term recommendations are being implemented.</td>
</tr>
<tr>
<td>September-15</td>
<td>The Board is scheduled to consider awarding the Customer Service Contract at the October 2015 Board of Directors Meeting.</td>
</tr>
<tr>
<td>October–15</td>
<td>The Board tabled consideration of Customer Service Contract to December Board of Directors Meeting.</td>
</tr>
<tr>
<td>November-15</td>
<td>The Board is scheduled to consider awarding the Customer Service Contract at the December 2015 Board of Directors Meeting.</td>
</tr>
<tr>
<td>December-15</td>
<td>The Board made a motion to defer the awarding of the Customer Service contract for January 2016.</td>
</tr>
<tr>
<td>February - 16</td>
<td>The Board approved awarding a contract to ALTA Resources to provide customer service, including Operations Monitoring Center (OMC) services. This action will allow Access to control and contain cost of customer service by managing growth on a per call basis.</td>
</tr>
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<td><strong>CLOSED in February 2016</strong></td>
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**Recommendation #8: CLOSED in February 2014:**

Access Services should conduct a process review of its call center functions with a focus on ensuring that hold times are brought within the established standards. Additionally, Access Services should report quarterly to their Board on OMC and CSC call hold time improvements until it is able to meet its internal standard.
January – 14 The Access Board of Directors approved revised call standards on December 2, 2013. The call standards will ensure that calls to OMC and CSC are served promptly. Call center performance will be published monthly in our Board Box report.

Recommendation #9 - CLOSED in August 2014:

Access Services should review current ADA services provided beyond the minimum required levels and services provided that are not required by the ADA and assess the costs and benefits of continuing these services.

January - 14 Staff will be presenting a list of ADA services provided beyond the minimums to QSS, CAC, and TPAC for review. Any recommendations will be forwarded to the Access Board for consideration.

April - 14 Staff is developing a list of services provided beyond the minimum ADA and plans to present to CAC and TPAC in May/June.

May - 14 Staff will present this item to the CAC and TPAC in June.

June-14 Staff presented a list of ADA services and the associated costs and benefits for discussion at the June 2014 CAC and TPAC meeting. Both Committees are supportive of the services that are currently provided and are not in favor of any changes or modifications.

August-14 Staff already presented a list of ADA services at the June 2014 CAC and TPAC meeting. Therefore, staff would like to close this recommendation.

Recommendation #10:

Access Services should evaluate whether centralizing the reservations and/or routing function would lead to greater system efficiency.

January - 14 Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will look at including funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11.
| April - 14 | Hold for FY 14/15 Budget Approval. |
| May - 14 | Hold for FY 14/15 Budget Approval. |
| June - 14 | Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. |
| August-14 | The RFP/RFQ will be released this month and anticipate work to begin in October 2014. |
| September-14 | The RFP/RFQ is scheduled to be released in October 2014. |
| November -14 | The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future. |
| January - 15 | The RFP for the Comprehensive Operational Review related to Operations is still in development. Staff expects to issue the RFP in the near future. |
| February - 15 | The RFP for the Comprehensive Operational Review related to Operations is in development. Staff expects to issue the RFP after the completion of the Eligibility and Customer Service Reviews. |
| March - 15 | Staff plans on issuing an RFP for the Comprehensive Operational Review related to Operations in May 2015. |
| April - 15 | The release of the RFP for the Comprehensive Operational Review related to Operations is on hold pending discussion of having an APTA Peer Review conducted. |
| May - 15 | No new information. |
| June - 15 | No new information. |
| July - 15 | No new information. |
| August - 15 | No new information. |
| September-15 | The Board will discuss how to move forward with an operational evaluation, either through an APTA Peer Review and/or a Comprehensive Operational Review, at its Board Retreat scheduled for November 2015. The operational evaluation will look at whether centralizing the reservations and/or routing function will improve efficiency (Rec #10) and evaluate alternatives to the current model (Rec #11). |
| November–15 | The Board participated in a Strategic Planning Workshop at the Board Retreat to review challenges and solutions in front of Access. With regard to operations, the discussion focused on leveraging technology to potentially consolidate reservations. The following will be included in the Strategic Plan: Review the impact of creating |
a single reservations platform on current productivity and if warranted, select the best software platform to accomplish this. At the same time, explore various operating model changes such as increased use of a “bench” of TNCs (Uber, Lyft) and resource utilization during non-peak periods.

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<td>The Strategic Plan will be finalized in the upcoming months and will include plans for an operational review.</td>
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**Recommendation #11:**

**Access Services should develop a long-term service strategy that considers alternatives to the current model including a County-wide model that utilizes a larger bench of contractors.**

<p>| January - 14 | Access Services believes that there is no perfect or ideal way to deliver service to a region as large as L.A. County. Each operating model has its pros and cons. While it is apparent in terms of service quality and overall cost (in a national context) that our service model functions well, it is also important to look at other options. Access Services will include funds in its FY 14-15 budget to further study the issues brought up in Recommendation 7, 10 and 11. |
| April – 14 | Hold for FY 14/15 Budget Approval. |
| May – 14 | Hold for FY 14/15 Budget Approval. |
| June-14 | Staff has budgeted funds in the proposed FY 2015 budget for a consultant to further study the issue. |
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| November -14 | The RFP for the Comprehensive Operational Review related to Operations is still in development. The RFP is expected to be released in the near future. |</p>
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**Recommendation #12: CLOSED in February 2014:**

Access Services should consider working with Metro Geographic Information Systems (GIS) services to acquire the necessary software and to revise the current service area maps to reflect actual walking distance from the fixed route service. Service changes should be implemented over time to minimize impact on current clients.

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<tr>
<td>January - 14</td>
<td>Access Services disagrees with this recommendation as it has no legal basis. Access Service believes that the service area requirement makes it all but clear that the distance is measured as the crow flies by use of diagrams that literally draw a ¼ mile line on either side of the fixed route and a circle with a ¼ mile radius at the terminus of a fixed route.</td>
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</tbody>
</table>

**CLOSED BY METRO**