

Item 2

Board Officer Elections



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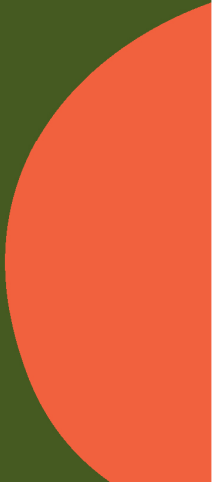


Recommendation

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.



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Item 8

Consideration to Approve Amendment to the Executive Director's Employment Agreement

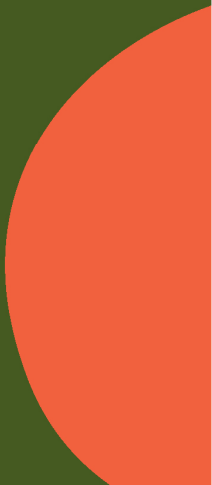


Recommendation

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.



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Item 9

**Consideration to Extend Term, Change
Rates and Increase Funds - ADA
Paratransit Eligibility and Mobility
Services Contract (AS-4163)**

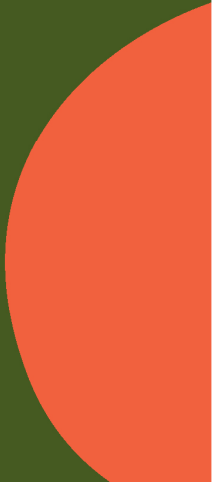


Background

- Existing Contract:
 - Term – Three (3) years plus two (2), two-year options
 - Base term expires June 30, 2027
 - Provides eligibility and mobility evaluation services
- Proposed Action:
 - Execute the first of two possible option terms
 - Increase contract value by \$10,397,427



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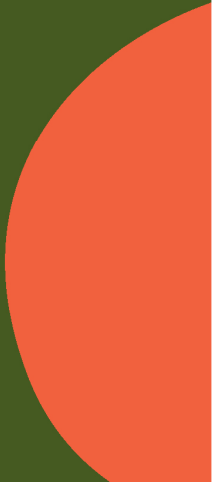


Background

- Services Provided:
 - Medical Transportation Management (MTM) Transit provides in-person evaluations at three sites: Commerce, Palmdale, and Santa Clarita.
 - MTM Transit manages recertifications every five years through either paper review or in-person reevaluation, depending on the rider's disability, and administers orientation, marking and tethering services.

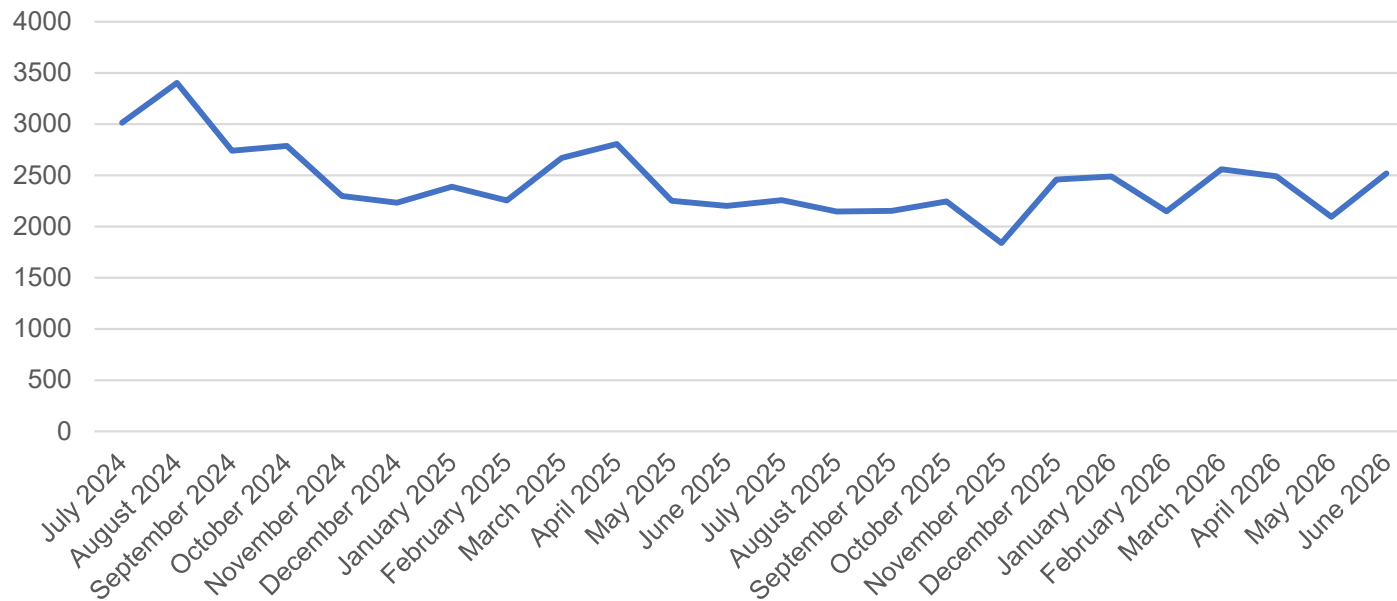


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In Person Interviews

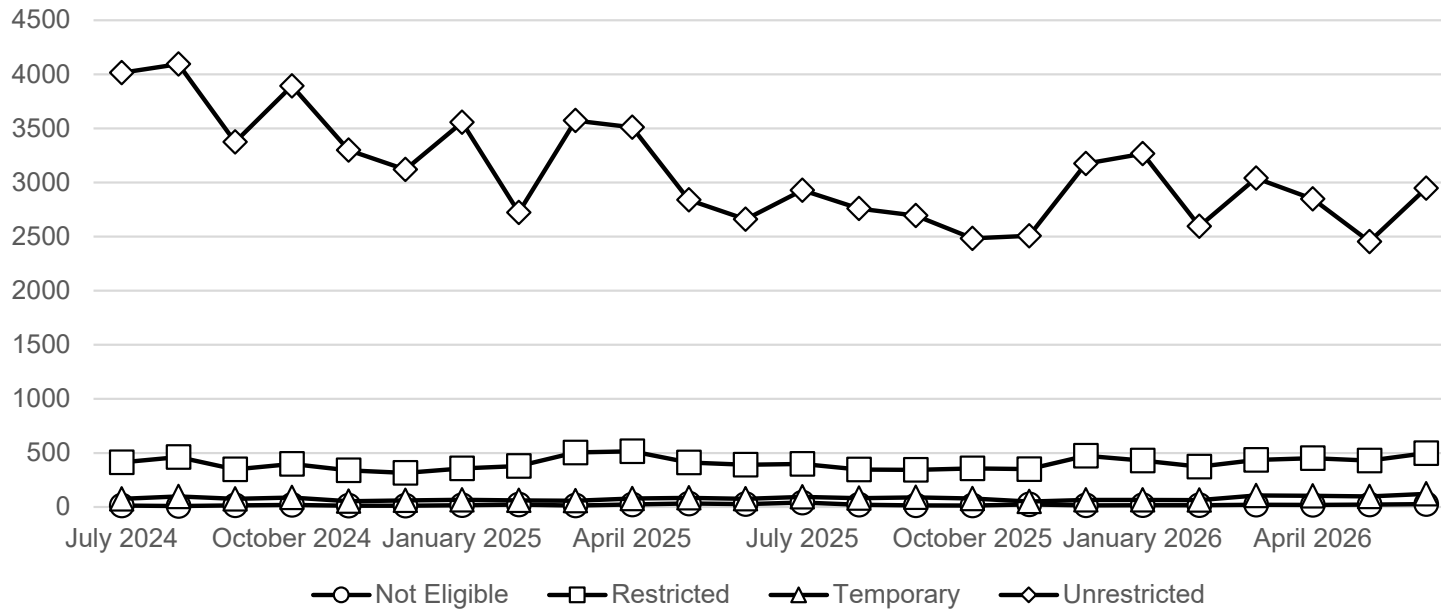
July 2024 – June 2026: 58,769 Interviews



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Evaluations

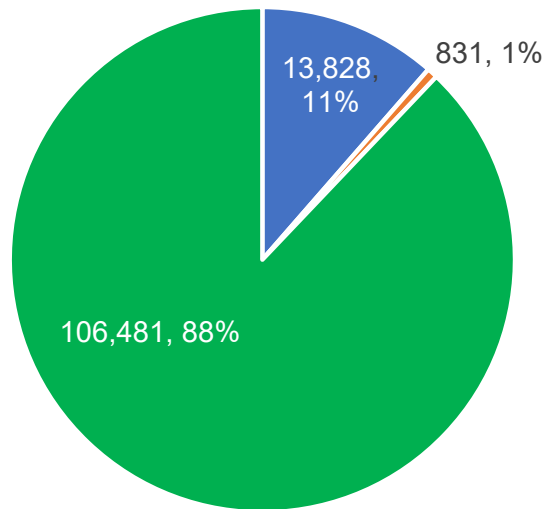
July 2024 – June 2026: 87,171 evaluations



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Customers by Eligibility

As of 8/1/2026 – 121,140



- Restricted
- Temporary
- Unrestricted



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Monthly Fixed Cost

07/01/27 - 06/30/29

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



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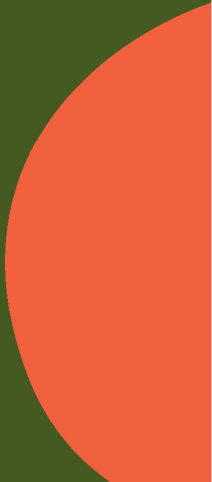
In Person Tier Cost

07/01/27 - 06/30/29

Monthly Volume	Monthly Fixed Rate
501 - 1,000	\$ 214,597.92
1,001 - 1,500	\$ 214,597.92
1,501 - 2,000	\$ 230,695.76
2,001 - 2,500	\$ 241,010.75
2,501 - 3,000	\$ 251,325.75
3,001 - 3,500	\$ 299,695.55
3,501 - 4,000	\$ 346,738.36
4,001 - 4,500	\$ 394,388.16
4,501 - 5,000	\$ 453,072.95
5,001 - 5,500	\$ 506,505.58
5,501 - 6,000	\$ 554,875.38
6,001 - 6,500	\$ 612,840.17
6,501 - 7,000	\$ 649,567.99



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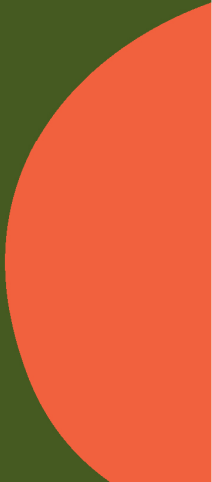
Paper Recertification Tier Cost

07/01/27 - 06/30/29

Monthly Volume	Monthly Fixed Rate
501 - 1,000	\$ 14,944.69
1,001 - 1,500	\$ 14,944.69
1,501 - 2,000	\$ 14,944.69
2,001 - 2,500	\$ 14,944.69
2,501 - 3,000	\$ 22,417.04
3,001 - 3,500	\$ 22,417.04
3,501 - 4,000	\$ 29,889.39
4,001 - 4,500	\$ 29,889.39
4,501 - 5,000	\$ 37,361.74
5,001 - 5,500	\$ 37,361.74



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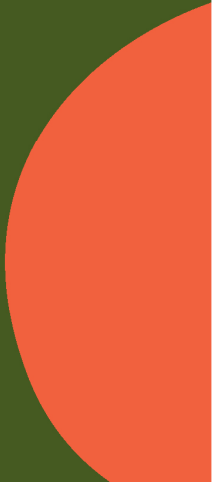
Marking and Tethering Fixed Rate

07/01/27 - 06/30/29

Fixed Rate per hour
\$45.58



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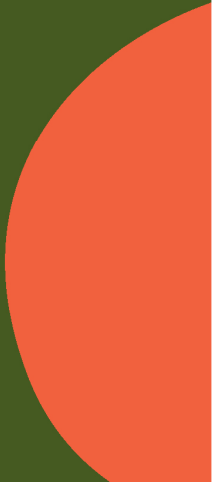


Recommendation

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).



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Item 10

**Consideration to Extend Term and
Increase Funds - Customer Service Call
Center Contract (AS-4160)**

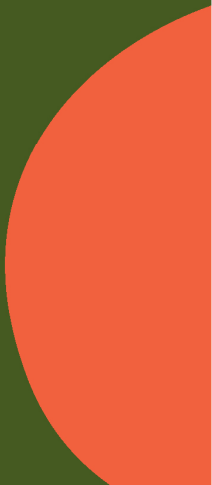


Contract Details

- Initial 4-year base term from January 1, 2023 - December 31, 2026
- ALTA Resources is located in Brea, CA
- Base contract award amount \$13,882,476
- Option to extend term by two (2) years in one-year increments



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Call Center Services

Customer Service

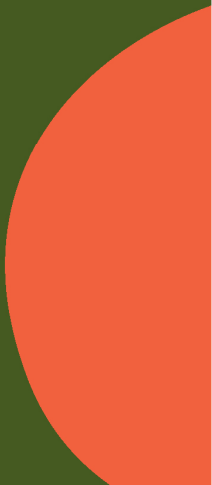
- Monday through Friday 8 a.m. to 5 p.m.
- Eligibility intake and updates
- General inquiries and concerns
- Reasonable Modification Requests (RMR)
- Access Card (TAP) replacements and coupon orders

Operations Monitoring Center

- 7 days a week, including holidays / 24 hours
- Immediate service needs



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Key Performance Indicators FY 2026

Customer Service (CSC):

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

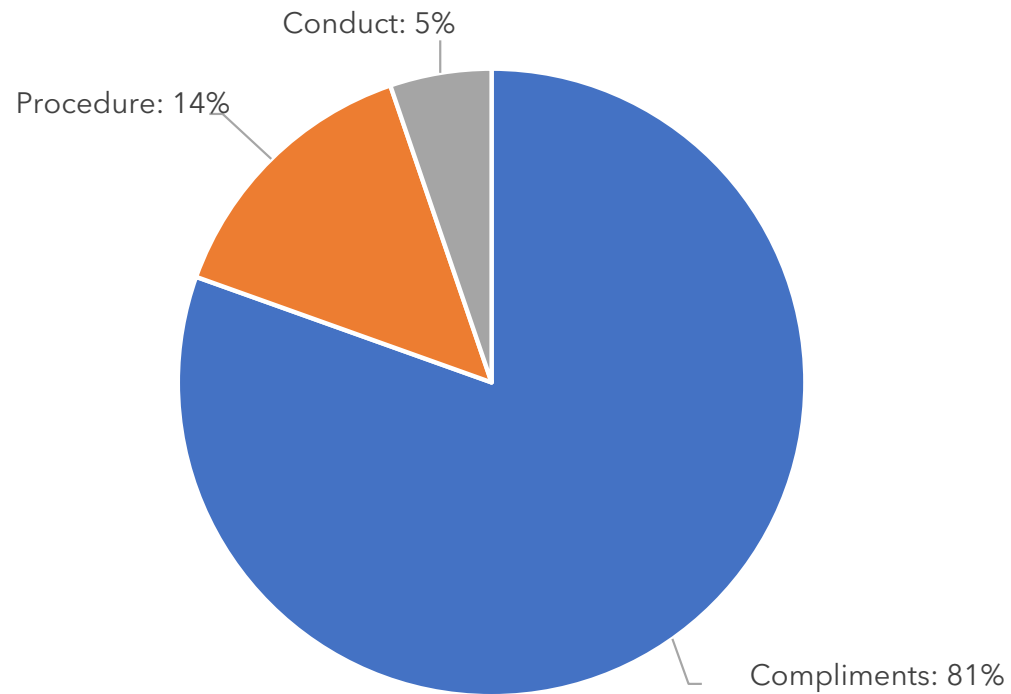
Operations Monitoring Center (OMC)

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



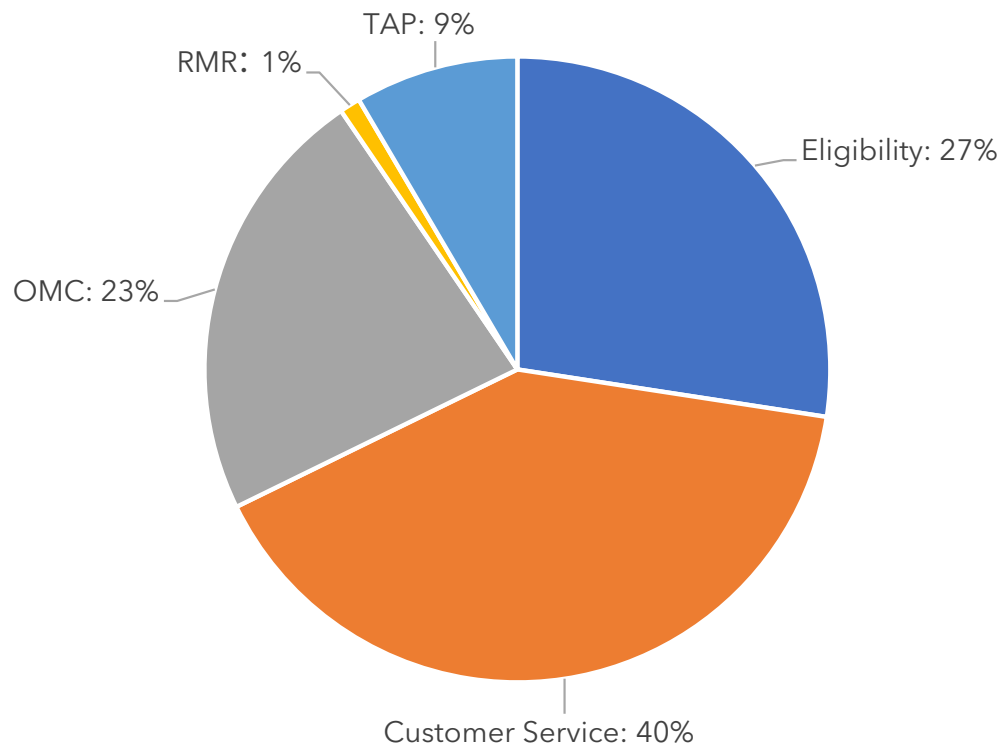
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Customer Feedback FY 2026



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Call Distribution FY 2026



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Contract Costs

As-Needed Special Projects	Hourly Rate
Change in Phone Menu, Recording or IVR	\$190
Professional Recording of Phone Messages	Pass Thru

Monthly Call Volume Tiers	Option Term 1/1/2027 - 12/31/2028
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



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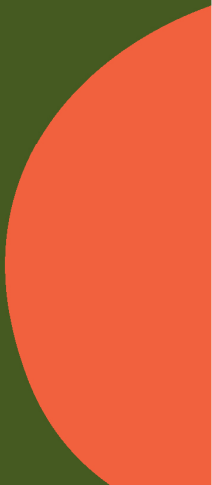


Recommendation

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).



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Item 11

2026 General Customer Satisfaction Survey

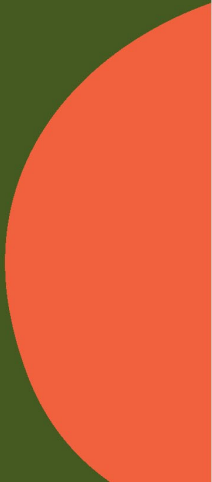


Background

- Customer Satisfaction Surveys – A method to determine if Access is meeting customer needs
- Traditional biennial survey
- Previous General Satisfaction Surveys: 2022 & 2024



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Survey Details

- Survey designed to gather customer feedback on multiple aspects of Access' service
- Potential Respondents – All active Access customers
- Multiple methods for responding – Telephone, email, text, Access website
- Text, Email, Website – based survey conducted mid February
- Telephone based survey conducted late February to mid-March



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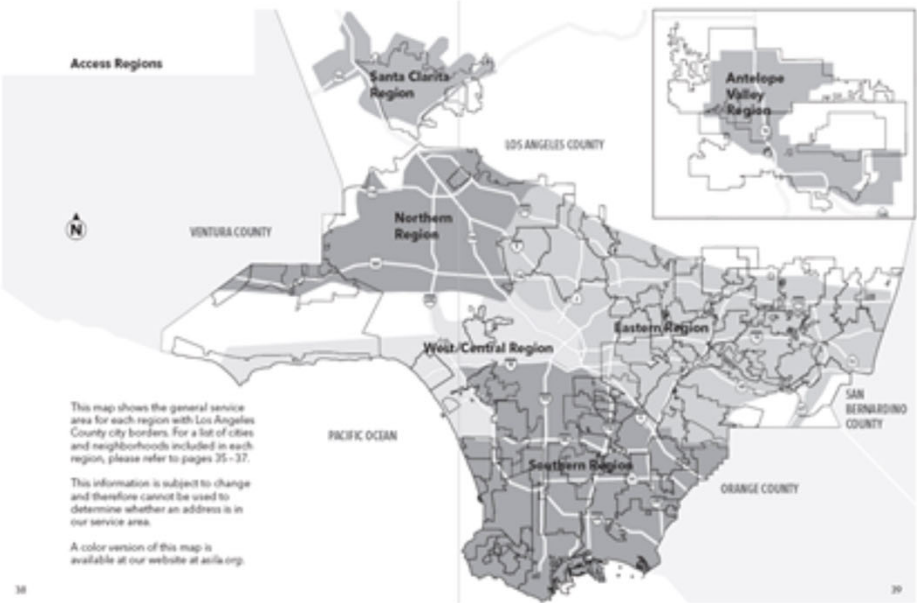
Research Methodology Snapshot



Methodology Digital & Telephone	No. of Completes 1,454	No. of Questions 77*	Incentive None	Sample Customer Sample
Target Access Riders	Quality Assurance Dual-level**	Margin of Error +/- 2.48%	Confidence Level 95%	Research Dates February 11 - March 16, 2026

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.
** Supervisory personnel, in addition to a computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Profile | Demographics

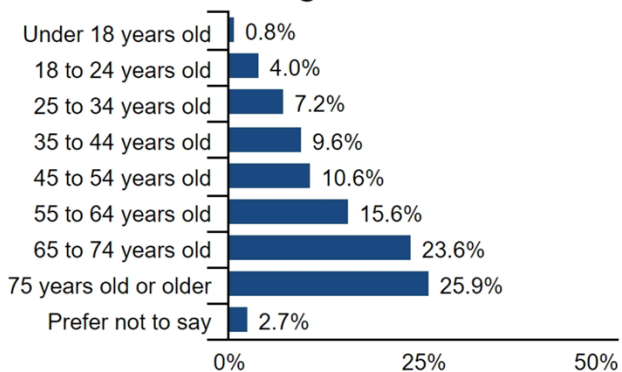


Region	# of surveys
Southern Region	437
Eastern Region	349
West/Central Region	308
Northern Region	246
Antelope Valley	78
Santa Clarita Valley	35
Don't Know	1
Total	1,454

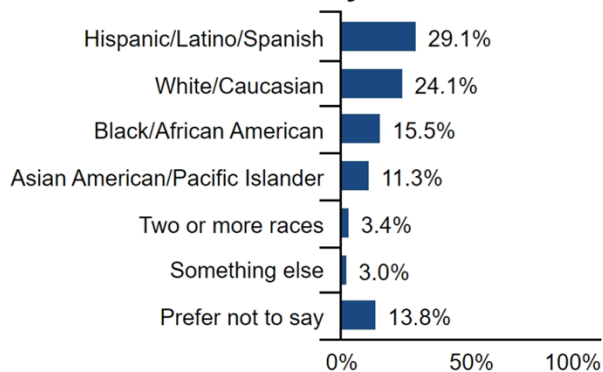
Respondent Profile | Demographics



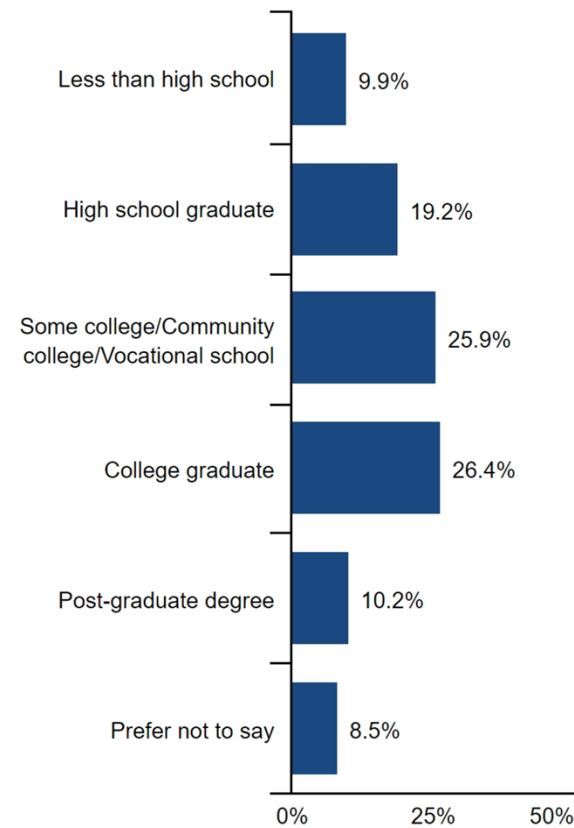
Age



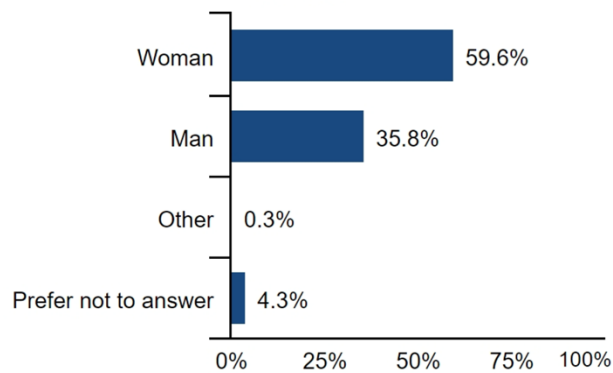
Ethnicity



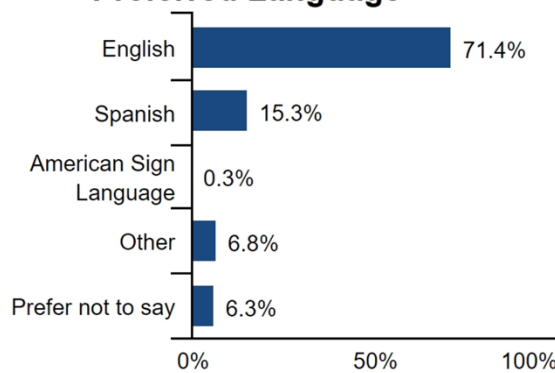
Education



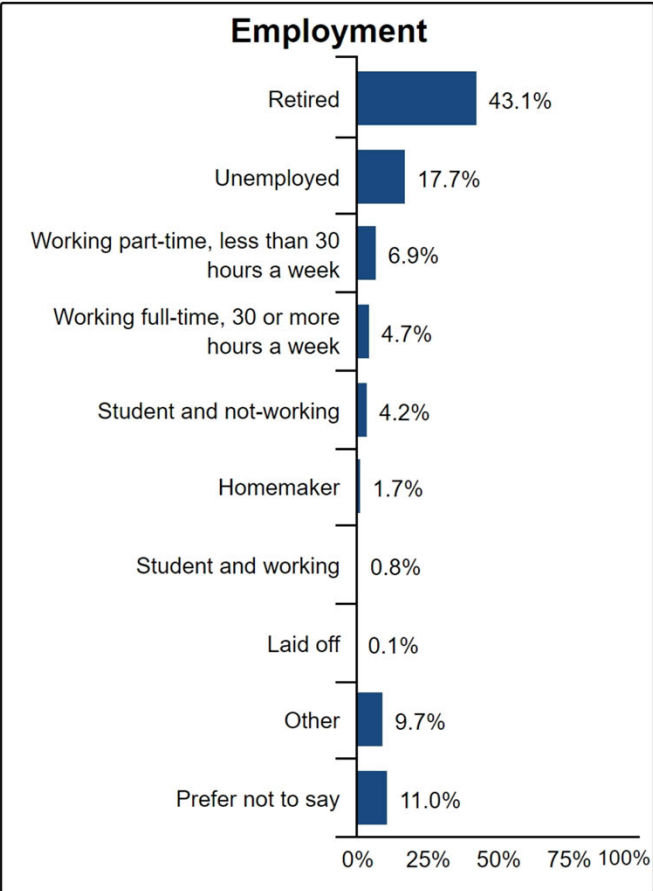
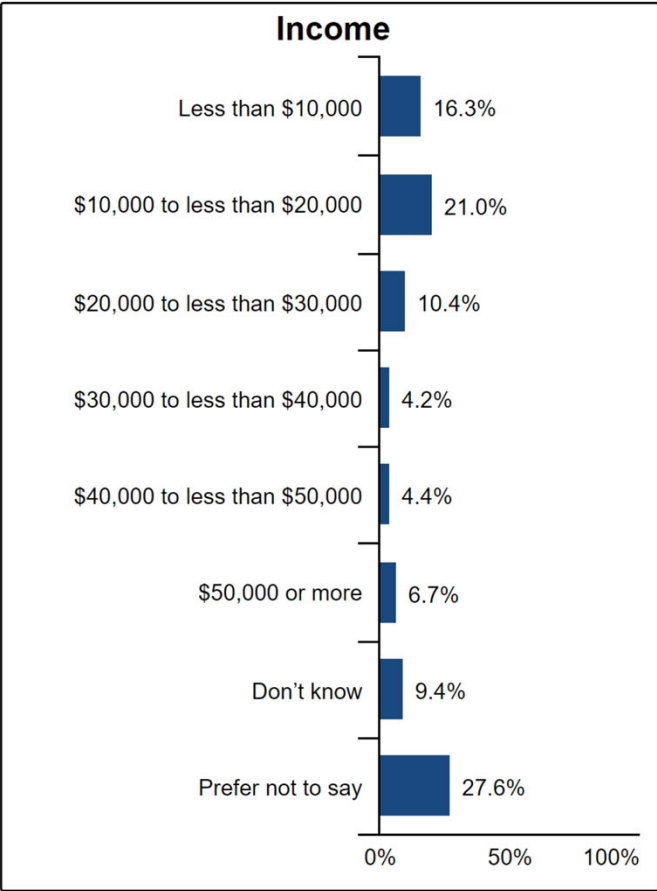
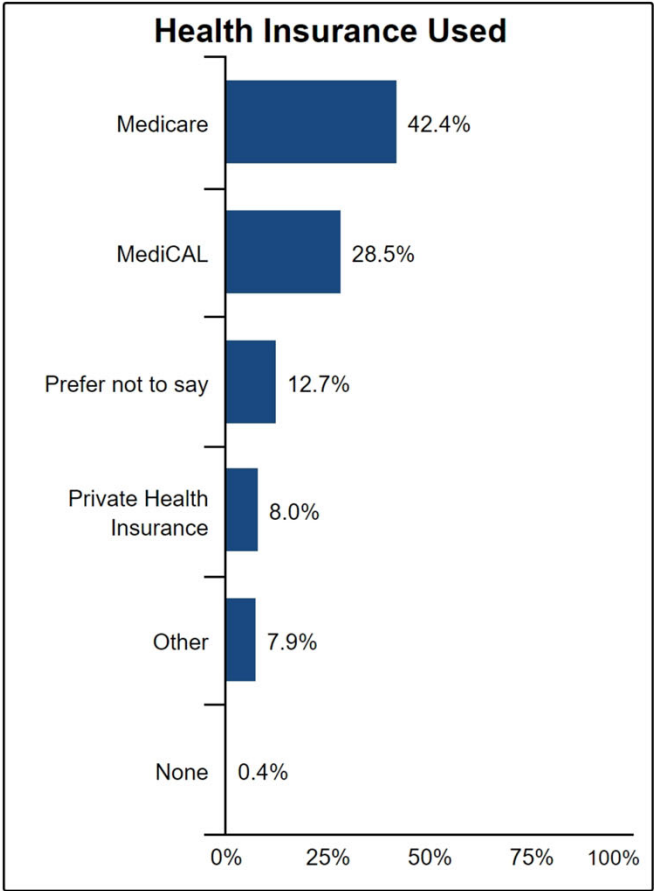
Gender



Preferred Language



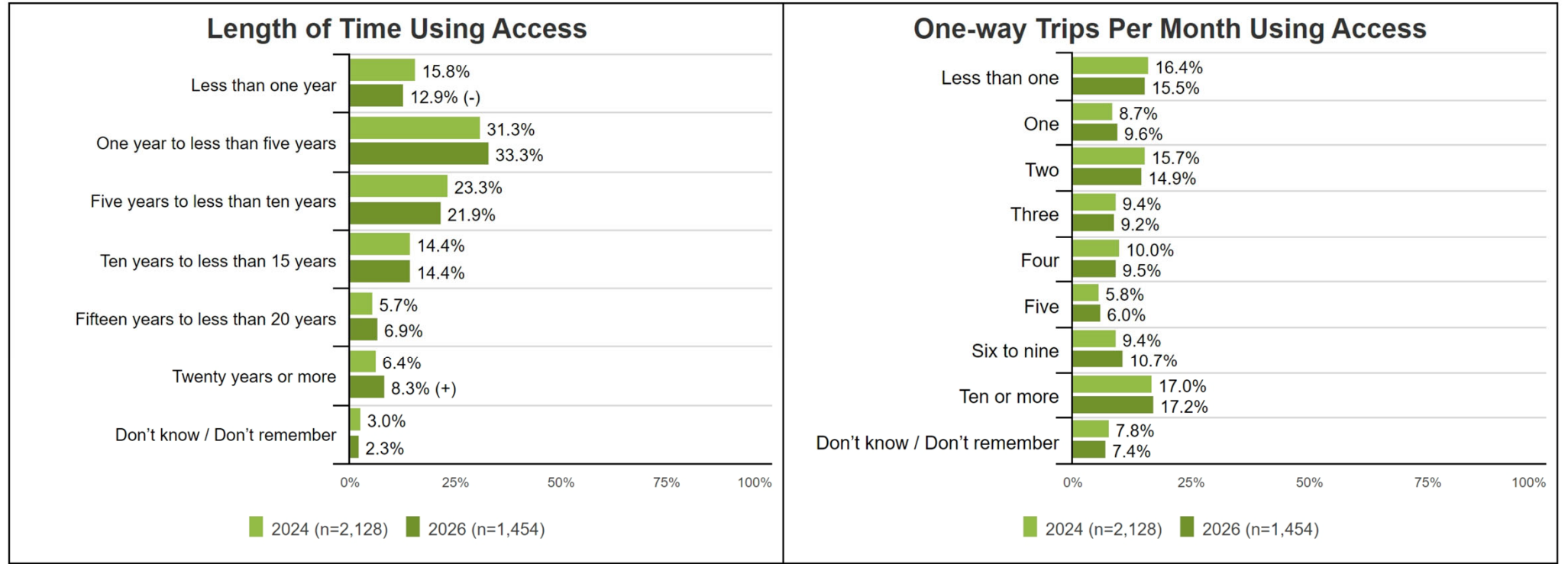
Respondent Profile | Demographics



Usage | Tenure & Trip Volume with Access

access

Nearly one-half of customers (46.2%) indicated they have been using Access Paratransit for less than five years, while nearly one-quarter reported using Access for “five years to less than 10 years.” Over two-thirds (67.5%) reported taking multiple one-way trips per month with Access, and specifically, 17.2% of riders take ten or more trips per month using Access.

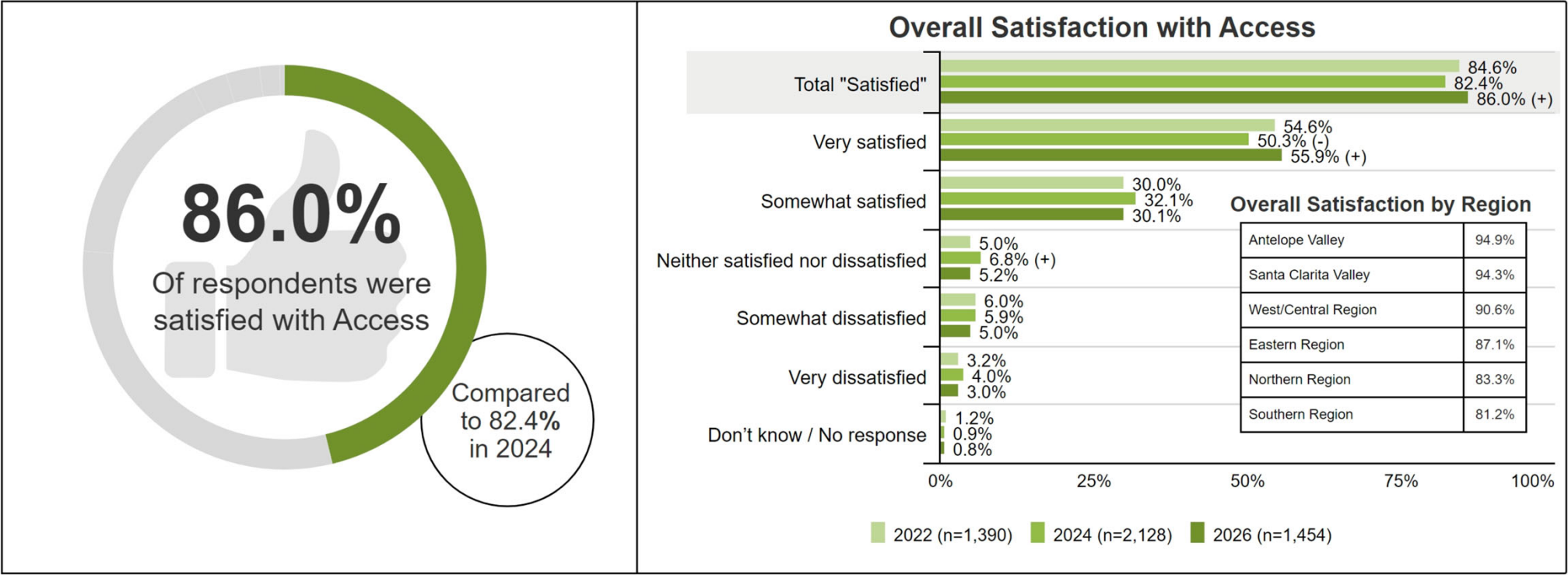


[usage_duration]: Approximately how long have you been using Access Services?
[monthly_trips]: Approximately how many one-way trips do you take each month using Access Services?
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year.

Satisfaction | Access Services Overall

access

Over four-fifths of 2026 customers reported being satisfied overall with Access, which was a significant increase over 2024 (+3.6 percentage points). Of note, over nine-out-of-ten customers from the Antelope Valley, Santa Clarita Valley, and the West/Central Region reported being satisfied with Access overall.

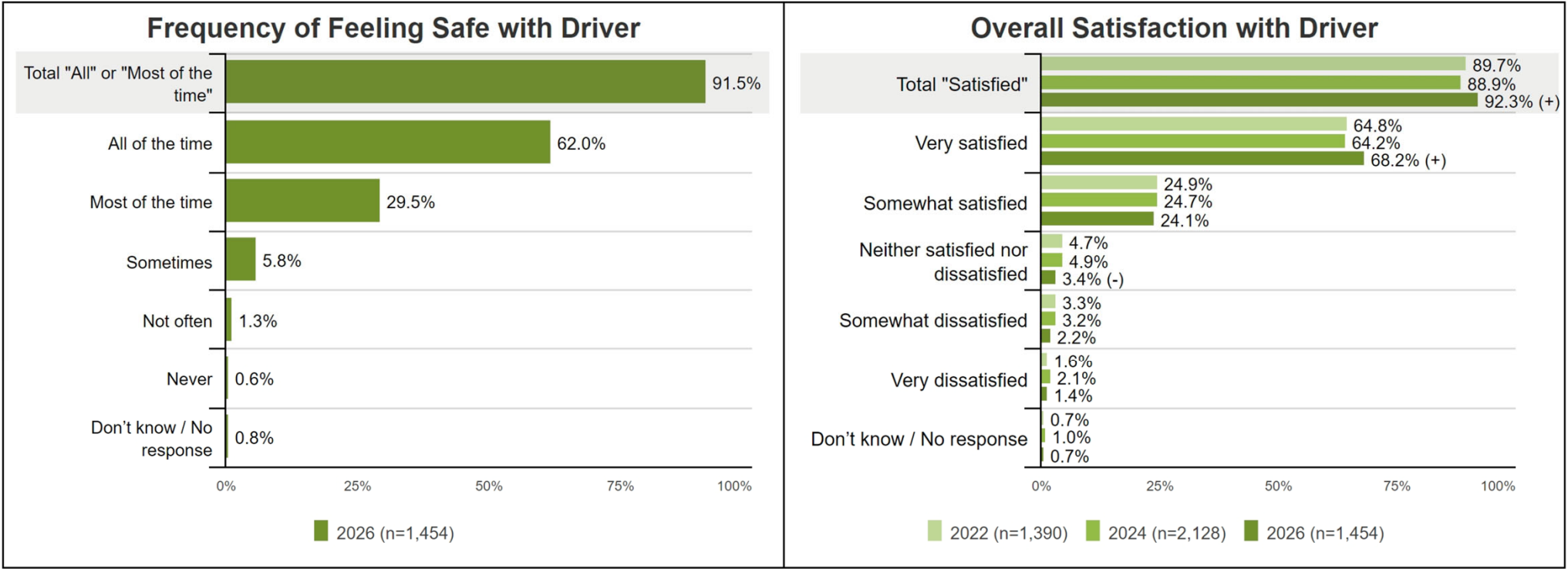


[overall_satisfaction]: How satisfied are you overall with Access?
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year.

Drivers | Overall Satisfaction & Safety

access

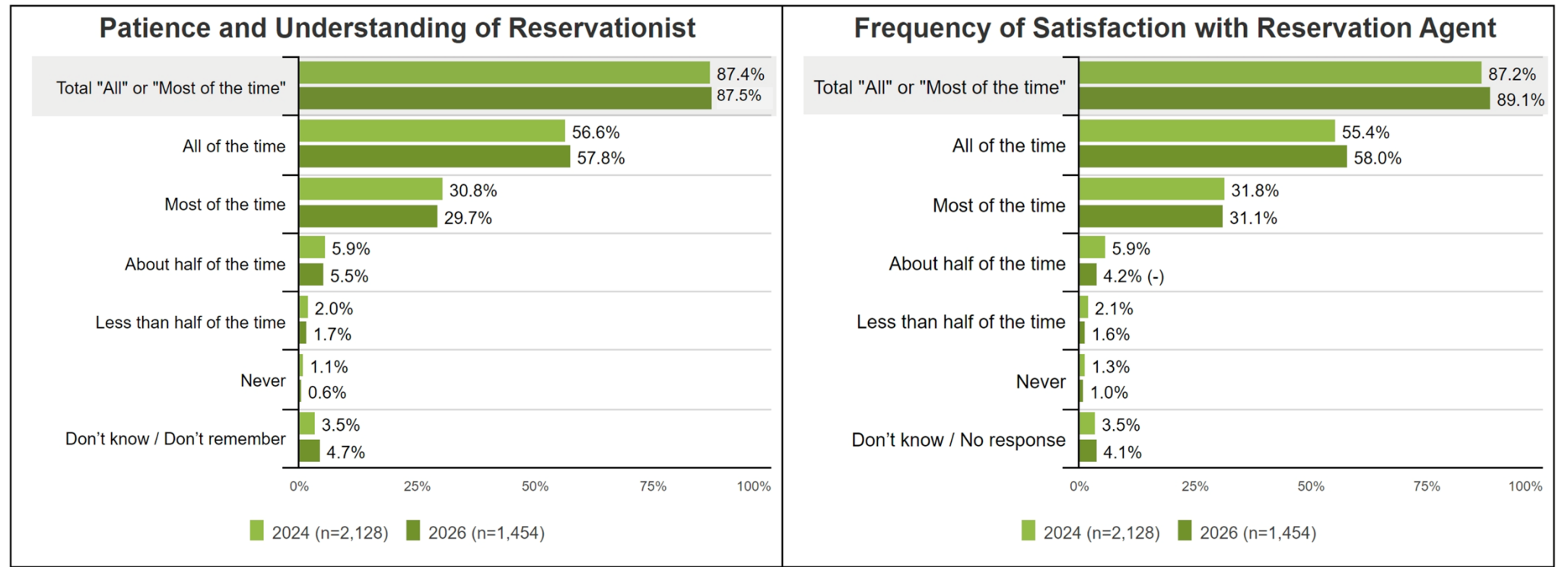
In 2026, over nine-out-of-ten customers reported being either “very satisfied” or “somewhat satisfied” with the drivers of their trips in the past month riding with Access, which was a significant increase compared to 2024 (+3.4 percentage points). Similarly, over nine-out-of-ten customers reported feeling safe “all” or “most of the time” while riding with an Access driver.



[driver_safety]: Overall, did you feel safe while riding with your driver?
[driver_satisfaction]: Overall, how satisfied were you with the drivers?
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year.

Reservations | Satisfaction with Reservation Agent access

Nearly nine-out-of-ten customers indicated the reservationists they interact with are patient and understanding "all" or "most of the time," which was on par with 2024 findings. A similar frequency of customers reported being satisfied overall with their reservation agent "all" or "most of the time," which was a slight increase compared to 2024 (+1.9 percentage points).

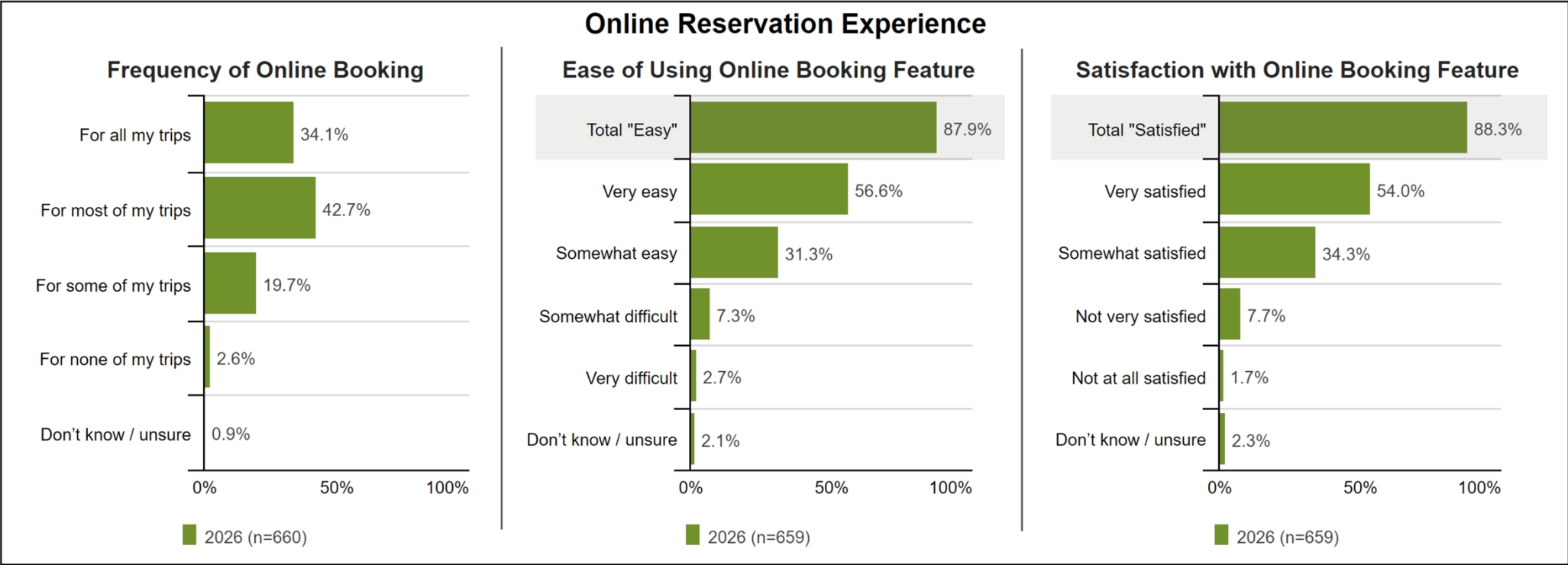


[agent_patience]: Did you find the reservationist to be patient and understanding?
[reservation_satisfaction]: Overall, have you been satisfied with your reservation agents?
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year

Reservations | Online Reservations

access

Of the 45.3% of customers who have utilized Access's online booking service, over three-quarters (76.8%) currently use the online booking feature for "all" or "most of their trips." Nearly nine-out-of-ten customers found it either "very" or "somewhat easy" to use the online booking feature, while a similar frequency of customers were either "very" or "somewhat satisfied" with their experience using the online booking feature overall.

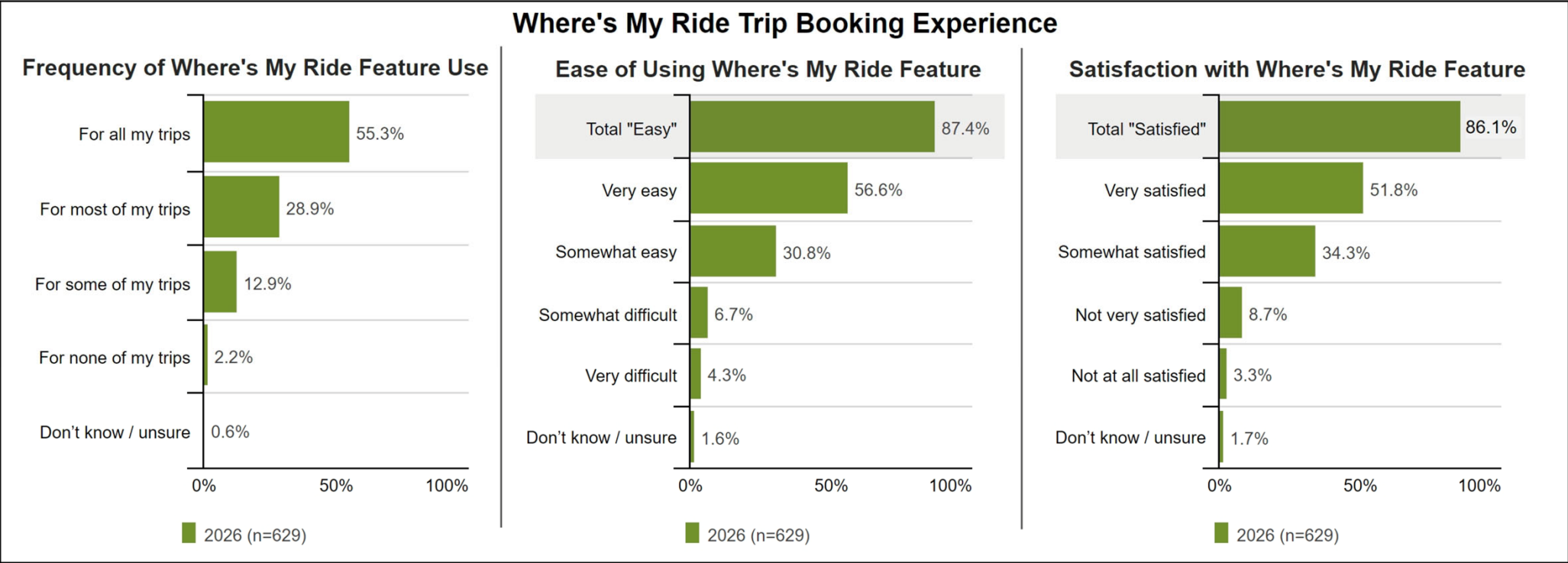


[online_booking_frequency]: How often would you say you use the online booking feature?
[online_booking_ease]: How would you rate the ease of using the online booking feature?
[online_booking_satisfaction]: How satisfied are you with your experience using the online booking feature?

Reservations | Where's My Ride Experience

access

Of the 43.3% of customers who currently utilize the Where's My Ride trip booking feature, over four-fifths (84.2%) indicated using it for "all" or "most of their trips." Further, nearly nine-out-of-ten customers reported that the Where's My Ride feature was either "very" or "somewhat easy" to use, while a similar frequency were satisfied with their experience using the ride feature overall.

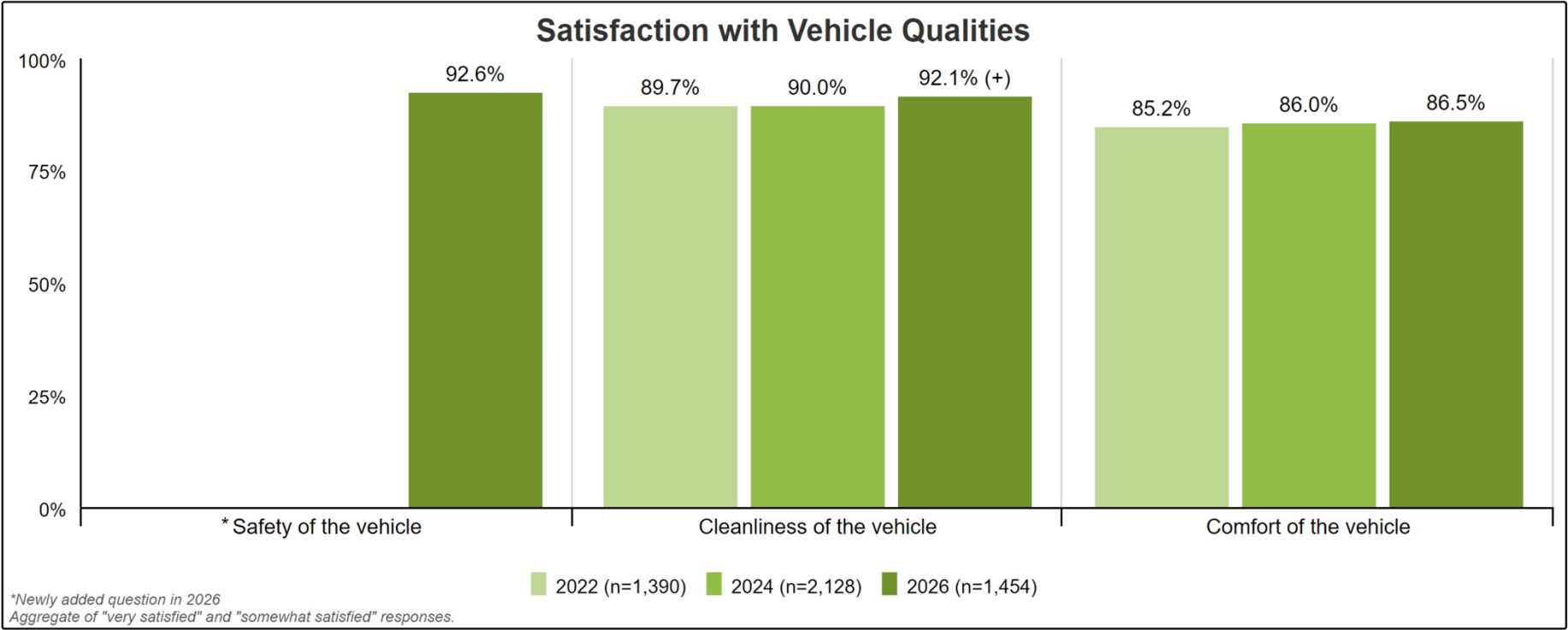


[wheres_my_ride_frequency]: How often would you say you use the Where's My Ride trip booking feature?
[wheres_my_ride_ease]: How would you rate the ease of using the Where's My Ride trip booking feature?
[wheres_my_ride_satisfaction]: How satisfied are you with your experience using the Where's My Ride booking feature?

Vehicles | Satisfaction with Condition

access

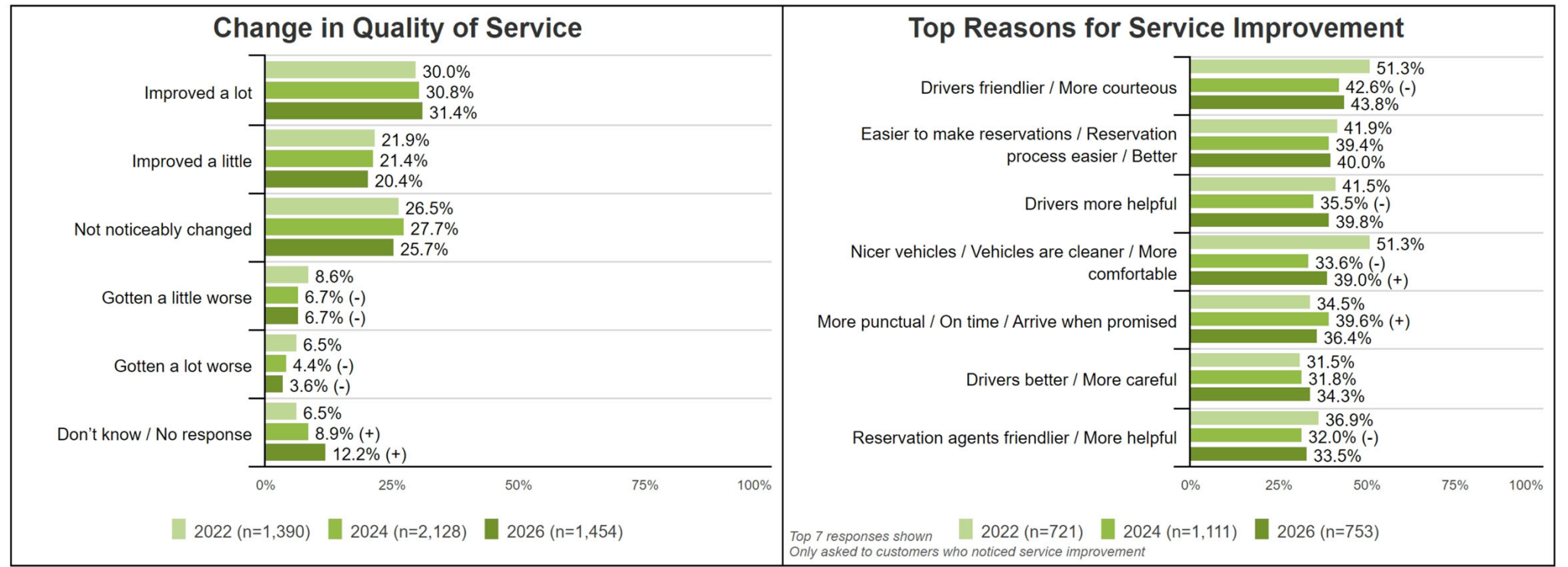
Over nine-out-of-ten customers were satisfied with the "safety" and "cleanliness" of the vehicle they rode in, with significantly more customers reporting satisfaction with the "cleanliness of the vehicle" (+2.1 percentage points). Further, over eight-out-of-ten customers were satisfied with the "comfort of the vehicle," which was on par with 2024 findings.



[vehicle_satisfaction_grid]: Please rate your satisfaction with each of the following:
(+/-) indicates statistical significance at a 95% confidence level compared to previous year.

Satisfaction | Quality of Service

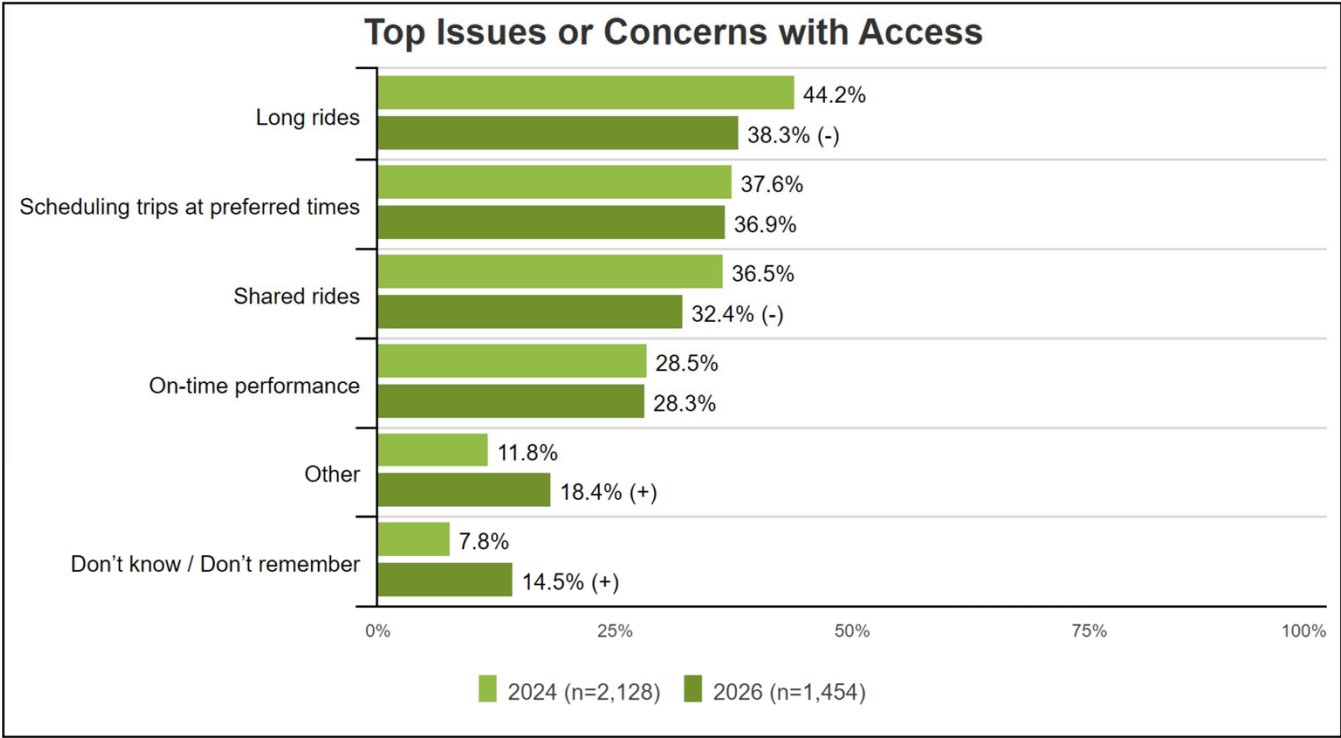
Over one-half of customers (51.8%) reported the quality of Access's service has "improved a lot" or "improved a little" over the past couple of years, which was consistent with 2024 findings, while one-quarter indicated service did "not noticeably change." Among customers who noticed service improvement, roughly two-fifths reported "drivers [were] friendlier / more courteous," and it was "easier to make reservations."



[service_quality_change]: Thinking about your experiences with Access over the past couple of years, would you say the quality of the service has...?
[improvement_reasons]: How has the quality of service improved? (Select all that apply)
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year.

Satisfaction | Issues & Service Improvement Needs

Nearly two-fifths of customers indicated their biggest issue or concern with Access is "long rides," although concern for this issue significantly decreased compared to 2024 (-5.9 percentage points). This was followed by roughly one-third of customers who cited concern for "scheduling trips at preferred times" and/or "shared rides." When asked to provide examples of ways Access could improve the overall experience, most indicated being unsure or that Access is "doing a good job," while 9.6% suggested "better trip routing," a significant decrease from 15.0% in 2024.



Examples of Service Improvements		
	2024	2026
Base size	2,128	1,454
Don't know/refused	3.5%	12.7%
Doing a good job / Thank you	10.4%	10.1%
Better trip routing / shared rides / same route	15.0%	9.6%
Expressed multiple suggestions	0.0%	9.1%
More punctual / on time	9.0%	8.4%
Other	4.5%	8.2%
Eliminate share ride / limit amount of riders	7.4%	7.0%
Trip availability / scheduling / closer to preferred time	5.4%	6.1%
Nothing	9.5%	5.1%
Shorten the travel time	4.7%	4.2%

Top 10 responses shown

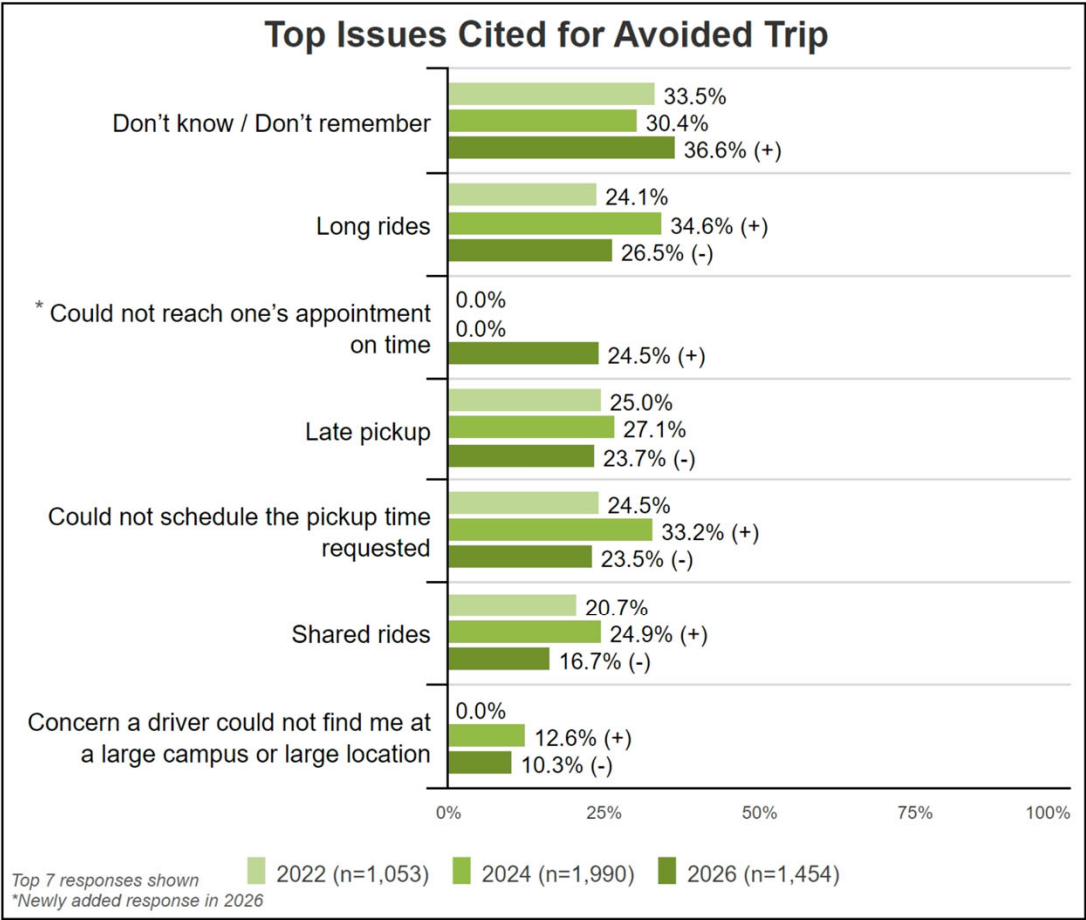
[biggest_issues]: Can you please give an example or examples of your biggest issues or concerns with Access? (Select all that apply)
[improvement_suggestions]: Can you please give an example or examples of what you feel Access could do to improve your overall experience using their service?
(+/-) and (red/green value) indicates statistical significance at a 95% confidence level compared to the previous year

Avoided Trips | Reasons for Not Making a Trip

access

Over the past year, nearly two-fifths of customers could not recall choosing not to make a trip with Access because of any of the reasons listed in the survey, which was a significant increase over 2024 (+6.2 percentage points).

However, roughly one-quarter of customers chose not to make a trip because of "long rides," they "could not reach [their] appointment on time," "late pickup," or because they "could not schedule the pickup time requested."



[avoided_trips]: Over the past year, have you chosen NOT to make a trip on Access because of any of these issues? (Select all that apply)
(+/-) indicates statistical significance at a 95% confidence level compared to the previous year.

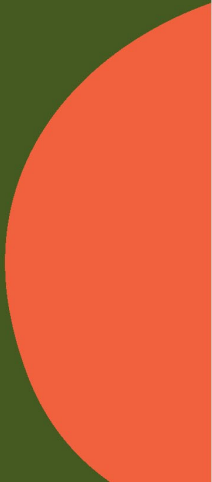


Summary and Next Steps

- Survey to determine if there are opportunities for changes or improvements
- Encourage review of the full survey report - under Reports and Publications at accessla.org



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Item 12

FY26 and FY27 Budget Updates



Year to Date Ridership – By Region (June 2026)

Trips	FY26 Budget	FY26 Actual	% Change
Southern	1,348,929	1,365,425	1.2%
Eastern	1,185,878	1,251,579	5.5%
Northern	625,251	695,340	11.2%
West/Central	661,496	638,923	-3.4%
Antelope Valley	177,374	169,446	-4.5%
Santa Clarita	31,410	35,054	11.6%
	4,030,338	4,156,074	3.1%



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FY26 Draft Financials

	% of	YTD	YTD		% Over/ (Under)
	Cost	Actual	Budget	Variance	Budget
Purchased Transportation	84.2%	\$266,947,223	\$263,551,654	\$3,395,569	1.3%
Paratransit Operations	9.6%	\$30,489,516	\$31,287,687	(\$798,171)	-2.6%
Eligibility Determination	2.1%	\$6,554,364	\$7,585,185	(\$1,030,821)	-13.6%
CTSA/Ride Information	0.2%	\$507,177	\$433,655	\$73,522	17.0%
Administration	4.0%	<u>\$12,635,537</u>	<u>\$13,011,524</u>	<u>(\$375,987)</u>	<u>-2.9%</u>
Total Expense		\$317,133,817	\$315,869,705	\$1,264,112	0.4%



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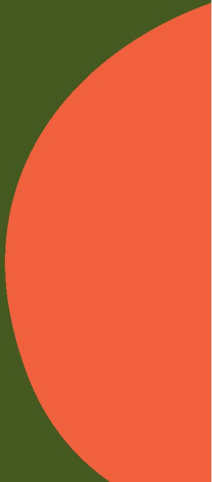


FY27 Budget Process

- > Access Board approved proposed FY27 budget – June 2026
- > Metro Board approved Access funding request – July 2026
- > Negotiate and Execute FY27 MOU – On-going



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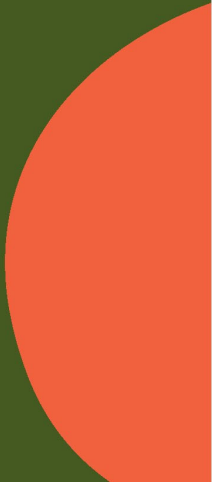


FY27 Budget Risks

- > Line of Credit
- > 5310 Procedural Changes
- > Service demand
- > Fuel costs
- > Inflation (CPI)



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Item 13

Operations Update



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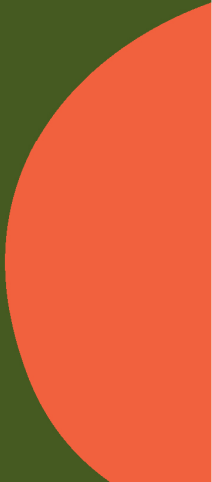


Statistics

	June 2025	June 2026	% Change
Vehicle Trips Completed	318,305	354,899	+12%
Passenger Trips Completed	391,479	433,167	+11%
Reservation Calls Answered	212,960	230,061	+8%
ETA Calls Answered	62,501	75,922	+21%
Online Reservations	57,640	70,066	+22%



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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

FY26

$\geq 91\%$	91.6%
$\leq 0.10\%$	0.02%
$\leq 5\%$	3.0%*
$\leq 0.75\%$	0.28%
≤ 0	0
$\geq 94\%$	94.7%
≤ 120	54
$\leq 5\%$	2.8%
$\leq 10\%$	3.5%
≤ 4.0	1.8
≤ 0.25	0.25
≤ 0.85	0.76
$\geq 50,000$	84,043

* No data since mid-March 2026

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



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FIFA World Cup Wrap-up

- Eight matches at SoFi Stadium served between June 12 and July 10
- 323 total passenger trips provided between regular ADA trips and Metro shuttle trips
- Zero service complaints received
- Great tune-up for future large-scale events



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2028 Olympic and Paralympic Games

- Access is a member of the City of Los Angeles' Major Events Accessibility Advisory Committee
- Access is a member of the Games Mobility Executives Local Area Mobility Steering Committees for each Los Angeles County venue



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