

access

BOARD OF DIRECTORS MEETING

Monday, April 27, 2026

General Session: 12:00 p.m.

Closed Session: Immediately Following

Access Services

Council Conference Room, 3rd Floor

3449 Santa Anita Avenue

El Monte CA 91731

Long Beach Transit
4801 Airport Plaza Dr.
Long Beach CA 90815

See [*Note below for remote public link.](#)

Access Values

To Lead

Develop and implement innovative ideas as part of a nationally recognized team.

To Succeed

Demonstrate a measured and expert approach to the business at hand.

To Respond

Be sensitive to the needs of our customers and respond to their requests in a timely manner.

To Protect

Deliver results that exceed our customers' expectations.

To Respect

Treat all customers the way we, ourselves, would want to be treated.

<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 23, 2026 (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
	<ul style="list-style-type: none"> a) Consideration to Approve Board Officer Appointment (page 15) [Staff Recommendation: Appoint Director Gombert to the position of Vice Chair of the Board of Directors for a term beginning April 27, 2026, and ending June 30, 2026 or the election of their successor, whichever last occurs.] b) Consideration to Award Purchase Order for Data Systems Management and Maintenance (page 16) [Staff Recommendation: Authorize staff to issue a sole-source purchase order to the Irvine Software Company to manage and maintain Access' data systems for the not-to-exceed amount of \$540,000 for the period of July 1, 2026 - June 30, 2027.] c) Consideration to Approve Additional Funding for IT Managed Services (AS-4183) (page 19) [Staff Recommendation: Authorize staff to award purchase orders that exceed the \$250,000 aggregate annual amount to a single vendor, ConvergeOne, in an amount not to exceed \$402,168.93] <p style="text-align: center;">[Staff Recommendation: Approve the Consent Calendar.]</p>	[Vote Required: majority of quorum by roll call]
7.	CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-4064) (page 21)	ACTION
	[Staff Recommendation: Authorize an additional \$6,772,240 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2026, through June 30, 2028, with the City of Santa Clarita (SCT).]	[Vote Required: majority of quorum by roll call]
8.	UPCOMING SERVICE PROVIDER RFP	PRESENTATION
9.	PEER FARE SURVEY/FARE MEDIA OPTIONS	PRESENTATION
10.	FACILITIES UPDATE	PRESENTATION
11.	OPERATIONS UPDATE	PRESENTATION
12.	UPCOMING BOARD ITEMS (page 25)	INFORMATION

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| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 16. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 17. | CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| | <ul style="list-style-type: none"> A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 <ul style="list-style-type: none"> 1. Pending Litigation: Gov. Code §54956.9 (d)(1) <ul style="list-style-type: none"> (i) Litigation, to which Access Services is a party, has been initiated formally. <ul style="list-style-type: none"> 1) Jose Preciado, et al. v. Access Services, et al. Claim No. 1106-AL-22-0300044 2) Shannon, Bettyanne v. Access Services; CorVel Claim No. 1106-AL-25-0300038 2. Anticipated Litigation: Gov. Code §54956.9 (d)(2) <ul style="list-style-type: none"> (i) A point has been reached where, in the opinion of the legislative body of the local agency on the advice of its legal counsel, based on existing facts and circumstances, there is significant exposure to litigation against the local agency. B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b) <ul style="list-style-type: none"> 1. Executive Director | |
| 16. | 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 two (2) 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.

Removal from the Meeting - The Chair shall order removed from the meeting any person who commits the following acts with respect to any meeting of the Access Services Board of Directors or its committees:

- a. Disorderly behavior toward the Board of Directors, committee members or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board or committees; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

Written Public Comment Instructions:

Written public comments must be received by 5:00 p.m. the day before the meeting and will be shared with the Board prior to the meeting. Written public comments will not be read aloud during the meeting. Please include the Item # in your comment and your position of 'FOR,' 'AGAINST,' 'GENERAL COMMENT,' or 'ITEM NEEDS MORE

CONSIDERATION.' Email: BoardClerk@accessla.org. Mail: Access Services, PO Box 5728, El Monte, CA 91734

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. 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/81084387697>
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 two minutes. An audio signal will sound at the two-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
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: 810 8438 7697

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 two minutes. An audio signal will sound at the two-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

MARCH 23, 2026

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Barnes at 12:08 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Secretary Giovanna Gogreve, Directors Lee Burner, Martin Gombert, Liam Matthews, Dolores Nason and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Treasurer Adrian Aguilar

**2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON
FEBRUARY 23, 2025**

Recommendation: Approval of minutes as written.

Motion made by Director Nason to approve the minutes, seconded by Director Gombert. Via Roll Call Vote, Director Matthews abstained all others were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that the CAC discussed the upcoming Abilities Expo in Long Beach to be sure that everything's in place as far as the pickup and drop-off locations. They also discussed having the goals retreat in alternate years and some kind of education or training every other year for the members of the CAC. The CAC received a presentation on the upcoming Northern Region contract and the scope of work and talked about some important issues they want to make sure are included in the scope. She also reported on a few subcommittees. The Operations Subcommittee has been talking about situations where a road supervisor should be sent to an event. The Vehicle Subcommittee discussed some of the issues that pertain to each type of vehicle. The Communication Subcommittee is putting together some possible topics for webinars that will assist riders to get some helpful tips and resources. Lastly, she stated that they approved a new member of the CAC, Maria Skelton.

TPAC Chair David Feinberg stated that they received an Executive Director's report, along with the news of Access being awarded a \$16.6 million grant through the Federal Bus and Bus Facilities Program for the Antelope Valley Operations Facility. They were also briefed on the ongoing federal advocacy efforts, including a community project funding request for the Avalon facility, and continued discussions with federal partners on issues affecting paratransit operations. They received an update on the Northern Region RFP that included plans to modernize the scope of work to reflect current service expectations, training standards, technology requirements, and facility securement provisions. They received a technology update and heard about planned enhancements to the Where's My Ride platform, with a focus on accessibility, usability and rider communication. Finally, they received a system-wide operations performance report, which showed continued improvement across most regions along with targeted corrective actions where performance fell below standards. Long-term TPAC member, James Lee, who is the Finance Manager at Torrance Transit, announced his upcoming retirement. They recognized him for his many years of service as a municipal operator and as a long-term member of TPAC.

4. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that she attended the community meeting. She was wondering why they changed disability expo and it seems that they are getting ready for the Olympics in 2028. She suggested they arrange pickups at Warner Studios and make it easier for riders to get there.

Maureen Smith made a public comment by stating that for the last two months she spent a lot of time trying to be an Access rider but has been rejected because her address is on Mulholland Drive. She thinks the rules should be changed since the service requirement is $\frac{3}{4}$ of a mile from a bus stop and she lives in an area where there are no buses at all. She is wondering why she should be penalized because there are no bus stops within her area. She is disabled and needs transportation.

5. SUPERIOR SERVICE AWARD

Project Administrator Jessica Volanos introduced the Superior Service Award winner, Hector Maldonado.

6. CONSENT CALENDAR

a) Consideration to Approve Amendment to CalPERS Contact

Public Comment:

None.

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

7. CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-4143)

Faustino Salvador, Project Administrator; Bruce Frink, Senior Manager, Financial Planning & Analysis; and Brian Selwyn, Senior Manager, Procurement and Contract Administration presented this item.

Public Comment:

Fernando Roldan made a public comment stating that he would like to see the Antelope Valley extend their transfer times from 4:00 and 6:00 pm to 7:00 or 8:00 pm, and then the extension trip, either 9:00 or 10:00 pm. He has family in the Antelope Valley, and he also wants them to include Thanksgiving and Christmas extended hours, so they can visit their families.

Lisa Anderson made a public comment by asking if there was something out on a two-year contract in the Antelope Valley, there's something about a two-year contract. She asked if that was for the Western region.

Board Member Questions:

Chair Barnes wanted to clarify if the hours of service match up with the fixed route hours and if this provides complimentary service that matches up to the fixed route. Mr. Selwyn replied that it does. Director Barnes also asked about whether First Transit was changed to Transdev. Mr. Selwyn stated that the contract is with First Transit and they are the contracting entity.

Director Gombert stated that before all amendments are made, the contractor will be moving into the Access-provided facility. If so, will there be a change in the reimbursement? Mr. Selwyn responded that for the current extension in the next year, he doesn't think so. Executive Director Andre Colaiace stated that if they did move sooner, they would definitely look into it since the contractor wouldn't be paying rent anymore.

Secretary Gogreve asked for an explanation on the CPI rate, and why wouldn't they use the LA County CPI rate, which is at 3% at the moment. Mr. Selwyn replied that they use the CPI rate but they use the three-month average versus the three-month average from a year ago at the time of negotiations. They negotiated this extension a couple months ago and, at that time, it was 3.4%.

Secretary Gogreve asked if there was a transfer from the Antelope Valley to Olive View and was that the same transfer timeframes they have in the Santa Clarita area. Mr. Salvador said yes, but Santa Clarita has one more transfer time in the evening at 8:00 pm. This is not available for the Antelope Valley and their weekend transfer times are 7:30 pm, 12:30 pm at 6:00 pm. Mr. Colaiace said they will look into adding another transfer time and he will update her.

Board Discussion:

Chair Barnes stated that the issue of CPI and inflation and fuel costs is probably one they need to be talking about given the rapid turn of events of the last few weeks concerning fuel. He is worried about what that's going to do, not just to this contract, but to all of their future operations.

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

8. CONSIDERATION TO APPROVE ACCESS SERVICES SHORT RANGE STRATEGIC PLAN (FY 2026 - FY 2030)

Manager of Strategic Planning Eric Haack presented this item.

Public Comment:

Yael Hagen made a public comment by stating that he did not mention the topic they gave the most input on. She knows it's included but sounds like it's not a priority, and that is same-day services. They used to have same-day service, and riders are looking for a little bit of flexibility when life happens.

Fernando Roldan made a public comment by agreeing with Yael Hagen and stating that same-day reservations should be included. If he has jury duty or has to work, he will need a same day ride. He also thinks the GPS systems need to be updated in dispatch. Rides go one way when they are supposed to go another way.

Lisa Anderson made a public comment by asking if someone has a reservation for the airport, how they can get to their destination if they need it the same day. Same day service is important.

Board Member Questions:

Secretary Gogreve asked a question about cost savings and efficiency as she didn't see them in the strategic plan. For some of the projects, she is confused about why they need to go into the strategic plan, such as the PCA campaign and collaboration between staff and riders. She also didn't see anything about the free fare program. She felt that it would be important to see timelines associated with the projects. Mr. Colaiace noted, in terms of cost savings and efficiencies, that he believes facilities in the long term will contribute to the cost efficiency of the agency.

Mr. Haack responded that there are elements in here in which Access is looking to pursue additional funding sources. With respect to something like the PCA campaign or collaborating with our customers, these are informational projects.

Director Nason stated that she would like to see timelines on these things so they can talk about it in a year. Mr. Colaiace stated that they will take a look at the plan and the projects for further refinement.

Chair Barnes asked if they need to approve this item today or can they table it once some of the changes were made. Mr. Colaiace stated that could be an option.

Board Discussion:

Chair Barnes stated he thinks that there is great foundational stuff in the plan. They just need to improve it a bit. They need to speak on zero emission vehicles, and how it has to be cost effective and operationally effective. They spoke on service enhancements and so on, but he would like to hear about other things like same day service. However, they need to be mindful that the region will have some resource constraints in the future and there should be some sort of language addressing this.

Director Matthews stated that while there have been improvements to the IT applications, development is rather slow. While this is obviously due to financial constraints that exist within Access and just in general in terms of this type of work, the app still has a lot of gaps that it needs to fill. Certain features like profiles and an e-wallet should be expanded and improved. The adaptation of technology has shown a year-over-year growth and that should be part of the strategic plan to assist riders. Director of Information Bill Tsuei stated that a major improvement to the WMR app will be available toward the end of this year.

Secretary Gogreve stated that the way the issues are placed in the document should be rearranged by level of priority. She also that there were a lot of questions on the Instacart grocery delivery program and asked if they can be addressed and looked at. Mr. Haack responded that the items are on parallel timelines, not necessarily in priority order.

Motion made by Secretary Gogreve to table the item and direct staff to return it for approval at a future Board meeting, seconded by Director Matthews. Via Roll Call Vote, all were in favor, motion passed.

9. RIDERSHIP PROJECTIONS

Deputy Executive Director Hector Rodriguez and Brad Hollingsworth and Dusan Sormaz from Hollingsworth Consulting LLC presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that in this kind of survey, there were a few factors that should have been added. During the pandemic, he used Access Services to get to work and especially during the rainy season.

Lisa Anderson made a public comment by stating that during COVID, a lot of people were staying home and when people had to do some grocery shopping, why didn't Access charge a fee.

Board Member Questions:

Director Gombert thinks this is the most important presentation that has been brought to the Board this year. Access is the second largest transit agency in Los Angeles County by budget and what happens in the next five years impacts the region. They are going to have a 37% increase in the next five years in ridership. Both expenses and vehicles probably trend on a linear basis, so they are probably looking at the budget going up to over \$431 million 5 years from now. They should take the SRTP and do a 5-year estimate of expenses based on the ridership estimates that have been provided. They need to keep this on their radar.

Director Gogreve stated that she was trying to understand which model they will be using for FY 2029 - 2035. Mr. Rodriguez responded that for the short-term, they are focusing on LSTM, but for long-term predictions, they are doing hybrid models between the LSTM and Prophet models. However, they are calibrating the model every year, so every next year could be slightly different.

Director Gogreve stated that she agrees with Director Gombert that with the increasing ridership getting an accurate forecast is significant for the budget each year and should be included the short-range transit plan She added that consideration of other service models should also be addressed in the plan.

Chair Barnes stated that this is a topic we'll be touching on regularly as it is a massive driver of what's going to be happening in the region. Whatever happens from a demand standpoint, we have to meet the minimum federal requirements.

10. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that they should keep an eye on the upcoming elections and how this could affect the budget for Access and public transportation.

TPAC Chair David Feinberg made a public comment by stating that hopefully the fueling issue doesn't go much longer. He asked if the contractors can get their gas from commercial fueling stations, or do they have gas in all their facilities. He also asked if the contractors can hedge their fuel purchases.

Board Member Questions:

Secretary Gogreve asked why they have an almost 5% decrease in trips in West Central and Antelope Valley. Mr. Rodriguez responded that fluctuations vary between the service areas every year.

Secretary Gogreve asked what was driving the CTSA increase. Mr. Rodriguez responded that there are more classes that are being scheduled which also requires additional staff time to be budgeted.

11. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by asking that they add more stops in the surrounding areas around the Abilities Expo since many riders will be hanging out in Long Beach after that.

Lisa Anderson made a public comment by asking about the stops for the Abilities Expo. She asked about the Blue Line Station because she hasn't been to Long Beach in a long time.

Board Member Questions:

None.

12. UPCOMING BOARD ITEMS

The Board Chair asked for any questions on this item in lieu of a presentation. None were asked by the Board.

Board Member Questions:

None.

13. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that Vice Chair Theresa de Vera, who was appointed by the City of Los Angeles, has announced her resignation from the Access Board of Directors after 19 years. He stated Access has been a more successful agency because of her service on the Board and her ability to advocate for riders. He also announced that Board Director Nason has retired after 33 years as the Executive Director of the Disabled Resources Center but will remain on the Access Board.

Board Member Questions:

Secretary Gogreve thanked Vice Chair de Vera for her service with Access Services for so many years and wished her the best in her future endeavors.

14. BOARD MEMBER COMMUNICATION

Chair Barnes expressed his gratitude to Vice Chair de Vera for her leadership, her advocacy, and for all that she's done for this organization. He also congratulated Director Nason on her retirement and a huge thank you for all that she has done. He also noted that he was in Washington DC last week as part of the Los Angeles Area Chamber delegation discussing a number of issues facing the region including the Olympics and the Paralympics. Transportation is one of those things that makes a backbone to successful games. He wants to make sure they have the necessary resources to make Los Angeles shine during these future events.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Chair Barnes directed that Items 16 and 17 be taken off the agenda.

17. CLOSED SESSION REPORT

See Item 16.

18. ADJOURNMENT

Motion made to adjourn the meeting by Director Gombert, seconded by Secretary Gogreve.

The meeting adjourned at 2:55 p.m.

Approved

Giovanna Gogreve, Secretary

Date

APRIL 20, 2026

TO: BOARD OF DIRECTORS

FROM: VINCENT C. EWING, ACCESS SERVICES GENERAL COUNSEL

RE: CONSIDERATION TO APPROVE BOARD OFFICER APPOINTMENT

ISSUE:

It is necessary to appoint a replacement officer to the Vice Chair position due to a Board Director resignation.

RECOMMENDATION:

Appoint Director Gombert to the position of Vice Chair of the Board of Directors for a term beginning April 27, 2026, and ending June 30, 2026, or the election of their successor, whichever last occurs.

ALTERNATIVES CONSIDERED:

None. The position of Vice Chair is required under Access' by-laws.

BACKGROUND:

Prior Vice Chair Theresa de Vera resigned from the Board of Directors in March 2026. Subsequently, Legal Counsel solicited interest from the Board in filling the position of Vice Chair for the remainder of the FY2026 term. Director Gombert has offered to serve as Vice Chair.

APRIL 20, 2026

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR

RE: CONSIDERATION TO AWARD PURCHASE ORDER FOR DATA SYSTEMS MANAGEMENT AND MAINTENANCE

ISSUE:

Board approval is required to issue a purchase order to manage and maintain Access' data systems, applications, and reporting tools.

RECOMMENDATION:

Authorize staff to issue a sole-source purchase order to the Irvine Software Company to manage and maintain Access' data systems for the not-to-exceed amount of \$540,000 for the period of July 1, 2026 - June 30, 2027.

IMPACT ON BUDGET:

The not-to-exceed amount of \$540,000 will be expended on an as-needed, time-and-materials basis. This contract is funded with Proposition C funds.

ALTERNATIVES CONSIDERED:

The alternative is to continue operations as-is without a data engineering contractor. However, this alternative would increase risk of data integrity issues, system failures, and reporting inaccuracies.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. 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:

Access' data landscape has evolved over the years through successive systems, applications, and reporting tools. Access generates large volumes of transit, operational, and customer data across enterprise systems, business intelligence

platforms (like Tableau), and related data integrations. Some programs are managed directly on the premises, while others are connected through software interfaces with Access' transit providers. These systems are continuously updated, upgraded, and enhanced, resulting in an increasingly complex data environment that requires dedicated technical oversight. Accordingly, an external data engineering contractor is necessary to maintain and support this evolving data architecture.

The data engineering contractor will provide the necessary multi-disciplinary expertise required to address Access' diverse data needs. This includes: (1) proficiency in data architecture and database engineering to ensure data integrity across multiple systems; (2) expertise in analytics engineering and business intelligence to transform raw data into decision-ready analytics through user-friendly tools; and (3) knowledge of data security to ensure that data is protected, properly managed, and aligned with governance standards.

The data engineering contractor will maintain Access' interfaces, integrations, and interdependent data systems. Access relies on application programming interfaces (APIs), scheduled data loads, flat-file transfers, and automated integration processes to move data between operational systems, databases, and reporting platforms. The contractor will be responsible for maintaining these data exchange mechanisms, managing different dependencies and controlled changes across interconnected systems.

In performing this work, the data engineering contractor will operate objectively, without bias or allegiance to any single software vendor, system owner, or internal delivery team. This vendor-neutral position allows technical decisions to be evaluated based on data integrity, operational impact, and long-term maintainability.

A time-and-materials contract structure is best suited for this work. Data engineering services will be requested on an as-needed basis that is driven by operational conditions, reporting requirements, and evolving business needs. The specific nature, timing, and level of effort associated with each request cannot be fully defined in advance, as work is often initiated in response to issues that only become apparent during ongoing operations. In addition, when data issues arise (like integration failures, data inconsistencies or system interruptions), resolution is often time sensitive. Delays in addressing these issues can directly affect operational decision-making, rider service, and the accuracy of reports used by Access' oversight teams.

CONTRACTOR

Irvine Software Company possesses the expertise necessary to meet Access' data management and maintenance needs. The firm specializes in database management, data reporting systems, and custom application development. It leverages client experiences from multiple sectors, including education, finance, healthcare, government, manufacturing and logistics, and professional services.

Irvine Software Company is the incumbent maintenance contractor for several Access data systems. The firm developed the Online Eligibility Scheduler, enhanced key internal applications (such as TripDB, CallTakerDB, DriverDB, and csrQA), and created multiple datasets for Tableau reporting. It possesses a deep understanding of Access' application architecture, data structures, and operational requirements, enabling it to perform maintenance efficiently without onboarding costs and delays that are typically associated with a new consultant learning Access' data architectural environment. It has consistently maintained a high standard of service and is well suited for this work.

APRIL 20, 2026

TO: BOARD OF DIRECTORS
FROM: CHRISTOPHER ALVA, PROCUREMENT SPECIALIST
BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
RE: CONSIDERATION TO APPROVE ADDITIONAL FUNDING FOR IT
MANAGED SERVICES (AS-4183)

ISSUE:

Staff has identified additional IT related purchases from ConvergeOne, Inc. (ConvergeOne) beyond the \$1,339,644.33 that was approved by the Board in October 2025 for managed IT support services. Per Access procurement policy, additional aggregate purchases from a single vendor that exceed \$250,000 in a fiscal year require Board approval.

RECOMMENDATION:

Authorize staff to award purchase orders that exceed the \$250,000 aggregate annual amount to a single vendor, ConvergeOne, in an amount not to exceed \$402,168.93.

IMPACT ON BUDGET:

The recommended action is within the current budget for Fiscal Year 2026. The funding for these services comes from Prop C Discretionary funds. The new authority will increase the not to exceed contract amount to \$1,741,813.26 (\$1,339,644.33 + \$402,168.93).

ALTERNATIVES CONSIDERED:

If the Board opts not to approve this item, then staff would need to individually procure each of these services separately, potentially duplicating some costs and delaying implementation.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into written purchase orders with ConvergeOne upon terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to these purchases unless they are incorporated into formal written purchase orders.

BACKGROUND:

On October 20, 2025, the Board approved the award of Contract No. AS-4183, engaging an IT managed services consultant to support Access’ network infrastructure, software implementation, and IT architecture. Access’ technology needs continue to grow. To ensure regulatory compliance and modernize aging systems, Access requires ongoing support in the following areas: (1) staff system architecture, which supports approximately 80 employees; (2) transit software solutions that include Rider360, rider and trip databases, and other related applications; and (3) external transit provider platforms, such as trip reservation, scheduling and dispatch software, along with associated programs.

Access has determined that the most cost-effective and efficient way to have the required work product delivered is by engaging the services of ConvergeOne. The services to be provided, while related to the services currently provided by the vendor under the existing contract, are still outside the narrowly defined scope of services of the contract and thus require additional agreements. The work to be provided and the cost of each purchase order is as follows:

	Purchase Order, Nature of Services	Cost of P.O.
1	Pure Storage Evergreen subscription	\$14,171.11
2	Microsoft 365 Dataverse, Dynamics, and Copilot	\$228,694.51
3	Veeam Backup System renewal	\$23,736.60
4	DELL/EMC Data Domain daily backup and recovery	\$62,944.03
5	VMWare Cloud Infrastructure upgrade	\$12,942.00
6	Cisco Duo Premier Two-factor Authentication	\$10,137.60
7	Tenable One Vulnerability Management Platform	\$19,872.33
8	Meraki subscription network device upgrades	\$18,063.52
	TOTAL COST OF PURCHASE ORDERS	\$402,168.93

APRIL 20, 2026

TO: BOARD OF DIRECTORS

FROM: FAUSTINO SALVADOR, PROJECT ADMINISTRATOR
 BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS
 BRIAN SELWYN, SENIOR MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-4064)

ISSUE:

The Santa Clarita Region service provider contract will end on June 30, 2026, and Board action is required to approve the exercise of the third and final two (2) year extension.

RECOMMENDATION:

Authorize an additional \$6,772,240 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2026, through June 30, 2028, with the City of Santa Clarita (SCT).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension.

In terms of ADA paratransit service, trip volume is based on the projected number of trips calculated by Access’ consultant, Hollingsworth Consulting.

Trip Growth	Trips	%Change
Year 9 (7/1/26-6/30/27)	41,646	-14.6%
Year 10 (7/1/27-6/30/28)	45,669	+9.7%

Payment terms of the contract are a firm fixed monthly fee and a variable fixed rate per trip for ADA service. In addition, the Contractor is compensated on a per revenue hour basis for service performed by gasoline-powered vehicles.

Reflecting an increase in fuel, insurance and administrative costs, and reflecting the terms of new labor agreements between SCT contractor MV Transportation (MV) and its vehicle operators, maintenance technicians, road supervisors and call center staff

SCT is proposing an increase in rates of compensation of 11% in contract year 9 and 4% in contract year 10. (The new labor agreement includes an increase in the wages for the aforementioned staff positions of ten to thirteen percent, effective August 2026.)

A proposed increase in rates and a two-year extension to SCT's contract with MV - which includes fixed route, Dial-a-Ride and ADA services - were approved by the Santa Clarita City Council on April 14, 2026.

The current Year 8 rates and proposed rates for Years 9 and 10 are as follows:

	Year 8 (7/1/25- 6/30/26)	Year 9 (7/1/26- 6/30/27)	Year 10 (7/1/27- 6/30/28)
ADA Service - Fixed (monthly)	\$49,255.84	\$54,673.98	\$56,860.98
ADA Service - Variable (per trip)	\$50.27	\$55.80	\$58.03
Fuel Payment (per revenue hour for gasoline-powered vehicles only)	\$12.41	\$13.78	\$14.33
Annual Rate Increase	3.4%	11%	4%

Based on the estimated proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service in Year 9 of the subject contract will be \$76.71 and in Year 10 will be \$78.33.

Service Providers: Fully Loaded Rates						
Fiscal Year	Santa Clarita	West/Central	Southern	Eastern	Northern	Antelope Valley
	(MV)	(CTI)	(GPI)	(SGT)	(MV)	(Keolis/FT)
2026	\$67.04	\$61.50	\$51.77	\$57.63	\$64.16	\$91.06
2027	\$76.71	\$71.50	\$53.28	\$59.51	\$66.45	\$87.23

This action will result in an increase in the previously approved contract amount of \$22,738,667 to \$29,510,907. This is inclusive of an additional \$6,772,240 in funding to cover the projected increase in trips for FY27 and FY28. The increase in the contract amount will be programmed into the FY27 budget and will be appropriately programmed for subsequent out years.

The funding for these services comes from a combination of Federal Section 5310 funds, other Federal grants and local funds, including Prop C 40% Discretionary and Measure M Funds.

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue an RFP for services in the Santa Clarita Region. However, this would likely result in significantly higher costs as it would require a wholly separate facility and associated infrastructure to provide ADA-only services.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

BACKGROUND:

ADA paratransit service in the Santa Clarita Region is provided by the City of Santa Clarita through a sole-source intergovernmental agreement between Access and the City. The City delivers Access trips through Santa Clarita Transit (SCT), its transit program that provides fixed-route, commuter, and Dial-a-Ride services. SCT, in turn, contracts operations to MV Transportation. The Santa Clarita Region service contract (AS-4064) was awarded to SCT on August 4, 2018. The base term ran through June 30, 2022; with Board approval, staff exercised the first and second two-year options, extending the contract through June 30, 2026. The contract allows up to three two-year extensions; this action would exercise the third and final two-year extension.

In October 2026, SCT transitioned its reservations, scheduling, and dispatch platform to Spare. Following a brief learning curve in the second and third quarters of FY26, performance has stabilized and the system is consistently supporting day-to-day service delivery. For FY26 to date, SCT has failed to meet three key performance indicators (KPIs): on-time performance (89.2%), excessively late trips (0.16%), and reservation calls on hold longer than five minutes (5.6%). (Addressing two of these KPIs, March 2026 data indicates SCT is meeting the on-time performance and excessively late trip targets.) Access staff will continue to monitor performance closely and work with SCT leadership on corrective actions to improve results, strengthen operational resilience, and ensure that service in the Santa Clarita Region meets the Board's expectations for accessibility, quality, and reliability.

Current Operational Performance

The contractor's performance results for FY26 through February 2026 are listed below.

Key Performance Indicator	Standard	FY25	Feb-26	FY26
On Time Performance	≥ 91%	92.9%	90.8%	89.2%
Excessively Late Trips	≤ 0.10%	0.02%	0.04%	0.16%
Excessively Long Trips	≤ 5%	2.6%	0.9%	1.5%
Missed Trips	≤ 0.75%	0.48%	0.12%	0.30%
Denials	≤ 0	0	0	0
Access to Work On Time Performance	≥ 94%	*	*	*
Average Hold Time (Reservations)	≤ 120 sec	82	60	90
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.5%	3.2%	5.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.6%	2.9%	4.2%
Complaints Per 1,000 Trips	≤ 4.0	0.9	0.7	1.0
Preventable Incidents per 100,000 miles	≤ 0.25	0.00	0.00	0.00
Preventable Collisions per 100,000 miles	≤ 0.85	0.36	0.00	0.18
Mean Miles Between Major Mechanical Failures	≥ 50,000	280,808	**	**

*No Access to Work customers during the first eight months of FY26 or FY25.

**Zero (0) major mechanical failures during the first eight months of FY26.

APRIL 20, 2026

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

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through June 2026.

TUESDAY May 27, 2026

Agenda Items:	Disposition:
SIR Program Renewal	Action
Commercial Business Package Insurance Renewal	Action
Employee Health and Benefit Contracts Renewal	Consent
AB 2561 Vacancies and Recruitment Report	Consent
Rider 360 Maintenance and Operations Contract Extension	Consent
Software Development Contract	Consent
Oracle Consulting Services Contract Extension	Consent
Architecture and Engineering Services Contract Extension	Consent
Legislative Updates	Presentation

June 23, 2026

Agenda Items:	Disposition:
FY2026/27 Budget Approval	Action
Customer Service Contract Extension	Action
Eligibility Services Contract Extension	Action
Progressive Design and Construction Services Contract Award	Action
Short Range Strategic Plan	Action
Construction Project Management Services Contract Extension	Consent