

# access

BOARD OF DIRECTORS MEETING  
MONDAY, APRIL 26, 2010  
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. ASI, et al. LASC # BC 425475	
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	
B) CALIFORNIA GOV. CODE §54957 - PERSONNEL ISSUES	

*C) CALIFORNIA GOV. CODE § 54956.8 -REAL PROPERTY NEGOTIATIONS:*

Property: 3449 Santa Anita Avenue, 3<sup>rd</sup> Floor  
El Monte, CA 91731 (Lease of portions of  
2<sup>nd</sup> and all of 3<sup>rd</sup> Floor for administrative  
headquarters)

Agency Negotiators: Shelly Verrinder, F. Scott Jewell  
Negotiating Parties: Access Services - Los Angeles  
County Metropolitan Transportation  
Authority

Under Negotiation: Price and terms, completion report

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| 4. | <b>SUPERIOR SERVICE AWARDS</b>  | PRESENTATION  |
| 5. | <b>REVIEW &amp; APPROVAL OF MINUTES FROM THE BOARD MEETING OF MARCH 11, 2010</b> (page 5)<br>[Staff Recommendation: Approve]  | ACTION<br>[Vote Required: majority of quorum by voice vote] |
| 6. | <b>REPORT FROM EX-OFFICIO BOARD MEMBERS</b>   | INFORMATION   |
| 7. | <b>GENERAL PUBLIC COMMENT</b>   | INFORMATION   |
| 8. | <b>CONSENT CALENDAR</b><br><br>a. Establishment of an Ad Hoc Budget Committee For Fiscal Year 2010/2011(page 12)<br><br>b. Selection of Drug and Alcohol Program Consultant (RFP ASI-2793) (page 13)<br><br>c. Amendment of ASI-2100 - Information Technology Consulting & Services (RIDER 360) (page 15)<br><br>d. Approval of Internet Services Contract (page 17)<br><br>e. Authorization to Exceed Aggregate Procurement Limit With PC Connection (page 19)<br><br>f. Approval to Award Transportation Consulting Service Contract (ASI-2810) (page 21)<br><br>[Staff Recommendation: Approve Consent Calendar] | ACTION<br>[Vote Required: majority of quorum by roll call]  |

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|--|---|
| <p>9. <b>SELECTION OF MOBILITY DEVICE MARKING SERVICE CONTRACT (RFP ASI-2853)</b> (page 23)</p> <p>[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 with start-up to begin April 27, 2010 and full service to commence July 1, 2010 and extend through June 30, 2011 in an amount not to exceed \$249,332.00. The contract would also allow for up to five additional option years (see item for option year breakdown.)]</p> | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p> |
| <p>10. <b>DATA MANAGEMENT PLAN SMART DRIVE</b> (page 25)</p> <p>[Staff recommendation: Review and approve staff's proposed management plan for the SmartDrive system.]</p>   | <p><b>ACTION</b><br/>[Vote Required: majority of quorum by roll call]</p> |
| <p>11. <b>STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S AUDIT RECOMMENDATIONS</b> (page 27)</p> <p>[Staff Recommendation: Receive and file the attached status report on the implementation of the audit recommendations from the "Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding."]</p>  | <p><b>RECEIVE/ FILE</b></p>   |
| <p>12. <b>EXECUTIVE DIRECTOR'S REPORT</b></p>  | <p><b>INFORMATION</b></p>   |
| <p>13. <b>BOARD MEMBER COMMUNICATION</b></p>   | <p><b>INFORMATION</b></p>   |
| <p>14. <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b></p>   | <p><b>DISCUSSION/<br/>POSSIBLE ACTION</b></p>                             |
| <p>15. <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: ASI 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 707 Wilshire Blvd., 9<sup>th</sup> Floor, Los Angeles 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 agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

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

MINUTES  
ACCESS SERVICES  
BOARD MEETING  
MARCH 11, 2010

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The Access Services Board of Directors meeting convened at 12:15 p.m. on Thursday, March 11, 2010, in the third floor Council Chamber Room of the Los Angeles Metropolitan Transportation Authority (Metro) Division Nine located at 3449 Santa Monica in the City of El Monte. The presiding Board Member was Dolores Nason, Chairperson. Board Members present included: Joseph Stitcher, Treasurer, Theresa DeVera, Secretary, Michael Greenwood, Kurt Hagen, Doran Barnes, Sandy Varga, Marlen Garcia, Ex-Officio's, Michael Williams and Jim Jones, Access Services Legal Counsel. Director Jano Baghdanian, Vice Chair and Jesse Valdez, Chair TPAC were not in attendance.

Access Services' staff members present included: Shelly Verrinder, Donna Cisco, Araceli Camuy, F Scott Jewell, Steve Chang, Luis Pacheco, Luis Garcia, David Foster, Brian Selwyn, Geoffrey Okamoto, Sean Frye, Andre Colaiace, Matthew Avancena, Charace Thompson, Phillip Rice, Evie Palicz, Rick Streiff, Kandy Kuo, Elisa Diaz, Walt Diangson, 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 12:45 p.m. at which time Michael Williams, Chair of the CAC, joined the general session.

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

Mr. Jones reported that the Board met in closed session and discussed anticipated litigation and personal issues; the Board took no reportable actions during closed session.

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.

## REVIEW & APPROVAL OF THE BOARD MEETING MINUTES FROM FEBRUARY 22, 2010

- Motion:** Director Hagen moved approval of the February 22, 2010 meeting minutes.
- Second:** Director Varga seconded the motion.
- Discussion:** None.
- Vote:** Via Voice Vote.
- In Favor:** Directors Garcia, Hagen, Greenwood, Varga, Barnes, DeVera, and Stitcher.
- Opposed:** None.
- Abstention:** None.
- Pass/Fail:** The motion carried.

## GENERAL PUBLIC COMMENT

Mary Griffieth welcomed the Board and Access Services staff to the "Friendly City of El Monte where Access Services new headquarters would be in mid April 2010.

## CONSENT CALENDAR

Director Hagen pulled Item 6-b, for purposes of discussion. Director Varga pulled Item 6-c, for purposes of discussion.

- Motion:** Director Greenwood moved approval of items 6-a, and 6-d on the consent calendar.
- Second:** Director Stitcher seconded the motion.
- Discussion:** None.
- Roll Call:** Chairperson Nason asked for a roll call.
- In Favor:** Directors Hagen, Greenwood, Varga, Barnes, DeVera, Stitcher, and Garcia.
- Opposed:** None.
- Abstention:** None.
- Pass/Fail:** The motion carried.

**DISCUSSION:** Item 6-b (Amendment of ASI-2727 Risk Management Support Services)

Director Hagen stated that in staff's recommendation listed the current rate was \$7,500.00 per month; he asked if the amount had been the same since the beginning of the contract. Mr. Selwyn replied that the contract was changed. Ms. Verrinder also replied "yes" and explained that the contract was about a year old and at the beginning of the contract Walt Diangson was added to staff payroll as a temporary employee after Lance Switzer left Access Services. She also stated that after the situation stabilized in the Risk Management Department Mr. Diangson was moved back to a contract. The current contract was for three days a week and the new contract was moving to one day a week.

Director Hagen added, that would explain the discrepancy in the amount because \$7,500.00 over twelve months would be more like \$6,000.00 per month. He also asked since his services would be changing from three days to one day a week, did staff expect a significant decrease in the amount of service they would receive from Mr. Diangson.

Ms. Verrinder replied that the contract was decreased mainly because of the availability of funding to finish out the year. Mr. Diangson would also be teaching some training classes for Access Services because there were still some funds left on the original contract, which would equal out to the rate he would be receiving now.

Director DeVera asked if Mr. Diangson's services on top of the third party administrator. Ms. Verrinder replied "yes" the third party administrators handle claims and Mr. Diangson works on safety issues. Mr. Diangson designed the handout "Take One" that was part of Mr. Lejeune from Metro design studio presentation and he designed the drivers Safety Pledge. Mr. Diangson was also instrumental in the backpacks for accident reporting that were in all of the vehicles and he was involved in the wheelchair marking tether strap program.

**Motion:** Director Hagen moved approval of item 6-b on the consent calendar.

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

**Discussion:** None.

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

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

**Opposed:** None.

**Abstention:** None.

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

**DISCUSSION:** *Item 6-c (Selection of Consultant to Conduct a Mobility Management Resource Center Feasibility Study RFP ASI-2689)*

Director Varga asked how this would work in addition to CARE Evaluators; she stated that she understood that these things would be under CARE Evaluators. Mr. Selwyn replied that this was actually a feasibility study to see whether it was possible or if it made sense to bring several things that Access was currently working on under one roof.

Mr. Selwyn added that a year and a half ago Metro approved the award of a \$250,000 grant for Mobility Management. Access was looking into hiring a consultant to do the feasibility study and the implementation part of the project would not take place at this time. Director Varga asked if this was a feasibility study, would it be a study how Access was currently doing these practices with CARE Evaluators.

Mr. Verrinder replied "no" she explained the mobility management program and reiterated that this was just a feasibility study that would include what type of building what location or size would be needed and what types of services would be included in this program, much like a one stop shop for specialized transportation. The feasibility study would be the ground floor before you either buy build or renovate something to begin moving forward.

Director Varga stated that case managers provide this type of service in a hospital, nursing home or an outside case manager would determine what type of service you can use such as dial-a-ride, cab vouchers or how to apply for Access Services. Director Varga asked if Access Services would be redundant or would they be working with the existing discharge plans or case managers.

Ms. Verrinder replied both because there were quite a few riders that did not have case managers or an advocate that could help them with transportation .

**Motion:** Director Stitcher moved approval of item 6-c on the consent calendar.

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

**Discussion:** None.

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

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

**Opposed:** None.

**Abstention:** Director Varga.

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

## APPROVAL TO PURCHASE CAMERA SYSTEM FOR ACCESS SERVICES OWNED AND DEDICATED PROVIDER-OWNED REVENUE SERVICE VEHICLES

Access Services Manager of Procurement and Contracts, Brain Selwyn and Access Services Fleet Administrator, Rick Streiff provided a brief presentation on Item 7, staff request to purchase camera systems for ASI owned and dedicated provider owned vehicles.

### **Board Questions &**

**Clarification:** Director Stitcher asked who would be managing the data, would Access staff be managing the data or would each provider manage data for their region.

Access Services Fleet Administrator, Rick Streiff replied that an Access Services staff person monitored the information from each of the contractors. The project Administrator or the Safety Analysts would gather all the information and at the same time the contractor would gather their files.

Director Stitcher stated that they just conducted a demonstration project and although there were only twenty-five buses, the amount of data was overwhelming. Director Stitcher asked if there were plans on increasing staff to manage the data. Ms. Verrinder replied that Smart Drive analyzes the data and provides a monthly report. Ms. Verrinder also mentioned that MV Transportation currently utilized Drive Cam and they manage their own data. She added that Access Services does not plan on hiring additional staff for this purpose but the contractors were aware that if needed they would have to increase their staff.

Director Stitcher also asked if the data was going to be in two different places, would there be a protocol developed to describe how the data would be stored and labeled. Ms. Verrinder replied that all of Access Services contractors were moving toward a centralized platform and the data would be stored on servers at Access Services. Ms. Verrinder added that Mr. Jewell would develop a centralized protocol.

Director Stitcher asked if the accident reports that Smart Drive would be providing, would they be summary reports that included the activity for the week. Mr. Streiff replied if information was needed for a court case Drive Cam would charge for that service and Smart Drive would put the information together because they consider that part of their managed fee.

Director Varga asked for the providers that do have cameras in their vehicles, do they all have Drive Cam. Mr. Streiff replied that there are 502 vehicles on the road and 200 of them have Drive Cams. Director Varga asked if they all had Drive Cam and would they be replaced with Smart Drive.

Mr. Streiff replied that the entire fleet would have Smart Drive except for MV Transportation, MV has a national account with Drive Cam so all their vehicles were equipped with Drive Cam and since they have a great accident reporting record, Access does not want to disturb their process. Mr. Streiff added that the problem now was that there were 300 vehicles on the road with nothing and the 200 vehicles that have Drive Cam have older models that are no longer available and are a self managed system.

Director Varga stated, that would mean that the fleet would be split up with Drive Cams and with Smart Drive, she asked what type of problems would that create. Mr. Streiff replied there wouldn't be any problems.

Director Greenwood asked if Access Services staff had access to view the Drive Cam videos from MV Transportation. Mr. Streiff replied "yes." Director Greenwood also added that he felt it was a great idea for Access Services to install Smart Drive in their system but he was also concerned that the amount of data would be overwhelming and staff would not be taking full advantage of the data without a plan on how it was going to be managed. Director Greenwood asked if there would be a problem delaying this item until the next Board meeting while staff developed a plan and report back to the Board on how they were going to manage and use the data.

Ms. Verrinder stated Access Services had a large surplus showing up on the financial statements due to fuel savings and other savings from operational issues, which had been noticed. Access Services staff had two plans for the surplus, one was to move forward with the vehicle cameras and the second was to move forward with vehicle replacement. She stated there would not be a problem delaying the purchase of the cameras for one month other than removing the \$1.9 million from the financial statement.

Ms. Verrinder also stated that she agreed with Director Greenwood regarding the need to have a data management plan. She recommended that the Board approve the award of the contract pending the creation of a data management plan that would be presented to the Board at April 26, 2010 meeting. Staff would not move forward with negotiating or executing a contract with Smart Drive until a data management plan had been approved by the Board. She added by doing this it would remove the funds from the financial statements the next Board Box on the financial statement a column would be added for encumbered funds.

Director Greenwood stated for Metro's Smart Drive pilot project at Division Three they found that they needed to add an FTE to support the data recording for 200 buses which was a much smaller portion of

the entire fleet. Mr. Streiff stated that the managed care system with Smart Drive, used Wi-Fi system to upload the files to Smart Drive and they reviewed and classified them.

**Motion:** Director Stitcher moved approval of Item 9 subject to an acceptable data management plan being brought back to the Board for approval at the next Board meeting in April 2010.

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

**Discussion:** None.

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

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

**Opposed:** None.

**Abstention:** None.

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

#### 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 DeVera seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 1:30 p.m.

Approval

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Theresa DeVera, Secretary

Date

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR ADMINISTRATION  
RE: ESTABLISHMENT OF AN AD HOC BUDGET COMMITTEE FOR  
FISCAL YEAR 2010/2011

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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 Vice Chair Jano Baghdanian, Treasurer Joseph Stitche, and Director Sandy Varga to serve on the Ad-Hoc Budget Committee to review the draft FY 10/11 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 24, 2010, and a finalized budget for approval during the June 2010 Board meeting, by which time the Metro Memo of Understanding (MOU) amount should have been approved.

APRIL 15, 2010

TO: BOARD OF DIRECTORS

FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND  
CONTRACTS, GILBERT GARZA, GRANTS ANALYST

RE: SELECTION OF DRUG AND ALCOHOL PROGRAM CONSULTANT  
(RFP ASI-2793)

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**ISSUE:**

Board approval is needed for the selection of a consultant to monitor and oversee the Access Drug and Alcohol Program beginning July 1, 2010.

**RECOMMENDATION:**

Authorize staff to execute a contract with LPM Consulting Inc. (LPM) for the monitoring and oversight of the agency's Drug and Alcohol Program for the period July 1, 2010 through June 30, 2013, with the option of extending the contract in one-year increments for up to two additional years. The cost of the contract will not exceed \$88,527.00 during the three base years and the annual project cost will be \$29,509.00 for each of the base and option years.

**IMPACT ON BUDGET:**

This item is within anticipated cost projections for the fiscal year 2010-2011 budget and the proposed budgets for the relevant out years. This project will be funded entirely with local Prop C funds.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. Current staffing levels are inadequate to allow for the assignment of an individual to provide the federally mandated services of this program.

**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 LPM 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:**

Under FTA 49 CFR Part 655 ("Prevention of Alcohol Misuses and Prohibited Drug Use in Transit Operations") contractors that perform a safety-sensitive function on behalf of Access Services, Inc. (grantee) are required to comply with provisions of Part 655 and follow the procedures prescribed for drug and alcohol testing under DOT 49 CFR Part 40 ("Procedures for Transportation Workplace Drug and Alcohol Testing Programs"). The rule specifically requires the grantee to provide monitoring and oversight to its covered contractors and service agents to ensure that the program they are implementing on behalf of Access Services is consistent with the DOT and FTA rules. Access Services is required to annually certify compliance to the applicable FTA office.

Access Services has been utilizing the services of a qualified consultant to meet the monitoring and oversight responsibility to its contractors and their service agents to ensure compliance with the drug and alcohol testing rules. LPM has been the Access Services Alcohol and Substance Abuse Prevention Program consultant since June 2003. The services provided under the two previous contracts with LPM have been timely and critical to the success of Access's compliance program.

A request for proposals (RFP) was released on February 1, 2010. One proposal, which was deemed both responsive and responsible, was received in response to the RFP. In each of the proposed contract years the hourly rate of compensation for the two LPM staff positions will be equal to or less than the rates paid for the same positions under the current contract. Indirect costs also remain at or near current levels.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: AMENDMENT OF ASI-2100 INFORMATION TECHNOLOGY  
CONSULTING & SERVICES (RIDER 360)

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**ISSUE:**

Board approval is necessary to exercise the second option year of contract ASI-2010 (Rider360) for information technology consulting and services contract with PDSA, Inc.

**RECOMMENDATION:**

Authorize the second option year and an increase in the total not-to-exceed contract amount by \$160,000.00. This action will result in an increase in the previously approved contract amount of \$910,000.00 to \$1,070,000.00.

**IMPACT ON BUDGET:**

This action is consistent with Access Services' budget for FY2010 and will be budgeted accordingly for FY2011. There is no change to the hourly development rates with this extension.

**ALTERNATIVES CONSIDERED:**

As this is part of the continuing development of a key infrastructure project and there is one option year available for this contract, staff has deemed it is in Access' best interest to continue with PDSA.

**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 PDSA, Inc. for information technology and consulting services on terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

In April 2006 PDSA, Inc. was awarded an information technology consulting and services contract to develop an integrated data system that would provide a single application to retrieve data on an Access rider. This project, known as Rider360, included at its beginning an extensive discovery and prioritization process that specifically detailed the scope and costs for the subsequent development and implementation. This process has allowed staff to authorize key phases that would coincide with the authorized not-to-exceed amount of the contract.

The requested funds will be for addressing additional and changing business needs that have been identified by staff and the service contractors. The requested amount is an estimate of the work that will be completed through the end of the second option year of the contract.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: APPROVAL OF INTERNET SERVICE CONTRACT

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**ISSUE:**

Board approval is required for contracts to a single vendor exceeding \$75,000.00.

**RECOMMENDATION:**

Authorize staff to execute a contract for internet services with Cogent Communications for a three-year period for an amount not to exceed \$85,000.00.

**IMPACT ON BUDGET:**

This action is consistent with Access Services' budget for FY2010 and will be budgeted accordingly for FY2011.

**ALTERNATIVES CONSIDERED:**

None, as the services provided are critical to the business operations of Access.

**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 services agreement with Cogent Communications for the provision of internet service upon terms and conditions set forth and no less favorable to Access than those proposed above.

**BACKGROUND:**

Access maintains a high speed, high capacity internet services line that has been scaled to meet its extensive technology needs. This line not only encompasses normal day-to-day business internet needs but also carries traffic associated with public access to Rider360 and the support to a number of enterprise level applications used by the agency.

Cogent Communication has provided this service since March 2005. With the relocation staff did a cost analysis of other providers (AT&T, Verizon) of this level of service and found that Cogent was still the most cost effective option.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: AUTHORIZATION TO EXCEED AGGREGATE PROCUREMENT LIMIT  
WITH PC CONNECTION

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**ISSUE:**

Board approval is required for aggregate contracts to a single vendor exceeding \$75,000.00 in a fiscal year.

**RECOMMENDATION:**

Authorize staff to exceed the \$75,000 aggregate procurement limit with PC Connection for an amount not to exceed \$175,000.00.

**IMPACT ON BUDGET:**

The costs associated with this action have been allocated to the relocation capital and expenditures budget for FY09/10.

**ALTERNATIVES CONSIDERED:**

None, as the purchase of this type of equipment is critical to the business operations of Access.

**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 PC Connection for the acquisition of computer equipment 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 \$75,000.00 and hence requires Board approval.

In March and April 2010 staff has issued a number of RFQs for computer equipment related to the relocation of Access' administrative office as well as on-going network hardware and supplies. Through this process PC Connection has submitted responsive lowest cost bids. These bids, in conjunction with previously awarded RFQs and other projected RFQs for the balance of the current fiscal year, require the aggregate Board approval.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS  
RE: APPROVAL TO AWARD TRANSPORTATION CONSULTING SERVICES CONTRACT (ASI-2810)

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**ISSUE:**

Staff requests the Board approve the award of a consulting services contract to Pat Piras Consulting for the provision of technical assistance and analysis to the Access Services Executive Director and General Counsel on State and national transportation-related issues.

**RECOMMENDATION:**

Approve the award of a consulting services contract to Pat Piras Consulting for the period May 1, 2010 through June 30, 2015 at an amount not to exceed \$252,500.00 for the five year period. The contract rate would be \$150.00 per hour, with possible yearly adjustments tied to the Consumer Price Index, during each of the five years of the contract with a maximum of an additional \$1,000.00 per year for travel expenses. Annual hours are estimated at approximately 330.

**IMPACT ON BUDGET:**

Funds will be included in the FY 2010-2011 and subsequent years' budgets to cover the cost of this contract for its entire term.

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

## **BACKGROUND:**

Over the years Pat Piras has assisted the Executive Director and Legal Counsel on many important projects related to funding, coordination and regulations. Pat has an excellent background in research and many contacts within the transportation industry that have been invaluable in providing background information on important issues. Some examples of projects she has assisted with include: technical memoranda on Federal Transit Administration circulars related to coordination, Section 5310, 5316, and 5317, New Freedom and Job Access Reverse Commute regulations, Proposition 1B funding restrictions, non-emergency medical transportation, etc.

APRIL 15, 2010

TO: BOARD OF DIRECTORS

FROM: EVIE PALICZ, PROJECT ADMINISTRATOR  
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACTS

RE: SELECTION OF MOBILITY DEVICE MARKING SERVICE  
CONTRACTOR (RFP ASI-2853)

**ISSUE:**

Board approval is needed for the selection of a mobility device marking service contractor beginning July 1, 2010.

**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 with start-up to begin April 27, 2010 and full service to commence July 1, 2010 and extend through June 30, 2011 in an amount not to exceed \$249,332.00. The contract would also allow for up to five additional option years. The annual breakdown is as follows:

<u>Year</u>	<u>Cost</u>
Start-Up	\$32,259
Year One	\$217,073
Option Year1	\$223,541
Option Year 2	\$230,203
Option Year 3	\$237,065
Option Year 4	\$244,132
Option Year 5	\$251,412

**IMPACT ON BUDGET:**

The cost of this item is covered by the current fiscal year budget and is within the anticipated cost projections for the fiscal year 2010-2011 budget and the budgets for the five subsequent fiscal years. This project will be funded entirely by local Prop C funds.

It is also possible that the cost of funding this project, after its initial one year base term, may be partially (50%) covered by an FTA matching grant specifically earmarked for operating assistance. Access has recently applied for this grant and, if

successful in securing it, would re-solicit this project in approximately one year for a term of three to five years at a greatly reduced cost to Access.

#### **ALTERNATIVES CONSIDERED:**

No alternatives were considered. The current method of providing the mobility device marking service involves utilizing Access and contracted service provider staff. This process is not tenable over the long term as these staff members are needed to perform their regularly assigned duties.

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

#### **BACKGROUND:**

Access is currently operating a pilot program that involves marking and installing tether straps on mobility devices at the access Eligibility Center. In addition, staff is providing eligibility applicants with a "Safety First Orientation Briefing", which describes the safety features of Access vehicles and how to properly use the onboard securement systems. Both ambulatory and mobility device users receive this orientation briefing as well as being shown how to be safely secured on-board one of three demonstration vehicle modules at the center riders experience first-hand how to use securement devices, regardless of whether they use a mobility device.

Besides receiving the safety briefing, applicants are given a general orientation on how to use Access and what to expect as a rider. Access has received very favorable comments from the participating applicants, drivers, and the installers. Potential riders come away from the orientation 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.

Doing double duty, Access Road Supervisors along with the transportation providers' Road Supervisors, Driver training instructors and Behind- the-Wheel instructors currently staff this program. This arrangement, though successful, is only temporary.

A request for proposals (RFP) was released on March 10, 2010. One proposal, which was deemed both responsive and responsible, was received from CARE in response to the RFP. CARE, in its role as our contracted eligibility contractor, has demonstrated its understanding of both Access's diverse ridership and the various types of mobility devices used by this population. Staff is confident that CARE can perform the tasks to which it will be assigned with a high degree of professionalism.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: APPROVAL OF DATA MANAGEMENT PLAN (SMARTDRIVE)

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**ISSUE:**

At the March 2010 Board of Directors meeting the Board approved the procurement of the SmartDrive system pending approval of a data management plan. Concerns were raised regarding the amount of data that would flow from the system and the methodology of managing that data by Access and service contractor staff.

**RECOMMENDATION:**

Review and approve staff's proposed management plan for the SmartDrive system.

**BUDGET IMPACT:**

Based upon a review of the SmartDrive review center process, Access staff responsibilities, and discussions with the service contractors, it is not anticipated that any increase of staff will be necessary to successfully manage this process.

**BACKGROUND**

The SmartDrive SmartRecorder System is an event recording system that captures comprehensive vehicle data from triggered events. The SmartRecorder is triggered by an advanced process including an accelerometer that measures sudden movements such as swerving and sudden braking, and a speed sensor that determines when a driver exceeds a safe speed. These triggered events are automatically sent to the SmartDrive Review Center, which in turn reviews, scores and stores each event according to a customized set of four categories. Examples of Category 4 events include -

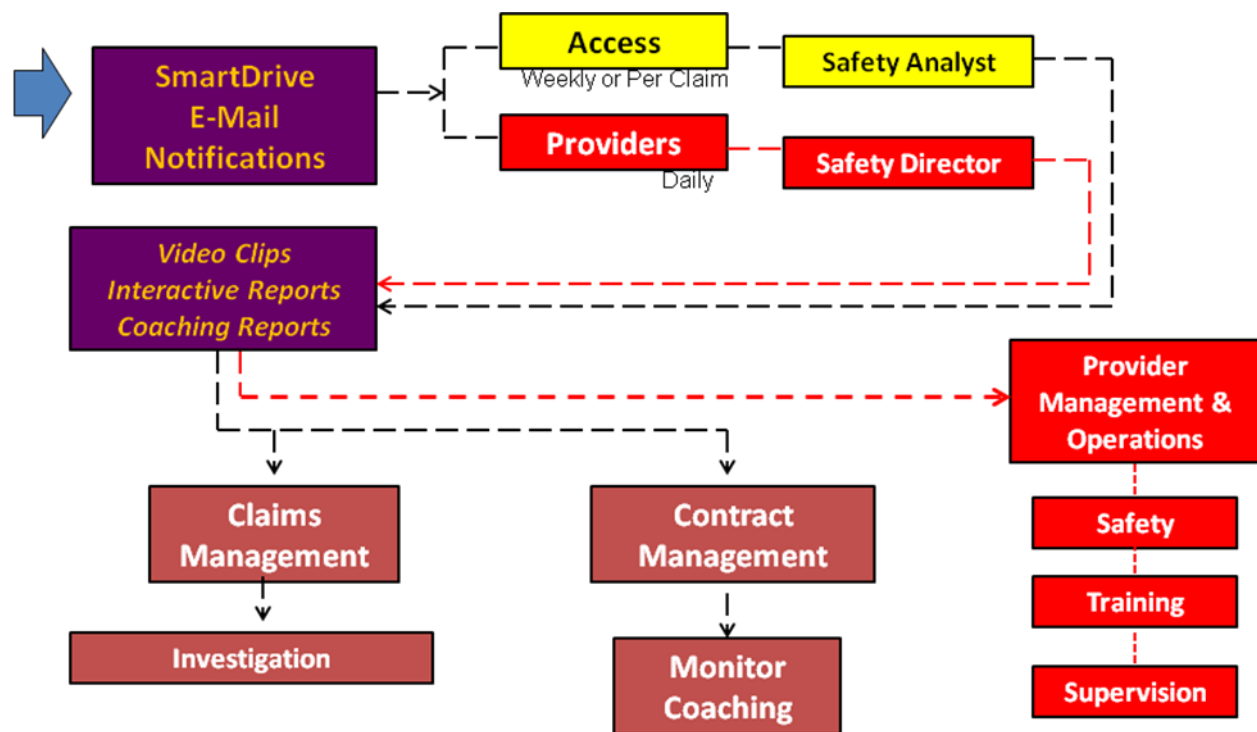
- Incomplete Stop at Stop Sign + Driver Seatbelt Unfastened
- Excessive Speed; 10 mph Over Limit + Mobile Phone - Handheld
- Unsafe Following Distance + Driver Seatbelt Unfastened

It is from this process that a coaching report is created and becomes available to Access staff and the service contractors.

Over the last month staff and the service contractors have examined the data flows and processes that are used by the SmartDrive system. Additionally discussions with

Director Greenwood and Director Stitcher provided insight on their agencies use of the SmartDrive system and the heightened concern on the level of staffing needed to successfully utilize the system. With this in mind Access staff and the service contractors have developed a management plan that will make effective use of the system.

Process flow diagram...



Through the use of email notifications based upon the category system, the appropriate Access and service contractor staff will be contacted of an event. On the Access side, the notification of an event will be constrained by the category level and the issuance of the weekly report. This information will flow through Access' Safety Analyst, Luis Pacheco, for review as well as to the appropriate Contract Management team for the specific service contractor. Accident/incident events will also be sent to Access' Risk Management staff. On the service contractor side the daily notifications will flow through each providers' Safety department who are tasked with the follow up of coaching reports and additional action on more severe categories. Staff and the service contractors feel that this division of labor will allow for the successful management of the system without impacting current staffing levels.

APRIL 15, 2010

TO: BOARD OF DIRECTORS  
FROM: STEVE CHANG, DIRECTOR OF CONTRACT SERVICES  
RE: STATUS UPDATE OFFICE OF THE INSPECTOR GENERAL'S AUDIT  
RECOMMENDATIONS

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**ISSUE:**

The audit of Access Services Incorporated conducted on behalf of the Metro Office of Inspector General (OIG) in FY 07 - 08 confirmed Access Services system design and operational compliance with the ADA and funding requirements and the general satisfaction of Access Services riders with that service. The audit contained no negative findings, but the auditors did make sixteen recommendations and the audit report contains Access Services affirmative responses to these recommendations.

This item comprises the monthly update for March 2010. Of the sixteen recommendations, fourteen have been completed.

**RECOMMENDATION:**

Receive and file the attached status report on the implementation of the audit recommendations from the "Report on the Evaluation of the Paratransit Eligibility Process; Administration, Performance, and Management of Paratransit Operations; and Compliance with Memorandum of Understanding."

**BACKGROUND:**

At the recommendation of the Board of Director's the Status Report only contains updates on the final four audit recommendations. A complete status report on all sixteen recommendations can be found on the Access Services website at [www.asila.org](http://www.asila.org).

**STATUS REPORT ON THE IMPLEMENTATION OF  
THE AUDIT RECOMMENDATIONS**

**Recommendation 6**

ASI should evaluate whether the service providers are using the most efficient methodology for scheduling vehicles and drivers and whether there are opportunities to shift resources from low demand to peak demand periods.

Apr - 08	Prior to the audit in January 2006, ASI retained the services of the IBI Group to perform a Needs Analysis on ASI's Access Paratransit service. The recommendations from the analysis were presented to the Access Services Board of Directors in March 2007. One of the principal recommendations was the design and implementation of a centralized reservation/scheduling software to be used by all of ASI providers. The Board approved the award for that reservation/scheduling software in November 2007. The first phase of the implementation of this recommendation is scheduled to begin in August 2008. The implementation of the first service region, with phase--in to other regions as contracts renew, is scheduled for fall of 2008.
May - 08	The centralized reservation/scheduling software will be implemented within the first service region in September 2008 and will be phased in by region as contracts are renewed. Staff is anticipating system wide implementation will be completed in 2010.
Jun - 08	A notice to proceed was issued to the software contractor on June 9, 2008 and a kick off meeting was held with Global Paratransit.
July - 08	The project team has begun the implementation period for the software installation in the Southern Region. As the system is implemented relevant ride statistics such as travel times, will be reported monthly in the Operations Report contained in the Board Box.
Aug - 08	No status update to report.
Feb - 09	Due to beta testing and related infrastructure issues the implementation of the new software has taken longer than expected. The first phase of implementation will begin in the Southern Region in Spring 2009.
May - 09	Implementation began in the Southern Region. The contractor is working to fine tune all of the scheduling parameters within the software and things are moving accordingly.

Aug - 09	The service quality in the Southern Region has stabilized. A modification of the software that's related to the scheduling of stand-by trips and pick-up times being changed has been completed and installed. The next region scheduled for implementation is MV Transit in the San Fernando Valley in early 2010.
Jan-10	Full implementation of the software including dynamic mode scheduling is scheduled to be implemented on January 18, 2010.
Feb-10	New feature requests have been made to further enhance the software, so that it can provide improved control and flexibility of the software to users.
April-10	The software is being utilized for reservations only in the Southern Region. Staff from Access and Global are working with StrateGen to modify the dispatching software for use in Access.

**Recommendation 8**

ASI should evaluate the scheduling system to minimize or eliminate circuitous routing of share rides and to ensure that the routing/dispatching methodology minimizes wait times and trip times.

See Recommendation 6 above.