

# access

REVISED

BOARD OF DIRECTORS MEETING  
MONDAY, APRIL 25, 2011  
Closed Session: 12:00 – 1:00 P.M.  
General Session: 1:00 – 3:00 P.M.  
Los Angeles County MTA  
One Gateway Plaza, 3rd Floor  
729 Vignes Street, Los Angeles CA 90012

## *MISSION STATEMENT*

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

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	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9	
I. Pending Litigation : Gov. Code §54956. 9 (a)	
(i) Chroman v. Access Services, et al. LASC # BC 425475	
(ii) Jerryle Bradley v. Access Services, LASC # YC 062197	
(iii) Arun Prem v. Access Services, USDC # CV11-01358 -ODW	
II. <u>Anticipated Litigation</u> : 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	

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| 4. | SUPERIOR SERVICE AWARDS   | PRESENTATION  |
| 5. | REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING OF FEBRUARY 28, 2011 (page 5)<br>[Staff Recommendation: Approve]  | ACTION<br>[Vote Required: majority of quorum by voice vote]           |
| 6. | REPORT FROM EX-OFFICIO BOARD MEMBERS  | INFORMATION   |
| 7. | GENERAL PUBLIC COMMENT  | INFORMATION   |
| 8. | <p>CONSENT CALENDAR</p> <p>a) Establishment of an Ad Hoc Budget Committee For Fiscal Year 2011/2012 (page 13)</p> <p>b) Correction - Add Funds to Eligibility Contract C.A.R.E. Evaluators (ASI-2441) (page 14)</p> <p>c) Approval to Extend Contract With Corvel Enterprises Comp. Inc. (ASI-2744) (page 16)</p> <p>d) Authorization of Funding For Back Up Service Providers (page 18)</p> <p>e) Approval To Extend Appeal Evaluation Service Contract (ASI-2239) PETRIE (page 20)</p> <p>f) Amendment of ASI-1465 - Foreign Language Telephone Interpreting Contract (page 22)</p> <p>g) Approval To Cancel May 23, 2011 Board of Directors Meeting (page 24)</p> <p>h) Renewal of Self-Insured Retention Automobile Liability Program (page 25) - <i>ADDENDUM</i></p> <p>i) Renewal of Commercial Business Package Insurance (ASI-2749) (page 27) - <i>ADDENDUM</i></p> <p>[Staff Recommendation: Approve Consent Calendar]</p> | <p>ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p> |
| 9. | <p>AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC. (ASI-2392) (page 29) <i>REVISED</i></p> <p>[Staff Recommendation: Authorize an extension in the contract with Insight Strategies for one year, from July 1, 2011 through June 30, 2012. For this period, authorize an increase in the total contract not-to-exceed amount of \$125,000.00, thus increasing the total contract from \$279,000.00 to \$404,000.00.]</p>  | <p>ACTION</p> <p>[Vote Required: majority of quorum by roll call]</p> |

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| <p>10. <b>ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD REQUEST FORM</b> (page 33)</p> <p>[Staff Recommendation: Either approve the attached form (as designed by the CAC) or refer this item to the Board Subcommittee currently working on Community Advisory Committee issues.]</p>   | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by voice vote]</p> |
| <p>11. <b>SELECTION OF SOUTHERN AREA SERVICE PROVIDER CONTRACT NO. ASI-2967</b> (page 35)</p> <p>[Staff Recommendation: Authorize staff to execute a contract for transportation service in the Southern service area beginning September 1, 2011 and ending August 31, 2016, with Global Paratransit, Inc. (GPI) in an amount not to exceed \$122,252,664.00 for the five year base period.]</p>   | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p>  |
| <p>12. <b>APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN ACCESS SERVICES AND THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA) (MOU.P000ASI15) FOR SECURITY SERVICES</b> (page 40)</p> <p>[Staff Recommendation: Authorize the CEO to Amend MOU.P000ASI15 to provide LACMTA reimbursement for fraud investigation, incident response and accident reduction services in L. A. County excluding Santa Clarita and Antelope Valley in the amount of \$75,344 performed on behalf of Access Services for the period May 1<sup>st</sup> through June 30, 2011.</p> | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p>  |
| <p>13. <b>EXECUTIVE DIRECTOR'S REPORT</b></p>   | <p><b>INFORMATION</b></p>  |
| <p>14. <b>BOARD MEMBER COMMUNICATION</b></p>  | <p><b>INFORMATION</b></p>  |
| <p>15. <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b></p>  | <p><b>DISCUSSION/<br/>POSSIBLE ACTION</b></p>                              |
| <p>16. <b>ADJOURNMENT</b></p>   | <p><b>ACTION</b></p>   |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort

to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally **prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California** and on its website at <http://asila.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."](#)

MINUTES  
ACCESS SERVICES  
BOARD MEETING  
FEBRUARY 28, 2011

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The Access Services Board of Directors meeting convened at 12:10 p.m. on Monday, February 28, 2011, in the third floor Board Room of the Los Angeles Metropolitan Transportation Authority (Metro) Building located at One Gateway Plaza in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Jano Baghdanian, Vice Chairperson, Joseph Sticher, Treasurer, Theresa DeVera, Secretary, Michael Greenwood, Kurt Hagen, Sandy Varga, Marlen Garcia, Ex-Officio's, Michael Williams, Kathryn Engel, and Jim Jones, Access Services Legal Counsel. Director Dolores Nason was not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Araceli Camuy, F Scott Jewell, Luis Garcia, David Foster, Sean Frye, Galen Hale, Steve Chang, Andre Colaiace, Brian Selwyn, Geoffrey Okamoto, Mark Maloney, Charace Thompson, and Geetu Banerjee.

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

No public comments were heard regarding the closed session items.

**CLOSED SESSION REPORT**

The Board met in Closed Session and reconvened the general portion of the meeting at 1:20 p.m. at which time Michael Williams, Chair of the CAC and Kathryn Engel, Vice Chair of TPAC, joined the general session.

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

Mr. Jones reported that prior to taking the dais, the Board met in closed session to discuss pending litigation involving Chroman vs. Access Services et al. and Jerryle Bradley vs. Access Services, and Arun Prem vs. Access Services, no reportable action was taken by the Board with respect to these matters.

Mr. Jones explained the right for public comment and how it could be exercised. He mentioned the general 3 minute limitation on public comment and that anyone who by reason of a specific disability which prevented them from speaking with normal rapidity and who wished to request an accommodation should so indicate on the speaker request form so that the Chairperson could consider and potentially grant additional time to make their statement.

## SUPERIOR SERVICE AWARDS

Jennifer Javier, a Driver from MV Transportation, was the recipient of the Superior Service Award for the month of December 2010. Jose Maria Mendoza, a Driver from California Transit Inc, was the recipient of the Superior Service Award for the month of January 2011.

## REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM NOVEMBER 10, 2010

**Motion:** Director Baghdanian moved approval of the November 10, 2010 meeting minutes.

**Second:** Director Stitcher seconded the motion.

**Discussion:** None.

**Vote:** Via Voice Vote.

**In Favor:** Directors Greenwood, Varga, Baghdanian, DeVera, Stitcher, Garcia, and Hagen.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

## REPORT FROM EX-OFFICIO BOARD MEMBERS

Kathryn Engel, Vice Chair of the Transportation Professionals Advisory Committee (TPAC), reported that the committee met on Thursday, February 17, 2011 and reviewed several items and reports. She stated that one of the major items discussed was the TAP Card implementation, which affected the county and many transit operators. She explained that the committee was working together with Access to ensure a smooth transition with the integration of this project for both Access and the operators and looked forward to beginning the process in July 2011.

Ms. Engel also reported that TPAC received updates on the Access Mid Year Operations report and the Mobility Resource Study. She added that staff provided a presentation on the Emergency Preparedness Program and mentioned that TPAC would be assisting Access staff with coordinating this project along with the transit operators.

Ms. Engel continued to report that the Driver Incentive Program was reviewed by the TPAC members and they were impressed with the safe driving records so far. She also stated that a few revisions were needed but the committee was pleased to see the project was in effect.

Ms. Engel also mentioned that the item on the state budget regarding cuts to regional centers was discussed and how those cutbacks would affect the regional centers, Access, and other local providers. Ms. Engel added that the changes would require participants to utilize accessible public transportation or Access before receiving any services from the regional centers.

Ms. Engel concluded her report by stating the final item discussed was the Smart Drive implementation update. She stated that results of the implementation were very positive and Access Services was utilizing Smart Drive as a resource to identify issues with drivers and to assist with the Safety and Risk Management programs.

Michael Williams, Chair of the Community Advisory Committee (CAC), began his report by stating that the committee met on Tuesday, February 8, 2011 with a very short agenda. He also mentioned that the Quality Services Sub-committee (QSS) requested that the CAC review the No-show and Late cancelation appeals process and the orientation process. Mr. Williams added that during the CAC's discussion, he polled the group to find out how many people understood the process, who had actually participated and what they thought of the process. He then stated, after lengthy discussion with the group they began to understand the process but needed some clarification on the orientation leading up to each of the appeal hearings. Mr. Williams reminded everyone that when called upon to serve on the appeals hearing panel, it was very important for everyone to participate.

Mr. Williams concluded his report by thanking Director Nason and Varga for their appointees, Terri Lantz and Gay Parrish who both worked very hard at putting together a form for emergency issues that would need the Board's clarification and/or attention. He also mentioned that on Tuesday, March 8, 2011, the committee would be holding their first "CAC Communications Training Skills" workshop. He thanked Access Services staff Evie Palicz, Walt Diangson, Shelly Verrinder and Sean Frye who worked very hard putting this together.

### GENERAL PUBLIC COMMENT

No public comments were heard regarding the general portion of this meeting.

### CONSENT CALENDAR

Director Stitcher pulled Item 8-a, and 8-e, for purposes of discussion.

**Motion:** Director Varga moved approval of Items 8-b, thru 8-d, and 8-f, thru 8-j, on the consent calendar.

**Second:** Director Baghdanian seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Varga, Baghdanian, DeVera, Stitcher, Garcia, Hagen, and Greenwood.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**DISCUSSION:** Item 8-a (Authorize Extension of Contract - HDR Decision Economics, Contract (ASI-1444))

Director Stitcher stated that in the November 10, 2010 meeting minutes it stated that the projections had not been updated for several years and this was only an extension for additional funds for the contract. He asked since this item was to update the projections for the system over the course of the next year, were all of the projections going to be updated or was it just for certain areas and does Access Services typically only update certain portions of the projections.

Access Services Manager of Planning and Coordination, Matthew Avancena replied, that the projections were for the current fiscal year and five years moving forward. He also stated that the numbers in the projections included Santa Clarita statistics. Ms. Verrinder added that staff had three projections done in 2010 the annual projections, and when they noticed tremendous growth in Santa Clarita and Antelope Valley, the projections were revised. She also added that recently there was an issue with counting personal care attendants (PCA's) in one of the regions so the projections were revised again to obtain an accurate number. Ms. Verrinder stated that the Access Services contract with HDR was to do an annual projection and a midyear update but when staff noticed unusual changes or other things happening, HDR provided a revised projection.

Director Stitcher asked does HDR update the projections for the entire system annually. Ms. Verrinder replied "yes."

**Motion:** Director Stitcher moved approval of Items 8-a, on the consent calendar as recommended by staff.

**Second:** Director Baghdanian seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Baghdanian, DeVera, Stitcher, Garcia, Hagen, Greenwood, and Varga.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**DISCUSSION:** Item 8-e (Approval to Purchase 13 Replacement Vehicles For Paratransit Service)

Director Stitcher stated that he was thrilled to see that staff was replacing vehicles but he asked how this would fit in for the actual need to replace vehicles. He asked if staff was back on track with the replacement of vehicles or was staff replacing fewer than those that needed to be replaced. Access Services Manager of Procurement and Contracts, Brian Selwyn replied that staff was getting close to where they needed to be with replacing the vehicles.

Ms. Verrinder added that the vehicles that needed replacement had 175, 000 miles on them and staff was on track with the replacements. She also added that staff discussed the issue with Caltrans because staff was certain that Caltrans had missed a 5310 grant cycle. After Caltrans State Management Review, they learned that they did miss a grant cycle so everyone was going to get double the number of 5310 vehicles next year.

Access Services Deputy Executive Director of Planning and Governmental Affairs, Andre Colaiace added that it was a competitive process so Access Services would be able to apply for 26 vehicles instead of the 13. He also mentioned that he hoped Access Services would receive 26 to 28 vehicles. Ms. Verrinder added that this item was for the purchase of 13 replacement vehicles and was not part of the missed cycle.

**Motion:** Director Stitcher moved approval of Items 8-e, on the consent calendar as recommended by staff.

**Second:** Director Varga seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Stitcher, Garcia, Hagen, Greenwood, Varga, Baghdanian, and DeVera.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

**OPERATIONS DEPARTMENT UPDATE**

Access Services Director of Contract Administration, Steve Chang provided a brief update on the Operations Department, a copy of his presentation is available in a Power Point format and available upon request.

EXTEND CONTRACT WITH JUDITH NORMAN TRANSPORTATION CONSULTANT  
(ASI-2691 - AMENDED ITEM)

Access Services Manager of Planning and Coordination, Matthew Avancena provided a brief overview of the contract extension with Judith Norman Transportation Consultant.

Director Varga asked when Mr. Avancena referred to stakeholders during his presentation, did it include the seven Independent Living Centers in the county. Mr. Avancena replied that it included the six Regional Centers, the State Independent Living Council (SILC) and a few of the Independent Living Centers. He added that he had a list of all the stakeholders available if anyone was interested.

Director Varga asked if the strategy summit was only for the stakeholders on the list. Mr. Avancena replied that the strategy summit was for the stakeholders that participated in the analysis and others would be invited. He also added that the main purpose of the summit was to develop some of the projects that came out of the feasibility study.

Ms. Verrinder added that Access Services submitted a grant for one to two million dollars to start a Mobility Resource Center, which would be a one-stop-shop that would provide accessible transit information to individuals that needed it such as, people with low income, senior citizens, and disabled individuals. She also added if there was a one-stop-shop in place, those individuals could be directed toward the lower cost options with travel training, travel buddy programs, free fare and looking at different resources that were available rather than just looking at Access Services as being the solution. Ms. Verrinder stated that there was not enough money available with the JARC and New Freedom funds so Access Services was awarded \$250,000 to conduct a feasibility study to see if a mobility resource center was needed and warranted in the county.

Director Varga stated that she requested clarification because the board item stated an additional \$25,000. She asked if that was in addition to the \$250,000. Ms. Verrinder replied that Access Services only had \$250,000 available for the project. The consultant JNTC completed the first part of the project but staff thought it would be farther along and now needed to expand it. The first part would be to finish the Mobility Management Strategy Summit then have JNTC work with staff on approaching Foothill and Metro in coordination with their existing use of transit stores as well as working with Metro on joint use development.

Access Services Chief Operating Officer, Mark Maloney added that the project would be just under the \$250,000 which would be all grant funded. Ms. Verrinder added that the original agenda was amended because staff realized that there would be \$18,000 left over and would need to be returned, so staff amended the agenda to use all of the money.

**Motion:** Director Baghdanian moved approval of Item 10, as recommended by staff to authorize and additional \$42,000 in funds.

**Second:** Director Varga seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes asked for a roll call.

**In Favor:** Directors Garcia, Hagen, Greenwood, Varga, Baghdanian, DeVera, and Stitcher.

**Opposed:** None.

**Abstention:** None.

**Pass/Fail:** The motion carried.

## **EXECUTIVE DIRECTOR'S REPORT**

Access Services Executive Director, Shelly Verrinder reported on the operating statistics for the month of January 2011 by stating that ridership increased by 2% from December to January. On-time performance increased slightly from 91.5% in December to 92.6%, Average Initial Hold Time remained lower at 43 seconds and the average cost per trip \$35.00.

Ms. Verrinder also reported that Access Services Government Relations Analyst, Giovanna Gogreve was putting together the 16<sup>th</sup> Annual Membership meeting that was scheduled to take place on Thursday, March 31, 2011 at the California Endowment Center in Downtown Los Angeles, which would also be a working lunch.

Ms. Verrinder also mentioned that Mr. Mark Aesch, CEO of Rochester Genesee Regional Transportation Authority, and a friend of hers along with Chairperson Barnes, had written a book on transit and managing transportation from the private sector perspective. Ms. Verrinder stated that he was going to be Access Services keynote speaker at the 16<sup>th</sup> Annual Membership meeting coming up in March and would be autographing his book "Driving Excellence" for everyone.

Ms. Verrinder also added that CalAct's Roadeo was also coming up soon in Long Beach and Access Services Roadeo winner was going to participate and get ready for the CTAA Roadeo in Indianapolis in May or June of 2011. Ms. Verrinder mentioned that staff was already in the planning stages for this year's 2<sup>nd</sup> Annual Access Services Roadeo.

Ms. Verrinder concluded her report by stating that there were two American Public Transportation Association (APTA) conferences coming up this year, the "2011 Bus and Paratransit Conference" which was scheduled for May 22<sup>nd</sup> thru 25<sup>th</sup> in Memphis, TN, and the "2011 Expo & Annual Meeting" which was scheduled for October 3<sup>rd</sup> thru 5<sup>th</sup> in New Orleans, Louisiana. Ms. Verrinder added that currently staff did not have a Board travel policy so Donna Cisco would be sending out an e-mail to all the Board members to get an idea of how many members were interested in attending the upcoming conferences. Once she receives that information staff would work with the budget and the Chair since there was no Board travel policy.

## BOARD MEMBER COMMUNICATION

Director Varga stated that she spent two days in San Diego attending a strategic meeting for a statewide organization that she was involved with to discuss the state budget. She also mentioned that they spent the last two months implementing the strategic plan, which looked good so far and may have a few less cuts.

Chairperson Barnes stated that he had the honor of serving as the Chair of the California Transit Association (CTA) and they were watching the state budget from an industry standpoint very closely. He stated that we were all very fortunate that the governor was supportive of transportation in particular and had not targeted public transportation for further cuts. As for the tax extenders, they must be placed before the voters and the voters have to actually agree to extend those taxes, which would not be a tax increase but an extension of taxes that were already in place. He added if that were to happen, there would be difficult decisions to be made.

Chairperson Barnes also mentioned that at the federal level he continues to be involved with the American Public Transportation Association (APTA), which was a different scenario with similar challenges. He stated that one of the biggest challenges was that they did not have a six-year transportation program authorization in place. If congress decides to limit the expenditure to the revenues that were coming into the highway trust fund, we are probably looking at a 40 % reduction in the overall transportation program. Chairperson Barnes concluded his comment by stating that there are many details to be worked out and he was glad that Access Services had a lobbyist in Washington D.C. to keep the agencies interest front and center.

## NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

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

## ADJOURNMENT

**Motion:** Director Varga moved to adjourn the meeting.

**Second:** Director Baghdanian seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 2:25 p.m.

Approval

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Theresa DeVera, Secretary

Date

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR  
ADMINISTRATION

RE: ESTABLISHMENT OF AN AD HOC BUDGET COMMITTEE FOR  
FISCAL YEAR 2011/2012

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**ISSUE:**

In past years, the Board has established an Ad Hoc Budget Committee to provide input and advise staff on the draft budget to be presented in June. Staff requests that the Board again authorize the appointment of up to three of its members to meet with staff to review and advise on the draft budget that will be presented to the full Board in June.

**RECOMMENDATION:**

Appoint Treasurer, Joseph Stitche, Kurt Hagen, and Sandy Varga, to serve on the Ad-Hoc Budget Committee to review the draft FY 11/12 Access Services operating budget.

**BUDGET IMPACT:**

There is no impact on the budget.

**BACKGROUND**

In order to provide for more Board involvement and to facilitate the review of the operating budget, an ad hoc committee of the Board should be established to review and advise staff on a proposed budget in preparation for the draft budget approval. This process has been helpful in the past and staff requests that the Board once again establish this ad hoc committee. It is anticipated that the ad hoc committee would meet once for this purpose during a week in May. It is then anticipated that staff will present a preliminary draft budget to the Board of Directors for review at the regular meeting scheduled for May 23, 2011, and a finalized budget for approval during the June 2011 Board meeting, by which time the Metro Memo of Understanding (MOU) amount should have been approved.

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR  
ADMINISTRATION

RE: CORRECTION - ADD FUNDS TO ELIGIBILITY CONTRACT C.A.R.E.  
EVALUATORS (ASI-2441)

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**ISSUE:**

Board approval is necessary to increase funds for contract ASI-2441 with C.A.R.E. Evaluators, LLC (C.A.R.E.) for eligibility determination services.

**RECOMMENDATION:**

Authorize an additional \$1,391,208.00 in funds for the period July 1, 2011 through June 30, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$7,270,841.00 to \$8,662,049.00. The proposed increase in the contract amount will be accommodated by the Access budget for FY 2011-2012.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered as this is an administrative correction item related to the previous Board approval of the extension of this contract in February 2011.

**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 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:

At its February 28, 2011 meeting, the Board approved staff's request for a one-year extension and a corresponding increase in funding for the C.A.R.E. contract. However, at the time, staff understated the amount of additional funding needed by erroneously omitting the fixed monthly costs anticipated for the upcoming year. Staff is now seeking to rectify this error by requesting the Board to approve the additional funding.

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR PLANNING  
AND GOVERNMENTAL AFFAIRS

RE: APPROVAL TO EXTEND CONTRACT WITH CORVEL ENTERPRISES  
COMP. INC. (ASI-2744)

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**ISSUE:**

Board approval is necessary to add additional funds for the current budget year and exercise the second option year of contract ASI-2744 with Corvel Enterprises Comp. Inc. (CorVel), Access' Third Party Administrator (TPA).

**RECOMMENDATION:**

Authorize an additional \$320,000 in funds and an extension in the period of performance for one year, from July 1, 2011 through June 30, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$600,000.00 to \$920,000.00. Of the increased amount, \$20,000.00 represents additional funding for the current fiscal year. This action is consistent with Access' approved budget for FY2010/2011 and will be accommodated by the budget for FY2011/2012. There will be no changes to the current rates of compensation.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered since the use of a TPA is essential to the revised self-insured retention (SIR) program that was approved in concept by the Board at its May, 2009 meeting.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to negotiate and enter into an amendment to ASI-2744 with CorVel under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this amendment unless it is incorporated into a formal written amendment executed by all parties thereto and approved as to form by this entity's legal counsel.

## BACKGROUND:

In order to administer its liability insurance policies for all Access-owned and provider-owned dedicated vehicles, Access contracted with CorVel to quickly evaluate and settle insurance claims under our new insurance program.

To date, CorVel has done an excellent job investigating and resolving claims in an expeditious and fair manner and also protecting the agency against numerous false or exaggerated claims. (In one instance, for example, CorVel obtained building surveillance video which clearly contradicted a slip and fall claim thus protecting Access from liability.)

In the first year of the SIR, CorVel investigated 368 claims against Access and has closed 294 of them. In the current year, CorVel has investigated 197 claims against Access through March of this year and, we estimate, will investigate around 260 claims through the end of the SIR year, a 30 percent decrease from the previous year.

As mentioned previously, the Access has implemented an internal process to respond to accidents and incidents that occur in the field:

- First, the contractors are required to call the Operations Monitoring Center to report any accident or incident;
- Using Rider360, a Customer Service Representative sorts the incidents by severity and type (property damage, injury, theft etc);
- Staff then collects information about the incident and forwards it to CorVel for further investigation and resolution if it is determined that the incident likely falls under Access' self-insurance plan. (Taxicab incidents, for example, fall under insurance that is obtained by the contractor up to \$1,000,000 per incident.)
- The aggregate accident/incident data is then collected and analyzed to improve safety on the system at large.

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: MARCIA VELIS, ANALYST  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: AUTHORIZATION OF FUNDING FOR BACK-UP SERVICE PROVIDERS

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**ISSUE:**

The current agreements for Backup Response and Third Party providers expire June 30, 2011. Board authorization is required to extend and fund the multiple agreements for these services.

**RECOMMENDATION:**

Authorize the extension and funding of the Regional Backup Response Agreement with transportation service providers and the Third Party Agreement with transportation providers at a cost not to exceed \$115,000.00 for FY2011/12.

**IMPACT ON BUDGET:**

The recommended Board action is consistent with the anticipated FY 2011/12 budget.

**ALTERNATIVES CONSIDERED:**

In the past Access has operated back up response service through an account type system and purchase orders not to exceed \$24,999. Access experienced numerous problems with this system as it did not offer any contractual protections to Access nor performance standards for the rider. In addition, Access was not able to gather the required National Transportation Database (NTD) data. The current system for contracting these services was put into place by the Board five years ago and has been working effectively.

**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 written agreements with new transportation providers and amend the written agreements with the current transportation providers for Backup Service upon terms and conditions set forth in the agreement form and no less favorable to Access Services than those proposed

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

### **BACKGROUND:**

The Backup Response System was designed to assist riders with immediate service needs, such as when a scheduled trip does not go as planned. Back up trips are considered above the ADA requirements and are considered premium service. This agreement would cover twelve (12) new and currently operating transportation providers that participate in the Access Services' Third Party Backup Response System. A year ago there were ten (10) backup providers.

The Third Party Backup Response System is coordinated through the Customer Support Center (CSC), which is staffed by Access personnel. Backup vehicle providers are usually licensed taxicab operators operating under the jurisdiction of a local municipality. Taxicabs and other private provider demand response services generally are insured only to the California minimum (100/300/50). The drivers are not trained as extensively as Access Paratransit certified drivers but the drivers have had a background check and pre-employment drug screening. Third party backup trips are an option that is given to a rider who has contacted the CSC regarding a late trip. If a rider prefers an Access Paratransit certified driver and vehicle, they may experience a longer wait. The decision on which type of vehicle is dispatched rests with the rider.

Regional back up response entails trips that are provided by a transportation service provider under contract to Access. In an effort to improve the quality of service provided, a transportation service provider may offer the rider the choice of using a non-certified vehicle and driver versus waiting for a certified vehicle to become available. The proposed agreement clearly delineates when a provider is authorized to offer the rider an option and the steps they must complete when doing so.

APRIL 13, 2011

TO: BOARD OF DIRECTORS  
FROM: GEOFFREY OKAMOTO, PROJECT ADMINISTRATOR  
RE: APPROVAL TO EXTEND APPEAL EVALUATION SERVICE CONTRCT  
ASI-2239 (PETRIE)

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**ISSUE:**

Board authorization is needed to modify contract terms, increase funds, and exercise the first of three option years for contract ASI-2239 with Lori M. Grebb Petrie for certification appeal services.

**RECOMMENDATION:**

- Authorize modifying the period of performance of ASI-2239 to reflect the terms of the Scope of Work from the original Request for Proposals, thus allowing for a term of five base years, with the option to extend, in one-year increments, for up to an additional three years.
- Authorize an additional \$118,000.00 in funds and an extension in the period of performance for one year, from September 1, 2011 through August 31, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$386,531.17 to \$504,531.17. Of the increased amount, \$26,000.00 represents additional funding for the current contract year. This action is consistent with Access Services' approved budget for FY2010/2011 and will be accommodated by the budgets for FY2011/2012 and FY 2012/2013. There will be no increase in the rate of compensation.

**ALTERNATIVE CONSIDERED:**

No alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

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

### **BACKGROUND:**

The Americans with Disability Act (ADA) requires an appeal process be established to review eligibility determinations as requested by the applicant. An applicant may appeal any decision pertaining to eligibility including restrictions, temporary eligibility, or denial of service. To appeal, the applicant submits a written appeal request to Access. Access forwards copies of the appeals, the appellant's initial evaluation and other pertinent information to an appropriate appeals contractor (of which Lori M. Grebb Petrie, Ph.D. is one) based upon the nature of the appeal request. The appeal contractor schedules an appointment with the appellant. If needed, Access provides transportation to and from the location of the appeal appointment for the appellant at no cost to the appeal contractor or appellant.

Access establishes and maintains working relationships with a variety of disability professionals to address appeal concerns of persons with a wide variety of disabling conditions. At a minimum, Access must be able to respond appropriately to appeals from persons with physical disabilities, cognitive disabilities (including developmental disabilities and mental health concerns), and sensory disabilities (e.g. blindness). Access currently contracts with two medical doctors, one physical therapist, one clinical psychologist and two orientation mobility specialists to conduct appeal evaluations.

Access must refer appeals to the appropriate type of appeals specialist. Currently, 26% of the appeals require referral to the clinical psychologist, who provides services such as that supplied under contract ASI-2239. At this time, Dr. Petrie is the only clinical psychologist performing appeals services on behalf of Access.

Finally, reflecting the significant increase in certification activity over the past several months - when comparing the first seven months of the current fiscal year with the last seven months of the previous fiscal year, staff found a 35% increase in in-person evaluations and a 10% increase in 'paper evaluations' - the number of appeals has also increased significantly. As a result, we are asking for additional funding for the current contract year.

APRIL 13, 2011

TO: BOARD OF DIRECTORS  
FROM: SEAN FRYE, DIRECTOR OF CUSTOMER SUPPORT SERVICES  
RE: AMENDMENT OF ASI-1465 – FOREIGN LANGUAGE TELEPHONE INTERPRETING CONTRACT

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**ISSUE:**

Board approval is needed to increase funds and extend the terms of the foreign language interpretation services contract with Pacific Interpreters (ASI-1465).

**RECOMMENDATION:**

Authorize an additional \$165,000.00 in funds and an extension in the period of performance for one year, from August 1, 2011 through July 31, 2012.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$150,550.00 to \$315,550.00. Of the increased amount, \$40,000.00 represents additional funding for the current contract year. Effective August 1, 2011 the cost per minute for services rendered will decrease from \$1.10 to \$1.03. This action is consistent with Access Services' approved budget for FY2010/2011 and will be accommodated by the budgets for FY2011/2012 and FY 2012/2013.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Given the proposed rate and the quality of work performed by the Contractor on behalf of our non-English speaking clients, as well as the contractor's agreement to lower its rates, Staff feels that it would be in Access Services' best interest to exercise the option year of the contract.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to exercise the existing option to extend the written contract with Pacific Interpreters for foreign language translation services upon terms and conditions no less favorable to Access Services than those currently contained in that contract. Access Services would not be legally bound to the contract unless it is

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

## **BACKGROUND:**

Through a competitive bid process in 2003 Pacific Interpreters has provided foreign language translation services for customers contacting Access' Customer Support Center, eligibility center, and service contractors. Subject to mutual agreement between Access and the Pacific Interpreters, the contract allows for option years, of which this would be the sixth, beyond the initial three-year base term.

Pacific Interpreters provides translation for all languages including less commonly spoken languages. This allows Access to be responsive to all of its customer base and their linguistic needs. Surprisingly, engaging an interpreter can sometimes help a representative manage these types of calls more effectively. Because interpreters focus on succinct root questions in order to expedite the call, non-English-speaking callers are more likely to respond in a concise manner. These interpreters are also extremely well-versed in varying dialects and phraseology, etc.

In January 2011, the Access Customer Support Center received a major overhaul to its phone system in order to address the issue of excessive initial customer hold times as well as frequent bottlenecks of Spanish-speaking customers waiting to talk to Spanish-speaking representatives. This involved reconfiguring four different phone queues into one "master" queue. It also involved adding a phone tree and sub menu with various customer-friendly options. This proactive restructuring has not only reduced hold times by approximately 51% (the current average initial hold time for the call center has plunged from September's 5.6 minutes to March's 2.7 minutes), but has enabled callers to, among other things, request applications and receive agency education and information - all without having to speak to a live representative.

However, in making the above changes the usage of the services provided by Pacific Interpreters has significantly increased. To address this increase additional funding is required for the existing term of the contract however due to the volume increase staff has been able to negotiate the rate per minute to a lower cost effective with the start of the requested extension year.

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DEPUTY EXECUTIVE DIRECTOR  
ADMINISTRATION

RE: APPROVAL TO CANCEL MAY 23, 2011 BOARD OF  
DIRECTORS MEETING

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**ISSUE:**

Board approval is necessary to cancel the regularly scheduled May 2011 Access Services Board of Directors meeting.

**RECOMMENDATION:**

Staff recommends canceling the Monday, May 23, 2011 Board meeting.

**BACKGROUND:**

The May 23, 2011 date represents a conflict with the monthly Board of Directors meeting and attendance by Board members and staff at APTA's Bus and Paratransit Conference in Memphis, TN. After a review of the items needed for approval in May, it was determined that the items did not have time constraints and can be taken up for Board consideration in June. Therefore staff recommends the cancellation of the May 23, 2011 Board of Directors meeting.

ADDENDUM

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING  
AND GOVERNMENTAL AFFAIRS

RE: RENEWAL OF SELF-INSURED RETENTION AUTOMOBILE LIABILITY  
PROGRAM

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ISSUE:

Board approval is requested to continue the Self Insured Retention (SIR) program for all automobile liability claims up to \$50,000 per claim.

RECOMMENDATION:

Authorize staff to continue the \$50,000 Self Insured Retention program with estimated liability of \$1,500,000 determined in accordance with GASB Statement No. 10 as required for public entities.

IMPACT ON BUDGET:

Based on updated actuarial studies performed by ARMTECH using a five-year loss history, it is expected that this program may have a projected total cost of claims within the SIR of up to \$1,500,000. 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 \$700,000 for the year, which is substantially below the actuarial estimate.

Aggregate stop loss insurance will be procured in order to limit aggregate SIR exposure. The aggregate insurance will become effective when Access has paid \$1,750,000 in claims.

This program and the other layers of insurance have all been included in the draft balanced budget for Fiscal Year 2011/12.

ALTERNATIVES CONSIDERED:

Staff believes the SIR structure, which was implemented last year, in combination with our safety program, has been successful and no alternatives have been considered.

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

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to implement the requested program limits through necessary contract amendments with its service providers.

### **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 control of the handling of all claims from date of incident to final resolution through claims payment and/or litigation. The data for the actuarial study consists of individual claim detail for claims incurred from January 1, 2004 to date using data from each transportation service provider.

The projected increase of the SIR itself from \$1,228,000 to \$1,500,000 is because the Agency will be receiving expansion vehicles funded by a Jobs Access Reverse Commute (JARC) grant.

ADDENDUM

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR, PLANNING  
AND GOVERNMENTAL AFFAIRS

RE: RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE  
(ASI-2749)

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ISSUE:

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

RECOMMENDATION:

Approve the above referenced insurance policies at a premium cost not to exceed \$750,000 for the policy period of 6/21/11-6/21/12.

IMPACT ON BUDGET:

This action will be consistent with Access' draft budget for FY2011/2012.

While costs have not been finalized, staff is anticipating price increases associated with the policies themselves and an increase in fleet size related to JARC grant funding. This does not include the primary and first excess layers of the Excess Business Auto liability policy as those are on a two-year renewal cycle.

BACKGROUND:

The insurance placement process will be completed by June 20, 2011. 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 'Best Guides' industry rating, policy limits, potential covered losses and cost. SullivanCurtisMonroe, the Access insurance broker, has been instructed to obtain competitive bids in the placement of our insurance policies. As insurance

companies have traditionally been very selective in bidding on the insurance Access Services currently carries, they conduct a detailed process assessing 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.

APRIL 13, 2011

REVISED

TO: BOARD OF DIRECTORS

FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR

RE: AUTHORIZE EXTENSION OF CONTRACT WITH INSIGHT STRATEGIES, INC. (ASI-2392)

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ISSUE:

Board approval is requested in order to authorize an extension and an increase in funds for continuation of the contract with Insight Strategies, Inc. (ASI-2392) to provide uninterrupted organizational leadership and individual/team development.

RECOMMENDATION:

Authorize an extension in the contract with Insight Strategies for one year, from July 1, 2011 through June 30, 2012. For this period, authorize an increase in the total contract not-to-exceed amount of \$125,000.00, thus increasing the total contract from \$279,000.00 to \$404,000.00.

IMPACT ON BUDGET:

The expenses associated with this contract have been included in the draft FY 2011/12 budget.

ALTERNATIVES CONSIDERED:

Access began working with Insight Strategies in 2007. Over the course of the contract term the staff from Insight Strategies has acquired the corporate knowledge, forged personal relationships, and built the necessary levels of trust with Access staff that would take a new contractor years to accomplish. Staff would like to continue to build on the momentum that has been gained over the last four years. Therefore, the contract was not competitively procured and this is a sole source procurement. Sole source procurements are allowed in these types of professional services contracts.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the board, the staff will be authorized, but not required, to negotiate and amend the written contract with Insight Strategies, Inc. for consulting services on terms that are no less favorable to Access than those

proposed above. Access 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:**

Over the past four years, Insight Strategies whose contract with Access began in July 2007, has been providing consultation and advisory services to Access Services' Executive Director, Senior Management Team, individual teams throughout the organization, and key individual employees. This has included:

- Team alignment
- Process mapping operation's functions
- Building an organizational competency model
- Updating the performance system to match new desired behaviors
- Training on a new performance management system
- Coaching skills
- Creation of an Organizational Leadership Readiness Program (now in its second year)
- Continued trusted advisement to Executive Director and key senior employees

Previous work resulted in:

- Increased attention on Employee Development resulting in two of the original OLR members being promoted as well as two of the current OLR members improving their performance in order to participate in the second year group
- Institutionalized performance management process based on performance goals and competencies
- Improved communication within teams and across the organization
- Smooth transition of new Customer Support reorganization
- Structured hiring process for new COO to ensure success of candidate
- Standardization of key processes: Eligibility and Operations
- Identified Organizational Values, Competencies, and Goals that support the ACCESS Mission Statement

The goal of Insight Strategies in strategic organizational consultation is to improve the performance of an organization by aligning its people to achieve company objectives, thus making the organization more adaptive and responsive to customer changes and new competitive challenges.

Over the course of the next year, Insight Strategies and Access staff are proposing to focus on the following areas:

- **Building Leadership and Employee Development** - Continue to building leadership qualities through individual and team on-site coaching. The

sessions focus on issues an individual or group of individuals may be facing, developing and implementing an action plan, and building personal leadership capacity.

- Organization Leadership Readiness (OLR) - The OLR process came about through our efforts with succession planning. The purpose of succession planning is to prepare for critical career passages whether it is moving up or out of an organization. The Insight Strategies facilitated process has shown documented success in identifying and developing key employees. The process is based on open dialogue, planned development activities, and a color-coded chart to track progression. Access has seen measureable results in lower turnover and an increase in internal candidates filling positions.
- Executive Director Development - Continue working with the Executive Director and Executive Management Team on their personal leadership development as it pertains to leading the organization and implementing organizational structures to build capacity and capability.
- **Training** - Training on topics necessary to build capabilities and expand capacity for all employees in current positions as well as prepare them for future roles.
  - Menu of Modules (specific ones to be identified):

<ul style="list-style-type: none"> <li>● Transitioning from frontline employee to Supervisor</li> <li>● Leadership &amp; Influence</li> <li>● Coaching &amp; Feedback</li> <li>● Building Followership</li> <li>● Delegation</li> <li>● Performance Management</li> <li>● Developing Employees</li> <li>● Working with Different Styles</li> <li>● Emotional Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>● Managing Upwards</li> <li>● Goal Setting &amp; Accountability</li> <li>● Motivation &amp; Reward</li> <li>● Supervisory Effectiveness</li> <li>● Change Management</li> <li>● Internal Customer Service</li> <li>● Communication</li> <li>● Presentation Skills</li> <li>● Conflict management</li> <li>● Meeting Management</li> </ul>
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- **Building a Strong Organization** - Provide Consultative Services that will enable Access to further its successes by creating strategic approaches and tactical plans. Using their combined years of expertise and key industry knowledge, Insight Strategies provides consultation on the following:

- Providing a trusted advisor perspective on any future issue or management and leadership best practices
- Business Plan Alignment to ensure long-term viability of the organization and that current efforts are aligned and tracked towards the future goals
- Process Improvements to align efforts and look for ways to increase efficiency and effectiveness
- Conflict Resolution as issues arise between individuals, provide facilitation to ensure successful outcome for both parties

APRIL 13, 2011

TO: BOARD OF DIRECTORS  
FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR  
RE: ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE BOARD  
REQUEST FORM

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**ISSUE:**

The Community Advisory Committee (CAC) would like to improve their communication with the Access Board of Directors regarding certain recommendations and specific concerns that the Committee approves for submission to the full Board.

**RECOMMENDATION:**

Either approve the attached form (as designed by the CAC) or refer this item to the Board Subcommittee currently working on Community Advisory Committee issues.

**IMPACT ON THE BUDGET:**

None.

**BACKGROUND:**

Pursuant to number six of the Community Advisory Committee's Goals & Objectives, the CAC formed a subcommittee to develop a more straightforward process that could be used to forward recommendations and other communications to the Board of Directors in a timely manner. To that end, the subcommittee developed the attached template, which was approved by the full CAC at the March 2011 meeting.

**FORMAL CAC REQUEST OR PRESENTATION TO THE BOARD**

**DATE:** \_\_\_\_\_

**TO:** Access Board of Directors, Chair .....

**FROM:** Access Community Advisory Committee (CAC)

**SUBJECT:** \_\_\_\_\_

\_\_\_\_\_

**ISSUE:** \_\_\_\_\_

\_\_\_\_\_

**RECOMMENDATION:**

**a)** Action item.

CAC recommends that the Access Services Board approves the following:

(OR)

**b)** Information and discussion item.

CAC is submitting this for information and discussion. There is no recommendation. The Access Services Board may receive and file this report.

**BACKGROUND:**

**BUDGET IMPACT:**

(Upon consideration by the Board – to be returned to the CAC and included in the CAC agenda package)

Prepared by: \_\_\_\_\_, Title \_\_\_\_\_

Submitted by: \_\_\_\_\_, Title \_\_\_\_\_

**DATE SCHEDULED FOR BOARD AGENDA:** \_\_\_\_\_

**REPLY OR ACTION TAKEN BY THE BOARD:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: LUIS GARCIA, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: SELECTION OF SOUTHERN AREA SERVICE PROVIDER CONTRACT  
NO. ASI-2967

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**ISSUE:**

Board approval is required for the selection of a contractor to provide service in Access Services' Southern service area beginning September 1, 2011.

**RECOMMENDATION:**

Authorize staff to execute a contract for transportation service in the Southern service area beginning September 1, 2011 and ending August 31, 2016, with Global Paratransit, Inc. (GPI) in an amount not to exceed \$122,252,664.00 for the five year base period.

**IMPACT ON BUDGET:**

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

**ALTERNATIVES CONSIDERED:**

No alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

**BACKGROUND:**

Service in the Southern Area is currently provided by GPI, under contract number ASI-2017. This contract, in its final option year, ends September 1, 2011.

In order to continue this service, Access issued a Request for Proposals (RFP) on October 25, 2010. The scope of work entails the provision of three types of trips: next day/standing orders (98.7% of total trips), Rancho Los Amigos shuttle service (0.4% of total trips) and the new, J.A.R.C.-funded, *Access-to-Work* service (0.9% of total trips.)

It is expected that the region will deliver approximately 700,000 trips in its first year. The performance standards for the new contract will be equivalent to those by which we hold our current service providers.

Following a well attended pre-proposal conference on November 8, 2010 and the release of an addendum to the original RFP, two proposals were received on January 12, 2011. The two firms submitting proposals were Global Paratransit, Inc. and MV Transportation. Both proposals submitted were preliminarily reviewed by staff and deemed responsive. The proposals were then reviewed and evaluated by a multi-agency panel comprised of two Access staff members and two representatives of local transit agencies familiar with both ADA paratransit service and the work of Access. The proposers were interviewed on January 26, 2007 and follow up questions, including a request for a Best and Final Offer, were forwarded to the proposers.

Proposals were evaluated based on the following criteria and weighting:

Qualifications and Availability of Proposed Staff	15 points
Quality of Technical Approach	30 points
ADA Paratransit Operating Experience	20 points
Cost/Price Proposal	20 points
Employee Pay and Benefits	<u>15 points</u>
<b>SUBTOTAL</b>	<b>100 points</b>
State mandated 10 point preference for retention of existing contractor employees	<u>10 points</u>
<b>TOTAL</b>	<b>110 points</b>

Based on the evaluation criteria detailed in the RFP, the following table details the scoring of the proposals following submission of Best and Final Offers (BAFO). The scores are:

	GPI	MV Transportation
Qualifications and Availability of Proposed Staff	13.73	12.34
Quality of Technical Approach	27.15	24.53
Paratransit Operating Experience	17.60	18.20
Cost/Price Proposal	17.70	17.80
Employee Pay and Benefits	13.58	12.98
<b>SUBTOTAL (100 points maximum)</b>	<b>89.75</b>	<b>85.84</b>
<i>State Mandated Employee Retention Preference</i>	<i>10.00</i>	<i>10.00</i>
<b>TOTAL SCORE (110 points max.)</b>	<b>99.75</b>	<b>95.84</b>

The table below details the final submitted costs.

Proposer	Startup Costs	Total 5 Year Service Cost (incl. S/U)
Global Paratransit, Inc.	\$0	\$122,252,664
MV Transportation - Option 1*	\$1,316,600	\$109,157,449
MV Transportation - Option 2**	\$1,316,600	\$109,252,124

\* Option 1: assumes call center would remain in Van Nuys, separate from main office (in Torrance), for five-year base term of contract.

\*\* Option 2: assumes call center would relocate to Torrance in year 3 of contract.

The proposed rates of compensation for the five year base term, submitted as part of GPI's Best and Final Offer, are as follows:

NEXT DAY/SUBSCRIPTION SERVICE		
<u>Contract Year</u>	<u>Fixed Monthly Fee</u>	<u>Per Trip</u>
1	\$513,056	\$23.69
2	\$526,054	\$23.75
3	\$539,362	\$23.80
4	\$553,621	\$23.83
5	\$567,628	\$23.86

RANCHO LOS AMIGOS SERVICE and "ACCESS TO WORK"		
<u>Contract Year</u>	<u>R.L.A. Fixed Hourly</u>	<u>ATW Per Trip</u>
1	\$31.89	\$23.69
2	\$32.52	\$23.75
3	\$33.12	\$23.80
4	\$33.75	\$23.83
5	\$34.38	\$23.86

While GPI's overall proposed cost is higher than MV's, its proposed fully loaded per trip rate in year one is actually lower than the current year's fully loaded per trip rates for our Basin service providers in the Northern, Eastern and West Central areas. Holding constant the projected trip volume for Next Day and Subscription service in the first year of the proposed contract (698,647 trips), GPI has proposed a fully-loaded rate of \$32.50 per trip, an increase of 1.1% from the current year's fully-loaded rate of \$32.13 per trip. Based on the same number of projected trips, MV's proposed fully-loaded rate is \$30.00 per trip.

Below is a chart showing the fully-loaded per trip rates for the two proposed contracts (year one) as well as the rates for Access' basin service contracts. Specifically, the fully-loaded rates for the providers in the Northern, West Central and Eastern areas are based on the current fixed and variable rates and the projected number of trips provided to the contractor at the time these rates were established. As the following chart demonstrates, both GPI and MV have proposed fully-loaded rates that are lower than the current fully-loaded rates for the majority of our Basin service contracts.

FULLY-LOADED PER TRIP RATES: ACCESS "BASIN" CONTRACTORS

<u>Service Area</u>	<u>Contractor</u>	<u>Rate</u>
<i>Southern Proposed</i>	<i>MV</i>	<i>\$30.00</i>
<i>Southern Proposed</i>	<i>GPI</i>	<i>\$32.50</i>
Southern Current	GPI	\$32.13
Northern	MV	\$34.86
West Central	CTI	\$35.49
Eastern	SGT	\$36.52

The evaluation panel commented positively on GPI's experience and understanding of the business needs and challenges involved in providing complementary ADA paratransit service within the Southern Region. The proposed staff - both managerial and front-line - is composed of a mixture of incumbent and newly hired personnel, allowing GPI to benefit from a diverse wealth of transit and paratransit experience. Among the several elements of GPI's proposal that stood out, the panelists noted the proposal's well conceived plan to incorporate existing technology and willingness to embrace new technology in order to provide a high level of service in an historically challenging region. The panelists also appreciated GPI's proposed employee recognition and incentive programs.

Based upon its receipt of the highest evaluation score among the two proposers, staff recommends award of contact ASI-2967 to GPI for the period, and under the terms specified above. This recommendation is consistent with Board-adopted contracting principles. The contract also contains the option to extend the contract, upon Board approval, for up to five additional years, in one-year increments. Full service will begin on September 1, 2011.

Over the past fiscal year, GPI has provided consistent service with an average on-time performance above the expected contract standard. In comparison to the previous fiscal year, GPI has improved on-time performance by 3.7%, while facing a 12% increase in ridership. Similarly, GPI continues to consistently exceed the Access standards for average initial telephone hold time and percentage of calls answered within five minutes!

In the face of increasing demand for its services, GPI has been able to mitigate the potential impact of increased ridership on its ability to deliver service as a result of a newly developed managerial infrastructure, which provides the focus and direction needed to mobilize the company's resources in an expeditious manner. GPI has also expanded its customer service outreach within the community, hosting on-site meetings with local independent living centers and other influential resource centers utilized by Access Customers. In this respect, GPI has shown its strong commitment to engaging its customer base in a proactive, rather than a reactive, manner.

APRIL 13, 2011

TO: BOARD OF DIRECTORS

FROM: MARK MALONEY, CHIF OPERATING OFFICER  
LUIS GARCIA, PROJECT ADMINISTRATOR

RE: APPROVAL TO AMEND THE FUNDING AGREEMENT BETWEEN  
ACCESS SERVICES AND THE LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION AUTHORITY (LACMTA)  
(MOU.P000ASI15) FOR SECURITY SERVICES

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**ISSUE:**

Meet the growing needs for security services in providing ADA paratransit to Los Angeles County by partnering with LACMTA and the Los Angeles County Sheriff's Transit Services Bureau. Board authorization is needed to amend the funding agreement MOU.P000ASI15 between Access Services and the Los Angeles County Metropolitan Transportation Authority.

**RECOMMENDATION:**

Authorize the Executive Director to Amend MOU.P000ASI15 to provide LACMTA reimbursement for fraud investigation, incident response and accident reduction services in Los Angeles County excluding Santa Clarita and Antelope Valley in the amount of \$75,344 preformed on behalf of Access Services for the period May 1<sup>st</sup> through June 30, 2011. The cost includes contribution to a Liability Pool associated with such services.

**IMPACT ON BUDGET:**

The \$75,344 has been identified in the FY 2010/2011 budget in administrative savings and the annual fiscal year commitment of \$225,000 will be appropriately budgeted for the applicable subsequent out years.

**ALTERNATIVE CONSIDERED:**

Continue without any contracted security services by using the available limited resources of the local police of each city to respond to the needs of Access and its customers.

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

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

## **BACKGROUND:**

As a means to compliment Access Services' existing safety culture, Access Services is pursuing a partnership with Los Angeles County Metropolitan Authority to partner into their existing security services contract. The venture will provide Access Services with resources and support in the following areas.

- Access Incident Response- The contracted agency will respond to all calls for enforcement needs, customer incidents, driver incidents, and any illegal actions on board an Access vehicle for example drug or alcohol related in the areas of usage, transporting, or sale of while using Access. The agreement will also provide for any threat investigation (physical, terrorist, or weapon). The contract will allow for a single point of contact for all basin providers with a direct number and email to the Los Angeles County Sheriff's Transit Services Bureau Dispatch
- Fraud Prevention- The contracted agency will investigate the issues surrounding fraud and/or the illegal utilization of Access Services customer identification cards aboard Access Services Paratransit Service or any of the municipal agencies participating in the Access Services Free Fare Program, which includes Metrolink. Due to the monetary value the Access Services identification card holds under these programs, the outcome could result in a reduction in unnecessary funds spent under fraudulent terms.
- Enhancement of Access Services Safety Culture- A heightened visual presence of the participating security agency will be utilized during various aspects of the operation. The agency will be tasked with participation in safety meetings, vehicle roll outs, and accident/incident investigations, all of which will benefit both the Access Services customer and service provider staff.