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Item 7

**Consideration to Extend Term,
Increase Funds and Change Rates
– Southern Region Service Provider
Contract (AS-4126)**

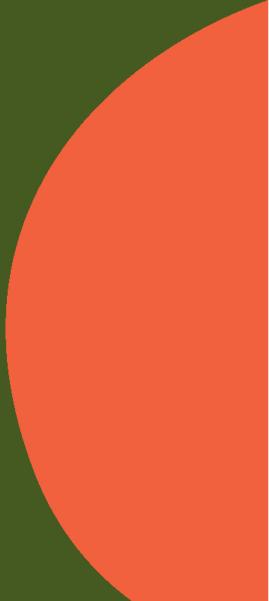


Background

- Existing Contract:
 - Term – Five (5) years and six (6 months) plus four (4) one-year options
 - Base term expires August 31, 2026
 - Provides ADA complementary paratransit service
- Proposed Action:
 - Execute the first and second of four possible option terms
 - Increase contract value by \$196,017,590



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Proposed Rates

	Year 5 (9/1/25-8/31/26)	Year 6 (9/1/26-8/31/27)	Year 7 (9/1/27-8/31/28)
ADA Service - Fixed (Monthly)	\$1,340,509	\$1,432,417	\$1,486,536 NTE
ADA Service and Access to Work - Variable (Per Trip)	\$40.79	\$42.22	\$43.70
Rancho Los Amigos Service (Per Hour)	\$52.25	\$54.08	\$55.97
Parents with Disabilities (Per Trip)	\$43.11	\$44.62	\$46.18
Emergency Service (Per Hour)	\$50.66	\$52.43	\$54.27



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Financial Analysis

Service Providers: Fully Loaded Rates

Fiscal Year	Southern (GPI)	Eastern (SGT)	Northern (MV)	West/Central (CTI)	Antelope Valley (FT)	Santa Clarita (SCT)
2026	\$51.77	\$57.63	\$64.16	\$61.50	\$91.06	\$82.73
2027	\$53.28	\$59.51	\$66.45	\$71.50	\$93.81	\$84.09
2028	\$54.13	\$60.51	TBD	\$72.67	\$96.13	\$85.12



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Performance Report Card

Key Performance Indicator

On Time Performance

Excessively Late Trips

Excessively Long Trips

Missed Trips

Denials

Access to Work On Time Performance

Average Hold Time in Seconds (Reservations)

Calls On Hold > 5 Min (Reservations)

Calls On Hold > 5 Min (ETAs)

Complaints Per 1,000 Trips

Preventable Incidents per 100,000 Miles

Preventable Collisions per 100,000 Miles

Mean Miles Between Major Mechanical Failures

Standard	FY25	FY26*
≥ 91%	92.2%	91.2%
≤ 0.10%	0.01%	0.02%
≤ 5%	5.4%	5.0%
≤ 0.75%	0.33%	0.34%
0	0	0
≥ 94%	95.5%	91.4%
≤ 120	83	83
≤ 5%	4.4%	4.6%
≤ 10%	3.1%	3.5%
≤ 4.0	2.3	2.1
≤ 0.25	0.29	0.20
≤ 0.85	0.91	0.65
≥ 50,000	n/a	55,548

*Data through December 2025



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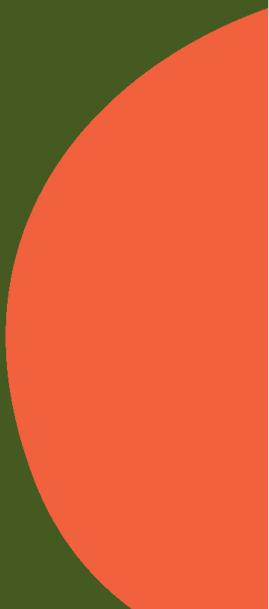


Recommendation

Authorize an increase in the contract value of \$196,017,590, a change in rates of compensation, an extension in the period of performance for two (2) years, from September 1, 2026, through August 31, 2028 for Contract AS-4126 with Global Paratransit, Inc. (GPI).



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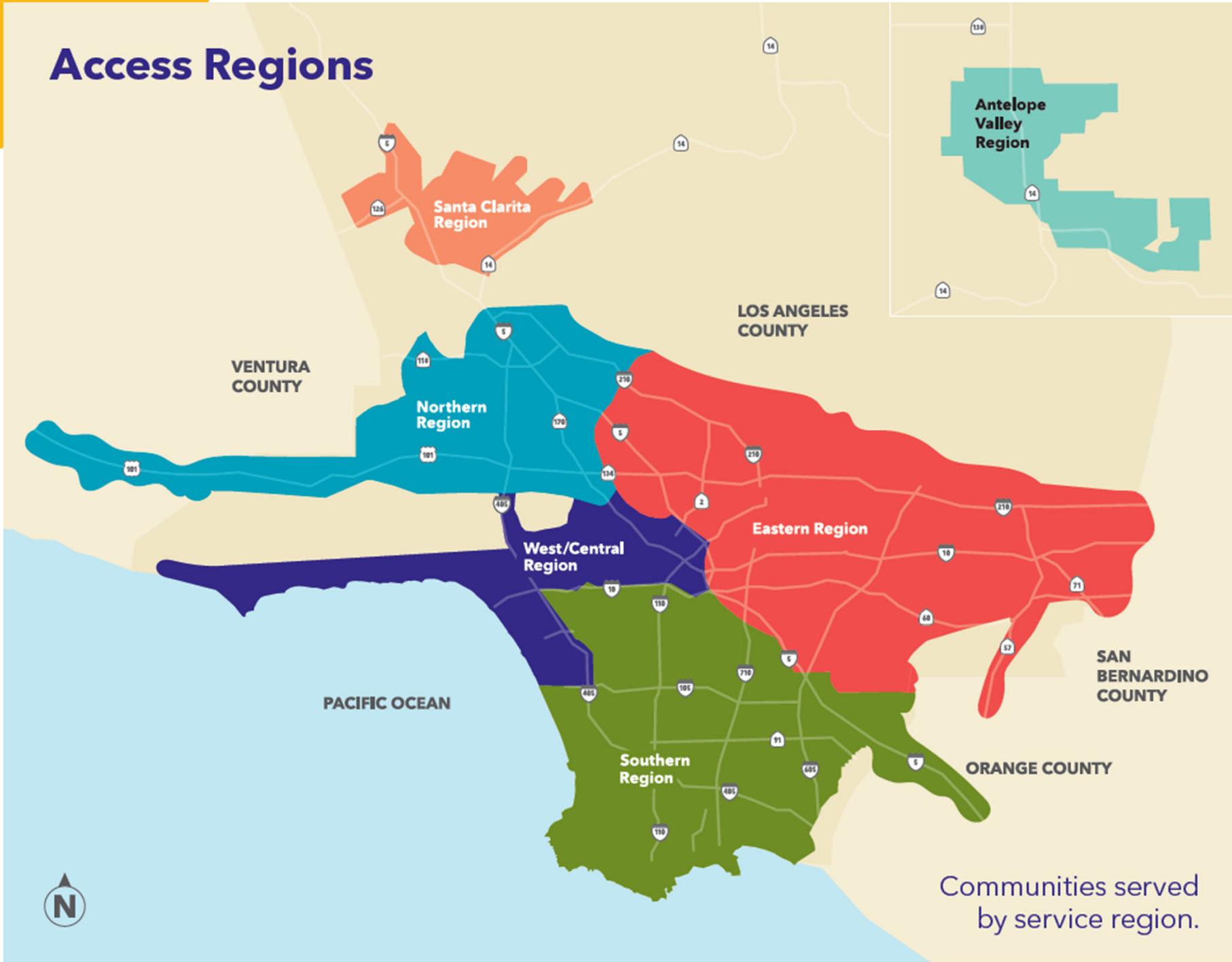
Item 8

**Consideration to Award West
Central Region Service Provider
Contract (AS-4180)**

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Access Regions



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Background

- Current Provider – California Transit, Inc. (CTI)
- Existing Contract – Started July 2017
- Option years extended through October 28, 2026
- No remaining option years available



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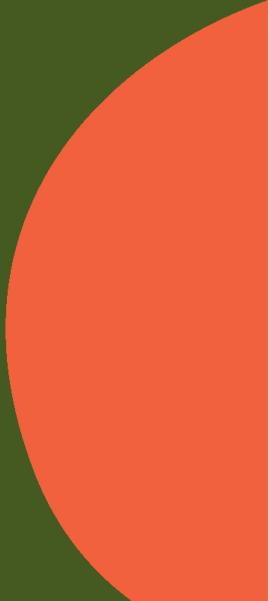


Service Challenges

- Service area located in the heart of Los Angeles County
- Traffic congestion
- Increased ridership demand
- Hard-to-find operating facilities
- Competitive employment market



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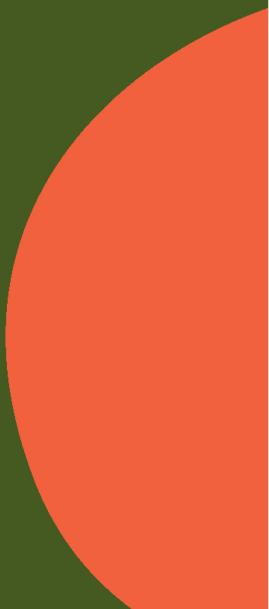


New RFP Requirements

- Replaces 2017 contract
- Includes full slate of KPIs, service standards, and liquidated damages
- New staff positions added to address continuity and agency initiatives
- New standards for training hours for Drivers, Dispatchers, Call Takers, and Road Supervisors
- 5-year base term; 4 one-year options



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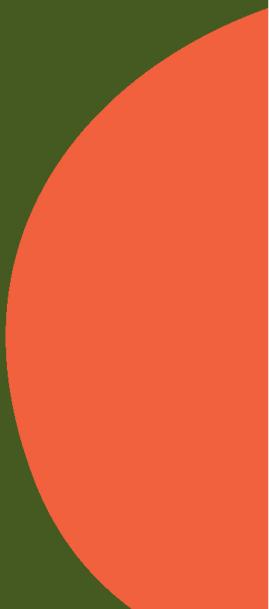


Procurement Timeline

RFP Issued	July 3, 2025
Pre-Proposal Meeting	July 29, 2025
Proposal Due Date	October 6, 2025
Site Visits	November 12, 2025
Interviews	December 10, 2025



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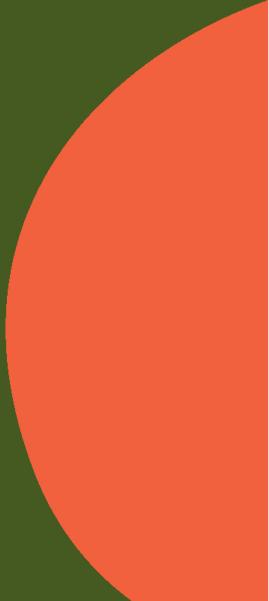


Proposer Outreach

- Access Services Website Posting
- Public Purchase Website Posting
- Los Angeles Times Advertisement
- APTA Passenger Transport Advertisement
- GCAP Services DBE Notice
- Pre-Proposal Meeting: approximately 45 attendees (excluding staff) with 8 major private sector transportation companies present



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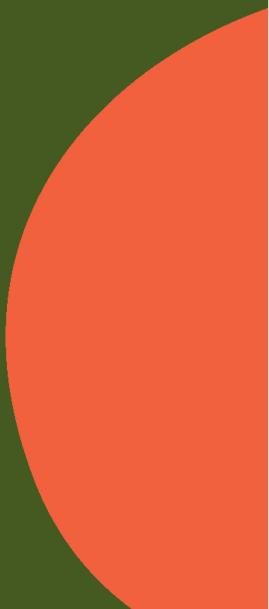


Proposals Received

1. California Transit, Inc. (CTI)
2. Crosby Street Transit LLC (Crosby)
3. MV Transportation, Inc. (MV)
4. Transdev Services, Inc. (Transdev)



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Evaluation Criteria

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



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Evaluation Responsibilities

1. Evaluation Panel

- Quality of technical approach (15 pts)
- Quality of safety approach (5 pts)
- Qualifications and availability of proposed staff (10 pts)
- Quality of proposed operating facility (5 pts)
- Employee pay and benefits (20 pts)
- Proposer's paratransit operating experience (10 pts)

2. Access Finance

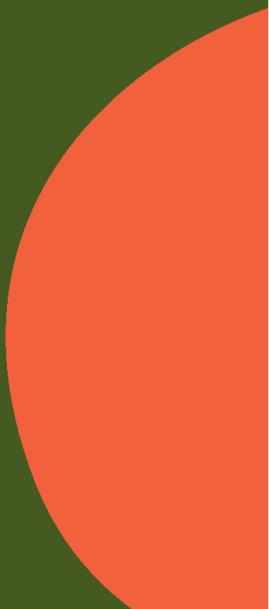
- Financial qualifications of the proposer (5 pts)

3. State Mandated Bidding Preference: Objective Formula (10 pts)

4. Cost Proposal: Objective Formula (20 pts)



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Evaluation Scores (First Round Scores)

Evaluation Criteria	CTI	Crosby	MV	Transdev
1. Quality of Technical Approach (15 pts)	13.23	11.49	12.87	12.69
2. Quality of Safety Approach (5 pts)	4.18	3.87	4.25	4.30
3. Qualifications & Avail of Proposed Staff (10 pts)	8.36	7.50	8.04	8.36
4. Quality of Proposed Operating Facility (5 pts)	4.21	3.75	4.04	4.02
5. Employee Pay and Benefits (20 pts)	12.80	12.40	12.80	13.60
6. Financial Qualifications of Proposer (5 pts)	4.70	3.50	3.40	3.40
7. Proposer's Paratransit Operating Experience (10 pts)	8.78	7.86	9.50	9.50
8. State Mandated Bidding Preference (10 pts)	10.00	10.00	10.00	10.00
Total Technical Score (80 points)	66.26	60.37	64.90	65.87



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Evaluation Scores (Final)

Evaluation Criteria	CTI	MV	Transdev
1. Quality of Technical Approach (15 pts)	13.02	12.87	12.54
2. Quality of Safety Approach (5 pts)	4.08	4.28	4.20
3. Qualifications & Avail of Proposed Staff (10 pts)	8.40	8.04	8.20
4. Quality of Proposed Operating Facility (5 pts)	4.23	3.90	3.88
5. Employee Pay and Benefits (20 pts)	16.60	16.60	17.44
6. Financial Qualifications of Proposer (5 pts)	4.70	3.40	3.40
7. Proposer's Paratransit Operating Experience (10 pts)	8.88	9.50	9.50
8. State Mandated Bidding Preference (10 pts)	10.00	10.00	10.00
9. Cost/Price Proposal (20 pts)	20.00	19.92	17.28
Total Technical Score (80 points)	89.91	88.51	86.44



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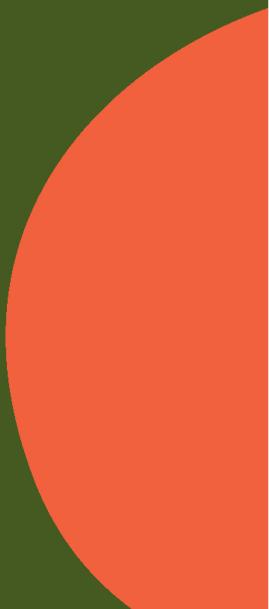


Facility Overview

- 0.3 miles from freeway
- 3 ingress/egress points to streets
- Sufficient space for vehicle maintenance
- Additional satellite yard to be used for additional space and continuity
- Upgrades including repaving and striping at both yards and a new modular office for their satellite yard



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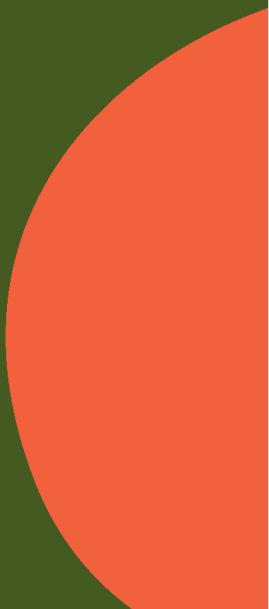


Wage & Benefits Review

- Average driver wage for Year 1 = \$23.33 per hour
- Competitive benefit plan for employees
- Safety Bonus program
- Strong Driver Performance & Retention Incentive Program



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Financial Analysis – Variable Trip Rate

Region	FY26 Current Rate	FY27 Proposed Rate	% Change
West/Central	CTI \$48.28	CTI \$49.08	1.7%
	FY26	FY27	% Change
Southern (Global)	\$40.79	\$42.22	3.5%
Eastern (SGT)	\$45.87	\$47.44	3.4%
Northern (MV)	\$46.47	\$48.22	3.8%



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Financial Analysis – Fully Loaded Cost

Fiscal Year	West/ Central	Southern	Eastern	Northern	Antelope Valley	Santa Clarita
2026	\$61.50	\$51.77	\$57.63	\$64.16	\$91.06	\$82.73
2027	\$71.50	\$53.28	\$59.51	\$66.45	\$93.81	\$84.09
2028	\$72.67	\$54.13	\$60.51	TBD	\$96.13	\$85.12

- The 2027 rate is less than 8% higher than the rate for Northern which was bid over eight years ago
- Northern is the most comparable region due to similar trip volumes – just under 700,000 annual trips



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Financial Analysis – Pricing Summary

Category	FY26 Current	FY27 Proposed	% Change
Fixed Fee Monthly	\$714,744	\$1,268,484	77.5%
Selected Metrics	FY26 Current	FY27 Proposed	% Change
Maintenance Staff	11.0	19.0	72.7%
Call Center Staff	44.0	58.0	31.8%
Facility Lease	\$599,494	\$1,126,200	87.9%
Vehicle Depreciation	\$83,091	\$365,302	339.6%
Overhead & Software	\$129,600	\$503,598	288.6%



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Performance Report Card

Key Performance Indicator

On Time Performance

Excessively Late Trips

Excessively Long Trips

Missed Trips

Denials

Access to Work On Time Performance

Average Hold Time in Seconds (Reservations)

Calls On Hold > 5 Min (Reservations)

Calls On Hold > 5 Min (ETAs)

Complaints Per 1,000 Trips

Preventable Incidents per 100,000 Miles

Preventable Collisions per 100,000 Miles

Mean Miles Between Major Mechanical Failures

Standard	FY25	FY26*
≥ 91%	92.8%	90.7%
≤ 0.10%	0.02%	0.07%
≤ 5%	2.6%	2.9%
≤ 0.75%	0.27%	0.36%
0	2	0
≥ 94%	96.2%	91.6%
≤ 120	37	34
≤ 5%	2.3%	1.6%
≤ 10%	3.0%	4.3%
≤ 4.0	2.1	2.2
≤ 0.25	0.16	0.25
≤ 0.85	0.74	0.37
≥ 50,000	n/a	54,373

*Data through December 2025



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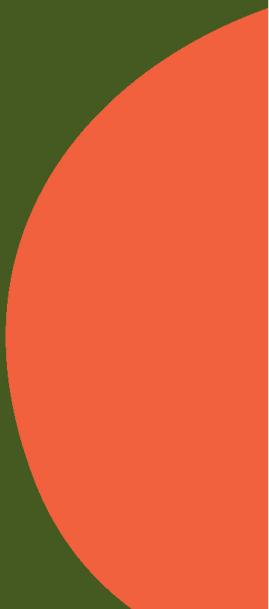


California Transit, Inc. Strengths

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



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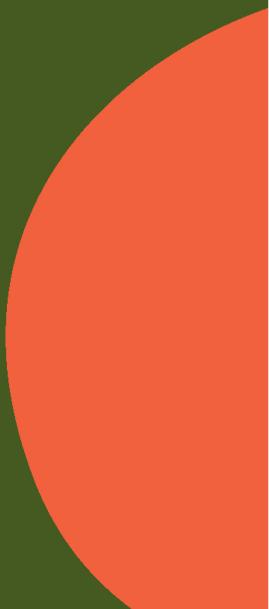


Recommendation

Authorize staff to execute Contract No. AS-4180 for specialized ADA paratransit service in the West Central Region service area for a six-month startup period and five (5) year base period beginning on May 1, 2026 (with revenue service beginning on October 29, 2026), and ending on October 28, 2031 with California Transit, Inc. (CTI) in an amount not to exceed \$280,211,580.



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Item 9

Operations Update



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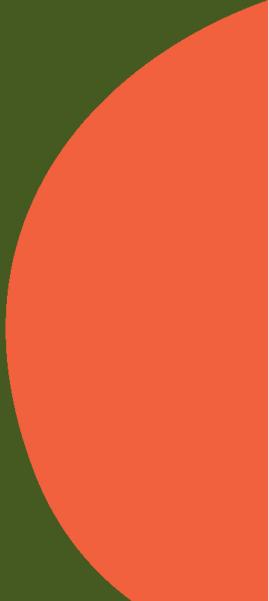


Statistics

	December 2024	December 2025	% Change
Vehicle Trips Completed	300,384	335,668	+12%
Passenger Trips Completed	373,509	416,440	+11%
Reservation Calls Answered	199,916	224,237	+12%
ETA Calls Answered	69,162	80,489	+16%
Online Reservations	50,114	61,955	+24%



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Performance Report Card

Key Performance Indicator	December		
	Standard	2025	FY26
On Time Performance	≥ 91%	90.2%	92.0%
Excessively Late Trips	≤ 0.10%	0.07%	0.03%
Excessively Long Trips	≤ 5%	3.0%	2.9%
Missed Trips	≤ 0.75%	0.36%	0.29%
Denials	0	0	0
Access to Work On Time Performance	≥ 94%	94.6%	93.5%
Average Hold Time in Seconds (Reservations)	≤ 120	64	57
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.2%	2.9%
Calls On Hold > 5 Min (ETAs)	≤ 10%	4.8%	3.6%
Calls On Hold > 5 Min (Cancellations)	≤ 10%	3.6%	2.7%
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.8
Preventable Incidents per 100,000 Miles	≤ 0.25	0.24	0.19
Preventable Collisions per 100,000 Miles	≤ 0.85	0.90	0.70
Mean Miles Between Major Mechanical Failures	≥ 50,000	102,428	73,777



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Abilities Expo Preview

- The 2026 Abilities Expo is moving to the Long Beach Convention Center
- March 27-March 29 in Exhibit Halls B and C
- Staff has met with Expo management, City of Long Beach, and Long Beach Transit to discuss paratransit service
- Service and communications plans being finalized



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