access

BOARD OF DIRECTORS MEETING

Monday, August 10, 2026
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
4801 Airport Plaza Dr.
Long Beach CA 90815

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.

	ITEM	DISPOSITION
1.	CALL TO ORDER	ACTION
2.	BOARD OFFICER ELECTIONS (page 7) [Staff Recommendation: Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning August 10, 2026, and ending June 30, 2027, or the election of their successor, whichever last occurs.]	ACTION [Vote Required: Majority of quorum for of slate]

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 22, 2026 (page 8) — ACTION

[Vote Required: majority of quorum by roll call]

[Staff Recommendation: Approve minutes as written.]

4. REPORT FROM EX-OFFICIO BOARD MEMBERS — INFORMATION

5. GENERAL PUBLIC COMMENT — INFORMATION

6. SUPERIOR SERVICE AWARD — PRESENTATION

7. CONSENT CALENDAR — ACTION

[Vote Required: majority of quorum by roll call]

   a) Consideration to Approve Forwarding Proposed Amended and Restated Bylaws to the Access Membership (page 14)
   [Staff Recommendation: Forward the proposed Amended and Restated Bylaws, as revised following legal and technical review, to the Access Membership for review and approval.]

[Staff Recommendation: Approve the Consent Calendar.]

8. CONSIDERATION TO APPROVE AMENDMENT TO THE EXECUTIVE DIRECTOR'S EMPLOYMENT AGREEMENT (page 16) — ACTION

[Vote Required: majority of quorum by roll call]

[Staff Recommendation: Authorize an amendment to the employment agreement with Andre Colaiace increasing the base salary to $406,878 per year effective July 1, 2026, and providing that the title change from Executive Director to Chief Executive Officer becomes effective only upon member approval of the Amended and Restated Bylaws.]

9. CONSIDERATION TO EXTEND TERM, CHANGE RATES AND INCREASE FUNDS – ADA PARATRANSIT ELIGIBILITY AND MOBILITY SERVICES CONTRACT (AS-4163) (page 17) — ACTION

[Vote Required: majority of quorum by roll call]

[Staff Recommendation: Authorize an increase in the contract value of $10,397,427, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2027, through June 30, 2029, for Contract AS-4163 with Medical Transportation Management, LLC (MTM).]

10.	CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – CUSTOMER SERVICE CALL CENTER CONTRACT (AS-4160) (page 23) [Staff Recommendation: Authorize an increase in the contract value of $6,205,458 and an extension in the period of performance for two (2) years, from January 1, 2027, through December 31, 2028, for Contract AS-4160 with ALTA Resources (ALTA).]	ACTION [Vote Required: majority of quorum by roll call]
11.	2026 GENERAL CUSTOMER SATISFACTION SURVEY (page 28)	PRESENTATION
12.	BUDGET UPDATE	PRESENTATION
13.	OPERATIONS UPDATE	PRESENTATION
14.	UPCOMING BOARD ITEMS (page 31)	INFORMATION ONLY
15.	EXECUTIVE DIRECTOR'S REPORT	INFORMATION ONLY
16.	BOARD MEMBER COMMUNICATION	INFORMATION ONLY
17.	NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA	DISCUSSION/ POSSIBLE ACTION
18.	PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	INFORMATION ONLY
19.	CLOSED SESSION: A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 1. Pending Litigation: Gov. Code §54956.9 (d)(1) (i) Litigation, to which Access Services is a party, has been initiated formally. 1. Shannon/Zadbeh v. Access Services; Claim #1106-AL-25-0300038 2. Cha v. Access Services; Claim # 1106-AL-25-0300191 3. Garduno v. Access Services; Claim #1106-AL-22-0300045 2. Anticipated Litigation: Gov. Code §54956.9 (d)(2): One potential case	DISCUSSION/ POSSIBLE ACTION
20.	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 agendized 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 deliberation or action may be taken on these matters unless they are listed on the agenda or the Board makes the findings required by Government Code section 54954.2(b). 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.

Conduct in the Meeting - The following rules pertain to conduct at Access Services meetings:

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. All identified physical meeting locations will be open and accessible to the public, members of the public may address the Board from any identified location, and all Board votes conducted by teleconference will be taken by roll call. Please review the remote-participation procedures below:–

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/81789624995
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, unless additional time is required for a translator or reasonable accommodation. An audio signal will sound

at the applicable time limit. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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: 817 8962 4995
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, the please submit a written comment as outlined above.
6. When called, you may state your name and should limit your remarks to two minutes, unless additional time is required for a translator or reasonable accommodation. An audio signal will sound at the applicable time limit. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

ITEM 2

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: VINCENT C. EWING, ACCESS SERVICES GENERAL COUNSEL

RE: BOARD OFFICER ELECTIONS

ISSUE:

It is necessary to elect new officers of the Board for Fiscal Year 2027.

RECOMMENDATION:

Elect officers to the Board of Directors as per the requirement of the Access Services Bylaws for an approximate one-year term beginning August 10, 2026, and ending June 30, 2027 or the election of their successor, whichever last occurs. The nominees are:

Slate of Officers:

Chairperson:	Doran Barnes
Vice Chair:	Martin Gombert
Treasurer:	Adrian Aguilar
Secretary:	Giovanna Gogreve
Executive Director:	Andre Colaiace

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

JUNE 22, 2026

12:00 p.m.

1. CALL TO ORDER

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

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 26, 2026

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that they had a presentation on the budget. There were some questions about whether or not same-day services would be included in the budget, and the answer was not this time around. They are hoping to have more of a ramp-up to some kind of limited same-day services that the CAC has already developed. They had a discussion about the importance of Access owning the land and maintenance yards in terms of the savings in the long run and would provide more competition and therefore more flexibility. They had a discussion about the proposed AI participation in the customer service process mainly for compliments, complaints after hours and other services provided by customer service. However, AI would not be part of the OMC process. The subcommittees continue to do fantastic work and they are tackling all kinds of different topics such as working on a script for potential webinars that will help bring information to the riders. They are grateful to staff and those who participate in the subcommittees where the real work really happens.

4. GENERAL PUBLIC COMMENT

Fernando Roldan made a public comment by stating that his hope is that the Mayor and the County use Access Services for any emergency planning to take residents out of affected areas, especially in the East L.A. Boyle Heights area. He would like to remind Access, that there should be a budget for limited same-day reservations and to fix the issue of the package program. The AAC just met a couple of weeks ago, the Accessibility Advisory Committee, and they are working on a budget as well, especially to help Access Services. One part of the budget includes making sure that the elevators at some of the train stations are working properly because unfortunately some of them only have one elevator and some don’t work properly.

Maria Skelton made a public comment by stating that she is in contact with a celebrity who loves to give back to the community and he's looking to see about paying for some rides for Access riders. She is also part of a community baseball team which participates in the Mayor's Summer Night Lights program. She encourages people to come out and mingle with the crowd. There's also a newspaper that contacts her and would love to do an article on Access.

5. SUPERIOR SERVICE AWARD

Project Administrator Mayra Perez-Calderon introduced the Superior Service Award winner, Erika Aispuro.

6. CONSENT CALENDAR

a) Consideration to Extend Term, Change Rates and Increase Funds – TAP Card Production Memorandum of Understanding (MOU)

Public Comment:

None.

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

7. CONSIDERATION TO APPROVE PROPOSED FY2027 BUDGET

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that he is not very happy the way the budget was proposed, because same day reservations were not included in this budget. He also noted that a lot of riders were not very happy or pleased with the new vehicles. There are a lot of things wrong with them, like being able to fit two wheelchairs. He asked Access Services to have more discussions with the federal government and with the state government for a better budget.

Board Member Questions:

Director Burner asked if the next steps in securing the budget were included in the budget report. Mr. Rodriguez responded that their goal was to secure the line of credit with City National Bank and then hopefully Metro will approve the Access funding request at the July 2026 meeting, then finalize the MOU between Access and Metro sometime over the next six or seven weeks.

Chair Barnes asked if they were confident in securing that line of credit. Mr. Rodriguez responded that the line of credit is open now, so it just makes it easier to pull it down as needed. Chair Barnes asked if they are anticipating that the MOU will be shored up pretty quickly after the Metro board meeting. Mr. Rodriguez responded that was his hope and they just need to work on the language between now and the time the Metro Board approves it and then hopefully get it done before the end of July.

Director Nason asked about a small grant that still had remaining money in it. She was wondering if they have any plans to use that funding in the near future. Hector Rodriguez responded that they use the grants as fast as they can. They just need to comply with the terms of the grant but will spend all of that money in short order.

Board Discussion

Chair Barnes understands there is unusual timing this year and that having all of the work done on that MOU as fast as possible will be crucial.

Motion made by Director Burner to approve the item, seconded by Vice Chair Gombert. Via Roll Call Vote – all were in favor, motion passed.

8. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that he hopes there will be more talk on the Boyle Heights fire situation in the next operations report. He would like Access to be more active in terms of making sure that, when they have disasters like this, that it be implemented in reports like this. He asked if clients that use Access Services in that area are safe and sound and/or being used to transfer them to shelters. He also asked how the grocery program pilot is included in the budget.

Board Member Questions:

None.

9. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

10. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace thanked staff for pivoting so quickly for this impromptu virtual Board meeting. In terms of the Instacart program, they have received interest from roughly 175 applicants for the pilot program. As a precaution and so they can identify and resolve any issues before the full launch, they enrolled a half dozen riders to place test orders last week. Based on those results, they will secure and distribute memberships to the broader applicant pool. They will monitor participant trip activity over the next few months to evaluate the program performance and outcomes. Recently, staff worked jointly with Metro to solve an issue that has become an issue for some of their contractors. State law allows transit agencies to use cameras to automatically issue tickets to vehicles when parked in bus lanes. Occasionally Access vehicles and taxis need to drop off their customers in front of an address that also happens to be a bus lane. Some drivers have been issued tickets and then have to spend their time challenging them. Hopefully they will solve this issue, and they are now providing Metro with a list of license plates every month to exempt vehicles performing Access trips from getting ticketed.

Mr. Colaiace noted that they received a call from Mayor Karen Bass's administration yesterday indicating that they will be appointing Myrna Cabanban to the Access Services Board of Directors to replace Theresa Devera. In terms of goodbyes, they are unfortunately saying goodbye to two Access colleagues who have been with Access for decades. The first is Brian Selwyn, the Senior Manager of Procurement, who has been with Access, since almost the beginning. He thanked Brian for all he did for the agency and said he will be missed. Additionally, Deon Siu will be retiring after almost 20 years. He has been the payroll administrator and is a tremendous asset to the agency.

Board Member Questions:

None.

11. BOARD MEMBER COMMUNICATION

Director Aguilar extended his congratulations to Brian Selwyn. He thanked the entire Access team for putting together the budget. It is not an easy task, especially for an agency of this size and complexity.

Secretary Gogreve thanked the Access team for the budget, and she knows they still have work to do and will be moving forward with those next steps. She also congratulated Brian Selwyn as well. He has been a great contributor to Access Services, and to the disability community and has been a great friend to her through the years.

Director Burner acknowledged staff for all the work that they've done in fiscal year '26. It has been a very challenging year for not only Access Services, but most transit agencies, and they've done a spectacular job with managing the agency in 2026. He thinks 2027 is going to be even more of a challenge, especially financially. He knows how challenging budgets can be and they do it every year, but staff have done a good job in making certain that they are managing the resources for our taxpayers.

Director Matthews thanked all the staff for making the meeting happen virtually, especially with some of the environmental issues happening that were out of Access' control. The community is voicing concerns in regard to the vehicles and them being suitable for individuals with disabilities. This was previously brought to the Board in a meeting and he requested to have the Board look at the way that they are assessing the vehicles and try to find a way to capture the concerns that the community has. He just wanted to remind them to bring this issue back. He knows they are very busy at this time, but it should be on an upcoming agenda.

Chair Barnes stated that he was thinking about the budget and the tremendous effort to pull that all together. The budget has been driven by trip demand, contracted costs, and fuel costs. Those are the three big drivers that ultimately result in the budget, but all the details, and care that goes into that, he very much appreciates it. The struggle they face is that the level of service they could provide in a completely resource-unconstrained environment is different than what they can provide. The budget reflects that ongoing regional dialogue and discussion about available resources and their ability to meet the needs of the customers, of riders, and the community. The requirements of the Americans with Disabilities Act certainly and absolutely provide the minimum service they need to provide. It is a matter of what they could do to provide more but also recognize the resource constraints. He wished everyone a happy 250 Independence Day.

12. BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

14. CLOSED SESSION REPORT

There was no report out of Closed Session.

16. ADJOURNMENT

Motion made by Vice Chair Gombert to adjourn, seconded by Director Burner.

The meeting adjourned at 2:01 p.m.

Approved

_______________________________________   ___________

Giovanna Gogreve, Secretary   Date

ITEM 7-a

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE FORWARDING PROPOSED AMENDED AND RESTATED BYLAWS TO THE ACCESS MEMBERSHIP

ISSUE:

Board action is needed to recommend proposed changes to the Amended and Restated Bylaws for Access Services to the Access Membership.

RECOMENDATION:

Forward the proposed Amended and Restated Bylaws, as revised following legal and technical review, to the Access Membership for review and approval.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. The proposed changes update legal citations and conform the bylaws to Access' current governance structure.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, the changes will be considered by the Access membership at its Annual Meeting on November 20, 2026.

BACKGROUND:

The purpose of the proposed Amended and Restated Bylaws is to update Access's governance provisions as follows:

1. Removal of the Annual Plan Update as a purpose of meetings (Article V, C.1) – The DOT removed the requirement for Annual Plan Updates in 1996. Since Access is in full compliance and no update has been needed since 2015, this purpose is no longer necessary.
2. Update to teleconference requirements for Directors (Article VI, O) per current Brown Act requirements.
3. Update to titles (Article VII, A, C, G1, G3, G4) – Board direction to rename the Executive Director to Chief Executive Officer. This also requires the renaming of the Chief Operating Officer to Deputy Chief Executive Officer.

4. Update and correction to government statute references along with other grammatical corrections.

The bylaws, with the above updates as tracked changes, are included in Item 7a - Attachment 1.

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: VINCE C. EWING, GENERAL COUNSEL

RE: CONSIDERATION TO APPROVE AMENDMENT TO THE EXECUTIVE DIRECTOR'S EMPLOYMENT AGREEMENT

ISSUE:

On May 26, 2026, the Board directed the General Counsel to draft an amendment to the employment agreement of Andre Colaiace as Executive Director. The amendment would increase the base salary from $387,503 to $406,878 per year effective July 1, 2026. It may also provide that the title Executive Director will change to Chief Executive Officer only upon approval of the Amended and Restated Bylaws by Access' Member Agencies. All other terms and conditions previously negotiated and approved by the Board shall remain in full force and effect.

RECOMMENDATION:

Authorize an amendment to the employment agreement with Andre Colaiace increasing the base salary to $406,878 per year effective July 1, 2026, and providing that the title change from Executive Director to Chief Executive Officer becomes effective only upon Member Agency approval of the Amended and Restated Bylaws.

EFFECT OF APPROVAL OF THE RECOMMENDATION:

If this recommendation is approved, the parties will be authorized, but not required, to execute an amendment on terms no less favorable to Access than those approved herein. Access will not be legally bound unless the amendment is incorporated into a written agreement executed by the parties and approved as to form by General Counsel. The title change shall not become effective until the Members approve and the Amended and Restated Bylaws become effective. Before final action, the presiding officer shall orally summarize the salary and compensation recommendation in open session as required by Government Code section 54953(c)(3).

IMPACT ON BUDGET:

No material impact on the budget is anticipated. The FY2027 Annual Pay Schedule grade 10 will reflect the increase in pay.

ITEM 9

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: KAREN GILBERT, MANAGER OF ELIGIBILITY
KIMBERLIE NIMORI, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO EXTEND TERM, CHANGE RATES AND INCREASE FUNDS – ADA PARATRANSIT ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-4163)

ISSUE:

The ADA Paratransit Eligibility and Mobility Evaluation Services contract (AS-4163) will end on June 30, 2027, and Board action is required to exercise the first two-year renewal option period.

RECOMMENDATION:

Authorize an increase in the contract value of $10,397,427, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2027, through June 30, 2029, for Contract AS-4163 with Medical Transportation Management, LLC (MTM).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's two (2) year extension. This will increase the total contract value from $13,896,807 to $24,294,234.

The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels. Costs are based on rates set forth in MTM's original proposal.

The proposed monthly fixed costs, monthly fixed tier rates (in-person, paper review, marking and tethering) for the first two-year option period are as follows:

Monthly Fixed Cost

Year 4 07/01/27-06/30/28	Year 5 07/01/28-06/30/29
$162,954.39	$170,197.30

In Person Tier Cost

In-Person Monthly Volume 07/01/27 - 06/30/29
501 - 1,000
1,001 - 1,500
1,501 - 2,000
2,001 - 2,500
2,501 - 3,000
3,001 - 3,500
3,501 - 4,000
4,001 - 4,500
4,501 - 5,000
5,001 - 5,500
5,501 - 6,000
6,001 - 6,500
6,501 - 7,000

Monthly Fixed Rate 07/01/27 - 06/30/29
$ 214,597.92
$ 214,597.92
$ 230,695.76
$ 241,010.75
$ 251,325.75
$ 299,695.55
$ 346,738.36
$ 394,388.16
$ 453,072.95
$ 506,505.58
$ 554,875.38
$ 612,840.17
$ 649,567.99

Paper Recertification Tier Cost

Paper Recert. Monthly Volume 07/01/27 - 06/30/29
501 - 1,000
1,001 - 1,500
1,501 - 2,000
2,001 - 2,500
2,501 - 3,000
3,001 - 3,500
3,501 - 4,000
4,001 - 4,500
4,501 - 5,000
5,001 - 5,500

Monthly Fixed Rate 07/01/27 - 06/30/29
$ 14,944.69
$ 14,944.69
$ 14,944.69
$ 14,944.69
$ 22,417.04
$ 22,417.04
$ 29,889.39
$ 29,889.39
$ 37,361.74
$ 37,361.74

Marking and Tethering Tier Cost

Fixed Rate per hour
Option Term 1 07/01/27 - 06/30/29
$45.58

ALTERNATIVES CONSIDERED:

The Board, at its option, could request staff to issue an RFP for eligibility and mobility services. However, the contractor has met the terms of the Contract and thus merits consideration to exercise the first option period.

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 MTM, 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:

The ADA Paratransit Eligibility and Mobility Evaluation Services contractor conducts in-person complementary ADA paratransit eligibility determinations and works with Access to provide mobility assessment, education, and training to help applicants use other accessible transportation options. The current contract has a three (3) year base period that began on July 1, 2024, and will conclude on June 30, 2027. The current contract includes the option to extend the contract up to four (4) additional years in two (2) year increments. Staff is requesting approval to exercise the first two-year option.

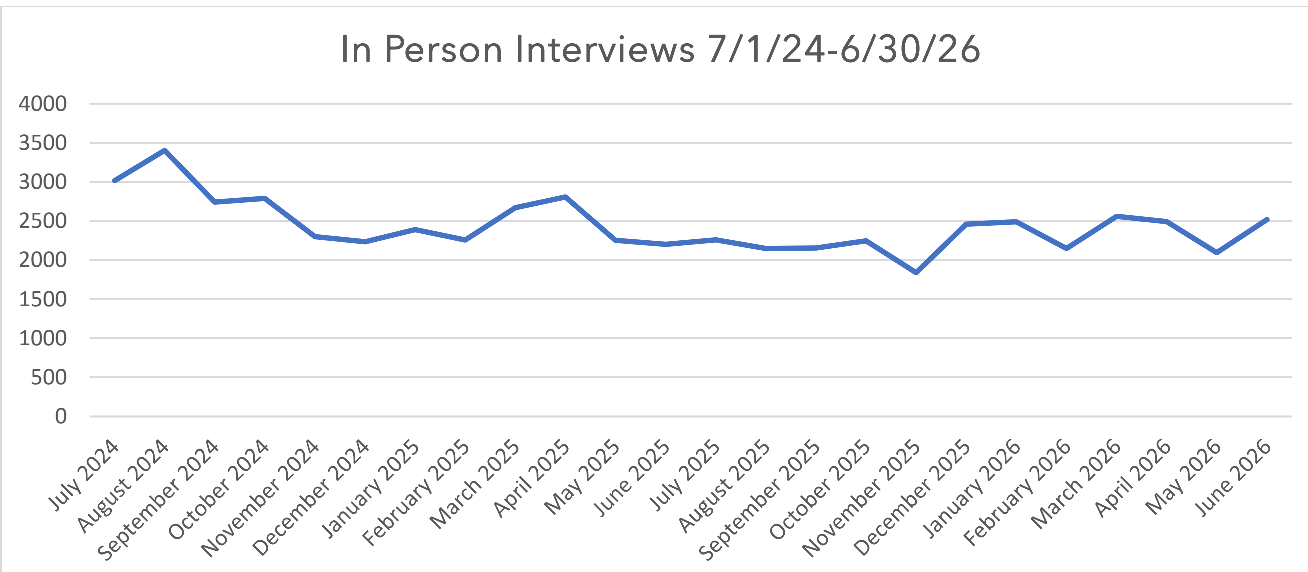
The current contractor, MTM Transit, is a limited liability company (LLC) and certified woman-owned business enterprise (WBE) established in 2009 in the state of Missouri by the leadership of Medical Transportation Management, Inc. (MTM), a national transportation manager with 28 years of experience. MTM Transit was founded to help agencies meet the transportation needs of their communities, specifically transit dependent populations. Together, MTM Transit and MTM serve more than 100 contracts in 35 states and the District of Columbia, including several in California.

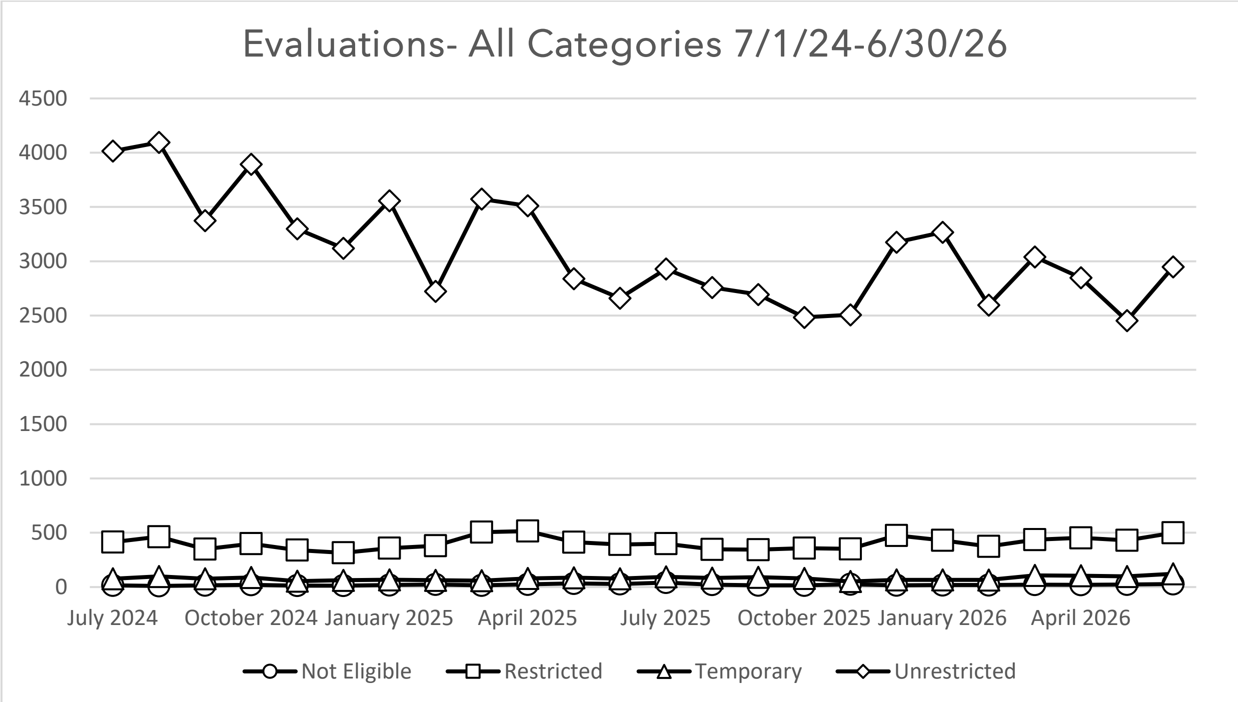
All Access applicants are required to complete an initial in-person evaluation at one of three locations–Commerce, Santa Clarita Transit, or Palmdale with MTM Transit providing services at all sites. MTM Transit also manages recertifications every five years through either paper review or an in-person reevaluation, depending on the rider's disability. MTM Transit also administers orientation, marking, and tethering services. Since contract inception, MTM Transit has completed over 58,000 in-person evaluations and more than 28,000 paper reviews.

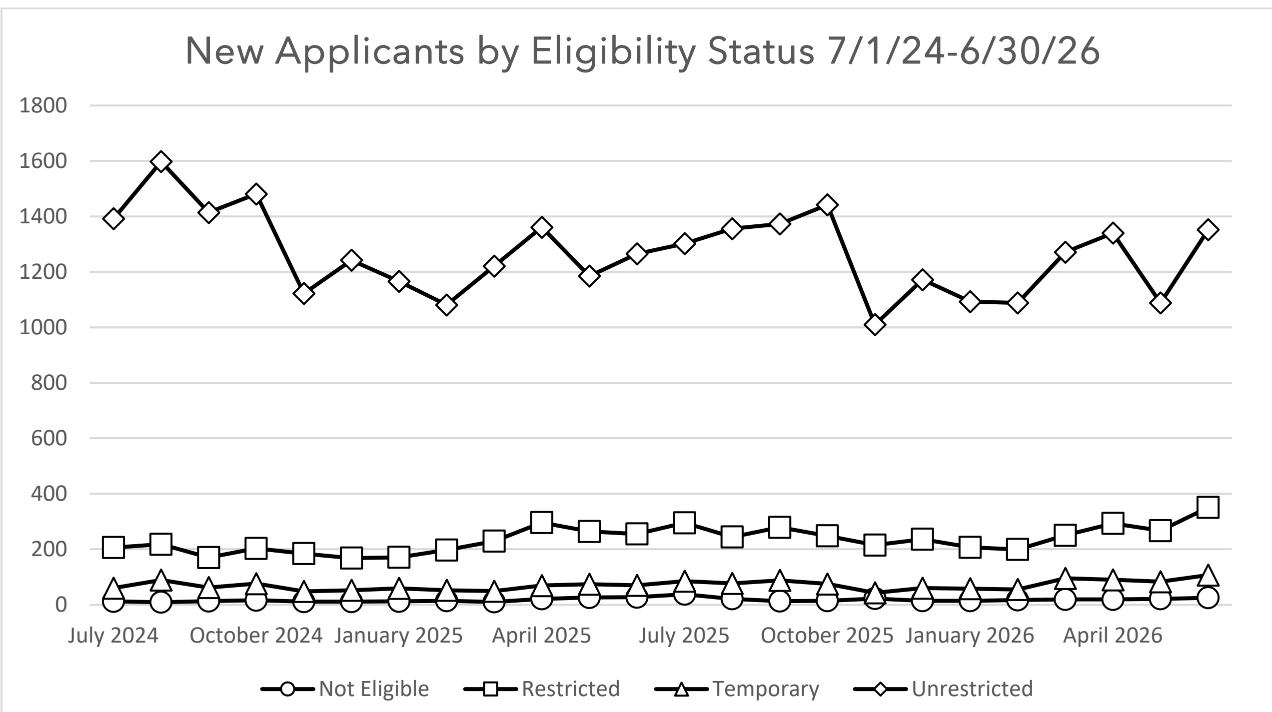
The contract is monitored through a comprehensive oversight program that includes on-site observations and established performance standards. Key metrics include timeliness of eligibility determinations, appeal reversal rates, and customer service responsiveness, with contractual penalties applied when performance requirements are not met.

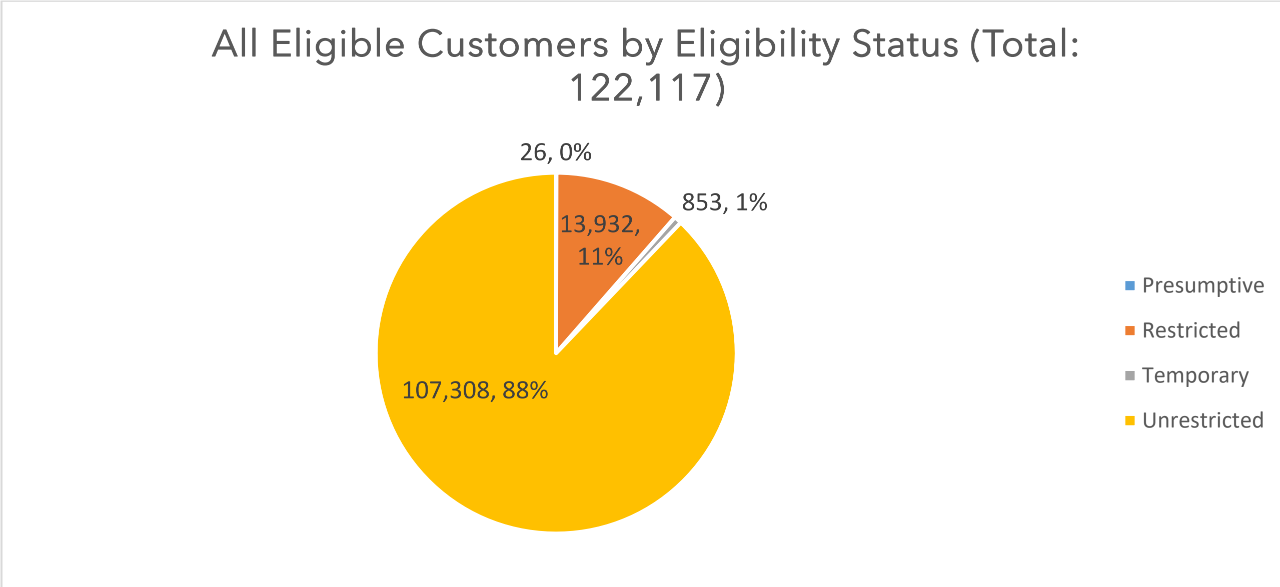
MTM Transit continues to work closely with Access Services to implement process improvements that enhance operational efficiency and customer service. Recent initiatives include updating case annotations to improve communication between customers and staff; developing the capability to store international phone numbers in preparation for the 2028 Olympic and Paralympic Games; and creating an online renewal application that allows customers to conveniently renew their eligibility electronically.

MTM Transit and Access Services have also partnered to enhance the customer experience at the Commerce Eligibility Center. Improvements include the addition of a Ram ProMaster mock vehicle for assessments and orientation; installation of automatic-access restroom doors; and upgraded customer-centered signage designed to improve accessibility for individuals with visual impairments.




Evaluations- All Categories 7/1/24-6/30/26
4500
4000
3500
3000
2500
2000
1500
1000
500
0
July 2024
October 2024
January 2025
April 2025
July 2025
October 2025
January 2026
April 2026
Not Eligible
Restricted
Temporary
Unrestricted


New Applicants by Eligibility Status 7/1/24-6/30/26
1800
1600
1400
1200
1000
800
600
400
200
0
July 2024
October 2024
January 2025
April 2025
July 2025
October 2025
January 2026
April 2026
Not Eligible
Restricted
Temporary
Unrestricted


All Eligible Customers by Eligibility Status (Total: 122,117)
26, 0%
853, 1%
13,932, 11%
107,308, 88%
Presumptive
Restricted
Temporary
Unrestricted

ITEM 10

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: SUSANNA CADENAS, SENIOR MANAGER, CUSTOMER RELATIONS
MAYRA PEREZ-CALDERON, PROJECT ADMINISTRATOR, CUSTOMER RELATIONS
CHRISTOPHER ALVA, PROCUREMENT SPECIALIST

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – CUSTOMER SERVICE CALL CENTER CONTRACT (AS-4160)

ISSUE:

The Customer Service Call Center contract (AS-4160) will end on December 31, 2026, and Board action is required to exercise the first two-year renewal option period.

RECOMMENDATION:

Authorize an increase in the contract value of $6,205,458 and an extension in the period of performance for two (2) years, from January 1, 2027, through December 31, 2028, for Contract AS-4160 with ALTA Resources (ALTA).

IMPACT ON BUDGET:

This action will increase the contract amount from $13,882,476 to $20,087,934. Compensation under the contract will continue to be based on monthly phone porting charges, fixed monthly fees that vary by call volume tier, and fully burdened hourly rates for technology enhancements and other special projects.

The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels. Costs are based on rates set forth in ALTA's original proposal.

The monthly fixed tier rates and special project hourly rates for the two-year option period are as follows:

FIXED MONTHLY FEES	
Monthly Call Volume	Monthly Fixed Rate for Option Year 1 and 2
0 - 15,000	$211,893
15,001 - 25,000	$232,887
25,001 – 35,000	$259,902
35,001 – 40,000	$273,410
40,001 – 45,000	$278,293
45,001 – 50,000	$293,428
50,001 – 55,000	$305,634

55,001 – 60,000	$320,606
60,001 – 65,000	$335,741
65,001 – 70,000	$349,738
70,001 – 75,000	$367,225
75,001 - -80,000	$385,586
80,001 – 85,000	$404,865
85,001 – 100,000	$425,108

FULLY BURDENED HOURLY RATES	
TASK	Option Year 1 and 2
Change in Phone Recording	$190
Change in Phone Menu Recording	$190
Change in IVR Systems Menu	$190
Professional Recording of Phone Messages	Pass Thru
CRM Development	$250

These rates are unchanged from what is currently being used for Year 4 of the contract.

ALTERNATIVES CONSIDERED:

The Board, at its option, could request staff to issue an RFP for a customer service call center. However, the contractor has met the terms of the Contract and thus merits consideration to extend the contract.

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 ALTA, 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:

Since 2016, Access Services has outsourced customer service and operations monitoring functions. ALTA Resources, located in Brea, California, was awarded the current Customer Service Call Center contract for a base term of four (4) years (starting January 1, 2023, and ending December 31, 2026) with the option to extend the term by two years in one-year increments.

Under the contract, ALTA operates both the Customer Service Center (CSC) and Operations Monitoring Center (OMC). During regular business hours (Monday through Friday 8 a.m. to 5 p.m.), the CSC assists customers with application inquiries, service concerns and compliments, Access TAP card questions, reasonable modification requests, suspension appeals, coupon purchases, and identification card replacement inquiries. The OMC operates 24 hours a day, seven days a week, providing real-time assistance for active trip issues and Text-to-Chat support.

Since contract inception, ALTA has handled more than 300,000 interactions annually and established a highly experienced team with strong institutional knowledge of Access policies, procedures, and practices. Call volume has remained relatively stable over the past three (3) years, and customer feedback on ALTA has been consistently positive, with approximately 81% of customer feedback consisting of compliments. To strengthen service delivery, Access and ALTA have implemented operational enhancements, including expanded agent authority, refined standard operating procedures, and increased on-site management oversight.

In determining to exercise the option to extend the contract by two years, staff conducted a comprehensive review of contract performance, customer feedback, and key performance indicators (KPIs). Though ALTA did not meet the CSC performance standard for “Calls on Hold Greater than Five Minutes,” it met or exceeded all other CSC and OMC performance standards. During the most recent reporting period, CSC average hold times and abandoned call rates remained within contractual requirements, and OMC performance met all reported hold time and abandonment standards.

Given the critical nature of these services, ALTA's overall satisfactory performance, institutional knowledge, and consistently positive customer feedback, staff recommends exercising the option to extend the contract by two years.

CONTRACT PERFORMANCE

The three (3) critical Key Performance Indicators (KPIs) tracked for each function are Calls on Hold over five minutes, Average Hold Time, and Abandoned Calls, as illustrated in the accompanying graphs covering Fiscal Year (FY) 2026. These metrics collectively provide a focused view of call center performance, highlighting call volume, customer wait times, and potential service gaps impacting the customer experience. Call duration is not a KPI; however, Customer Service Calls average 5.8 minutes, while OMC calls average 6.2 minutes, which speaks to the complexity of these calls.

CUSTOMER SERVICE (CSC):

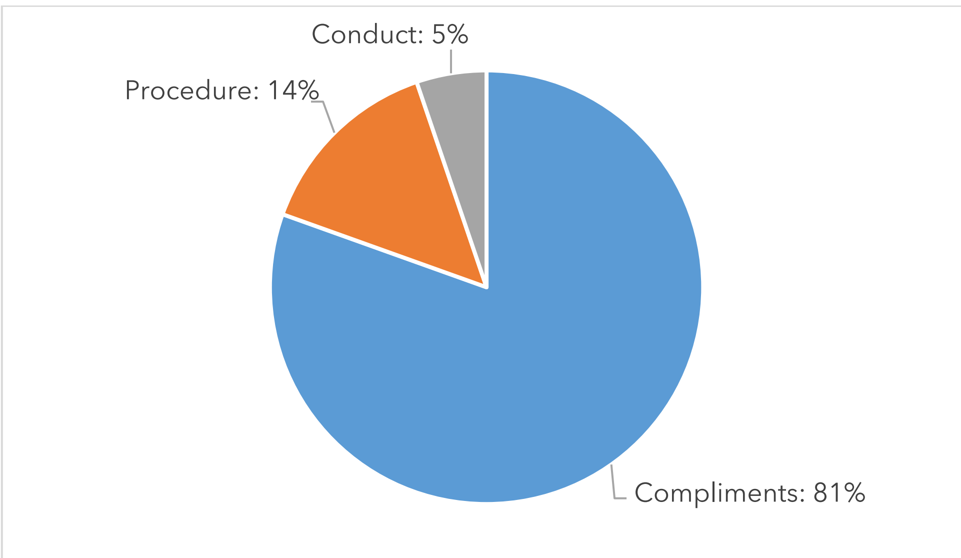
	Offered Calls	Answered Calls	Average Hold Time ≤ 180 sec	Calls On Hold > 5 Min ≤10%	Abandoned Calls ≤10%	Avg Call Duration
FY2026	268,670	245,588	110	11.4%	5.2%	350

OPERATIONS MONITORING CENTER (OMC):

	Offered Calls	Answered Calls	Average Hold Time ≤ 180 sec	Calls On Hold > 5 Min ≤10%	Abandoned Calls ≤10%	Avg Call Duration
FY2026	78,878	69,723	81	8.0%	7.7%	364

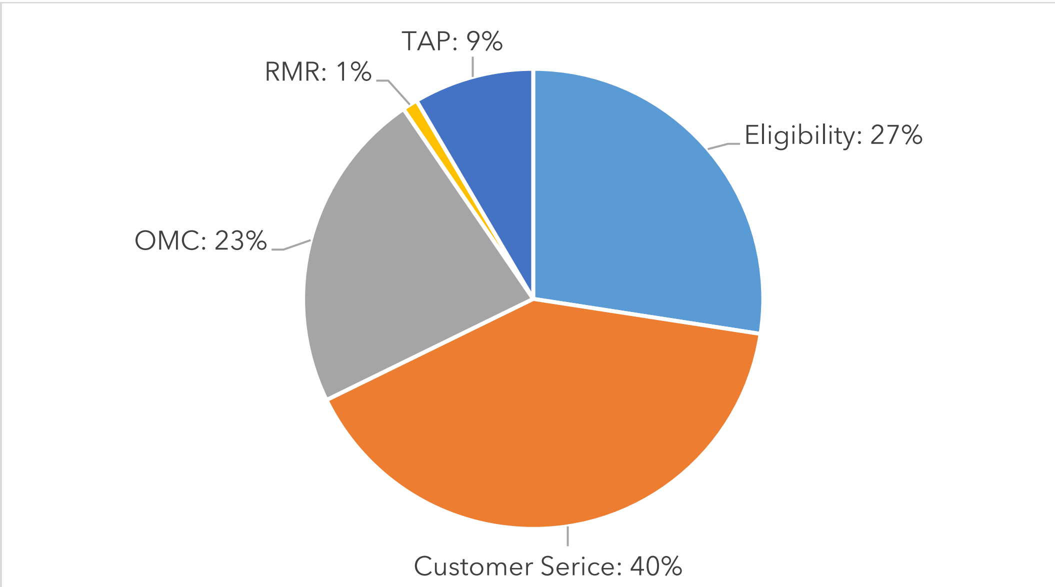
CONTRACT CUSTOMER FEEDBACK

Customer feedback trends for FY2026 indicate a strong positive experience: 81% of feedback consists of compliments, reflecting overall satisfaction with the services provided. The remaining feedback included 14% related to procedural concerns, highlighting opportunities to improve processes and consistency, and 5% related to conduct, indicating a relatively small number of issues tied to customer interactions.



CALL DISTRIBUTION:

The chart below summarizes call distribution for FY2026. General customer service inquiries represented the largest share at 40%, followed by eligibility-related calls at 27%. Real-time issues handled by OMC agents accounted for approximately 23% of calls, while TAP card replacements made up 9% and Reasonable Modification Requests accounted for 1%.



ITEM 11

AUGUST 3, 2026

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, MANAGER OF STRATEGIC PLANNING

RE: 2026 GENERAL CUSTOMER SATISFACTION SURVEY

ISSUE:

From February 11 to March 16, 2026, Access, through its contractor Great Blue, conducted a Customer Survey of active Access customers to determine their satisfaction with Access generally and their satisfaction with some specific elements of Access' service.

BACKGROUND:

Conducting customer surveys is a critical step in obtaining an enhanced understanding of passenger perceptions. General satisfaction surveys reveal what customer impressions are of Access' service, quality, and responsiveness to customer concerns.

Access has conducted similar General Customer Satisfaction Surveys in 2022 and 2024. Access used a similar script for this year's survey, to provide comparison of customer satisfaction over the years. In October 2025, the survey script was presented to the CAC committee and emailed to the members of the TPAC committee for input. The survey script was presented to the Board of Directors for input at their in January 2026 meeting.

The final survey questionnaire contained approximately 65 questions although due to skip patterns, respondents were only asked between 40 and 50 questions.

This General Customer Satisfaction Survey was conducted from February 11th to March 16th of this year. The survey was open to all "active" Access customers. An Access customer was considered an "active" customer if they had taken at least one (1) Access trip in the preceding calendar year (2025). The survey asked questions on multiple topics to determine overall satisfaction with Access and with elements of its service.

Focus areas for the survey included:

1) Satisfaction with Access drivers;
2) Experience with and satisfaction with the trip reservation process;
3) Satisfaction with Access vehicles;
4) Experience with and satisfaction with Access' Customer Service;
5) Experience with and satisfaction with requesting a back-up trip through Access' Operations Monitoring Center;
6) Experience with and satisfaction with Beyond the Curb service;
7) Experience with and satisfaction with traveling with a mobility device on Access;

8) Experience with and satisfaction with traveling with a service animal on Access;
9) Overall satisfaction with the quality of service provided by Access; and
10) Demographic questions of respondents.

On February 11th, survey data collection started with a digital-based survey – meaning that the survey was sent to Access customers via email and via text with a weblink that would connect customers with the survey in both English and Spanish.

Access announced the survey on its Access website and released between 1,500 and 2,000 seat drop flyers in vehicles in all six Access regions. These flyers also contained QR Code links where customers could access the digital survey.

The digital portion of the survey remained open until the end of the data collection period on March 16th.

On March 2nd, Great Blue Research expanded on the digital survey data collection by conducting telephone surveys to randomly selected Access customers who had not yet completed the digital survey.

SURVEY FINDINGS:

For the 2026 General Customer Satisfaction Survey, there were 1,154 digital surveys completed and 300 telephone surveys completed for a total of 1,454 completed surveys. This was less than the response rate from 2024 which had the highest number of respondents to any prior Access survey with 2,128 total digital and telephone completed surveys. The response rate for the 2026 survey was more consistent with the 1,390 total surveys completed for the 2022 Customer Satisfaction Survey. All surveys have exceeded the number of responses necessary to provide a statistically valid survey.

The results revealed high overall satisfaction with Access by the customers who use it. A total of 86.0% of the 1,454 respondents were either somewhat or very satisfied with Access Services. This was an increase from 82.4% provided in 2024 and 84.6% of respondents in 2022.

Satisfaction with Access' drivers was very high with 92.3% of respondents indicating they were Very or Somewhat Satisfied with their drivers on Access. This was an increase from 88.9% for the same question in 2024.

The helpfulness of the drivers was rated at 93.4% and the timeliness of drivers had a rating of 75.5%.

Respondents had high satisfaction with the trip reservations experience with 90.9% of respondents saying reservations were recorded accurately "all" or "most of the time." A total of 89.1% of respondents rated they were satisfied with reservation agents "all" or "most of the time."

Satisfaction with Access' vehicles was very high and very similar to results gathered in 2024. Cleanliness (92.1%) and vehicle comfort (86.5%) ranked high and the results were between 0.5% and 2% higher than they were in 2024.

With respect to vehicles, one question asked if riders had difficulty entering or exiting Access vehicles. The vast majority (67.8%) indicated they never had difficulty entering or exiting the vehicles and only 11.2% indicated problems "all" or "most of the time." For those who did experience difficulties, "crowded conditions / limited space" was the largest category selected for what type of difficulty was encountered.

The majority of respondents felt that Access had improved a lot or a little in the past couple of years. This was very similar to results gathered in 2024 (51.8% in 2026, 52.2% in 2024).

Some respondents (27.2%) had experience with calling Access' Operations Monitoring Center to request a back-up trip, such as when the trip that they reserved did not show up on time. Of those respondents who had requested this service, overall satisfaction was very high at 80.8% being very or somewhat satisfied.

Beyond the Curb service satisfaction remains high with 85.8% of respondents being very satisfied or somewhat satisfied with this service. About 12.7% of respondents indicated that they had made use of Beyond the Curb services.

Some positive highlights from the survey are that customer satisfaction remains very high with Access' front-line team of drivers. Most respondents did not have critiques of Access' service, but long trips, routing issues and extra pick-ups were recorded as the largest critique of Access at 16.5% of respondents.

Lastly, ease of making reservations, driver friendliness, and nicer, cleaner, and more comfortable vehicles were the top three listed improvements that respondents recorded as improvements to Access' service in recent years.

A copy of the draft survey report prepared by Great Blue can be accessed at the following link: Item 11 Attachment 1.

ITEM 14

AUGUST 3, 2026

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 through October 2026.

September 28, 2026

Agenda Items:	Disposition:
Access HQ Lease Extension	Action
Renewal of Agency Insurance Policies	Action
Short Range Strategic Plan	Action

October 26, 2026 – Board Workshop

Agenda Items:	Disposition:
Strategic and Financial Planning	Discussion