

access

BOARD OF DIRECTORS MEETING
Monday, December 8, 2025
General Session: 12:00 p.m.
Closed Session: Immediately Following

Access Services
Council Conference Room, 3rd Floor
3449 Santa Anita Avenue
El Monte CA 91731

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

See *Note below for remote public link.

Access Values

To Lead Develop and implement innovative ideas as part of a nationally recognized team.	To Succeed Demonstrate a measured and expert approach to the business at hand.
To Respond Be sensitive to the needs of our customers and respond to their requests in a timely manner.	To Protect Deliver results that exceed our customers' expectations.
To Respect Treat all customers the way we, ourselves, would want to be treated.	

<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 27, 2025 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]

3.	REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 1, 2025 (page 12) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
4.	REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5.	GENERAL PUBLIC COMMENT	INFORMATION
6.	CONSENT CALENDAR a) Consideration to Approve 2026 Board Calendar (page 13) [Staff Recommendation: Approve the proposed Board Meeting calendar for 2026.] b) Consideration to Approve CAC Reappointments (page 15) [Staff Recommendation: Reappoint the Group A members as detailed in the agenda item.] [Staff Recommendation: Approve the Consent Calendar.]	ACTION [Vote Required: majority of quorum by roll call]
7.	CONSIDERATION TO APPROVE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN UPDATE (page 17) [Staff Recommendation: Approve the update to Access' PTASP, which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.]	ACTION [Vote Required: majority of quorum by roll call]
8.	VISITOR POLICY REVIEW (page 20)	PRESENTATION
9.	OPERATIONS UPDATE	PRESENTATION
10.	UPCOMING BOARD ITEMS (page 23)	INFORMATION
11.	EXECUTIVE DIRECTOR'S REPORT	INFORMATION
12.	BOARD MEMBER COMMUNICATION	INFORMATION
13.	NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA	DISCUSSION/ POSSIBLE ACTION
14.	PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	INFORMATION

15. **CLOSED SESSION:**

DISCUSSION/
POSSIBLE
ACTION

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.
2. Anticipated Litigation: Gov. Code §54956.9 (d)(2)
(i) A point has been reached where, in the opinion of the legislative body of the local agency on the advice of its legal counsel, based on existing facts and circumstances, there is significant exposure to litigation against the local agency.

16. **ADJOURNMENT**

ACTION

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before a specific agenda item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to two (2) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on

the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

*NOTE

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/83718038398>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833
548 0276 (Toll Free) or 833 548 0282 (Toll Free)

Webinar ID: 837 1803 8398

4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
6. When called, please state your name, and limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



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

OCTOBER 27, 2025

12:00 p.m.

1. CALL TO ORDER

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

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Vice Chair Theresa de Vera, Treasurer Adrian Aguilar, Secretary Giovanna Gogreve, Directors Lee Burner (left meeting at 12:59pm), 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
SEPTEMBER 22, 2025**

Recommendation: Approval of minutes as written.

Motion made by Director Nason to approve the minutes, seconded by Vice Chair de Vera. Via Roll Call Vote, Secretary Gogreve abstained all others were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that at the CAC meeting they addressed the visitor policy where they discussed topics such as the importance of receiving a call when being picked up to avoid no-shows, long-distance phone numbers for out-of-town visitors riding Access. They also discussed preparation for the Super Bowl. The CAC formed two ad hoc committees, one for same day rides and the other will be a committee for vehicle issues. The same day proposal has been developed and that committee will review everything and see if anything needs to be changed or added. The vehicle issue committee is not just about the ProMaster, but all vehicles and the issues that people are facing in each type of vehicle.

4. GENERAL PUBLIC COMMENT

Maria Skelton made a public comment by acknowledging the drivers and giving them compliments for their great service. She likes to go above and beyond even if it's attending the meetings to let people know that the staff are great. This is the reason why she always takes the time to let you all know that you have great workers, you have great staff, and honestly, just keeping up the good work.

Lisa Anderson made a public comment by stating that the dispatcher should call the rider before they receive a no-show.

Daniel Garcia made a public comment by stating that they are concerned about the World Cup and people from out of town who may need to use Access.

5. SUPERIOR SERVICE AWARD

Project Administrator Byron Barrientos introduced the Superior Service Award winner, Erick Ibarra.

6. CONSENT CALENDAR

- a) Consideration to Award the Managed IT Support Services Contract
- b) Consideration to Approve Reimbursement of Excess Vehicle Insurance Costs, Global Paratransit (AS-4126)
- c) Notice of Separate Entity as Payee to Contract AS-4184 for On-Board Vehicle Recording System
- d) Consideration to Approve Renewal of Agency Insurance Policies

Public Comment:

None.

Motion made by Vice Chair de Vera to approve the Consent Calendar, seconded by Director Troost. Via Roll Call Vote – all were in favor, motion passed.

7. FREE FARE PROGRAM UPDATE

Manager of Strategic Planning Eric Haack presented this item.

Public Comment:

Yael Hagen made a public comment by stating that she supports this program because people have episodic type of situations within their disability. The ability to travel with someone impacts whether or not someone can use public transit. The introduction of the Free-Fare Program has allowed people to have that freedom and to have those choices.

Lisa Anderson made a public comment by stating that Culver City Transit had the Free-Fare Program at one time and this could be used for people who are visitors.

Daniel Garcia made a public comment by stating that they have had \$80 million in savings. How is this money going to be used. He also wondered what the reason for the 15% passenger decrease.

Board Member Questions:

Director Matthews stated that he works with an organization that represents a lot of youth in the programs and there are a lot of individuals that don't know about the Free Fare Program. The disability community is changing, and a lot more youth are becoming more independent because services are available to them that were not available before. There is an impact of them using Access for employment services or getting to and from interviews. Access as a whole does not fit the usability that it needs for those individuals. With the free fare services that are available, it may be a better fit for these riders. They need to educate them on the Free Fare Program, and how it can benefit them to use it.

Mr. Haack responded that one of the most challenging things is getting information out, especially to different groups. It is an opportunity to have outreach or perhaps a group travel training workshop. Chair Hagen mentioned as well that maybe the name of the program is not sufficiently descriptive enough. He welcomes any feedback on how they can do a more effective job of getting the word out.

Vice Chair de Vera asked if, during the eligibility process, it is mentioned that they can use different transit options, including free fare. They should also change the name of the program to maybe optional transit program during the evaluation process.

Manager of Eligibility Karen Gilbert responded that as part of the safety orientation the Free Fare program and other options are discussed during the eligibility process with the riders as transportation options.

Chair Barnes stated that he understands the challenge in telling them they can't use the fixed route bus but also encouraging them to use it when they can.

Secretary Gogreve stated that people shouldn't be afraid of losing their eligibility or not getting eligibility because of alternative transportation. She thinks it's really important that people are given the option of doing what they can on the days that they can.

Chair Barnes stated that the notion of savings makes it seem like they had so much money and they saved a bunch of money, but it is savings from a regional perspective. He asked Mr. Haack if he could elaborate more.

Mr. Haack replied that the overall concept is that these free fare trips did not happen on the paratransit system. So therefore, there were no costs to Access hence the

calculated savings. Access customers who take Access exclusively tend to take more Access trips than those who take Access in combination with free fare. The idea is that if these free-fare-using customers are taking two fewer trips per month than customers who take only Access there will be savings.

Executive Director Andre Colaiace stated that fixed route has the capacity to provide the rides and if they divert even one potential paratransit trip then they save the region funding.

Chair Barnes stated that in theory, if the Free Fare program weren't in place, they would have to ask for \$80 million in more funds, that in theory, wouldn't go into other fixed route operations.

Secretary Gogreve stated this was the clarification she was requesting. She supports the riders and is looking for alternative transportation for them too. The Free Fare program is a benefit for both Access and the riders.

8. LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES

Director of Government Affairs & Outreach Randy Johnson presented this item along with the local, state and federal lobbyists.

Public Comment:

Yael Hagen made a public comment by asking how the SB 707 bill relates to the Brown Act, and the activities of the CAC. Mr. Jason Gonsalves responded that the bill had passed and was signed by the governor. He will attend the CAC meeting soon to give an update.

Lisa Anderson made a public comment by asking about SNAP benefits, after the federal shutdown is complete, will they be able to get their SNAP benefits doubled for the next month or not?

Daniel Garcia made a public comment by asking if they were going to get more money for funding and if not, there should be.

Board Member Questions:

Vice Chair de Vera stated that several riders are SNAP benefit participants. Many of them will be in lines for the food bank and will need to ride there. She asked if they would be considering changing the six-bag limit for certain instances where riders may have to run to the food bank.

Mr. Colaiace responded that there's only a certain amount of space on the vehicle and it is also a safety issue. Vice Chair de Vera asked if they could maybe extend the waiting time for those picking up their groceries if they go to a food bank. Mr. Colaiace stated they could look into it.

Secretary Gogreve stated that it was a great point that they need to look at, because it's not only the fact that they need more time or extra bags, but also that they might not be able to afford public transit or paratransit services.

Chair Barnes asked about Prop 50 and that election day is on November 4th. Mr. Gonsalves stated that there's talk of putting a proposal on the ballot that says if you voted for Prop 50 as an elected, you can't run for any of the congressional seats for five to ten years, much like the independent commissioners are not eligible to run for ten years.

9. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

None.

Board Member Questions:

None.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that Access is not being affected by the government shutdown fiscally. They are still able to draw their allocated federal funds through the FTA's grant processes. Secondly, he and Randy Johnson attended the Los Angeles Current Affairs Forum luncheon, which featured Los Angeles County Supervisor, Lindsey Horvath, who also serves on the Metro board, and specifically the Finance, Budget and Audit committee, which approves their funding every year. The Supervisor gave an overview of all the various issues going on in the County, including a move to an elected county executive and an expanded County Board in 2028. She also addressed rumors that she's considering running for Mayor of Los Angeles. She complimented Access during her formal remarks, and she was very appreciative of the services that Access provides. The CTA Fall Conference will be in Long Beach next week and one of the highlights is going to be an address from former Secretary of Transportation, Pete Buttigieg. Board member Burner and Chair Barnes will be moderating sessions on Thursday and Friday.

12. BOARD MEMBER COMMUNICATION

Chair Barnes thanked Director Nason for attending and also mentioned that she has been a part of the Access Board family for a long time. Her husband George Nason was a large part of the transportation community and always had positive energy. He would like to close the meeting in his honor.

Director Nason thanked them all on behalf of her family and herself for the beautiful flowers and the thoughtful cards and notes.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Lisa Anderson wished everyone a Happy Halloween.

15. CLOSED SESSION REPORT

General Counsel Vince Ewing stated that the Board of Directors took action unanimously on agenda item 15-2.

16.ADJOURNMENT

Motion made to adjourn the meeting in the memory of George Nason by Director Gombert, seconded by Secretary Gogreve.

The meeting adjourned at 3:03 p.m.

Approved

Giovanna Gogreve, Secretary

Date



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

DECEMBER 1, 2025

10:00 a.m.

1. CALL TO ORDER

The meeting was called to order by Chair Barnes at 10:05 a.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Treasurer Adrian Aguilar, Secretary Giovanna Gogreve, Martin Gombert, Liam Matthews, and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Vice Chair Theresa de Vera, Directors Lee Burner and Dolores Nason

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

3. CLOSED SESSION REPORT

There was no reportable action.

4. ADJOURNMENT

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

The meeting adjourned at 10:59 a.m.

Approved

Giovanna Gogreve, Secretary

Date

DECEMBER 1, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE 2026 BOARD CALENDAR

ISSUE:

Staff is presenting to the Board for its review and approval the scheduled Board meetings for calendar year 2026.

RECOMMENDATION:

Approve the proposed Board Meeting calendar for 2026.

IMPACT ON BUDGET:

None.

BACKGROUND:

2026 Board meetings will generally occur on the fourth Monday of each month. The only exceptions to this are the May meeting (Tuesday, May 26th), the August meeting (Monday, August 10th - no meeting in July), the Annual meeting (Friday, November 20th), and the December meeting (Monday December 14th - no meeting in November). All meetings are subject to change based upon the business and operational needs of Access Services.

All meetings, except for the Annual meeting, are scheduled to take place at Access Services, located at 3449 Santa Anita Avenue in El Monte.

Board of Directors

2026 Board Meeting Calendar

<u>Date</u>
Monday, January 26 th
Monday, February 23 rd
Monday, March 23 rd
Monday, April 27 th
Tuesday, May 26 th
Monday, June 22 nd
Monday, August 10 th
Monday, September 28 th
Monday, October 26 th
Friday, November 20 th Annual Meeting
Monday, December 14 th

DECEMBER 1, 2025

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

RE: CONSIDERATION TO APPROVE CAC REAPPOINTMENTS

ISSUE:

Seven Community Advisory Committee (CAC) members have almost completed their terms, which will expire on January 31, 2026. The recommendations below are for two-year terms beginning February 1, 2026. These terms will expire on January 31, 2028.

RECOMMENDATION

The CAC bylaws require Board reappointment for CAC members. Staff requests the Board to reappoint the following Group A members.

Last Name	First Name	Access Customer	Affiliation
Barron	Scott	Yes	Disability Rights California
Cabil	Wendy	Yes	Community Advocate from Antelope Valley
Cardona	Gordon	Yes	Community Advocate
Lantz	Terri	Yes	Community Advocate
Hagen	Yael	Yes	Personal Assistance Services Council
Padilla	Jesse	Yes	Eastern Los Angeles Regional Center
Shah	Bhumit	Yes	Disability Rights California

IMPACT ON BUDGET

None.

BACKGROUND

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to impact and improve Access' transportation program.

The CAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur in even numbered years. Group B members have term expiration dates which occur in odd numbered years. The CAC meets monthly and is comprised of Access riders, disability rights advocates and representatives from social service and other non-profit agencies.

DECEMBER 1, 2025

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER

RE: CONSIDERATION TO APPROVE PUBLIC TRANSPORTATION AGENCY
SAFETY PLAN UPDATE

ISSUE:

Board approval is required to approve an update to the agency's Public Transportation Agency Safety Plan (PTASP). As a recipient of Federal 5307 funding, Access is required to implement a safety plan in accordance with 49 CFR Part 673. This item supports changes made to the original PTASP approved by the Board in December 2022, and the revisions approved by the Board in December 2023 and December 2024.

RECOMMENDATION:

Approve the update to Access' PTASP, which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. The Board may elect not to approve the PTASP update, but the action is not recommended because such action could subject Access to regulatory enforcement action by the Federal Transit Administration (FTA) which could include withholding of federal funds for non-compliance with the FTA's Public Transportation Safety Program.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, staff will be authorized to implement several modifications in support of the PTASP.

BACKGROUND:

On July 19, 2019, the FTA implemented a requirement that all public transit agencies that receive federal funding create, approve, and implement their own PTASP no later than July 20, 2020. Access was exempt from the plan requirement until 2022 when it started receiving federal 5307 funding, which triggered the PTASP requirement.

Access and its operating contractors now have three years of working experience under the PTASP. In support of its safety targets, various safety committees have supported the plan, and safety bulletins have been issued to address concerns. For year 4 of the PTASP, one major modification is proposed:

- Adjust safety targets based on three years of PTASP experience.

Access uses 11 key performance indicators to measure its operational safety. As was mentioned in last year's PTASP update, staff committed to reviewing KPI targets and consider revising them for FY26 based upon review of three full years of actual performance. Proposed changes are shown in the table below.

KPI	PREVIOUS TARGET	NEW TARGET
Safety Events per 100,000 Miles	≤0.20	≤0.25
Preventable Collisions per 100,000 Miles	≤0.75	≤0.85
Pedestrian Collisions per 100,000 Miles	≤0.10	≤0.05
Transit Worker Reportable Injuries per 100,000 Miles	≤0.10	≤0.20
Reportable Injuries per 100,000 Miles	≤0.10	≤0.15

Actual FY25 performance for all 11 key performance indicators is shown in the table below.

KPI	TARGET	FY 25 ACTUAL
Preventable Collisions per 100,000 miles	≤0.75	0.80
Preventable Incidents per 100,000 miles	≤0.25	0.22
Fatalities per 100,000 miles	0.00	0.01
Reportable Injuries per 100,000 miles	≤0.10	0.17
Safety Events per 100,000 miles	≤0.20	0.30
Transit Worker Assaults per 100,000 miles	≤0.02	0.05
Mean Miles Between Major Mechanical Failures	≥50,000	65,419
Collisions per 100,000 miles	≤2.75	2.58
Pedestrian Collisions per 100,000 miles	≤0.10	0.03

Transit Worker Fatalities per 100,000 miles	≤ 0.00	0.00
Transit Worker Reportable Injuries per 100,000 miles	≤ 0.10	0.17

The updated plan can be downloaded as [Item 7, Attachment A](#).

DECEMBER 1, 2025

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, CHIEF OPERATIONS OFFICER
SUSANNA CADENAS, SENIOR MANAGER, CUSTOMER RELATIONS

RE: VISITOR POLICY REVIEW

ISSUE:

Over the next three years, the 2026 FIFA World Cup and the 2028 Olympics and Paralympics are expected to significantly impact regional transit operations, including paratransit services. These mega events are anticipated to temporarily spike service demand in part because of Access-eligible visitors from across the globe. In anticipation of a surge of visitors to Los Angeles County, staff have reviewed its Visitor Policy and related procedures. Access' policy is consistent with federal regulations, but improvements have been identified for how the agency can better support our domestic and international visitors.

RECOMMENDATION:

This is an information item only.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. Changes are necessary to improve readiness for upcoming mega events.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Access' visitor policy has been reviewed by the Community Advisory Committee and feedback was positive. The policy will be communicated through the Rider's Guide, Access website, and stand-alone documents that can be sent to prospective visitors.

BACKGROUND:

Federal regulations under 49 CFR Part 37.127 require that transit agencies provide complementary paratransit service to visitors for up to 21 days per year. Access has long-standing policies and procedures to provide temporary eligibility to visitors, some who visit Los Angeles County from adjacent counties and some who come from other states and countries. Access' Rider's Guide explains Access' Visitor Policy:

"Using Access as a Visitor: Eligible visitors to Los Angeles County will be given 21 days of service to use within one year from the first day of travel. Visitors can reapply for an additional 21 days of service once the year expires. According to ADA regulations, an individual residing outside of the area served by Access, is eligible for complementary paratransit service as a visitor, if any of the elements listed below are met: (1) if the individual is unable to use accessible, fixed route transportation services due to disability related to functional limitations; (2) if the individual presents documentation of ADA paratransit eligibility from outside Los Angeles County; or (3) if the individual has no such documentation of ADA paratransit eligibility, they can provide documentation of residence outside of Los Angeles County and proof of their disability."

All application requests for visitor eligibility are processed within one business day by Access' Customer Relations Department. Required documentation can be sent to Access via mail, email, or fax.

No changes are needed to Access' Visitor Policy as it meets federal requirements, is accommodating to all visitors, and has met rider needs since the policy was established. Each year, Access processes almost 500 visitor requests, and each spring, Access accommodates several dozen visitors to complete the Los Angeles Marathon. And, as recently as November 2024, Access accommodated more than 130 international visitors from twenty-five countries for the WPA Heyball Parasport World Championships (Billiards Tournament) held in downtown Los Angeles.

Supporting the policy, Access staff have identified opportunities to enhance our service to visitors, including:

1. Modifying Rider360 and the Reservations, Scheduling, and Dispatching software (used by operating contractors) to accommodate international phone numbers, which are essential for handling no shows, excessively late trips, and emergency situations.
2. Enhancing Rider360 by expanding each rider's preferred spoken language, enabling agents to quickly identify the appropriate language when eliciting the help of an interpreter.
3. Enabling international phone calls for essential contractors and agency staff.
4. Promoting the use of interpreting services to enhance communication with riders who do not speak English or Spanish; re-educating Access and contractor staff on how to engage with interpreting services will be completed before the 2026 World Cup.
5. Enabling the Where's My Ride app and online reservations for riders with visitor eligibility.
6. Updating information on the Access website regarding visitor eligibility [Visitors - Access Services : ASI](#).
7. Updating standard operating procedures for Operations, Eligibility, and Customer Relations to ensure a seamless process for eligible visitors.

8. Creating visitor-friendly materials that provide reservation instructions and other important tips to help first-time users navigate the service.
9. Updating the Access Rider's Guide with revised and easier to find information for visitors.

DECEMBER 1, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR, ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

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

January 26, 2026

Agenda Items:	Disposition:
AS-4188, A/E Services for Environmental and Equity Analysis Contract Award	Action
FY27 Funding Request	Action

February 23, 2026

Agenda Items:	Disposition:
Strategic Plan Approval	Action
AS-4180, West Central Contract Award	Action
AS-4193, Videographer Contract Award	Action