

# access

BOARD OF DIRECTORS MEETING  
Monday, December 4, 2023  
General Session: 12:00 p.m.  
Closed Session: Immediately Following

Access Services Headquarters  
Council Conference Room, 3rd Floor  
3449 Santa Anita Avenue  
El Monte CA 91731

Long Beach Transit 1963 E Anaheim St Long Beach, CA 90813	3650 Fairland Boulevard Los Angeles CA 90043
---	---

See \*Note below for remote public link.

## *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.*

---

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 23, 2023 (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION

5. SUPERIOR SERVICE AWARD

PRESENTATION

6. CONSENT CALENDAR

ACTION

a) Consideration to Approve 2024 Board Calendar (page 17)  
[Staff Recommendation: Approve the proposed Board Meeting calendar for 2024.]

[Vote Required: majority of quorum by roll call]

b) Consideration to Approve CAC Reappointments (page 19)  
[Staff Recommendation: Reappoint the Group A members as detailed in the agenda item.]

c) Consideration to Approve PTASP Plan Update (page 21)  
[Staff Recommendation: Approve the update to Access' PTASP, which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.]

d) Consideration to Assign Legal Services Contract (page 23)  
[Staff Recommendation: Pursuant to Section 33.0 of Contract AS-4039, authorize staff to assign Contract AS-4039 to the Law Office of Vincent C. Ewing, effective November 1, 2023.]

e) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU) (page 25)  
[Staff Recommendation: Authorize an additional \$350,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2024 - January 31, 2025.]

f) Consideration to Approve Additional Scope and Increase Funds - Architectural & Engineering Services Contract Modify Scope and Increase Funds - A&E Contract (page 27)  
[Staff Recommendation: Authorize the additional scope of work and an increase of \$279,495 in funds for environmental services for Contract AS-4165 with HDR Architecture, Inc.]

**[Staff Recommendation: Approve the Consent Calendar.]**

- |     |   |                                   |
|-----|---|-----------------------------------|
| 7.  | <b>CONSIDERATION TO AWARD ADA PARATRANSIT ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-4163)</b> (page 30)   | ACTION                            |
|     | [Staff Recommendation: Authorize staff to execute Contract No. AS-4163 with MTM Transit, LLC (MTM) for ADA paratransit eligibility and mobility evaluation services in an amount not-to-exceed \$13,896,807 for a five-month startup period and three-year base period beginning February 1, 2024, and ending on June 30, 2027 (with service beginning on July 1, 2024).] |                                   |
| 8.  | <b>CONSIDERATION TO APPROVE CALIFORNIA AIR RESOURCES BOARD (CARB) ZERO-EMISSION BUS (ZEB) ROLLOUT PLAN</b> (page 35)  | ACTION                            |
|     | [Staff Recommendation: Approve Access' CARB Zero-Emission Bus Rollout Plan.]  |                                   |
| 9.  | <b>CONSIDERATION TO APPROVE ACCESS TO WORK PROGRAM CHANGES</b> (page 39)  | ACTION                            |
|     | [Staff Recommendation: Authorize the continuation of the Access to Work program with proposed changes as outlined in the item.]   |                                   |
| 10. | <b>OPERATIONS UPDATE</b>  | PRESENTATION                      |
| 11. | <b>UPCOMING BOARD ITEMS</b> (page 43)   | INFORMATION                       |
| 12. | <b>EXECUTIVE DIRECTOR'S REPORT</b>  | INFORMATION                       |
| 13. | <b>BOARD MEMBER COMMUNICATION</b>   | INFORMATION                       |
| 14. | <b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>   | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 15. | <b>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</b>  | INFORMATION                       |
| 16. | <b>CLOSED SESSION:</b>  | DISCUSSION/<br>POSSIBLE<br>ACTION |
|     | A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9  |                                   |
|     | 1. Anticipated Litigation: Gov. Code §54956.9 (b)   |                                   |
|     | (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of  |                                   |

counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation".

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

(i) Litigation, to which Access Services is a party, has been initiated formally.

1. Aviles, Guillermo v. Access Services, Case # 20STCV3752

B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b)

1. Executive Director

C) CONFERENCE WITH LABOR NEGOTIATORS, CAL. GOV. CODE §54957.6

Agency designated representatives: (Theresa De Vera, Board Chair)

Unrepresented employee: (Andre Colaiace, Executive Director)

## 17. ADJOURNMENT

## ACTION

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

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

must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

#### \*NOTE

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

#### How to Provide Public Comment in a Board Meeting via Zoom

##### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/82995660184>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:  
[https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):  
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580  
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847  
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099  
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799  
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833  
548 0276 (Toll Free) or 833 548 0282 (Toll Free)  
Webinar ID: 829 9566 0184
4. When the Board Chair calls for the item on which you wish to speak, press \*9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
6. When called, please state your name, and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



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

Webinar

October 23, 2023

12:00 p.m.

**1. CALL TO ORDER**

The meeting was called to order by Vice Chair Barnes at 12:04 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Vice Chair Doran Barnes, Secretary Dolores Nason, Directors Valerie Gibson, Giovanna Gogreve, Martin Gombert and Liam Matthews.

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

Not Present: None

**BOARD MEMBERS PRESENT VIRTUALLY**

Chair Theresa De Vera, Treasurer Lee Burner, Director John Troost

The Board took action and voted 5-0 to allow Chair De Vera to participate remotely.

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

There was no public comment.

**3. CLOSED SESSION REPORT**

Legal Counsel Vince Ewing reported that on the listed closed session items, the Board took action on agenda item 19B and provided a unanimous vote regarding price and terms to the negotiator with respect to that item. The other items were non-reportable.

**4. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 23, 2023**

Recommendation: Approval of minutes as written.

**Motion made by Secretary Nason to approve the minutes, seconded by Director Gogreve. Via Roll Call Vote - all were in favor, motion passed.**

**5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JULY 24, 2023**

Recommendation: Approval of minutes as written.

**Motion made by Treasurer Burner to approve the minutes, seconded by Director Troost. Via Roll Call Vote - all were in favor, motion passed.**

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

CAC Chair Yael Hagen reported CAC highlights from July, August, September and October. In July they discussed the changes proposed to the Access to Work program. The biggest input was that riders wanted to make sure that they support the program going forward and keep the fare at \$2. They also wanted there to be some flexibility in the service such as same day service. In August they had a goals retreat and they identified approximately 16 different goals. Primarily, the goals focus on operations and they have been assigned to the appropriate subcommittee. In September, they had an election, and Ms. Hagen was re-elected as Chair and Terry Lantz as Vice Chair. They also discussed the Flex program and how they thought the name was misleading. In October, they discussed the Operations Monitoring Center, and one of the things that could be improved was to not put riders on hold. There was also a lot of discussion about the desire to have backup vehicles. The subcommittees have been working on ways to improve the website. The content, the appearance of the website, the ease of use, and the ability to use the website from a visual accessibility standpoint were discussed. They have almost completed the first video on avoiding no shows. The eligibility subcommittee is working on the script for the second video. They are working on improving the questions asked during the eligibility process and are addressing other eligibility-related topics as well. They have also worked on improving the coupon process so people can get their coupons in a realistic time frame.

TPAC Vice Chair Diane Amaya reported on the September TPAC meeting. The TPAC held officer elections for the upcoming fiscal year. TPAC elected Fayma Ishaq from Metro as Chair. Project Administrator Vicente Pena stated that the operations staff conducted community outreach audits at major trip generators and adult day healthcare centers to inquire whether any staff, riders, or community members were experiencing issues related to Access. On Sunday, August 20th, Access activated its emergency operation center at duty officer level in response to Tropical Storm Hilary. Access notified regular riders of the pending storm and potential impacts on service. Lastly, the safety team is working on a driver training video focusing on the new



ProMaster 136. Emergency Management Coordinator Alex Chrisman stated that Access activated the EOC to monitor and support the transportation of evacuees from an apartment fire to a shelter. This was done in coordination with the City of Los Angeles. Access staff provided a presentation at the Independent Living Center in downtown LA to almost 100 people who attended the virtual meeting and learned about Access' emergency response history and capability.

## **7. GENERAL PUBLIC COMMENT**

Frances Harris made a public comment by stating that Long Beach urgently needs to provide mandatory ADA blue loading zones. She believes that Access Paratransit passengers are detrimentally and shamefully harmed. She added that having additional ride options was a great idea in light of the new Uber Flex program. The information update has been helpful for her to better understand the "Where is My Ride" function, and she uses the ETA option 15 minutes prior to Access' scheduled arrival. She congratulated Access for providing great service, for which she is very grateful.

## **8. SUPERIOR SERVICE AWARD**

Project Administrator Jessica Volanos introduced the Superior Service Award winner Claudia Rocha.

## **9. CONSENT CALENDAR**

Recommendation: Approval of all items on the Consent Calendar.

### **CONSENT CALENDAR**

- a) Consideration to Award Appeals Provider Contracts
- b) Consideration to Approve Renewal of Agency Insurance Policies
- c) Consideration to Reappoint Transportation Professionals Advisory Committee (TPAC) Members

### **Public Comment:**

None.

Motion made by Secretary Nason to approve the Consent Calendar, seconded by Director Gogreve. Via Roll Call Vote - all were in favor, motion passed.

## **10. CONSIDERATION TO EXTEND TERM, CHANGE RATES AND INCREASE FUNDS - WEST/CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-4031)**

Manager of Procurement and Contract Administration Brian Selwyn, Senior Manager of Finance Bruce Frink and Project Administrator Vicente Pena presented this item.

Public Comment:

Frances Harris made a public comment by stating that she rode on Access and the drivers are amazing, especially on the freeways. The drivers have to maneuver around motorcycles, trucks and cars and she is amazed at how well they safely navigate the vans.

Board Member Comments:

None.

Board Discussion:

None.

Motion made by Treasurer Burner to approve item, seconded by Director Matthews. Via Roll Call Vote - all were in favor, motion passed.

**11. CONSIDERATION TO EXTEND TERM, CHANGE RATES AND INCREASE FUNDS - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)**

Manager of Procurement and Contract Administration Brian Selwyn, Senior Manager of Financial Analysis and Planning Bruce Frink, and Project Administrator Jessica Volanos presented this item.

Public Comment:

None.

Board Member Comments:

Director Gogreve asked for clarification on the "on hold" calls for reservations and the ETAs. The numbers looked more elevated than they were the last time she saw them. Project Administrator Jessica Volanos stated that the data shown is only through August, but MV has made improvements in September and October.

Board Discussion:

None.

Motion made by Director Troost to approve the item, seconded by Secretary Nason. Via Roll Call Vote - all were in favor, motion passed.

## 12. CONSIDERATION TO AWARD EASTERN REGION SERVICE PROVIDER CONTRACT (AS-4162)

Senior Manager of Financial Analysis and Planning Bruce Frink, Chief Operations Officer Mike Greenwood and Procurement and Contract Administrator David Chia presented this item.

### Public Comment:

None.

### Board Member Comments:

Director Gogreve asked if the recommendation includes the option years. Executive Director Andre Colaiace responded it did not and it was only for the 5-year base period. Access staff will go back to the Board for approval for any option years.

Director Gogreve asked what the increase was on the eligibility trips. Senior Manager of Financial Analysis and Planning Bruce Frink responded that there was a fixed fee and hourly rate adjustment. The recommended fixed fee is about 67% higher than the current fixed fee for the Eastern Area contract because SGT is adding a lot of support to the eligibility program.

Chief Operations Officer Mike Greenwood responded that the biggest change is that there are performance standards for eligibility trips and eligibility calls that weren't in the previous contract. Access and SGT expect the same high level of service for the eligibility customers, as they do for the regular service on the street.

Director Gogreve asked whether there would be better service for the eligibility trips than is currently the case. Mr. Greenwood responded in the affirmative. Director Gogreve asked if the new performance measures would be added to the Board Box. Mr. Greenwood said they have time to discuss if this is something the Board wants to add to the report.

Secretary Nason asked if they only got one bid. At her center, they are under the Department of Rehabilitation, so anytime they want to spend money they have to get three bids. She asked whether Access followed the same protocol. Procurement and Contract Administrator David Chia responded that when a Request for Proposal is issued, it is open for anyone to bid on. However, there is no requirement that a minimum number be received. The only proposer that was interested enough in this procurement to submit a proposal was the incumbent. Access conducted a market survey after the solicitation to find out exactly why there was only one proposer. One of the main barriers in attracting more proposers is the fact that there wasn't an

appropriate facility site that could be identified by other potential proposers. There were also issues in subcontractor availability.

Treasurer Burner asked what services the DBE vendor provides. Mr. Greenwood responded they provide vehicle cleaning services. Director Burner asked whether now that they have identified several challenges in the San Gabriel area, how has staff addressed these challenges, other than just coming up with an RFP and sending it out with a five-year term. How can they address the challenges to better develop a proposal such that we don't get just one proposal.

Mr. Colaiace responded that several years ago they started looking for facilities because they knew that facilities were going to become more expensive in Los Angeles County and it would become a barrier for procurements. They are still focused on that and on working with their partners to look for land and funding.

Mr. Greenwood added that besides real estate, the other barrier is labor. Access has shown over the years that they are flexible and open to looking at other sources of labor, such as taxicab services to do some of that subcontracting work. The latest subcontracting work they developed was the new Flex taxi and TNC program.

Chair De Vera stated that San Gabriel Transit has been her home provider since she became an Access rider, almost 30 years ago. She noted that the West Central provider, CTI, is underperforming and that they're picking up a lot of San Gabriel trips, and asked how that affects SGT. Mr. Greenwood stated that SGT and CTI work together to perform the service and they subcontract with each other for some trips to reduce deadhead. The CTI performance that she referred to was for last fiscal year, not this fiscal year and so far, they're doing quite well. Both contractors have an on-time performance rate of above 91% right in the middle of the fall peak season. Some of the challenges they had last fiscal year were more related to recovery from the pandemic and having driver shortages, but those issues have been resolved.

Chair DeVera asked whether SGT and CTI have two separate contracts with Access. Mr. Colaiace responded that they do and they're treated statistically as two separate contracts. Trip statistics apply to the contractor responsible for the trip.

Director Gogreve asked about the number of "excessively late trips" being at zero. Mr. Greenwood responded that all the contractors are doing exceptionally well this year in this area because they have made massive efforts to hire more drivers.

Treasurer Burner asked whether the contractors are operating at 100% compared to pre-pandemic service. Mr. Greenwood responded that none of the contractors have reached 100% yet. He has a slide for an upcoming agenda item showing how each region is doing compared to how they were doing prior to the pandemic.

Board Discussion:

Chair De Vera stated that in the past year and a half she has seen amazing improvements in service, from customer service to drivers' attitudes, and she just wanted to add that she supports the staff recommendation 100%.

Vice Chair Barnes stated that the Board would not accept just any marginal provider in a contract if they were not performing up to the standards required.

**Motion made by Director Gombert to approve the item, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.**

**13. CONSIDERATION TO APPROVE CALIFORNIA AIR RESOURCES BOARD (CARB) ZERO-EMISSION BUS (ZEB) ROLLOUT PLAN**

Manager of Planning Eric Haack presented this item.

Public Comment:

Frances Harris stated she is concerned about whether there's going to be enough electric charging stations and whether the vehicle charge will last the duration of the rides. If there are delays on the freeway and given the concern about persons with disabilities on the van, she wants to make sure there are no issues. The government needs to look at the entire picture because this is something important to consider.

Board Member Comments:

Vice Chair Barnes asked whether this item could be tabled for another meeting so that they could have a deeper discussion.

**Motion made by Director Gogreve to table this item until the next Board meeting, seconded by Secretary Nason. Via Roll Call Vote - all were in favor, motion passed.**

**14. CONSIDERATION TO MODIFY BOARD COMMITTEE STRUCTURE**

Director of Administration F Scott Jewell presented this item.

Public Comment:

Yael Hagen made a public comment by stating that one of the things being missed in taking out the committee meetings is the opportunity to have deeper discussion on important issues. Another important factor is that such meetings allow for more public participation. She hopes that they reconsider this factor when making this decision.

### Board Member Comments:

Secretary Nason stated that she looks to the CAC and TPAC to help delve into the items deeply and into the things that are going to be on their agenda. They do look for guidance from them and she believes they are making a positive difference.

### Board Discussion:

Director Matthews stated that in working with the community himself, it is extremely important they get feedback on any item because these constituents are individuals who need representation. He feels that it is necessary for the CAC and the Board to work in closer collaboration. However, he thinks there is an importance to getting feedback directly from the community itself, not just CAC, and this would allow them to do that.

Chair De Vera stated that they get more information, and they are hearing things twice when having the committee meetings. When the presentation occurred for the San Gabriel contract, they would not have been able to give feedback, not have the full Board participate, without this structure. She feels that getting rid of the committees is a time-saving measure and will ultimately prove to be more cost-effective.

Director Gibson stated that when the committees were first formed, the intent to meet this way was good. It just didn't unfold the way they first envisioned it and at the next retreat they can discuss if a different approach should be considered.

Vice Chair Barnes stated that he was a big advocate of dissolving the Board committees and taking the work that's done at the Board level and bringing it to the Board as a whole. With the current structure, either a subset of the Board hears items twice or a bigger subset of the Board doesn't hear items that he thinks are valuable to hear about. They are stronger as a full Board participating together versus subsets of the Board participating and then trying to bring it here to the full group. He believes the current system was a noble experiment and they can try to incorporate the best parts of it going forward. The monthly meeting format will give them the opportunity to take those deeper dives.

Director Gogreve stated that she agrees with Chair DeVera and thinks they can have ad hoc committees if need be and they can take that recommendation from any one of the committees, like the CAC or TPAC, to take a deeper dive into certain issues. Those options are available to them when they need them, and she supports the recommendation.

**Motion made by Secretary Nason to approve the item, seconded by Director Gogreve. Via Roll Call Vote - Yes - Barnes, Troost, Nason, Gogreve, Gibson, Gombert. No - Matthews, Burner. Motion passed 6-2.**

**15. OPERATIONS UPDATE**

The Board opted not to hear this item.

**16. UPCOMING BOARD ITEMS**

The Board opted not to hear this item.

**17. EXECUTIVE DIRECTOR’S REPORT**

Executive Director Andre Colaiace stated they have their annual meeting on November 1st, and it will be virtual. The meeting will begin at 11:00 AM. From November 15th to 17th, Access, Foothill Transit and the city of Pasadena will be hosting the California Transit Association's 58th annual Fall Conference at the Pasadena Convention Center. Mr. Colaiace congratulated Vice Chair Barnes on receiving the outstanding Public Transportation Manager Award from the American Public Transportation Association. He has had the honor of working with Vice Chair Barnes for two decades.

Public Comment:

None.

Board Comments:

None.

**18. BOARD MEMBER COMMUNICATION**

Director Gibson stated she looks forward to seeing everyone in Pasadena for the CTA event.

Director Gombert stated that he attended a meeting on the 2028 Olympics, which is 5 years from now. Metro's going to have to create a new bus fleet of 1,600 buses to run during the Olympics. If they are looking at any partially empty bus yards or parking facilities, those are going to probably be gone in five years. He also congratulated Vice Chair Barnes on his well-deserved recognition.

Secretary Nason stated that Vice Chair Barnes deserves his recognition and did a great job leading the meeting today.

Director Gogreve echoed what Director Gombert said and wanted to bring it to the attention of this Board that they are working with Access on coming up with a transit plan. She welcomed Director Matthews to the Board and congratulated the Superior Service Awardee, Claudia Rocha.

Director Matthews stated that he is happy to be serving on the Board. This is a new experience for him and, as the ILC representative, he will do his best to make sure that his constituents are represented and make sure that the community is heard. That is his overall goal.

Chair Troost welcomed back Director Gibson and congratulated Vice Chair Barnes.

Chair De Vera stated that Vice Chair Barnes was amazing for hosting the meeting as she has been sick for the past month.

CAC Chair Hagen congratulated Vice Chair Barnes. She also congratulated Claudia Rocha, as she has been her driver before and really appreciates her.

TPAC Vice Chair Amaya congratulated Vice Chair Barnes and Claudia Rocha.

Vice Chair Barnes stated that they are there to make the world a better place. He encouraged everyone to attend the CTA.

CAC Chair Hagen added that there will be an Aging and Disability Transportation Network summit on November 15th. Information is available on the Access website and Metro's website and she invites them all to participate in the survey and pass it on and attend the summit.

## **19. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

## **20. ADJOURNMENT**

The meeting adjourned at 3:10 p.m.

Approved

---

Dolores Nason, Secretary

---

Date



NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO APPROVE 2024 BOARD CALENDAR

---

**ISSUE:**

Staff is presenting to the Board for its review and approval the scheduled Board meetings for calendar year 2024.

**RECOMMENDATION:**

Approve the proposed Board Meeting calendar for 2024.

**IMPACT ON BUDGET:**

None.

**BACKGROUND:**

2024 Board meetings will generally occur on the fourth Monday of each month. The only exceptions to this are the May meeting occurring a week earlier (Monday, May 20th) due to the Memorial Day holiday, the Annual Meeting (Wednesday, November 6th) and the December meeting (Monday December 7th), which is being held earlier in the month due to there being no Board meeting in November. All meetings are subject to change based upon the business and operational needs of Access Services.

All meetings, except for the Annual meeting, are scheduled to take place at Access Services, located at 3449 Santa Anita Avenue in El Monte.

# Board of Directors 2024 Board Meeting Calendar

---

<u>Date</u>
Monday, January 22 <sup>nd</sup>
Monday, February 26 <sup>th</sup>
Monday, March 25 <sup>th</sup>
Monday, April 22 <sup>nd</sup>
Monday, May 20 <sup>th</sup>
Monday, June 24 <sup>th</sup>
Monday July 22 <sup>nd</sup>
Monday, August 26 <sup>th</sup>
Monday, September 23 <sup>rd</sup>
Monday, October 28 <sup>th</sup>
Wednesday, November 6 <sup>th</sup> Annual Meeting
Monday, December 9 <sup>th</sup>

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR OF PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE CAC REAPPOINTMENTS

**ISSUE:**

Seven Community Advisory Committee (CAC) members have completed their terms, which will expire on January 31, 2024. The reappointments recommended below are for two-year terms beginning February 1, 2024. These terms will expire on January 31, 2026.

**RECOMMENDATION**

Reappoint the following (Group A) members -

First Name	Last Name	Access Customer	Affiliation
Scott	Barron	Yes	Disability Rights California
Wendy	Cabil	Yes	Community Advocate from Antelope Valley
Gordon	Cardona	Yes	Community Advocate
Terri	Lantz	Yes	Community Advocate
Yael	Hagen	Yes	Personal Assistance Services Council
Jesse	Padilla	Yes	Community Advocate
Bhumit	Shah	Yes	Disability Rights California

**BACKGROUND**

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

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

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS

FROM: MICHAEL GREENWOOD, CHIEF OPERATIONS OFFICER

RE: CONSIDERATION TO APPROVE PTASP PLAN UPDATE

---

**ISSUE:**

Board approval is required to approve an update to the agency's Public Transportation Agency Safety Plan (PTASP). As a recipient of Federal 5307 funding, Access is required to implement a safety plan in accordance with 49 CFR Part 673. This item supports changes made to the original PTASP approved by the Board in December 2022.

**RECOMMENDATION:**

Approve the update to Access' PTASP, which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.

**IMPACT ON BUDGET:**

None.

**ALTERNATIVES CONSIDERED:**

None. The Board may elect to not approve the PTASP update, but the action is not recommended because such action could subject Access to regulatory enforcement action by the Federal Transit Administration (FTA) which could include withholding of federal funds for non-compliance with the FTA's Public Transportation Safety Program.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved, staff will be authorized to implement several modifications in support of the PTASP. In support of SMS and the PTASP, contract amendments may be issued to each operating contractor detailing changes to requirements and processes.

**BACKGROUND:**

On July 19, 2019, the FTA implemented a requirement that all public transit agencies that receive federal funding create, approve, and implement their own PTASP no later than July 20, 2020. Access was exempt from the plan requirement until 2022 when it started receiving federal 5307 funding, which triggered the PTASP requirement.

Access and its operating contractors now have a full year of working under the PTASP. A majority of Access' safety targets were achieved, numerous safety committees have been established, and new safety bulletins have been issued to address concerns. Looking at Year 2 of the PTASP, several modifications are proposed, some to address experiences, and several others due to pending and expected changes to federal regulations. Significant changes to the plan include:

- A requirement that all front-line workers receive de-escalation training to reduce transit worker assaults;
- Development of an agency System Security Plan;
- Incorporation of "Safety Focus" as a strategic competency into the annual review of all Access employees;
- Formalization of near-miss collision analysis into Access' safety programs; and
- Incorporation of a new operating contractor safety audit program.

Access uses seven key performance indicators to measure its safe operation. The chart below establishes the standard for each KPI, as well as actual performance for FY23. Staff is proposing that the same standard for each KPI continue for FY24.

	TARGET	FY 23 ACTUAL
Preventable Collisions per 100,000 miles	≤0.75	0.82
Preventable Incidents per 100,000 miles	≤0.25	0.19
Fatalities per 100,000 miles	0.00	0.01
Reportable Injuries per 100,000 miles	≤0.10	0.09
Safety Events per 100,000 miles	≤0.20	0.15
Transit Worker Assaults per 100,000 miles	≤0.02	0.01
Mean Miles Between Major Mechanical Failures	≥50,000	54,280

The draft plan is available for review here - <https://accessla.org/sites/default/files/Agendas/Access%20Services%20Public%20Transportation%20Agency%20Safety%20Plan%20DRAFT%204.pdf>

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS

FROM: ANDRE COLAIACE, EXECUTIVE DIRECTOR  
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO ASSIGN LEGAL SERVICES CONTRACT (AS-4039)

---

**ISSUE:**

Vincent C. Ewing (hereinafter "VCE") serves as Access Services' (hereinafter "Access") General Counsel. Access' current legal services Contract AS-4039 is with the law firm Alvarez-Glasman & Colvin (hereinafter "AGC"). VCE is transitioning from his position as Senior Partner at AGC to operate his own firm: Law Office of Vincent C. Ewing. VCE discussed this with the Access Board of Directors (hereinafter "the Board") in closed session at its October 23, 2023 regular meeting. Thereafter, the Board directed staff to prepare an agenda item assigning Access' legal services Contract AS-4039 to VCE's law firm. Board approval is required to authorize Access staff to effectuate this transaction.

**RECOMMENDATION:**

Pursuant to Section 33.0 of Contract AS-4039, authorize staff to assign Contract AS-4039 to the Law Office of Vincent C. Ewing, effective November 1, 2023.

**IMPACT ON BUDGET:**

This item will have no impact on the approved Fiscal Year 2023/24 budget as the terms and conditions of the contract will remain the same through March 31, 2028.

**ALTERNATIVES CONSIDERED:**

The Board may direct staff to solicit these services in 2024. Given the performance of Access' General Counsel Vincent C. Ewing to date, staff does not recommend this alternative.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate the terms of a consent by Access to the assignment and assumption of AS-4039 by VCE in a manner and containing terms and conditions reasonably necessary and appropriate to protect the interests of Access. Access Services would not be legally bound to the consent or the assignment of the contract unless and until

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

**BACKGROUND:**

Access has traditionally employed an outside law firm to act as its General Counsel representing Access on general and transactional matters and certain litigation matters. Current legal counsel services were procured in 2018 through a competitive process. After VCE presented a proposal to provide legal services to Access' evaluation panel, Access awarded AGC a five-year contract, designating VCE as Access' General Counsel. In October 2022, the Board extended Access' legal services contract with AGC to March 31, 2028. In October 2023, VCE notified Access of his forthcoming transition and the request by AGC and VCE for the assignment of Contract AS-4039 to VCE's law firm.

VCE provides legal analysis and guidance to special districts, cities, counties, joint powers authorities, boards, councils, commissions, administrators, and managers on issues involving public utilities, transportation, elections, conflicts, public works, contracts, construction, real estate, land use, CEQA, the Brown Act, the Public Records Act, labor, employment, litigation, and risk management.

VCE will continue to serve as General Counsel to Long Beach Transit and the Long Beach Community College District, and Special Counsel to the cities of Long Beach, Compton, the County of San Bernardino, the Los Angeles Community College District, and the Sacramento Regional Transportation District.

If needed to provide back-up general counsel services, should VCE not be available, VCE will subcontract, no later than January 31, 2024, for legal services with an attorney from law firms that have legal services contracts with Access.



NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - TAP  
CARD PRODUCTION MEMORANDUM OF UNDERSTANDING (MOU)

---

**ISSUE:**

Additional funding is required to continue the production of Access Rider ID/TAP cards under the existing MOU with Metro.

**RECOMMENDATION:**

Authorize an additional \$350,000 for the production and issuance of Access Rider ID/TAP cards for the period of February 1, 2024 - January 31, 2025.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved contract amount of \$2,519,000 to \$2,869,000. The reimbursement agreement is based on a per card cost of \$4.50 plus shipping that is invoiced by Metro on a quarterly basis. There is no increase to the card cost for this extension. The funding for this agreement comes from Prop C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the county in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly, no other alternatives were considered.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless the terms are incorporated into a formal written

agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

**BACKGROUND:**

In September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. In December 2023, the Board extended the agreement through January 2024. It is now necessary to increase funds and extend the term to continue production for another year through January 2025.

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO APPROVE ADDITIONAL SCOPE AND INCREASE FUNDS - ARCHITECTURAL & ENGINEERING SERVICES CONTRACT (AS-4165).

---

**ISSUE:**

Due to the additional acreage acquired for the Antelope Valley Maintenance and Operations facility, along with requirements related to potential federal funding, certain regulatory requirements (California Environmental Quality Act (CEQA) and National Environmental Policy Act (NEPA)) must be met for the architectural and engineering (A&E) phase of this project. To avoid significant delay, and to take advantage of Access' architecture and engineering contractor's substantive experience in the above regulatory requirements, staff is requesting a scope of work addition and additional funds to meet these needs.

**RECOMMENDATION:**

Authorize the additional scope of work and an increase of \$279,495 in funds for environmental services for Contract AS-4165 with HDR Architecture, Inc.

**IMPACT ON BUDGET:**

Environmental services by tasks are as follows -

CEQA Initial Study/Mitigated Negative Declaration -	\$109,290
NEPA Categorical Exclusion -	\$42,395
Environmental Technical Studies -	\$81,450
Shovel Test Pits (optional) -	\$46,360

This action will result in an increase in the previously approved contract amount of \$1,879,651 to \$2,159,146. The funding for this contract comes from the Facilities Development and Construction Fund.

**ALTERNATIVES CONSIDERED:**

The Board may opt to direct staff to procure these services separately, but as outlined below, these tasks are conducted within an architecture and engineering services process and would most efficiently be conducted by our current A&E contractor.

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

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate the additional scope of work for environmental support upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless the terms are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

## **BACKGROUND:**

The California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) provide the regulatory framework to assess the environmental effects in the construction and operation of projects such as the Antelope Valley Maintenance and Operations facility. Initially, this project was to have a limited environmental services component due to the parcel sizes being under a total of five (5) acres and the proposed use of local funds to pay for the project. However, after the discovery process in the conceptual design phase of the architectural and engineering services contract, it was determined that additional acreage would be needed to accommodate on-site fueling activities as well as provide for growth. Staff also determined that federal funding opportunities for future enhancements to the project would require meeting other environmental regulations. Both items together trigger additional environmental support not initially planned for this project.

Specifically, the following tasks need to be completed -

1. CEQA Initial Study/Mitigated Negative Declaration - Since the planned project will now be more than five (5) acres, the project can no longer rely on an infill exemption to the area's original environmental impact report (EIR). Instead, a more comprehensive environmental process is required to obtain a Mitigated Negative Declaration to the EIR. This essentially states that the project does not adversely violate the original EIR for the area in question.
2. NEPA Categorical Exclusion - This determines, on the federal level, that the project construction is consistent with existing land use and zoning requirements (including floodplain regulations) and uses primarily land disturbed for transportation use.
3. Environmental Technical Studies - These support the above areas and include Vehicle Miles Traveled Technical Memo, Cultural Resources Letter Report, Biological Resources Letter Report and Air Quality/Greenhouse Gas Emissions Technical Memo.
4. If the results of the cultural resource technical study indicate the need for subsurface testing, this scope includes the optional funding needed to complete that process.

As the initial environmental support was to be less complex, staff did not include these tasks in the scope of the architecture and engineering services contract. Given the

interrelated needs of this project, staff feels adding this scope will mitigate issues related to coordination of the tasks with the design phases and ultimate solicitation of the construction phase of the project. This also will allow Access to avoid a 4-6 month delay in the project which would take place if a separate procurement were undertaken.

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS

FROM: KAREN GILBERT, MANAGER, ELIGIBILITY  
KIMBERLIE NIMORI, PROCUREMENT COORDINATOR

RE: CONSIDERATION TO AWARD ADA PARATRANSIT ELIGIBILITY AND  
MOBILITY EVALUATION SERVICES CONTRACT (AS-4163)

---

**ISSUE:**

Board approval is required to award a contract for ADA paratransit eligibility and mobility evaluation services.

**RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4163 with MTM Transit, LLC (MTM) for ADA paratransit eligibility and mobility evaluation services in an amount not-to-exceed \$13,896,807 for a five-month startup period and three-year base period beginning February 1, 2024, and ending on June 30, 2027 (with service beginning on July 1, 2024).

**IMPACT ON BUDGET:**

The costs associated with this contract will be incorporated into the budget for FY 2024/25 and the subsequent out years. The funding for this service is allocated from local funds and the level of expenditure remains within expected levels. At Access' sole discretion, and following Board approval, this contract may be extended for up to four (4) additional years in two-year increments.

**ALTERNATIVES CONSIDERED:**

No alternatives were considered. The existing contract for ADA Paratransit Eligibility and Mobility Evaluations Services will end on June 30, 2024. This procurement would maintain operations with the award of a new contract to continue these federally mandated services.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written agreement upon terms and

conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the contract 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 paratransit eligibility and mobility evaluation services contractor has the primary task of conducting in-person complementary ADA paratransit eligibility determinations and also working with Access to develop and provide additional mobility assessment, education and training services that help applicants with disabilities access other accessible transportation options in the region. The existing contract for these services has a base three-year term from July 2017 with two (2) two-year renewal options. The second two-year option ends on June 30, 2024.

All Access riders are required to have an initial in-person evaluation which is conducted at one of three locations: Commerce, Santa Clarita Transit or Antelope Valley. MTM provides services at all three centers, with Commerce handling all the Los Angeles County basin evaluations. Additionally, all Access riders must go through a recertification process, which is also managed by MTM.

## **Procurement Overview**

On July 5, 2023, Access issued Request for Proposals (RFP) No. AS-4163 to select a qualified contractor to provide paratransit eligibility and mobility evaluation services. This RFP was posted on both the Access website and the nationwide e-procurement service, Public Purchase. We also worked with our DBE consultant GCAP to ensure that the solicitation was made known to firms which are certified as a disadvantaged business by one or more government jurisdictions. Access issued four addenda to provide additional information and responses to proposer questions.

Staff received two proposals on September 12, 2023, from the following companies:

1. MTM Transit, LLC (MTM)
2. Transdev Services, Inc. (Transdev)

Both proposals were deemed responsive and the proposers responsible. As part of their proposals, the proposers were also asked to provide information regarding their status as a disadvantaged business, indicating whether they were certified in one or more of the following categories: Small Business Enterprise, Women Business Enterprise, Disadvantaged Business Enterprise, Minority Business Enterprise, Disabled Veterans Business Enterprise, or other. MTM reported being certified as a Women Business Enterprise.

To gather information about proposer interest in the solicitation, Access conducted a market survey of those who downloaded the RFP but ultimately decided not to submit a proposal. Firms who downloaded the RFP identified two major factors that prevented them from proposing. These factors were: the firm did not have sufficient staffing to undertake the work and the firm did not have staff with the necessary expertise to undertake the work.

An evaluation panel was convened, and a comprehensive technical evaluation conducted by four Access staff members and one external technical expert from a local transit agency. In addition, one non-voting internal subject matter expert from Access' Finance Department provided a financial analysis of the proposals and reported the findings to the evaluation panel.

The proposals were evaluated based on the following evaluation criteria and associated weights:

<b>Evaluation Criteria</b>	<b>Percentage</b>
<b>Technical Components</b>	
1. Quality of Technical Approach and Work Plan	25
2. Qualifications and Availability of Proposed Staff	25
3. Employee Pay and Benefits	10
4. Financial Qualifications of the Proposer	5
5. Qualifications of the Proposer	15
<b>Cost Component</b>	
6. Cost/Price Proposal	20
<b><i>Maximum Score</i></b>	
	<b><i>100</i></b>

During the period from September 12, 2023, through November 8, 2023, the evaluation panel conducted its evaluation of the two proposals. Based on the evaluation criteria, MTM ranked the highest of the two proposers. A summary of scores is set forth below.



<b>Evaluation Criteria</b>	<b>MTM</b>	<b>Transdev</b>
1. Quality of Technical Approach and Work Plan	22.85	21.25
2. Qualifications and Availability of Proposed Staff	21.25	21.80
3. Employee Pay and Benefits	8.40	8.70
4. Financial Qualifications of the Proposer	4.00	4.60
5. Qualifications of the Proposer	13.65	13.11
6. Cost Proposal	20.00	14.93
<b>TOTAL</b>	<b>90.15</b>	<b>84.39</b>

### Cost

MTM's price for the three-year base term was determined to be fair and reasonable based upon financial analysis and a comparison of proposed rates and an independent cost analysis. The final negotiated cost proposed by MTM for the three-year base term (\$13,896,807) is lower than both the cost proposed by Transdev (\$19,136,775) and the Independent Cost Estimate (\$20,180,892).

<b>Proposer</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Start-Up Cost</b>	<b>Three Year Base Term Total</b>
<b>MTM</b>	\$4,555,102	\$4,631,190	\$4,710,515	\$0.00	\$13,896,807
<b>Transdev</b>	\$6,062,144	\$6,172,685	\$6,382,420	\$519,526	\$19,136,775

### Overview of Recommended Proposer

The recommended proposer, MTM, is a limited liability company (LLC) and a certified woman-owned business enterprise established in 2009 in the state of Missouri by the leadership of Medical Transportation Management, Inc. (MTM), a national transportation management company with 28 years of experience. MTM provides ADA eligibility services throughout California, for clients in Orange and San Diego Counties, as well as in Stockton and San Carlos. Elsewhere, MTM provides similar services in Reno; Denver; Boston; Honolulu; Sarasota; Salem, Oregon; and Kansas City, Missouri.

In response to the RFP, MTM will be introducing their new proprietary *Mobility Direct* software to facilitate completion of the entire evaluation process, while saving Access money and reducing paper waste. MTM has proposed a well-qualified staff (including experienced health care professionals), appropriate corporate and implementation support, and proven processes based on nationally recognized standards and methodologies.

Since beginning its partnership with Access in 2017, MTM has consistently demonstrated its reliability and flexibility in providing high quality assessments and eligibility determinations. Based upon its receipt of the highest evaluation score among the two proposers, staff recommends award of contract AS-4163 to MTM for the period and under the terms specified above. This recommendation is consistent with Board-adopted contract principles. The contract will contain an option to extend the period of performance, upon Board approval, in two-year increments for up to four additional years. The five-month start-up period will commence on February 1, 2024 and actual service will begin on July 1, 2024.

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS  
FROM: ERIC HAACK, MANAGER OF PLANNING  
RE: CONSIDERATION TO APPROVE CALIFORNIA AIR RESOURCES BOARD (CARB) ZERO-EMISSION BUS (ZEB) ROLLOUT PLAN

---

**SUMMARY:**

In 2019 the California Air Resources Board (CARB) passed guidance requiring all public transit agencies to gradually transition their bus fleets to zero-emission technologies. A component of this is the requirement that agencies must draft (and receive Board approval for) a Zero-Emission Bus (ZEB) Rollout Plan. This item was tabled at the October 23, 2023 Board meeting.

**RECOMMENDATION**

Approve Access' CARB Zero-Emission Bus Rollout Plan.

**IMPACT ON BUDGET**

As described in the Rollout Plan, at this time, there are no zero-emission vehicles that could be introduced to Access' fleet that meet Buy America and Altoona testing requirements.

The ZEB Rollout Plan sets up aspirational goals for the agency to pursue once zero-emission vehicle technology can be introduced to Access' existing fleet.

Any purchases of vehicles and/or fueling/charging infrastructure would need to be considered and approved by the Board when such technologies are available for purchase.

**BACKGROUND:**

The California Air Resources Board (CARB) introduced the Innovative Clean Transit (ICT) Regulation Implementation Guidance in October 2019. The guidance requires all public transit agencies to gradually transition their bus fleets to zero-emission technologies.

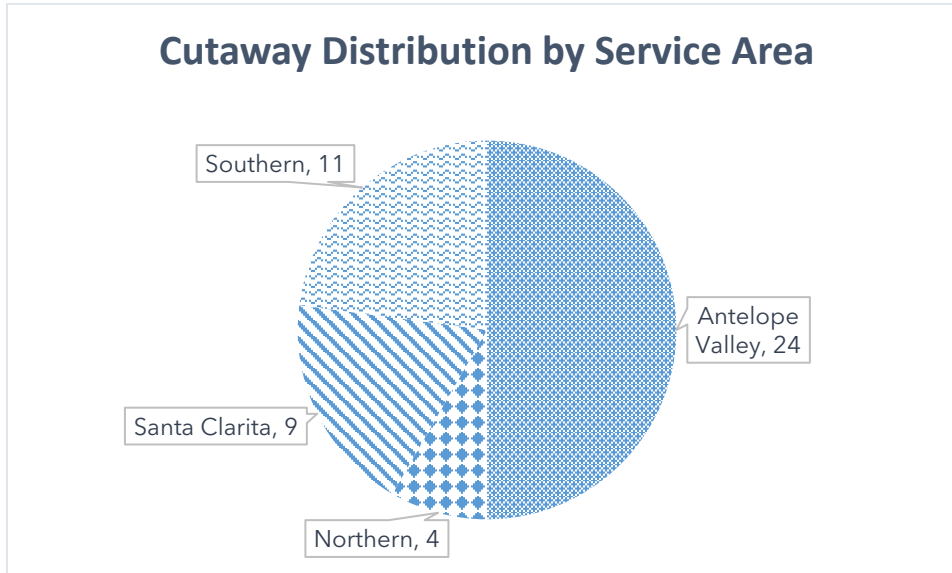
In the CARB guidance, “bus” applies to any standard (i.e. 40 foot), articulated, or double-decker bus or cutaway vehicle that exceeds 14,000 lbs. Gross Vehicle Weight Rating (GVWR).

The ZEB Rollout Plan has nine (9) elements:

1. Transit Agency Information
2. Rollout Plan General Information (such as when the Plan will be adopted)
3. Technology Portfolio (what fueling technology does the agency employ)
4. Current Bus Fleet Composition
5. Facilities and Infrastructure Modifications
6. Provision of Service to Disadvantaged Communities
7. Workforce Training
8. Potential Funding Sources
9. Start-up and Scale-up Challenges

### Small Agency ZEB Requirements

CARB distinguishes between two categories of transit agencies: those that operate 100 or more buses in normal daily service (large agencies) and all other agencies (small agencies). CARB has identified Access as a Small Agency for purposes of the ZEB Rollout Plan, due to the fact that Access owns and operates only 48 cutaway vehicles that have a weight of at least 14,000 lbs.



Beginning in 2026, at least 25% of all cutaways purchased by small agencies are supposed to be zero-emission vehicles.

Beginning in 2029 100% of all new cutaway and bus purchases made by all transit agencies (both large and small) are supposed to be zero-emission vehicles, with a goal that by 2040 transit agencies will operate only Zero-Emission vehicles in their fleets.

## Access' History of Adopting New Technology

Access has a long history of working with vehicle manufacturers to develop paratransit vehicles, such as redesigning the Dodge Caravan to permit a lower floor and a less steep climb into the passenger compartment of the minivan.

Access has continued to work with vehicle manufacturers to introduce improvements to such vehicles as the MV-1 and, more recently, the Ram ProMaster, both of which are purpose-built paratransit vehicles.

In 2012 Access was among the first paratransit systems to adopt Compressed Natural Gas (CNG) as a fuel alternative for some of its fleet, a cleaner, more environmentally friendly alternative to conventional gasoline.

Access is also currently a leader in the development of Autonomous Vehicle technology for paratransit service, with a planned demonstration at Rancho Los Amigos in early 2024.

Access anticipates that it will continue to be a leader in adopting new fueling/charging technologies for paratransit and will continue to work with vehicle manufacturers to ensure that new vehicle designs that are environmentally friendly will also provide safe and comfortable rides for Access' paratransit passengers.

## Principal Challenges to Introducing Zero-Emission Vehicles to Access' Fleet

At this time, Access faces three (3) main challenges ahead of introducing zero-emission vehicles to its paratransit fleet.

### 1) Vehicles

Currently, there are no zero-emission vehicles that have met Buy America and Altoona testing requirements that could replace Access' existing larger (14,000 lbs.) cutaway vehicles. There are no vehicles that are immediately close to meeting these critical requirements, so Access cannot say what vehicle type (or fueling technology) it will adopt in the future.

Until there is a vehicle option that meets Buy America and Altoona testing requirements and is capable of being a satisfactory replacement for Access' existing larger cutaway vehicles, Access will be prevented from introducing zero-emission vehicles.

Despite this, Access staff will continue to work with vehicle manufacturers to accelerate the development of a suitable vehicle option for our paratransit service.

### 2) Infrastructure (fueling/charging) Technology

Related to the issue addressed above, as long as there are no zero-emission vehicles available for Access to purchase, Access cannot be certain of the nature

of the technology infrastructure (fueling/charging) to eventually be employed. As the investment in charging stations for vehicles, and/or hydrogen fueling stations, can be expected to be considerable, it would be prudent for Access to delay this investment until it knows what type of vehicle and its fuel/charging source it will adopt.

As mentioned above, Access staff will continue to work with vehicle manufacturers to accelerate the development of an appropriate vehicle replacement for Access' larger cutaway vehicles.

### 3) Provider-Owned or Leased Facilities

The third challenge facing Access related to adopting zero-emission technology, is that Access, at present, does not own any vehicle facilities in its service area. All vehicle storage and maintenance facilities are owned (or leased) by Access contracted service providers.

Because of the private ownership of the vehicle facilities, Access cannot compel its service providers to install fueling or charging technology in their yards. For one, Access may pay for the installation of the infrastructure, but then not have control of the technology based on the fact that the infrastructure is on private property. Additionally, and perhaps more importantly, if Access were to end its contractual relationship with a service provider or purchase a new yard for the service provider to operate from, any technology installed on the original site would have to be abandoned or destroyed, as it likely would not be able to be easily removed from the original contractor site.

At this time, Access is in the early stages of architectural design related to a purchased property in the Antelope Valley with the expectation that this property will become a facility for the service provider in the Antelope Valley to operate its service.

The site is projected to open as early as 2025, and at that time this Access-owned location may be a good site to introduce zero-emission fueling or charging infrastructure technology.

The full plan is available at -

<https://accessla.org/sites/default/files/Agendas/20231002--CARB-ZEB%20Roll-Out%20Plan.pdf>

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, MANGER OF PLANNING

RE: CONSIDERATION TO APPROVE ACCESS TO WORK PROGRAM CHANGES

---

---

**SUMMARY:**

Access Services has operated its successful Access to Work program since 2012. The program began with the assistance of Federal grant funding provided through Los Angeles Metro. Over the course of the program’s operation, grant funds have been exhausted for the Access to Work program.

Access staff recommends continuing the program designed to help customers reach places of employment and job training on time, with some modifications to the program.

**RECOMMENDATION**

Authorize the continuation of the Access to Work program with proposed changes as outlined in the item.

**IMPACT ON BUDGET**

Limited impact on budget. The majority of participants in the Access to Work program already use traditional Access paratransit services in order to reach their places of employment. The Access to Work program permits these customers to continue to travel using Access while having trips designed around their work start times.

**BACKGROUND:**

In 2010, Access Services was awarded a Federal Job Access Reverse Commute (JARC) grant through a competitive grant award coordinated by L.A. Metro. With the assistance of the grant, which permitted 50% of operating costs to be covered by the JARC grant and 80% of capital (vehicle purchases) to be covered by the grant, Access was able to launch the Access to Work program in 2012.

Access applied for and was successful in receiving additional Federal grants through L.A. Metro to continue the program in 2012 and again in 2017.

In total, Access received \$8 million in operations funding and \$10.6 million for the purchase of 50 new minivans and 65 replacement vans.

### Program Features

The Access to Work program has been designed for paratransit customers who use Access to travel to and from their places of employment or job training. The Access to Work program is available in all six regions of Access' service area.

Principal features of the program include:

1. Trips to work are scheduled around a customer's work start time, so they arrive on-time, at or before their work start time;
2. Access to Work trips have a discounted \$2.00/one-way trip fare;
3. The program operates with a 94% On Time Performance standard related to work arrival times (Note: This is an existing Access KPI with service providers);
4. Vehicles used for Access to Work trips may also be used for traditional Access trips;
5. Program targeted (per grant guidelines) to benefit persons with low-income earnings.

### Current Program Status

The Access to Work program has on-average 120-160 customers per month, providing between 2,500 and 3,400 trips per month (or between 30,000 and 40,000 trips annually).

Understandably, during the COVID-19 pandemic there was a large drop in customers using Access to travel to and from work. However, since the height of the pandemic has passed, customer and trip numbers have grown, and the program is operating at very close to pre-pandemic levels.

System-wide on time performance is consistently over 95%.

In December 2022, the last Federal grant funds for the Access to Work program were exhausted. Access staff began discussions at that point on the future of the Access to Work program.

It was determined that Access would prefer to continue this successful program for its paratransit customers even in the absence of grant funding support.

### Proposed Access to Work Program Changes

Access staff from multiple departments (Operations, Customer Service, and Planning) reviewed the existing policies related to the Access to Work program and suggested changes that could be introduced for the program.



1. Remove Low-Income Requirement

A condition of the Federal Job Access Reverse Commute (sec. 5316) grant that provided funding for the Access to Work program was that any program developed with this form of grant funding had to be designed to assist low-income customers.

Customers on the program were those with an annual income at or below 150% of the Federal (national) poverty level. This restriction prevented some customers who used paratransit to travel to and from work from using the Access to Work program.

Going forward, Access staff would recommend removing this low-income requirement, and permitting the Access to Work program to be open to all paratransit customers who use Access to travel to or from work.

If approved by the Board, the removal of the income requirement could go into effect as early as November 2023.

2. Employment Confirmation for Non-traditional/Residential Locations

In most cases, a person's place of employment is at a commercial building, such as an office, bank, or retail store. There are some infrequent cases where a customer's place of employment may be a private residence or other location that would normally not be an expected destination for a work trip.

In cases where a person would seek to travel to a private residence or other non-traditional location as their place of employment, Access proposes to request employment confirmation from the customer.

Confirmation would be in the form of an email or other proof from the customer showing that they work as an in-home care assistant or in a similar position. Once confirmation is received the customer would receive authorization for Access to Work trips.

If approved by the Board, this added confirmation for non-traditional locations could go into effect as early as November 2023.

3. Revise Access to Work Fare to Match Traditional Access Fare

Access launched the Access to Work program with a per-trip fare of \$2.00. This fare was lower than Access' traditional fare because (a) Access was receiving federal financial assistance to operate the program and (b) Access was also using the lower fare to encourage participation in this new program.

After over 11 years of service and with no additional grant funding, Access is recommending that fares for this program be changed from the \$2.00 per trip fare to match its traditional paratransit fare. Currently, Access' traditional

paratransit fare is \$2.75 for trips up to 19.9 miles and \$3.50 for trips that are 20 or more miles in distance.

Traditional paratransit trip fare in the Santa Clarita and Antelope Valley regions is \$2.00 per trip and Access to Work trips in those regions would continue to have a \$2.00 per trip fare.

If approved by the Board at their December meeting, adjustment to the Access to Work fare could go into effect after notification of customers of the fare change and be introduced no later than April 2024.

### Access to Work Customer Survey Findings

In June of 2023, Access staff launched an Access to Work mail-out/mail-in customer survey. Surveys were mailed to 200 Access to Work-eligible customers, including all customers currently using the Access to Work program.

A total of 58 completed surveys were mailed back to Access with a response rate of 29%, a very high response rate for a mail-in survey.

The survey revealed valuable information about the customers who have used and rely on the Access to Work program:

- The majority of Access to Work customers take either 5 to 6 Access to Work trips per week (30.3%) or 9 to 10 Access to Work trips per week (28.8%);
- 92% of respondents indicated that without the Access to Work program, they would have no other reliable source of transportation to reach work;
- 85% of respondents indicated that it would be difficult to keep their employment without the Access to Work program;
- 89.9% of respondents stated the Access to Work program met (74.6%) or exceeded their expectations (15.3%);
- 82.5% of respondents characterized the Access to Work program as either an excellent (35.1%) or a good program (47.4%);

When asked what respondents liked about the Access to Work program, the top answers were 1) it is a dependable/reliable program (30%); the service is prompt and on-time (15.6%); and the drivers are courteous and professional (14.4%)

When asked what respondents disliked about the program, the top answers were 1) They had no dislikes regarding the program (22.4%); There are too many share rides (14.5%); the routes are inefficient and/or involve long commutes (13.2%).

Finally, respondents were asked what the impact of a fare change would mean to them. The majority of respondents indicated that the fare change would not impact the number of trips that they would take using Access to Work (71.9%), with 18.8% indicating that the fare change would result in them taking fewer trips using Access to Work.

NOVEMBER 27, 2023

TO: BOARD OF DIRECTORS  
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
 RE: UPCOMING BOARD ITEMS

**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board and its committees through February 2024.

**January 22, 2024 - Board Meeting**

<b>Agenda Items:</b>	<b>Disposition:</b>
Budget Update	Presentation
Service Provider Contract - Santa Clarita Region Extension	Action
Customer Satisfaction Survey Questions	Presentation
Local, State and Federal Legislative Updates	Presentation

**February 26, 2024 - Board Meeting**

<b>Agenda Items:</b>	<b>Disposition:</b>
Insurance Third Party Administration Services Contract Extension	Action
On-Board Vehicle Camera Recording System Contract Extension	Action