

Item 8

Consideration To Extend Term,
Change Rates and Increase Funds –
West/Central Region Service
Provider Contract (AS-4031)



Background

Existing Contract:

- Term - Five (5) years plus four (4) one-year options
- Option year two (year 7) expires October 28, 2024
- Provides ADA complementary paratransit service
- Proposed Action:
 - Execute final two, one-year options
 - Option Years 8 and 9

Service Area



Proposed Rates

| | Year 7 (10/29/23- 10/28/24) | Year 8 (10/29/24- 10/28/25) | Year 9 (10/29/25- 10/28/26) |
|--------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| ADA Service - Fixed (monthly) | \$582,436 | \$657,571 | \$685,584 |
| ADA Service - Variable (per trip) | \$37.76 | \$39.60 | \$41.53 |
| Emergency Services (per hour) | \$54.71 | \$56.68 | \$58.72 |
| Braille Starter (per hour) | \$19.71 | \$20.41 | \$21.15 |

The facility leasing cost increased by \$48,488/month accounting for over 64% of the increase. Otherwise, the increase would be under 4.6%, just slightly above CPI.

Financial Analysis

Service Providers Fully Loaded Rates

| Fiscal Year | West/ Central (CTI) | Northern (MV) | Eastern (SGT) | Southern (GPI) | Santa Clarita (MV) | Antelope Valley (FT) |
|-------------|---------------------------|------------------|------------------|-------------------|--------------------------|----------------------------|
| 2023 | \$59.17 | \$75.31 | \$58.18 | \$56.08 | \$76.61 | \$84.69 |
| 2024 | \$59.18 | \$81.00 | \$60.79 | \$58.61 | \$78.43 | \$85.68 |
| 2025 | \$60.48 | \$83.72 | \$60.99 | \$56.40 | \$78.78 | \$90.77 |

Performance

| Key Performance Indicators | Standard | FY23 | FY24* |
|--|---------------|--------|--------|
| On Time Performance | $\geq 91\%$ | 89.3% | 91.7% |
| Excessively Late Trips | $\leq 0.10\%$ | 0.06% | 0.01% |
| Denials | ≤ 0 | 0 | 0 |
| Access to Work On Time Performance | $\geq 94\%$ | 96.0% | 98.8% |
| Average Hold Time (Reservations-Seconds) | ≤ 120 | 35 | 38 |
| Calls On Hold > 5 Min (Reservations) | $\leq 5\%$ | 1.5% | 2.2% |
| Calls On Hold > 5 Min (ETA) | $\leq 10\%$ | 0.6% | 0.3% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.1 | 2.9 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.83 | 0.80 |
| Miles Between Road Calls | $\geq 25,000$ | 28,740 | 41,642 |

*Preliminary data through August 2023

Recommendation

Authorize an increase in the contract value of \$70,253,807, a change of rates of compensation and an extension in the period of performance for two (2) years, from October 29, 2024 through October 28, 2026 with California Transit, Inc. (CTI).

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Item 9

Consideration To Extend Term,
Change Rates and Increase Funds -
Northern Region Service Provider
Contract (AS-4059)



Background

Existing Contract:

- Term - Five (5) years plus four (4) one-year options
- First option year expires July 31, 2024
- Provides ADA complementary paratransit service
- Proposed Action:
 - Execute the second of four possible option years

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Service Area



Proposed Rates

| | Year 6 - Current (08/23-07/24) | Year 7 (08/24-07/25) |
|---------------------------------------|-----------------------------------|-------------------------|
| ADA Service - Fixed (monthly) | \$921,679 | \$954,859 |
| ADA Service - Variable (per trip) | \$43.12 | \$44.67 |
| As Needed Hourly Rate | \$51.66 | \$53.52 |
| Ripple Text Notification (monthly) | \$649.20 | \$672.57 |

Financial Analysis

Service Providers Fully Loaded Rates

| Fiscal Year | Northern (MV) | West/ Central (CTI) | Eastern (SGT) | Southern (GPI) | Santa Clarita (MV) | Antelope Valley (FT) |
|-------------|---------------|------------------------|---------------|----------------|--------------------|----------------------|
| 2023 | \$75.31 | \$59.17 | \$58.18 | \$56.08 | \$76.61 | \$84.69 |
| 2024 | \$81.00 | \$59.18 | \$60.79 | \$58.61 | \$78.43 | \$85.68 |
| 2025 | \$83.72 | \$60.48 | \$60.99 | \$56.40 | \$78.78 | \$90.77 |

Performance

| Key Performance Indicators | Standard | FY23 | FY24* |
|--|----------|--------|--------|
| On Time Performance | ≥ 91% | 90.4% | 93.5% |
| Excessively Late Trips | ≤ 0.10% | 0.10% | 0.05% |
| Excessively Long Trips | ≤ 5% | 5.1% | 3.6% |
| Missed Trips | ≤ 0.75% | 0.69% | 0.57% |
| Denials | ≤ 0 | 1 | 0 |
| Access to Work On Time Performance | ≥ 94% | 95.4% | 98.6% |
| Average Hold Time (Reservations-Seconds) | ≤ 120 | 83 | 113 |
| Calls On Hold > 5 Min (Reservations) | ≤ 5% | 3.7% | 5.2% |
| Calls On Hold > 5 Min (ETA) | ≤ 10% | 2.5% | 9.6% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 3.6 | 2.7 |
| Preventable Incidents Per 100,000 Miles | ≤ 0.25 | 0.08 | 0.25 |
| Preventable Collisions Per 100,000 Miles | ≤ 0.75 | 0.55 | 0.91 |
| Miles Between Road Calls | ≥ 25,000 | 56,189 | 55,064 |

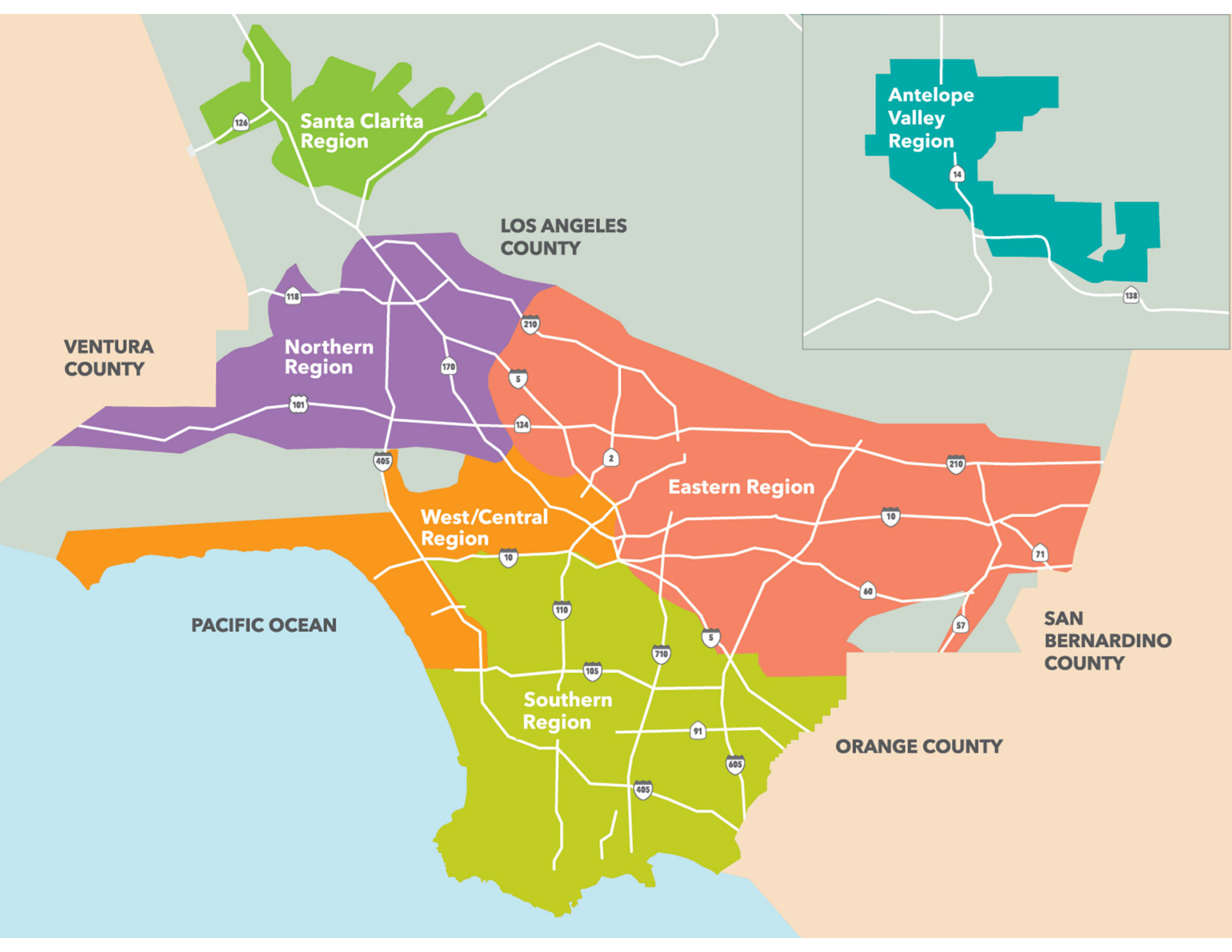
Recommendation

Authorize an increase in the contract value of \$34,671,498, a change in rates of compensation, and an extension in the period of performance for one (1) year, from August 1, 2024, through July 31, 2025, for Contract AS-4059 with MV Transportation (MV).

Item 10

Consideration to Award Eastern Region Service Provider Contract (AS-4162)





Santa Clarita Region

LOS ANGELES COUNTY

Antelope Valley Region

VENTURA COUNTY

Northern Region

Eastern Region

West/Central Region

PACIFIC OCEAN

SAN BERNARDINO COUNTY

Southern Region

ORANGE COUNTY

Background

- Current Provider - San Gabriel Transit, Inc. (SGT)
- Existing Contract - Started April 2014
- Option years extended through March 2024
- No remaining option years available

Service Challenges

- Large Access service area
- Traffic congestion
- High ridership demand
- Hard-to-find operating facilities
- Competitive employment market

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New RFP Requirements

- Replaces 2014 contract
- Includes full slate of KPIs, service standards, and liquidated damages
- New staff positions added to address continuity and agency initiatives
- New standards for training hours for Drivers, Dispatchers, Call Takers, and Road Supervisors
- 5-year base term; 4 one-year options

Procurement Timeline

| | |
|----------------------|-------------------|
| RFP Issuance | February 27, 2023 |
| Pre-Proposal Meeting | March 13, 2023 |
| Proposal Due Date | May 22, 2023 |
| Site Visit | June 5, 2023 |
| Interviews | July 6, 2023 |

Proposer Outreach

- Access Services Website Posting
- Public Purchase Website Posting
- *Los Angeles Times* Advertisement
- *APTA Passenger Transport* Advertisement
- GCAP Services DBE Notice
- Pre-Proposal Meeting: approximately 30 attendees (excluding staff) with 8 major private sector transportation companies present

Single Proposer

San Gabriel Transit, Inc.

Lack of Proposer Interest

In a market survey, Pre-Proposal Meeting attendees indicated that the following factors precluded them from proposing:

- Lack of available facility sites
 - High leasing costs
 - High leasing option costs
 - High cost of tenant improvements
- Limited subcontractor availability
- Vehicle shortages
- Post-pandemic business challenges

Evaluation Criteria

| | |
|--|-----|
| 1. Quality of Technical Approach | 15 |
| 2. Quality of Safety Approach | 5 |
| 3. Qualifications and Availability of Proposed Staff | 10 |
| 4. Quality of Proposed Operating Facility | 5 |
| 5. Employee Pay and Benefits | 20 |
| 6. Financial Qualification of Proposer | 5 |
| 7. Proposer's Paratransit Operating Experience | 10 |
| 8. State Mandated Bidding Preference | 10 |
| 9. Cost/Price Proposal | 20 |
| TOTAL | 100 |

Evaluation Responsibilities

1. Evaluation Panel

- Quality of technical approach
- Quality of safety approach
- Qualifications and availability of proposed staff
- Quality of proposed operating facility
- Employee pay and benefits
- Proposer's paratransit operating experience

2. Access Finance

- Financial qualifications of the proposer

3. State Mandated Bidding Preference: Objective Formula

4. Cost Proposal: Objective Formula

Evaluation Scores

| Evaluation Criteria | San Gabriel Transit |
|--|---------------------|
| 1. Quality of Technical Approach | 13.02 |
| 2. Quality of Safety Approach | 4.34 |
| 3. Qualifications and Availability of Proposed Staff | 8.30 |
| 4. Quality of Proposed Operating Facility | 3.70 |
| 5. Employee Pay and Benefits | 16.96 |
| 6. Financial Qualifications of Proposer | 4.80 |
| 7. Proposer's Paratransit Operating Experience | 9.20 |
| 8. State Mandated Bidding Preference | 10.00 |
| 9. Cost/Price Proposal | 20.00 |
| Total | 90.32 |

Disadvantaged Business Enterprises

1. JCM & Associates, Inc. (dba Blue Goose Uniforms)
2. Trans-Global Services, Inc.

Facility Overview

- 0.08 miles from freeway
- 2 ingress/egress points to streets
- Sufficient space for vehicle maintenance
- Additional satellite yards to be used for additional space and continuity
- Upgrades in process

Wage & Benefit Review

- Average driver wage = \$21.87 per hour
- Competitive benefit plan for employees
- New Safety Bonus program
- Strong Driver Performance & Retention Incentive Program
- Overtime @ 15% of Labor Cost

Financial Analysis - Pricing Summary

| SGT | 5 Year Cost | Year 1 Monthly Fixed Fee | Year 1 Variable Rate |
|----------------------|----------------------|--------------------------|----------------------|
| ADA Startup | \$969,794 | | |
| ADA Services | \$293,575,013 | \$1,156,445 | \$44.33/Trip |
| Eligibility Startup | \$0 | | |
| Eligibility Services | \$17,074,195 | \$132,739 | \$45.46/Hour |
| <i>Total</i> | <i>\$311,619,001</i> | <i>\$1,289,184</i> | |

Financial Analysis - Pricing (Current vs Proposed)

| SGT | Fixed | | |
|--------------------------|--------------|---------------|----------|
| | FY24 Current | FY25 Proposed | % Change |
| <i>ADA Rates</i> | \$968,250 | \$1,156,445 | 19.4% |
| <i>Eligibility Rates</i> | \$79,081 | \$132,739 | 67.9% |
| Total: | \$1,047,331 | \$1,289,184 | 23.1% |

| Variable | | |
|--------------|---------------|----------|
| FY24 Current | FY25 Proposed | % Change |
| \$44.99 | \$44.33/Trip | -1.5% |
| \$38.34 | \$45.46/Hour | 18.6% |

| | | | |
|-------------------|-------|-------|--------|
| ADA Staff | 126.0 | 134.2 | 6.4% |
| Eligibility Staff | 5.0 | 24.8 | 396.0% |
| Total Staff: | 131.0 | 159.0 | 21.3% |

Financial Analysis - Variable Rate Comparison

| Variable Trip Rates | FY24 | FY25 | % Change |
|--------------------------|--------------|---------------|----------|
| Eastern (SGT) | Current Rate | Proposed Rate | |
| | \$44.99 | \$44.33 | -1.5% |
| Southern (GPI) | \$39.61 | \$40.62 | 2.5% |
| Northern (MV) | \$49.06 | \$51.43 | 4.8% |
| West/Central (CTI) | \$44.36 | \$46.44 | 4.7% |
| Antelope Valley (Keolis) | \$48.42 | \$50.34 | 4.0% |
| Santa Clarita | \$55.07 | \$56.73 | 3.0% |

Financial Analysis - Fully Loaded Rate Comparison

| Fiscal Year | PROPOSED | West/ | | | Santa | Antelope |
|-------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | Eastern | Southern | Central | Northern | Clarita | Valley |
| 2023 | <i>\$58.18</i> | <i>\$56.08</i> | <i>\$59.17</i> | <i>\$75.31</i> | <i>\$76.61</i> | <i>\$84.69</i> |
| 2024 | <i>\$60.79</i> | <i>\$58.61</i> | <i>\$59.18</i> | <i>\$81.00</i> | <i>\$78.43</i> | <i>\$85.68</i> |
| 2025 | <i>\$60.99</i> | <i>\$56.40</i> | <i>\$60.48</i> | <i>\$83.72</i> | <i>\$78.78</i> | <i>\$90.77</i> |
| 2026 | <i>\$62.55</i> | <i>\$57.48</i> | <i>\$62.43</i> | <i>\$86.68</i> | <i>\$80.47</i> | <i>\$96.25</i> |

Performance

| Key Performance Indicator | Standard | FY23 | FY24* |
|--|---------------|--------|--------|
| On-Time Performance | ≥ 91% | 91.2% | 93.6% |
| Excessively Late Trips | ≤ 0.10% | 0.04% | 0.00% |
| Excessively Long Trips | ≤ 5% | 1.1% | 1.1% |
| Missed Trips | ≤ 0.75% | 0.31% | 0.19% |
| Denials | 0 | 0 | 0 |
| Access to Work On-Time Performance | ≥ 94% | 95.5% | 97.7% |
| Average Initial Hold Time (Reservations) | ≤ 120 seconds | 34 | 35 |
| Calls On Hold > 5 Min (Reservations) | ≤ 5% | 1.3% | 1.9% |
| Calls On Hold > 5 Min (ETAs) | ≤ 10% | 0.5% | 0.2% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.9 | 1.7 |
| Preventable Incidents per 100,000 miles | ≤ 0.25 | 0.15 | 0.1 |
| Preventable Collisions per 100,000 miles | ≤ 0.75 | 0.73 | 1.43 |
| Miles Between Road Calls | ≥ 25,000 | 31,011 | 42,307 |

*Data through 8/31/2023

San Gabriel Transit Strengths

- Stable, experienced management team
- Adequate facility
- Strong subcontract component
- Excellent performance as incumbent contractor
- Strong wage and benefit plan to retain employees
- Reasonable cost compared to other large Access contracts

Recommendation

Authorize staff to execute Contract No. AS-4162 for specialized ADA paratransit service in the Eastern Region, eligibility transportation service for the Los Angeles Basin, and eligibility appointment scheduling for all service regions for a three-month startup period and five (5) year base period beginning January 1, 2024, and ending on March 31, 2029 (with revenue service beginning on April 1, 2024) with San Gabriel Transit, Inc. (SGT) in an amount not to exceed \$311,619,001.

Item 11

California Air Resources Board (CARB) Zero-Emission Bus (ZEB)

Rollout Plan



CARB ZEB Rollout Plan

- > CARB Guidance in 2019
- > Required agencies develop ZEB Rollout Plan by July 2023
- > Applies to vehicles 14,000 lbs. or greater (cutaways)
- > Plan elements
 - > Projected new vehicle technology
 - > Projected Zero-Emission fueling/charging (infrastructure) tech.
 - > Service to disadvantaged communities
 - > Workforce training
 - > Potential Funding Sources
 - > Start-up/Scale-up Challenges

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Small Agency ZEB Elements

- > Defined as Small Agency
 - > Fewer than 100 14,000 lbs. cutaways (48)
- > In 2026, 25% of 14,000 lbs. cutaway purchases - ZEB
- > In 2029 100% of 14,000 lbs. cutaway purchases = ZEB
- > Goal of 2040:100% fleet = ZEB

Distribution of Cutaway Vehicles

| Division / Facility Name | Service Capacity (Total Vehicles) | Service Capacity 14,000 lbs. cutaways | Percentage of total 14,000 lbs. cutaways |
|--------------------------------|-----------------------------------|---------------------------------------|--|
| Antelope Valley | 50 | 24 | 50% |
| Santa Clarita Transit | 24 | 9 | 19% |
| MV Transit (SFV) | 157 | 4 | 8% |
| San Gabriel Transit (SGT) | 180 | 0 | 0% |
| California Transit, Inc. (CTI) | 130 | 0 | 0% |
| Global Paratransit, Inc. (GPI) | 235 | 11 | 23% |

Access Adapts - Examples

- > Access helped design vehicles with manufacturers
 - > Dodge Caravan
 - > Low Floor-accessibility / Less fuel consumed
 - > MV-1
 - > Purpose built for paratransit / Introduced CNG
 - > Ram ProMaster
 - > Redesign for paratransit / can replace Class A cutaway
- > AV technology for paratransit
- > EV Pilot Program development (FY 2024)
- > Ongoing Access and vehicle-maker collaboration

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Principal Challenges

- > ZEB Cutaway replacement vehicles
 - > Missing Buy America, Altoona Testing, & range and reliability requirements
- > Infrastructure (fueling/charging) Technology
 - > Cannot commit to a particular technology
- > Provider-owned/leased facilities
 - > All vehicle yards privately owned/leased
- > Antelope Valley facility 2025
- > Exemption if no vehicles available

Recommendation

Approve Access' CARB Zero-Emission Bus Rollout Plan.

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Item 12

Consideration to Modify Board Committee Structure



Background

- > November 2019 - Board authorized new Board Committee Structure
 - > Performance Monitoring, Planning and Development, External/Stakeholders Relations and Board Operations Committees
- > October 2020 - Fully implemented
- > June 2023 - Board members requested an alternative structure that would allow agenda items to be considered collectively by the Board at one time

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Recommendation

Approve the following -

1. Eliminate the Performance Monitoring, Planning and Development, and External/Stakeholders Relations Committees.
2. Assign the audit and compensation committee responsibilities to the Board Operations Committee.
3. Schedule Board meetings monthly unless cancelled upon approval of the Board Chair.

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Item 13

Operations Update



Statistics

| | August 2019 | August 2020 | August 2021 | August 2022 | August 2023 |
|-------------------------------|----------------|----------------|----------------|----------------|----------------|
| Vehicle Trips Completed | 320,586 | 128,363 | 185,754 | 229,855 | 283,780 |
| Passenger Trips Completed | 412,620 | 159,417 | 236,846 | 285,573 | 350,805 |
| Reservation Calls Answered | 257,384 | 99,415 | 159,812 | 218,261 | 205,102 |
| ETA Calls Answered | 53,375 | 24,167 | 39,910 | 53,837 | 42,266 |

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Statistics

| | August 2022 | August 2023 | % Change |
|----------------------------|-------------|-------------|----------|
| Vehicle Trips Completed | 229,855 | 283,780 | +23% |
| Passenger Trips Completed | 285,573 | 350,805 | +23% |
| Reservation Calls Answered | 218,261 | 205,102 | -6% |
| ETA Calls Answered | 53,837 | 42,266 | -21% |
| Online Reservations | 24,793 | 33,568 | +35% |

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Ridership Recovery - Monthly Vehicle Trips

| Region | August 2019 | August 2023 | % Recovery |
|-----------------|-------------|-------------|------------|
| Southern | 103,720 | 96,514 | 93.1% |
| Eastern | 93,420 | 84,105 | 90.0% |
| West/Central | 48,420 | 46,939 | 96.8% |
| Northern | 56,470 | 40,201 | 71.2% |
| Antelope Valley | 14,520 | 13,140 | 89.5% |
| Santa Clarita | 4,036 | 2,840 | 57.9% |
| Systemwide | 320,586 | 283,780 | 87.0% |

On Time Performance by Region - FY24 through August 2023

| OTP | Santa Clarita | Southern | West Central | Eastern | Antelope Valley | Northern |
|------------------------|---------------|----------|-----------------|---------|--------------------|----------|
| Standard \geq 91% | 92.3% | 93.1% | 91.7% | 93.6% | 95.6% | 93.5% |

Performance Report Card

| Key Performance Indicator | Standard | August 2023 | FY24 through August 2023 |
|---|----------|-------------|--------------------------|
| On Time Performance | ≥ 91% | 92.6% | 93.1% |
| Excessively Late Trips | ≤ 0.10% | 0.01% | 0.01% |
| Excessively Long Trips | ≤ 5% | 3.3% | 3.0% |
| Missed Trips | ≤ 0.75% | 0.33% | 0.32% |
| Denials | ≤ 0 | 1 | 1 |
| Access to Work On Time Performance | ≥ 94% | 96.8% | 97.7% |
| Average Hold Time in Seconds (Reservations) | ≤ 120 | 65 | 63 |
| Calls On Hold > 5 Min (Reservations) | ≤ 5% | 2.9% | 3.0% |
| Calls On Hold > 5 Min (ETA) | ≤ 10% | 1.5% | 1.6% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 2.5 | 2.3 |
| Preventable Incidents per 100,000 Miles | ≤ 0.25 | 0.08 | 0.18 |
| Preventable Collisions per 100,000 Miles | ≤ 0.75 | 1.16 | 0.99 |
| Miles Between Road Calls | ≥ 25,000 | 43,116 | 40,488 |

Green is good, yellow is cautiously optimistic, red is not meeting standard

Contractor Staffing Updates

- 1,813 active drivers were available at the end of September; that is 18 short of the target number
- Overall, contractors added 89 new drivers in September, but attrition took 49 drivers
- The new drivers came from three sources:
 - Employee hires - 34
 - Taxi - 48
 - TNC (SilverRide) - 7

Access Flex Program Current Status

- The Board approved a 2-year TNC pilot program in February 2023
- The program has been introduced in the Southern Region to utilize Uber and Independent Taxi
- Total of 92 riders in the program who have enrolled and set up their E-wallet
- 396 trips completed
- Two riders have opted out
- Overall positive feedback

Vehicle Acceptance Procedures

- Access uses a third-party inspector to perform in-plant inspections
 - Verify that vehicle is built per Access specifications
 - Verify that vehicle is compliant with 49 CFR part 663
 - Verify that vehicle meets Buy America standards
 - Provides technical configuration certification, reports and quality assurance paperwork
- Upon approval of third-party inspector, vehicle is transported to CA by flatbed truck or driven individually
- Upon arrival at dealership, they inspect vehicle for damage or obvious defects
- Access staff performs final vehicle inspection
- Dealer then delivers vehicle to Access contractor

Vehicle Acceptance Timeline

- Vehicle order can take as little as 3 months or as long as 2 years
- Vehicle build can take 3 to 8 weeks depending on make and model
- Shipping of new vehicle can take 1 to 2 weeks
- Dealer and final inspections can take 1 to 2 weeks
- Once delivered to contractor, they perform a final delivery inspection and preparation for revenue service can take 2 to 4 weeks. Contractor installs the following:

| | |
|-------------------------------|-----------------------------|
| License plate | Video camera system |
| Two-way radio | Driver tablet |
| Vehicle identification decals | On-vehicle safety equipment |

Recent & Upcoming Vehicle Orders

| Vehicle Type | # Ordered | # Completed | # Delivered to Contractor |
|----------------------------|----------------------|-------------|---------------------------|
| StarCraft Class C Cutaway | 2 | 2 | 2 |
| Turtle Top Class C Cutaway | 4 | 4 | 1 |
| Turtle Top Class B Cutaway | 10 | 10 | 5 |
| Ram ProMaster 159 | 11 | 11 | 11 |
| Ram ProMaster 136 | 58 | 10 | 7 |
| Ram ProMaster 136 | 101 | 0 | 0 |
| Ram ProMaster 136 | Order of 110 Pending | NA | NA |
| Turtle Top Class B Cutaway | Order of 3 Pending | NA | NA |

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