Brown Act
2026 Overview & Update

Vincent C. Ewing, General Counsel

2026

2026 update at a glance

January 1, 2026	SB 707 took effect: revised remote participation, disability accommodations, and broader administrative requirements
July 1, 2026	Additional remote public access, outreach, and language requirements began for specified eligible governing bodies.
Access focus	Apply the rules governing Access now. Separate general Brown Act duties from requirements limited to eligible city, county, and special district boards.

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Rules that continue to govern Access

Public deliberation	Conduct Board and covered committee business at noticed public meetings. Avoid serial discussions, vote polling, and staff relaying directors' positions.
Notice and agenda	Post regular agendas at least 72 hours ahead and special notices at least 24 hours ahead. Keep substantive discussion within the posted agenda.
Public participation	Allow timely public comment, reasonable disability accommodations, and recording. Report actions and each member's vote or abstention publicly.

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2026 change: just-cause remote attendance

Broader grounds	Expanded just cause includes specified caregiving, illness, official travel, medical emergencies, and military obligations. Vacation alone does not qualify.
Attendance limits	Annual cap: 2 meetings if the body meets monthly or less, 5 if twice monthly, or 7 if three or more times monthly.
Required conditions	Maintain a quorum at one public location within the jurisdiction. Remote directors use audio and video, give disclosures, and identify the basis in the minutes.

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2026 change: disability and emergency routes

Disability accommodation	Qualifying remote attendance counts as in-person attendance, including for quorum. This separate route has no just-cause annual cap.
Participation safeguards	Audio and video generally apply. A disability-related physical condition may justify audio only. Disclose adults present and their relationship.
Proclaimed emergencies	State or local emergencies may support remote meetings with required safety findings. Continued use requires renewed findings every 45 days.

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2026 change: remote meeting safeguards

Live public access	For alternative teleconferencing, provide two-way audiovisual access or two-way telephone plus live webcast, with access and comment instructions.
Outages	Pause agenda action during specified broadcast or public-comment disruptions. Resume action after required public access is restored.
Meeting records	Record remote directors and their statutory basis in the minutes. Maintain procedures for swiftly resolving accommodation requests.

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2026 change: other Board procedures

Director orientation	For alternative teleconferencing, provide two-way audiovisual access or two-way telephone plus live webcast, with access and comment instructions.
Compensation decisions	Before final action in open session, orally summarize recommended executive compensation. The rule now also reaches department heads and similar officers.
Communication and access	Social media restrictions continue permanently. Special meeting website posting now reaches all bodies with websites. Recording rights remain technology-neutral.

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July 2026 requirements: Access applicability

Limited statutory coverage	Enhanced mandates apply to specified city councils, county boards, and special district boards meeting statutory thresholds.
What those bodies must do	Offer remote public participation, adopt an outage policy, improve meeting information and outreach, and provide required agenda and webpage translations.
Access assessment	Available records identify Access as a nonprofit public benefit corporation. Enhanced coverage appears inapplicable on that basis. ADA and other access duties continue.

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Closed sessions and accountability remain

Limited authority	Use closed session only for an authorized statutory purpose. Routine procurement decisions and general policy discussions remain public.
Required process	Post the proper description, permit public comment, announce the items, and make required reports. Preserve lawful closed-session confidentiality.
Enforcement	Violations can lead to corrective orders, fees, or invalidation of qualifying actions. Criminal liability requires the statutory intent to deprive public information.

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Access priorities under the current rules

Meeting preparation	Confirm remote-attendance procedures, minutes templates, and director orientation materials to reflect the 2026 statutes.
Board practice	Keep substantive exchanges at noticed meetings. Preserve public participation and use closed session only within its legal scope.
Implementation	Confirm Access's section 54953.4 status and any voluntary commitments. Resolve remote attendance and accessibility arrangements with General Counsel.

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Access Fare History

Andre Colaiace, Executive Director

2026

Access Services Fare System

- ADA regulations state that the paratransit fare can be no greater than twice the fixed-route fare (excluding discounts)

- Regulations are silent on how to calculate a fare in a coordinated paratransit system with 46 separate fixed-route systems

- Access has always had a two-tiered fare system based on an analysis of regional fares
  - $2.75 (under 20 miles)
  - $3.50 (over 20 miles)

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Access Services Fare System

- In 2014, the FTA found that the coordinated fare system was out of compliance with the regulations

- Staff worked to develop a compliant system and also change the regulations to keep the current system

- A "dynamic" fare system was proposed
  - Each trip would be analyzed to determine the maximum legal fare
  - Fares could change for the same trip depending on time of day
  - Would have negatively affected operations and customer service

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Access Services Fare System

- In 2015, staff was successful in amending federal law (Fixing America's Surface Transportation (FAST) Act)

  "Notwithstanding the provisions of section 37.131 (c) of Title 49, Code of Federal Regulations, any paratransit System currently coordinating complementary paratransit service for more than 40 fixed route agencies shall be permitted to continue using an existing tiered, distance-based coordinated paratransit fare system, if the fare for the existing tiered, distance-based coordinated paratransit fare system is not increased by a greater percentage than any increase to the fixed route fare for the largest transit agency in the complementary paratransit service area.“

- Staff interpretation: Fares are frozen until Metro raises fares

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2028 Olympic & Paralympic Games
Games Enhanced Transit Service (GETS) Overview



Metro

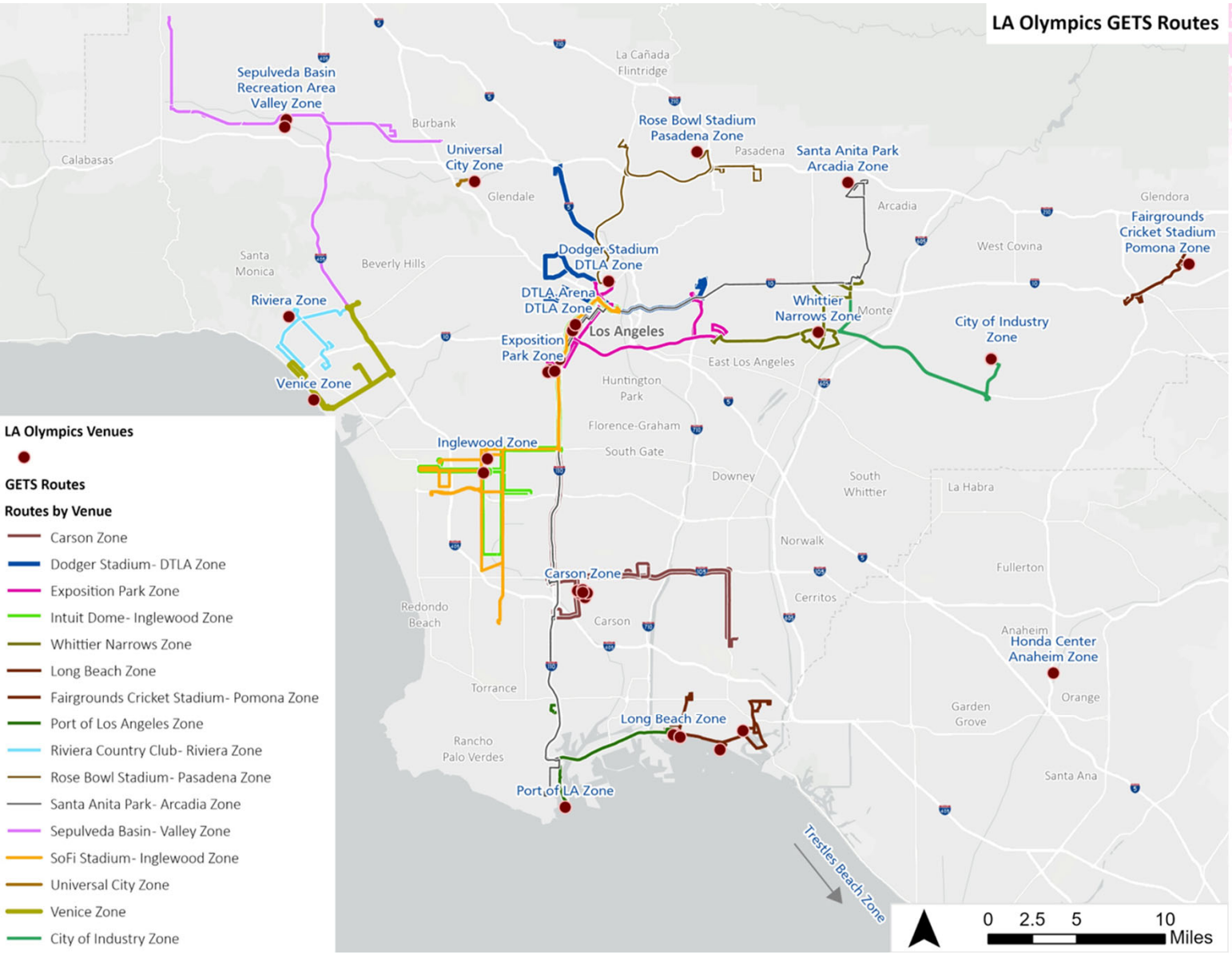
Access Services Board Retreat, October 26, 2026

TMD

2028 Olympic & Paralympic Games Transportation

- LA 28: responsible for planning and delivering transport of athletes, officials, dignitaries, media etc. “Olympic Family”
- LA Metro: responsible for planning and delivering transport for general workforce and spectators
- Venues each have secure pedestrian and vehicle perimeters “blast zones”
- Generally no parking at venues for general workforce and spectators i.e. a “Transit First” games





Olympic Games:
July 14 – July 30 , 2028
22 Venues

Paralympic Games:
Aug 15 – Aug 27 , 2028
9 Venues

GETS = Games Enhanced Transit Service i.e. added service above and beyond existing transit.

Olympics

Games Enhanced Transit Service (GETS)

Services for General Workforce and Spectators:

- 22 venues/venue clusters, with detailed schedules and spectator & workforce estimates, venue hubs in planning
- 30+ hubs at rail stations and park & rides
- Spectators and workers can use regular transit walkable into venue where high capacity (Rail, Bus Rapid Transit (BRT)) or local buses exist.
- Otherwise GETS service must be arranged, with two functions:
  - Transit Connectors: Connections to high-capacity transit network (Rail, BRT)
  - Park and Ride Connectors: Links to parking for general workforce and spectators
  - Service will deliver spectators up to 3 hours ahead of events and clear venue events in 1.5 – 2 hours

GETS RIDERSHIP (est.)

Expected Average Daily GETS Ridership (roundtrips)	**121K**
Expected Maximum Daily GETS Ridership (roundtrips)	**171K**

GETS OPERATIONS

GETS Bus Routes	**57**
Anticipated # of GETS buses required (includes contingency and spares)	**1,750**

Paralympics

Games Enhanced Transit Service (GETS)

- 9 venues
- 20 hubs at rail stations and park & rides
- Smaller scale than Olympic GETS but same service concept:
  - Transit Connectors: Connections to high-capacity transit network (Rail, BRT)
  - Park and Ride Connectors: Links to parking for general workforce and spectators

GETS RIDERSHIP (est.)

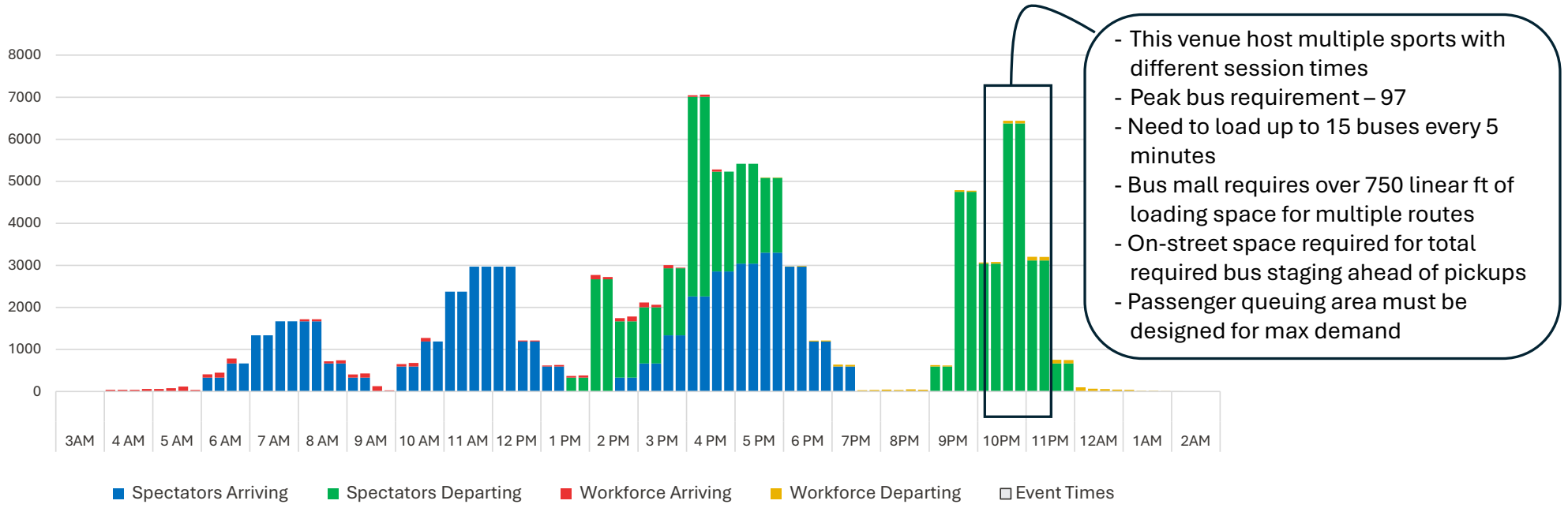
Expected Average Daily GETS Ridership (roundtrips)	25K
Expected Maximum Daily GETS Ridership (roundtrips)	56K

GETS OPERATIONS

GETS Bus Routes	25
Anticipated # of GETS buses required (includes contingency and spares)	400

Planning for Peak Demand

Anticipated Spectator/Workforce Movements by 15-Minute Increment (example: Carson Zone Day 6)
77,000 total spectators and workforce, 25,000 on GETS. Each venue has such a profile.



- This venue host multiple sports with different session times
- Peak bus requirement – 97
- Need to load up to 15 buses every 5 minutes
- Bus mall requires over 750 linear ft of loading space for multiple routes
- On-street space required for total required bus staging ahead of pickups
- Passenger queuing area must be designed for max demand

Lessons Learned from 2026 FIFA World Cup

20% GETS passenger mode split

One-fifth of spectators arrived on GETS; rideshare and park-and-walk came in higher than expected.

Coordinate every access mode

Coordination is important across all access modes including rideshare, Waymo, biking, and passenger drop-offs.

Both station connectors and park-and-rides were winners

Routes that linked spectators to transit stations and well-located/well-priced park-and-rides were most successful.

Venue Bus Mall design is critical

Bus Mall design, location, and access is critical to a successful GETS. Focus on both the spectator experience and passenger/vehicle throughput.

Olympics Vehicle Requirements

PEAK DAY SERVICE

950

Baseline fleet to meet spectator and worker demand on peak Day 3

+

PLANNING CONTINGENCY

550

Bus mall locations and operating details still being finalized with LA28

+

SPARES

200

Coverage for fleet and service incidents and real-time planning adjustments

TOTAL FLEET — PEAK DAY 3

Peak Total (service + contingency): 1,500

1,700 buses

Fleet requirements are tailored for each day and time of day based on event schedule and spectator demand.

Fleet Acquisition/Operations

- GETS Service Plan calls for a fleet of up to 1,700 buses
- Currently 900 buses have been committed by agencies around the United States
- Metro can free up around 150 buses
- Ideally, 200 buses could be provided across all Regional Transit Providers (RTPs) in LA Region, similar to World Cup (120 were provided for that)
- Remaining 450 buses would need to come from private providers
- GETS operating funding remains in negotiations with Federal and State Governments.



Access Services for the Games



- Access Services paratransit operations during the 2028 Games:
  - No diminution of service to existing riders (for Metro, other agencies too)
  - Meet ADA needs of visitors consistent with existing policies for visitors
  - World Cup showed very small increase in ADA trips to event venue
- Current GETS planning focus is on bus stop locations at each Games:
  - These “bus malls” vary in how close they are to venue pedestrian screening areas and will include ADA stop
  - Metro needs to identify a first mile last mile solution to close this gap for those with mobility needs
  - The challenge is such service must enter the venue vehicle perimeter
  - Los Angeles Sports and Entertainment Commission contracted with Circuit for this at World Cup venue hubs
  - LA28 consider this to be outside of the venue and not their responsibility
- Metro will contract with private providers to meet some of the GETS fleet and operator needs during the Games:
  - There may be a role for Access Services supporting the GETS program depending on the number of buses that lack accessibility (such as the ZUM School Buses at World Cup)
  - Metro plans to issue an RFP in early 2027 for service providers, with RFP once GETS operating funds confirmed

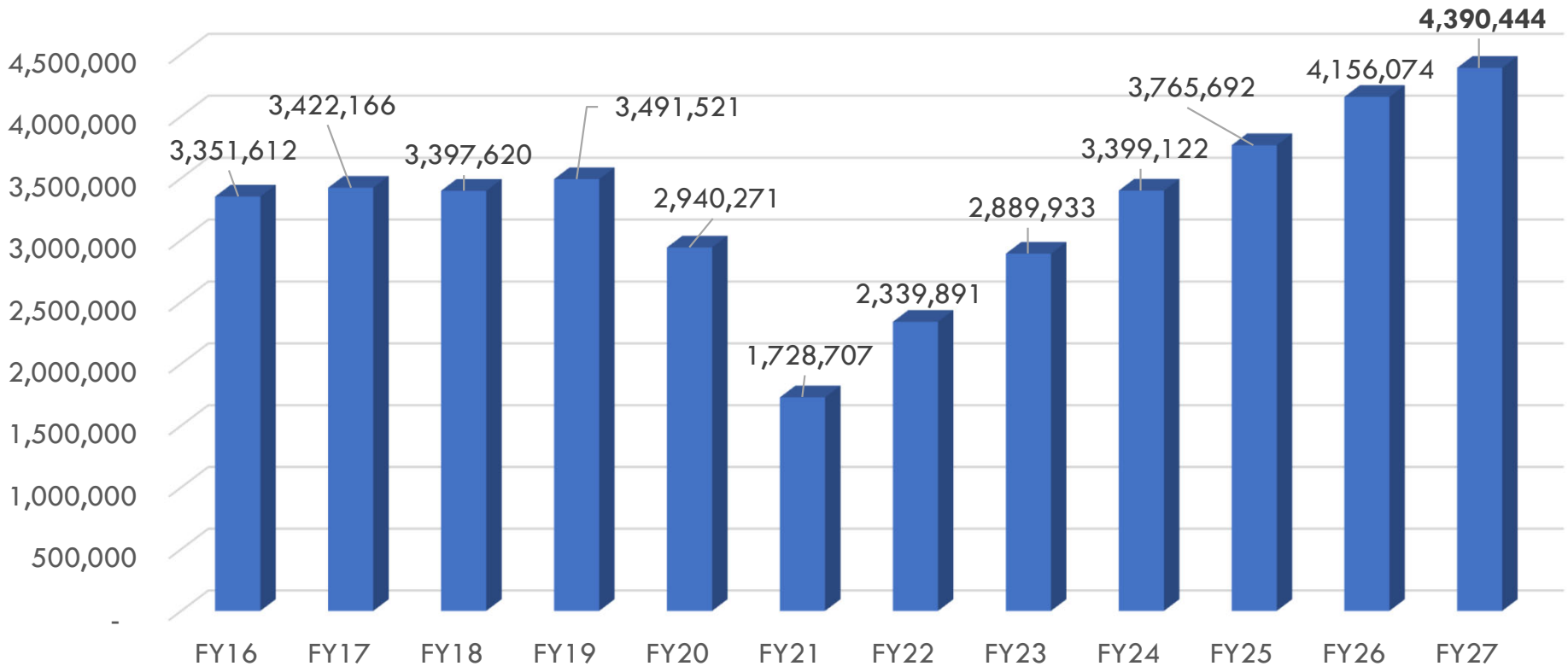

THANK YOU

Budget

Hector Rodriguez, Deputy Executive Director

2026

Annual Trip Volume



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FY27 Budget Summary

	FY27 Budget	% of Total Funding	% of Operating Costs
Administration	$14,585,941	3.9%	4.2%
Contract Management	$6,317,534	1.7%	1.8%
Contract Operations	$314,534,824	83.3%	90.6%
CTSA	$540,108	0.1%	0.2%
Eligibility	$10,931,610	2.9%	3.2%
Operating Expense	$346,910,016	91.9%	
Capital Expense	$30,748,072	8.1%	
Total Operating and Capital Expenses	**$377,658,088**	**100.0%**	

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Year to Date Ridership – By Region (September 2026)

Trips	FY27 Budget YTD Total	FY27 Actual YTD Total	% Change
Southern	379,685	362,800	-4.4%
Eastern	305,973	335,833	9.8%
Northern	163,024	190,590	16.9%
West/Central	174,616	171,705	-1.7%
Antelope Valley	50,879	46,554	-8.5%
Santa Clarita	10,588	8,965	-15.3%
	1,084,765	**1,116,447**	**2.9%**

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Year to Date as of September 30, 2026

	% of Cost	YTD Actual	YTD Budget	Variance	% Over (Under) Budget
Administration	4.0%	$3,484,365	$3,635,204	$(150,839)	(4.1)%
Paratransit Operations	10.0%	$8,626,433	$8,136,612	$489,821	6.0%
Purchased Transportation	83.6%	$72,175,696	$70,901,515	$1,274,181	1.8%
CTSA	0.2%	$179,697	$135,378	44,319	32.7%
Eligibility	2.1%	$1,839,095	$1,878,281	$(39,186)	(2.1)%
Total Exp before Depreciation		**$84,835,044**	**$83,104,541**	**$2,597,042**	**3.13%**

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Future Ridership

Hector Rodriguez, Deputy Executive Director

2026

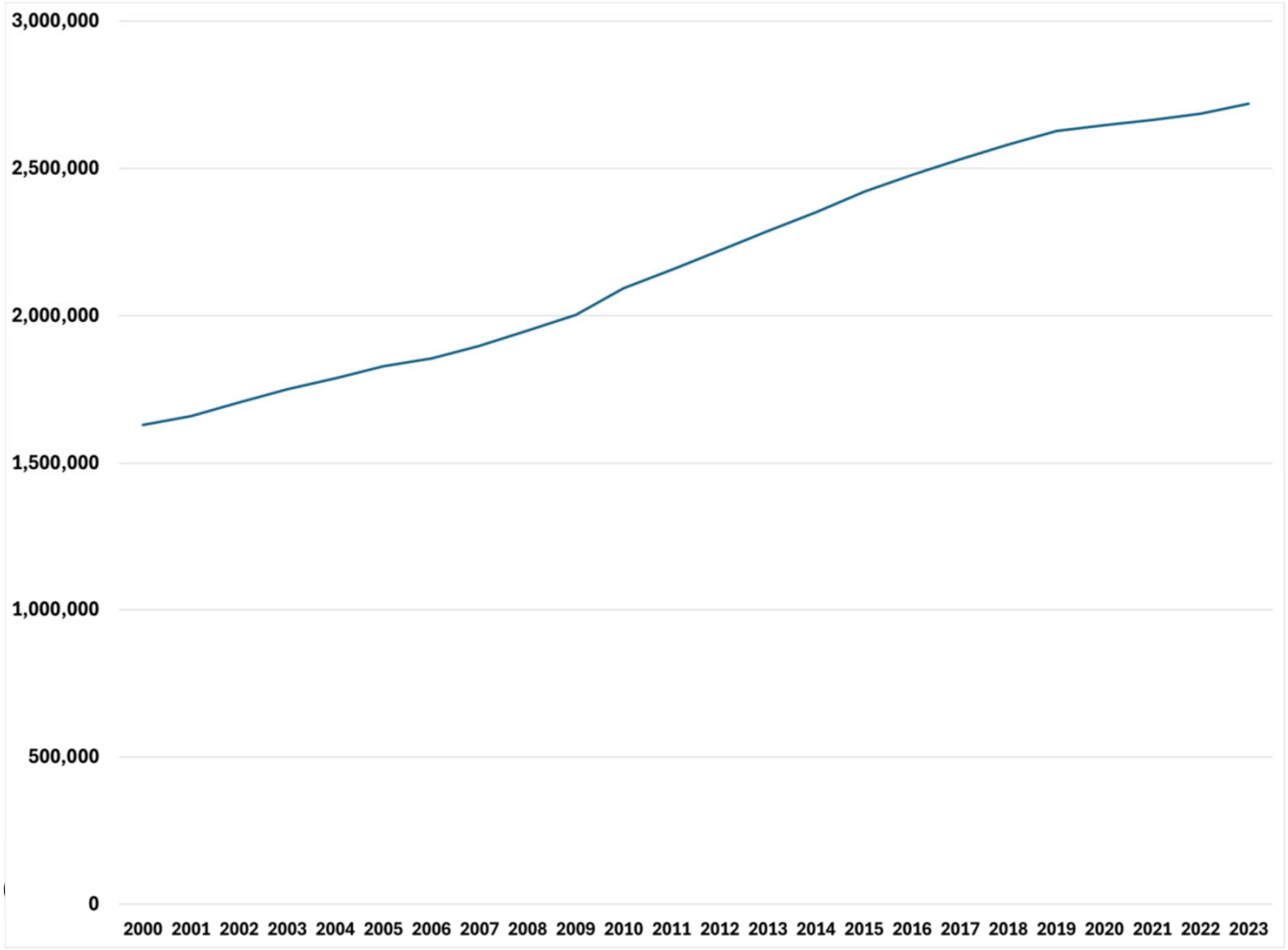
Requirement to Fully Fund ADA Demand

Rochester-Genesee Decision

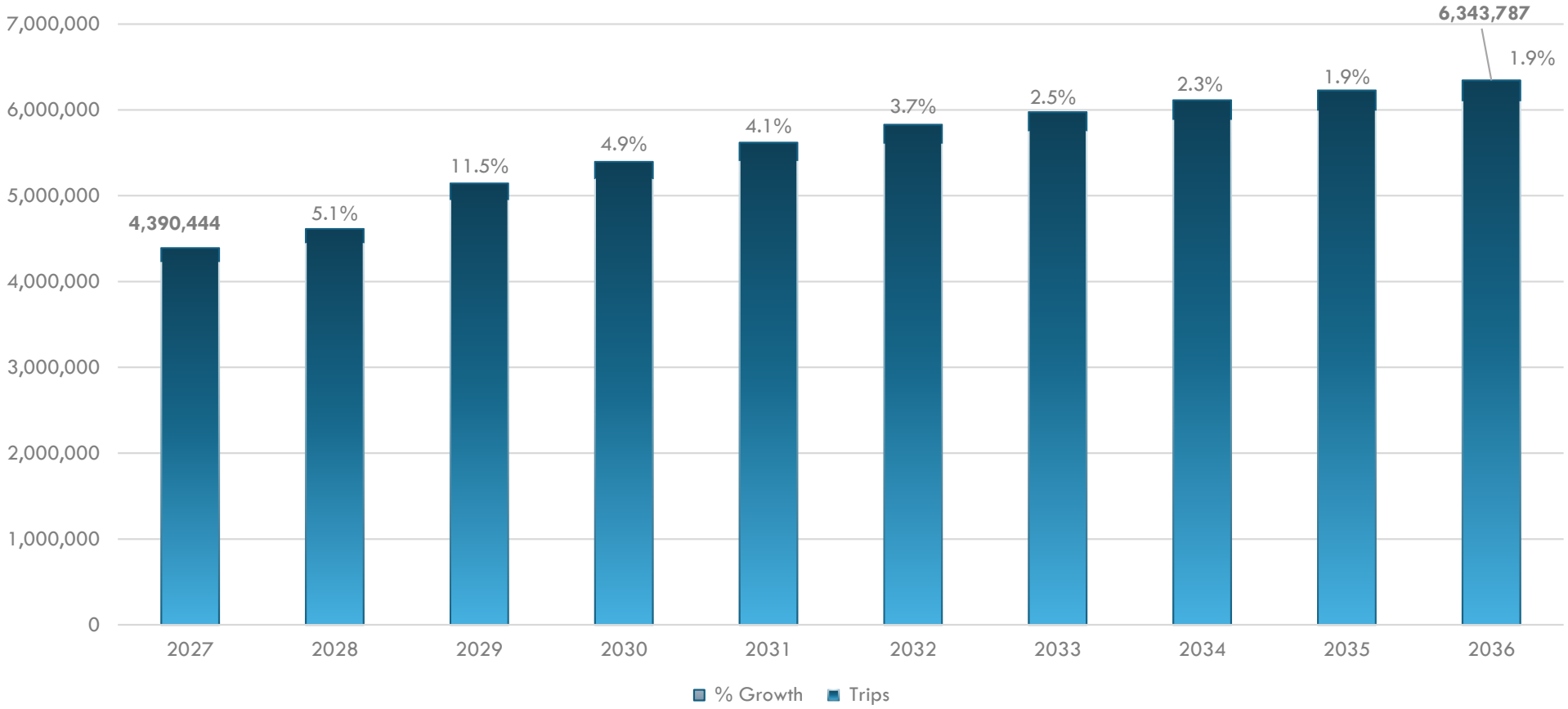
Applicable federal regulations as interpreted by the courts require that all public fixed route operators must provide or certify there is provided ADA paratransit service complementary to its fixed route and which is ***designed, funded and implemented to fully meet all projected demand for next-day complementary ADA service***. [49 C.F.R. 37.131(b)] The paratransit system must also be operated so as to be free of capacity constraints . *[49 C.F.R.37.131(f)] Anderson v. Rochester-Genesee Regional Transp. Authority*
337 F.3d 201, 210 -212 (C.A.2 (N.Y.), 2003)

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Los Angeles County Population 55+



10 Year Forecast



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Services Beyond the ADA

Hector Rodriguez, Deputy Executive Director

2026

Beyond ADA Expenses

Customer Choice/Efficiency Programs	
Free Fare Programs	**$2,000,000**
Travel Training (Measure M)	**$1,685,969**
Metro Funded Programs	
Free Fare Metrolink - Metro Direct Reimbursement	**$2,768,863**
Subtotal:	**$6,454,832**

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Beyond ADA Expenses

Enhanced Customer Service Programs		
Transfer Trips (AV/SC Service Areas) @ $50/trip		$2,201,421
Contracted Call Center/OMC (minus complaint intake)		$1,068,926
Starters/Coordinators at Rancho Los Amigos etc.		$300,000
Out of Service Area Trips @ $50/trip		$65,004
Back Up Trips		$48,000
Parents with Disabilities		$5,000
Extended Reservation Hours		$ -
Enhanced Contractual KPIs (Measure M)		$ -
Subtotal		**$3,688,351**

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Beyond ADA Expenses

Safety		
Safety Incentive Program (Driver)		$150,000
Tether Strap/Marking Program		$40,814
Subtotal		**$190,814**

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Beyond ADA Expenses

	Expense	% of Budget
Customer Choice/Efficiency Programs	$6,454,832	1.7%
Enhanced Customer Service Programs	$3,688,351	1.0%
Safety	$ 190,814	0.1%
Grand Total:	**$10,333,997**	2.7%

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Funding

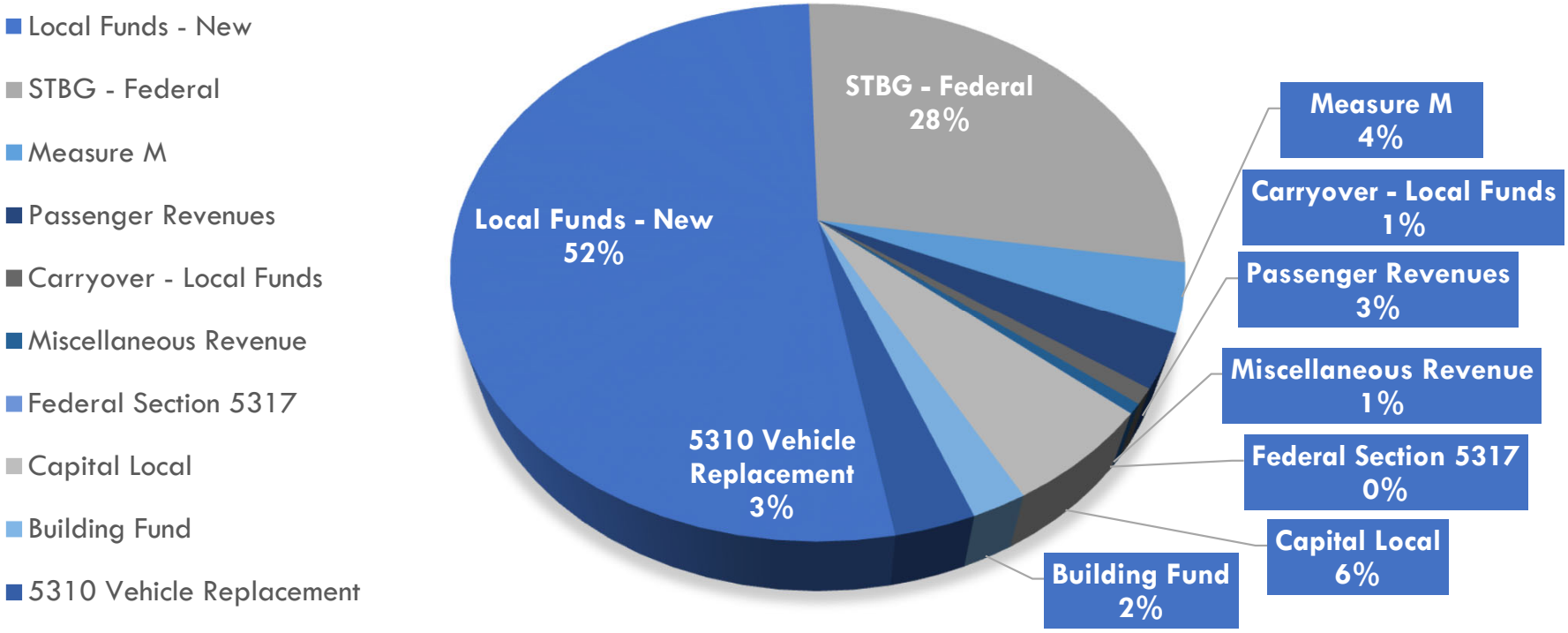
Alvina Prasad, Senior Manager, Training and Compliance

2026

How Access Services is funded

FUNDING PURPOSE

Sustain countywide ADA complementary paratransit today while building the fleet and facilities needed for tomorrow.



Overview

Surface Transportation Block Grant Program is flexible federal funding, which lessens the reliance on local sales tax transit subsidies.

What the program is

Federal formula funding that can support highways, bridges, public roads, pedestrian and bicycle infrastructure, and transit capital projects.

Why it matters to Access

STBG funds are transferred to FTA Section 5307 and help fund contracted ADA complementary paratransit across six Los Angeles County service areas.

Current strategic focus

Protect awarded funds through timely FTIP programming, match documentation, FHWA-to-FTA transfer, TrAMS execution, and obligation.

FTA Grantee since 2001
Over 2 Decades of Federal Grant Administration
Obligated over 1.2 Billion in federal dollars

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How STBG reaches Access Services

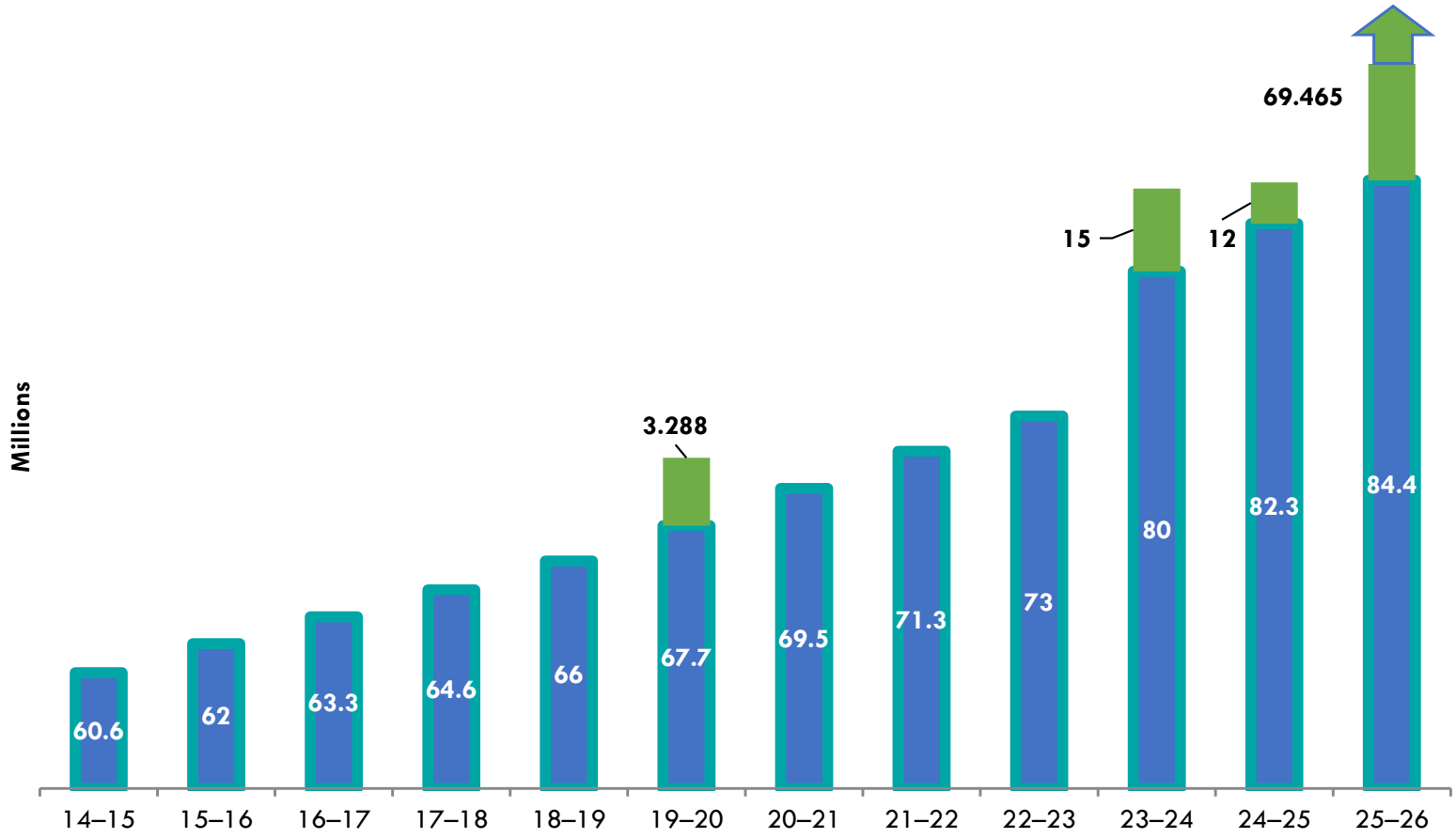
A coordinated programming and transfer pathway converts highway funds into ADA Complementary Paratransit services.



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A decade of dependable funding

Allocated STBGP funding increased from $60.6M in FY14–15 to $84.4M in FY25–26.



+39.3%
growth over the period

Trend

The step-up in FY23–24 is the most visible change. The historical series also shows repeated annual increases before the new competitive cycle.

Access Must Now Compete for Regional Funding

SCAG Regional STBG/CMAQ Call for Projects

Competitive
Projects compete for limited STBG/CMAQ funding.

Performance-Based
Awards emphasize readiness and measurable benefits.

Successful Outcome
Access secured a significant regional award.

Access Awarded **$131.8M**

Regional Program

$1.25B **132 Projects** **2-Year Cycle**

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Service Efficiency Strategies

Susanna Cadenas, Senior Manager, Customer Relations

2026

Expand Mobility Through Travel Training and Free Fare

Travel Training builds the skills and confidence needed to use local bus and rail services independently.

FY26 Travel Training Graduates: 362

318
Graduates using fixed route all or part time

37
Graduates using Access only

38,349
Total Trips taken by graduates

Free Fare helps remove fare barriers for customers when using fixed route services.

FY2026 Free Fare Trips: 10.4M+

60,950
Unique annual riders

38,473
Average monthly riders

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Expand Outreach to Access Customers

- Partner with local transit agencies to coordinate Travel Training and Free Fare outreach by co-developing marketing strategies
- Further engage riders
    - Informational Videos
    - Newsletters/Webinars
    - Social Media Messaging
    - Phone Queue Option
    - Messaging on Reservation Line
- Improve visibility of Free Fare options using the WMR app

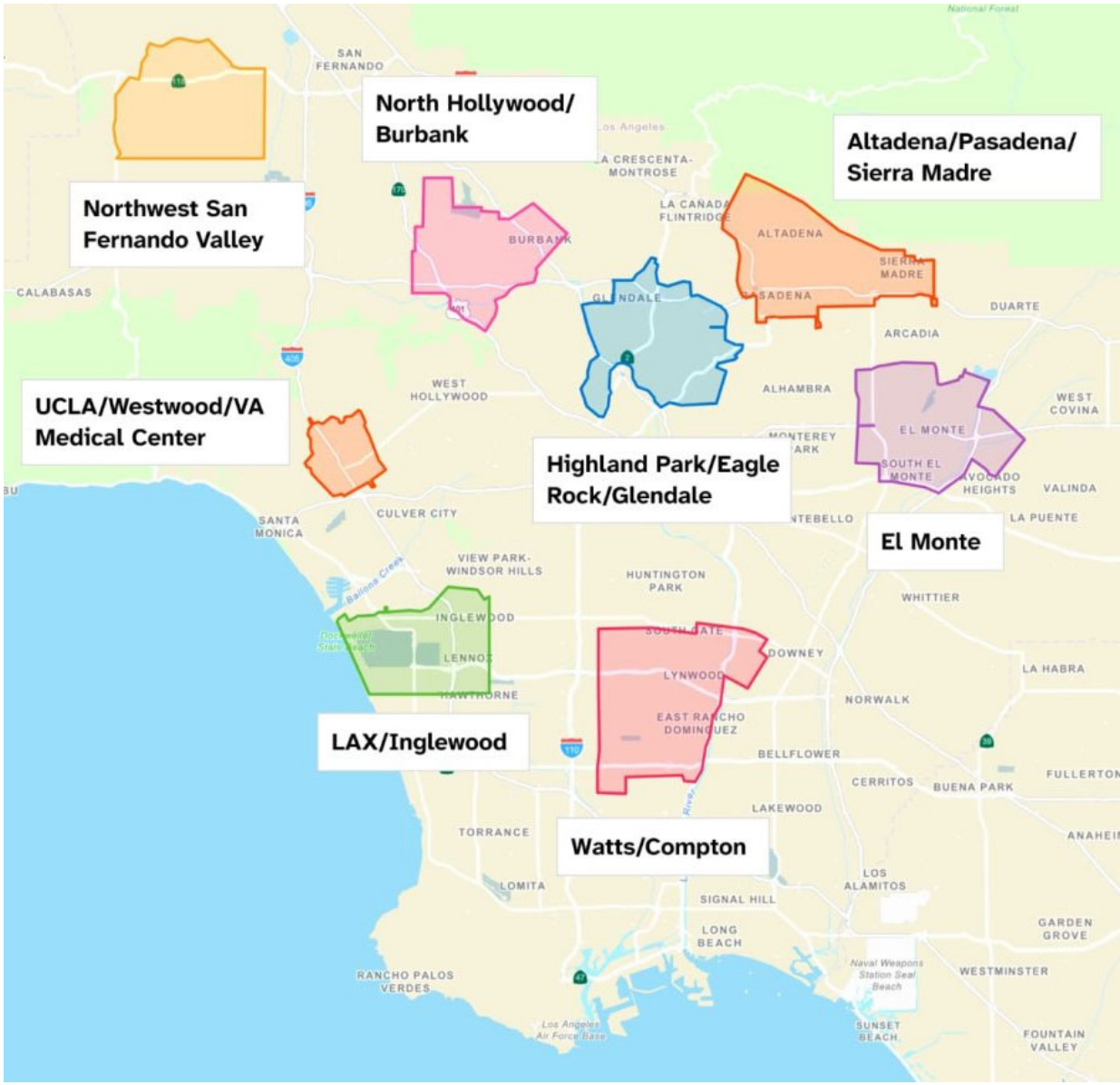
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Enhancing Mobility Through Service Coordination

Metro Micro: LA Metro's on-demand shared ride service

- 8 Zones
- Cost effective
- Flexible travel options

Collaborate with Metro for targeted marketing



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Smarter Customer Service Through AI Innovation

268,500 FY2026 CS Calls Answered

76,422 FY2026 OMC Calls Answered

53 Customer Service Representatives

Information Technology and Customer Relations have partnered to develop and train an AI-powered virtual agent for the Customer Service General Information line.

1. **Faster access**
   Immediate responses to common questions to reduce pressure on the call queue.

2. **More staff capacity**
   Representatives can focus on complex issues and customers needing personal support.

3. **Expanded availability**
   Automated assistance can extend access beyond normal staffed service periods.

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AI Implementation Timeline

Customer Service Call Center

- Q2: General information and smarter transfer
- Q3: Agent knowledge support and summaries
- Q4: Ticket creation

Santa Clarita AI Implementation

- Q2: Reservation booking
- TBD: Cancelation and ETA

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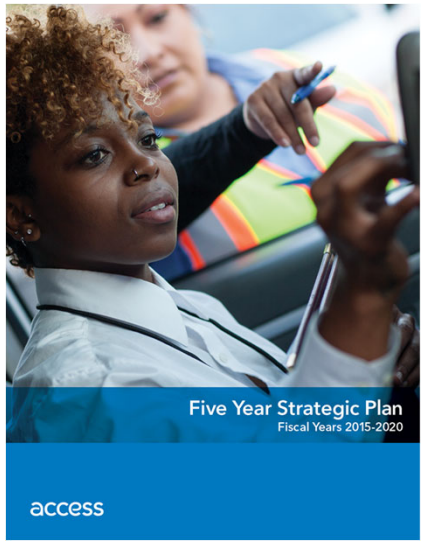
Access Strategic Plan

Eric Haack, Manager, Strategic Planning

2026

Strategic Plan - Purpose

- Establish a 5-Year horizon
- Identify anticipated challenges
- Develop multi-year projects
- Agency focus and transparency





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Strategic Plan – (FY27 – 31) Board Requests

- Providing timetables for project implementation
- Providing customer or regional (or both) benefits for each project

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Strategic Plan – (FY27 – 31) Proposed Projects

Responding to Increased Paratransit Demand

- Facility acquistion
- Vehicle design work
- Zero emission vehicle testing and adoption
- Autonomous vehicle development
- Partnerships with TNCs
- Partnership with Uber for food deliveries
- Tailor Access staff to expanded responsibilities

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Strategic Plan – (FY27 – 31) Proposed Projects

Meeting Challenges Related to Funding

- Medi-Cal reimbursement
- Amend Federal law, as needed
- Continue to seek additional funding sources
- Expand alternative transportation options (Free Fare)
- Foster new partnerships with other agencies and services

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Strategic Plan – (FY27 – 31) Proposed Projects

Improving the Access Customer Experience

- Improve public-facing informational materials
- Develop more tools for riders on how to use Access and other transportation resources
- Provide a PCA-Informational campaign
- Continue collaborative work with staff and riders
- Research Same Day trip feasibility (CAC)
- Research trip modifications for challenging trips (CAC)

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Strategic Plan – (FY27 – 31) Next Steps

- October 2026 – Receive Board feedback to Plan
- November 2026 – Incorporate recommended changes
- December 2026 – Board adoption of Strategic Plan (FY27 – 31)

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PROPOSED PROJECTS OF THE 2027-2031 STRATEGIC PLAN

The projects provided in this Strategic Plan are designed to respond to the challenges outlined above. Input was gathered from Access' Board of Directors, the Community Advisory Committee and Transportation Professionals Advisory Committees and Access staff.

Improving Agency Effectiveness to respond to Increased Paratransit Demand/Special Events

Access continues to partner with various entities, such as Metro and LA28, as the region prepares to host major Los Angeles-based events, such as the 2026 World Cup and the 2028 Olympic and Paralympic Games.

It is Access' intention to provide safe and reliable paratransit service for its own customers and visitors who need the service for travel to and from these events as well as travel across Los Angeles County. Access has already made a number of changes to its international visitors' policy and will continue to look at its policies and procedures to ensure these events are accessible to all.

a. Acquisition of facilities

Timeline: FY 2031-Beyond, and ongoing

Access intends to continue its efforts to purchase properties that may be used for vehicle storage and paratransit operations by its contractors. As described above, Access may also need to relocate its current headquarters from El Monte.

Regional Benefit: The acquisition of facilities for operations, although requiring an initial financial expense, does over time, can reduce operating costs as contractor lease costs and ownership costs related to the property are not incorporated into the overall operating costs.

b. Improve existing vehicle design

Timeline: FY 2027-FY 2028, and ongoing

Access will continue to work with vehicle manufacturers to find opportunities for improvement in paratransit vehicle designs. Seeking feedback from Access' customers and disability community advocates, Access would seek mix of vehicles that work for its many customers and the needs of the service.

DRAFT

Customer Benefit: Working with Access customers and vehicle manufacturers, vehicles can be better designed to improve customer comfort and ease of boarding and alighting vehicles.

Regional Benefit: Designing vehicles suited for Access' operations in southern California, can improve productivity and reduce costs. Similar to Access' adoption of the Dodge Caravan, Access used vehicles better suited to the Los Angeles geography and required less fuel to operate than Cutaway vans that were more commonly used paratransit vehicles.

c. Transition to Zero Emission Vehicles – Hydrogen or Electric vehicles (Fleet)

Timeline: FY 2031-Beyond

The State of California is mandating that all transit agencies transition to Zero Emission Vehicles (ZEV) in the coming years. While Access only operates a small number of vehicles that are covered under this mandate, we are committed to working with state agencies and vehicle manufacturers to assist with this goal.

Regional Benefit: Transitioning to ZEV in the future will reduce Access's use of non-renewable resources. Once suitable vehicles are designed and available for use, Access may investigate their viability in the Los Angeles County paratransit market.

d. Continue exploring accessible autonomous vehicles

Timeline: FY 2029-FY 2030, and ongoing

Access has done extensive work in building partnerships and working to develop an accessible autonomous vehicle design. Access will continue its efforts to develop a vehicle design that could be capable of providing safe and reliable service to Access customers.

Customer Benefit: Autonomous vehicles will be able to provide additional vehicle resources for paratransit trips.

Regional Benefit: Autonomous vehicle service has the potential to deliver trips with lower per-trip costs.

DRAFT

e. Facilitate contractor partnerships with Transportation Network Companies

Timeline: FY 2027-FY 2028

Access believes that contractor partnerships with Transportation Network Companies (TNCs) such as Lyft and Uber could provide additional operational capacity as demand grows. Access has been working with a national consortium to amend various federal laws and regulations to make it easier for transit systems to use TNCs in their paratransit services.

Customer Benefit: Additional TNC service vehicles will be able to provide additional vehicle resources for the regional paratransit system.

Regional Benefit: Adding additional fleet resources, which are hired on a per-trip basis, can realize per trip cost savings while allowing Access to meet growing demand for paratransit services.

f. New UberEats services

Timeline: FY 2027-FY 2028

Access intends to pilot a program unique to southern California in a partnership with UberEats. Access will procure UberEats memberships for Access customers interested in participating in the program. The expectation for this program will be improved quality of life for customers who may request UberEats deliveries of groceries and other necessities instead of scheduling separate paratransit trips for these errands. Customers will have the freedom to take other trips using Access, or forego travel if they choose not to do so.

Customer Benefit: This will be a new service for customers and could help customers reduce their number of Access trips, which are only to and from grocery or similar shops.

Regional Benefit: The impact of this service may be the reduction of some paratransit trips on Access.

DRAFT

g. Information Technology Improvements

1. Develop mobile routers to enable enhanced real time vehicle location services

   Timeline: FY 2027-FY 2028

   Access is seeking to introduce embedded mobile routers on all Access vehicles. This will improve customer-facing services such as Where's My Ride by providing more accurate data about a vehicle's location. It will also increase redundancy in the event of technology failures.

   Customer Benefit: Mobile routers will improve accurate real-time data for customers using the Where's My Ride app, and contractor personnel monitoring vehicle travel.

2. Create automated AI services that can answer general questions

   Timeline: FY 2029-FY 2030

   Currently, many calls to ALTA ask similar questions. Access is looking to implement an AI service that can answer general questions about Access and provide information about a customer's ride, like an estimated time of arrival (ETA).

   Customer Benefit: With this service responding to general questions, customer queries may be responded to quickly while also allowing live Call Center personnel to focus attention on more complex customer concerns.

3. Introducing technology for customers with visual impairments to make it easier for customers to locate their Access vehicles

   Timeline: FY 2029-FY 2030, and Ongoing

   There are a variety of methods that can be employed so that customers with visual impairments may be able to utilize Bluetooth technology through their phones so they can follow a beacon to find their Access vehicles.

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Customer Benefit: This will greatly reduce any existing barriers for some customers to using Access.

4. Development of an E-Wallet payment method
   Timeline: FY 2027-FY 2028
   Access is exploring the development allowing customers to pay for Access trips using digital payments or through an e-wallet. This process can add convenience and ease for customers seeking to ride Access.
   Customer Benefit: Introducing an E-Wallet payment method will provide greater choices for customers in how they may pay for fares for paratransit service.
   Regional Benefit: With customers preferring E-wallet forms of payment, this can reduce costs associated with handling cash fare payments or Access coupon fare payment.

5. Develop A.I. policies and continue cyber-security improvements
   Timeline: FY 2027-FY 2028, and Ongoing
   Cyber-security and safeguarding customer information are critical goals of Access Services. As the business landscape changes and security threats change and Access and other industries use Artificial Intelligence (AI) technology to support its services, it will be incumbent upon Access to continue to update and adapt its own security and policies. This will be done throughout the Strategic Plan period.
   Customer Benefit: Policies will ensure customer privacy and protection from cyber attacks.

h. Expand Access staff size and increase position responsibilities to correspond to expanding needs
   Timeline: FY 2031-Beyond, and Ongoing
   Access anticipates that as demand increases for its paratransit services and its oversight duties change over time, that its staffing will need to expand and change from its current levels. Examples of changes in responsibilities will include personnel to perform property management and maintenance oversight as Access becomes responsible for contractor properties. Access' I.T. and procurement

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departments may need to expand to include subject matter experts on new I.T. platforms and ability to draft contracts that capture required language properly. Additional complexity in new vehicles, including, but not limited to transitioning to Zero Emission Vehicles, will require additional subject matter experts for oversight in the Fleet department as well. Finally, the Operations Department may need to expand to monitor and oversee the increased number of trips.

Customer Benefit: Increasing personnel to reflect increased paratransit demand and new service complexity will make Access more responsive to customer queries and challenges.

Meeting Challenges Related to Funding

a. Increase Medi-Cal reimbursement

Timeline: FY 2027-FY 2028, and Ongoing

Access already receives some reimbursement from the Medi-Cal program for some trips it performs. Staff will continue to work with its partners at the state and federal levels to ensure that Access can be reimbursed for eligible trips.

Regional Benefit: Medi-Cal reimbursement reduces Access' funding requirements from the region and permits those funds not directed to Access, to be available for other regional transportation needs.

b. Change federal law to allow Access to apply for funds directly

Timeline: FY 2031-Beyond, and Ongoing

At present, there are certain federal grant programs, specifically the Bus and Bus Facilities program, which are only open to fixed-route agencies. Access can only apply for these programs with a fixed-route partner which makes it more difficult to receive funding. Access has been working with its federal partners to change federal law to allow Access to apply directly for these programs.

Regional Benefit: With this proposed change, it makes it easier for Access to secure fundings from sources outside of the region, permitting more funds to go to regional partner systems.

c. Seek out new and additional funding resources

Timeline: FY 2027-FY 2028, and Ongoing

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Access will continue to apply for relevant grants (e.g. vehicles, facilities and other projects) and seek out new funding opportunities for its paratransit services.

Regional Benefit: By pursuing funding from new and different funding partners, this permits more funds to remain in the region for our regional partners' use.

d. Provide customers with information on alternative services – i.e. Free Fare Campaign

Timeline: FY 2027-FY 2028, and Ongoing

Los Angeles County offers several transportation options that can enhance customer choice while requiring fewer public subsidies than a typical paratransit trip. Access will continue to inform customers about these alternative services and look at ways of enhancing its communication on this topic.

Customer Benefit: Providing customers with the resources to use transportation options that meet their individual / individual trip needs, improves overall customer quality of life by permitting customers to use multiple different resources.

Regional Benefit: By allowing and encouraging Access customers to use other existing (i.e. fixed route) resources, instead of being able to only utilize Access, this provides opportunity to reduce overall trip demand on Access' system and reduce regional costs.

e. Need to foster partnerships with other agencies, social services, businesses

Timeline: FY 2029-FY 2030

In a county like Los Angeles, there are different agencies and service providers available that can provide transportation services. Access intends to work with its existing partners and seek out new partners to determine where there are opportunities where these outside agencies may be able to support Access' efforts of improving transportation options for persons with disabilities.

Customer Benefit: Similar to the Free Fare Campaign above, increasing partnerships provides greater choice in transportation and other resource needs for Access customers.

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Regional Benefit: Also similar to the Free Fare Campaign above, developing partnerships with other transportation providers can reduce overall paratransit trip demand and paratransit trip costs.

Improving the Access Customer Experience

a. Improve public facing information about Access

Timeline: FY 2027-FY 2028, and Ongoing

Providing information about what Access is and how it differs from other forms of transportation will always be important. A goal for Access Services will be to improve our existing public-facing information to help reduce confusion people may have about Access to help manage rider expectations about the service.

Customer Benefit: Improving information about Access in public information can reduce confusion and improve the overall riding experience with Access.

b. Develop more tools for riders on how to use Access

Timeline: FY 2027-FY 2028, and Ongoing

An effective way to communicate important information to Access customers is to use means other than standard written communications. Access has been successful in conveying information about its system, its on-line and app-based services with recorded videos. Expanding this communication method, and looking at other methods, could help to get valuable information to customers.

Customer Benefit: Using different methods and channels of communication to provide valuable information on Access, will have the benefit of helping ensure that more customers receive information they need.

c. PCA Campaign

Timeline: FY 2027-FY 2028

Paratransit services like Access allow customers to travel with a Personal Care Attendant (PCA) at no additional cost. As this is something relatively unique to paratransit, Access may seek to develop a campaign to ensure that Access customers who may benefit from traveling with a PCA are aware this feature.

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Customer Benefit: Similar to the increased information sharing efforts listed above, this PCA Campaign is intended to provide greater awareness to customers who may not know how one may travel with a PCA.

Regional Benefit: A PCA traveling with a customer may provide greater attention to a customer traveling on paratransit, reducing possible service interruptions and delays that result from events when a PCA was not present.

d. Continue collaborative work between staff and riders

Timeline: FY 2027-FY 2028, and Ongoing

Access always strives to provide the best service that it can for its customers and the region. Access' ability to improve relies on feedback from its customers and those who represent the disability community. Access will continue to work with its advisory committees such as the CAC and TPAC as well as seeking input from its customers.

Customer Benefit: Ongoing improvement of the customer experience on Access comes form collaboration between staff and customers, making for a better service.

The CAC has forwarded the following ideas for inclusion in the Strategic Plan:

1. Research Same-Day trip service programs for customers

   Timeline: FY 2031-Beyond

   Access' current paratransit model is as a next-day service with customers seeking trips on Access to reserve their trips the day before. The CAC has asked Access staff to research the possibility of a same-day service program.

   Customer Benefit: The introduction of Same Day service would respond to a transportation service that is not currently available for paratransit customers. It would improve flexibility in using Access and in transportation options in the Los Angeles County region.

2. Pursue funding for challenging / medical trips

   Timeline: FY 2031-Beyond

   Paratransit is supposed to treat all trips as equal, so that there are no priorities given to one trip over another. That said, there are instances where

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some trips are either especially challenging for Access' contractors to provide or Access customers have difficulty taking, or both. An example of this may be an Access customer taking an Access trip following dialysis treatment in which they may be very fatigued during transport.

Access can explore these if there are opportunities to improve these trip experiences for customers.

Customer Benefit: The ability to modify trips to reflect when a customer may be in a weakened state or following a type of treatment, would be very responsive to individual customer needs

Regional Benefit: By introducing this service, it can reduce the number of delays that may come from customers traveling when fatigued while recovering from a medical visit which sometimes require driver or other staff attention to respond.

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