

access

BOARD OF DIRECTORS MEETING
Monday, February 23, 2026
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 JANUARY 26, 2026 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION

- | | | |
|----|--|---|
| 5. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 6. | CONSENT CALENDAR
<ul style="list-style-type: none"> a) Consideration to Approve Appointment of Community Advisory Committee (CAC) Member (page 14)
[Staff Recommendation: Appoint Maria Skelton to the Community Advisory Committee (CAC), effective February 24, 2026.]
 b) Consideration to Adopt Resolution of Intention to Approve Amendment to CalPERS Contract (page 16)
[Staff Recommendation: Adopt the Resolution of Intention to approve an amendment to the contract between the California Public Employees' Retirement System (CalPERS) and Access Services Incorporated to include Public Employees' Pension Reform Act (PEPRA) language, as outlined in the CalPERS Resolution of Intention document.]
 c) Consideration to Award A/E Services for Environmental and Equity Analysis Contract (AS-4188) (page 18)
[Staff Recommendation: Authorize staff to execute Contract No. AS-4188 for Architectural and Engineering Services for Environmental and Equity Compliance for a 2-year base term, beginning March 1, 2026, and ending February 28, 2028, with HDR Architecture, Inc. in an amount not to exceed \$303,839.00]

[Staff Recommendation: Approve the Consent Calendar.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 7. | CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126) (page 24)

[Staff Recommendation: Authorize an increase in the contract value of \$196,017,590, a change in rates of compensation, an extension in the period of performance for two (2) years, from September 1, 2026, through August 31, 2028 for Contract AS-4126 with Global Paratransit, Inc. (GPI).] | ACTION
[Vote Required: majority of quorum by roll call] |
| 8. | CONSIDERATION TO AWARD WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-4180) (page 28)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4180 for specialized ADA paratransit service in the West Central Region service area for a six-month startup period and five (5) year base period beginning on May 1, 2026 (with revenue service beginning on October 29, 2026), and ending | ACTION
[Vote Required: majority of quorum by roll call] |

on October 28, 2031 with California Transit, Inc. (CTI) in an amount not to exceed \$280,211,580.]

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|-----|---|-----------------------------------|
| 9. | OPERATIONS UPDATE | PRESENTATION |
| 10. | UPCOMING BOARD ITEMS (page 37) | 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. | |
| | 1) Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752 | |
| | 2) Soon, Na Cha v. Access Services, LASC Case # 225STCV30097 | |
| | 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.

Written Public Comment Instructions:

Written public comments must be received by 5:00 p.m. the day before the meeting and will be shared with the Board prior to the meeting. Written public comments will not be read aloud during the meeting. Please include the Item # in your comment and your position of 'FOR,' 'AGAINST,' 'GENERAL COMMENT,' or 'ITEM NEEDS MORE CONSIDERATION.' Email: BoardClerk@accessla.org. Mail: Access Services, PO Box 5728, El Monte, CA 91734

Alternative accessible formats are available upon request.

*NOTE

The public may also participate via the Zoom webinar link, or by teleconference. 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/83552591204>
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: 835 5259 1204
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

JANUARY 26, 2026

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Barnes at 12:04 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, 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
DECEMBER 8, 2025

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

TPAC Chair David Feinberg stated that they received a report from Executive Director Andre Colaiace. Chief Operations Officer Mike Greenwood gave them a Visitor Policy update in anticipation of a large influx of visitors for major events such as the World Cup, Superbowl, and Olympics. Access is working to improve systems related to international phone numbers, interpreter services, website updates, and visitor communication to better serve these visitors. They also received a grocery delivery pilot update from Director of Government Affairs Randy Johnson where he discussed a proposed partnership with Instacart to reduce grocery trip demand and offer greater convenience to riders. The plan entails a six-month pilot program involving 200 riders, and TPAC was strongly supportive as well as the public comments that were received. They also received the operations report which discussed the transport of individuals rescued during holiday flooding.

4. GENERAL PUBLIC COMMENT

Maria Skelton made a public comment stating she was glad to be there and was looking forward to hearing what's new and what they are bringing forward to the community.

5. SUPERIOR SERVICE AWARD

Project Administrator Faustino Salvador introduced the Superior Service Award winner, Daisy Franquez.

6. CONSIDERATION TO APPROVE FY27 FUNDING REQUEST

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Fernando Roldan made a public comment by asking if they could address the shared ride situation. He would like to see the hiring of more drivers and staff as well as a salary increase for drivers. It's important to make sure that they have a budget that makes sure that Access Services provides quality service.

Board Member Questions:

Treasurer Aguilar asked when they would be requesting the FY26 reserve funds and how much they would request. He also asked if it would be reflected in their final budget request. Mr. Rodriguez replied that they wait until the last possible moment but the FY26 reserve is actually a holdback from Metro. Metro gave Access, \$305 million instead of \$315 million, so they held back \$10 million.

Executive Director Andre Colaiace stated that the same process would happen in FY27 where a portion would be held back, and then they would ask for the rest if they needed it.

Secretary Gogreve asked what the consultants attributed the 7.7% increase in ridership to. Mr. Rodriguez responded that the forecast is based on a lot of variables but this is still a preliminary estimate. Secretary Gogreve also requested to see a budget comparison to the current fiscal year. Mr. Rodriguez replied that staff will provide a presentation on the ridership forecast, ridership variables and a budget update at a future Board meeting.

Board Discussion:

None.

Motion made by Director Nason to approve the item, seconded by Treasurer Aguilar. Via Roll Call Vote, Secretary Gogreve abstained all others were in favor, motion passed.

7. 2026 PROPOSED CUSTOMER SURVEY

Manager of Strategic Planning Eric Haack presented this item.

Public Comment:

Fernando Roldan made a public comment by recommending that they need to expand the survey more. He recommends they include the budget at the community meeting. He also stated that the QR code should be included on the vans, behind the back of the seat of the driver, on the side of the window, etc. This way, they can do the survey while on a ride. He also stated that they should continue conversations on same day service.

Lisa Anderson wished everyone a good day.

Board Member Questions:

Vice Chair de Vera stated that on the question, "Which of the following best describes their current employment status?" One of the answer options is disabled. She thinks they should remove that and just leave the answer as unemployed. Mr. Haack responded that they would remove that as an option, but it was a response that had been selected in the past.

Secretary Gogreve asked if they could add QR codes in certain places. She recommended they add it to the screen of the virtual Community meeting and also bring the QR code info cards to outreach meetings.

Treasurer Aguilar asked if demographic information was optional in previous surveys, or what's the thinking behind doing that this time around. Mr. Haack responded that it has always been optional but this time, they just wanted to make it clearer that, if the respondent wanted to skip the whole demographic section, that they may do so. Treasurer Aguilar asked this because he knows that this information is important when doing Title VI analyses, and other for other reasons. He just fears this data will not be collected and will affect that pertinent information for the future.

Vice Chair de Vera asked if the demographic questions stated in the past helped with FTA funding. Mr. Haack responded that he doesn't think they specified that the collection of that information is also used for grant purposes.

Chair Barnes asked if this was accurate information and if it was, then they should definitely add it to the survey. Mr. Colaiace responded that they have used this information for many useful purposes in the past.

Secretary Gogreve stated that Metro has equity-focused community maps that you could do an overlay to see if you're getting responses from certain equity-focused communities. She also recommended they include an incentive by gifting a coupon book to get even more responses for future surveys. Mr. Haack stated that they have been able to receive the needed statistical amount of responses to the surveys, but it could be an option to explore. Legal Counsel Vince Ewing stated that they providing coupons in this manner may be viewed as a gift of public funds and should be considered carefully.

8. GROCERY DELIVERY PILOT PROJECT

Director of Government Relations Randy Johnson and Senior Manager of Finance Bruce Frink presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that it is not just people on EBT, but also people who are middle-class, working class like himself that go on monthly grocery trips. He thinks it's a great pilot program and he hopes it works, however, some of them prefer to go to the grocery store themselves. Another issue he would like addressed is 20 lb. limit on groceries or packages on the vehicle.

Lisa Anderson made a public comment by asking if they would make sure that the shoppers don't buy expired food.

Board Member Questions:

Director Gombert asked staff for a report in the future on how they were going to measure success for this pilot program.

Vice Chair de Vera stated that this program seems like a win-win situation. However, if the rider is not satisfied with the service and the rider wants out how can they opt out or get their money back? Mr. Johnson responded that since Access pays for the membership, it would be transferred to a new rider.

Vice Chair de Vera asked if they would be able to see how many orders are placed in the pilot program. Mr. Frink responded that it is one of the items they have to work out contractually to be able to get that data. They won't see the specifics of the order but will see that an order was placed. Vice Chair de Vera stated that she orders through a service called Shipt.

Director Matthews stated that benefits that this gives to the community is that it allows them to live their life more independently. He uses Access daily but because of the limitations of Access and his disability, he can't do a big shopping trip and must do multiple ones. He does have some concerns in the way that Instacart works in terms of the ridership understanding how to use the platform so they need to be sure to make it as accessible as possible. A lot of apps are not really intuitive and tend to be very busy, very confusing. He is in support of this and he thinks it will be very successful.

Secretary Gogreve agrees that it is a win-win for the agency and for the riders as well. She asked if the \$9 million in annual savings from TriMet was accurate. Mr. Frink responded that he isn't sure, but he thinks they were doing some projections. Mr. Colaiace stated that they will need to talk to them and see what their future plans are and if they are planning to roll it out to everyone.

Secretary Gogreve asked how the 200 people were to be selected and in what service areas. Mr. Frink stated that they are looking at 500 riders who have shown a propensity to go to retail stores. If they get at least 200 to respond to their offer to participate, then they will proceed with that.

Director Nason asked if there was a limit on how many grocery trips they can do. If she ordered a big grocery list and forgot something, could she do another request for small items? Mr. Johnson stated that there probably aren't any limitations on how many and how much they can order. There just might be a \$35 minimum on a grocery order.

Treasurer Aguilar asked if they could get more information on the number of bags the riders receive for each order through the program and do a comparison versus the number of bags a rider can take on an Access trip. This will address one of the most frequent comments he gets from riders on Access' bag policy.

Chair Barnes stated that a lot of these services have an option/expectation that the deliverer be tipped. They do have to be aware that if the riders are less able to do that. He asked if there will be a competitive procurement for this service and, if that is the case, they will need to be sure they meet the appropriate requirements. It is also important to note that with the pilots that they have tried in the past, it's really hard to stop them from becoming permanent programs. There have been many debates by the Board about pilots that go beyond ADA that help improve people's lives but may not have the funding to sustain them. He stated they are improving riders' lives but there are financial constraints. Mr. Colaiace stated that is why they are keeping this pilot very small.

Director Gogreve stated that she agrees and that is why it's important for them to investigate other programs that are doing this. They do have to consider some cost issues.

Director Matthews stated that he believes this isn't just making people's lives easier, but they are making things accessible. While this may be an expensive service, there are always going to be financial restrictions. He thinks we need to keep that in mind as we evaluate services like this and what it can do for the community

Chair Barnes agreed and understood but stated that they have need make the case of how this will be funded.

Vice Chair de Vera stated that Instacart is not cheap and that's one of the main reasons why she stopped using it.. Additionally, you just don't get what you want. For bigger stuff that she cannot carry on Access, she uses Shipt.

9. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that he hopes Metro does reimburse Access for the upcoming World Cup service and the Olympics and hopes that Mr. Greenwood can come back to the Accessibility Advisory Committee of Metro and do the same presentation. He thanked them for the response during the rains during the holidays.

Board Member Questions:

Chair Barnes asked how are they planning to capture the costs for the additional service. Mr. Greenwood stated that they are planning on activating their emergency operations center for all World Cup events, and the EOC has procedures in place to track all costs. Chair Barnes also asked on how they were going to evaluate the new vehicle type. Mr. Greenwood responded that they planned for an in-person review of the vehicles on February 3rd and planned on having some CAC members in attendance.

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 on October 3rd, 2025, the US DOT issued an interim final rule fundamentally restructuring its disadvantaged business enterprise program by limiting race and sex-based presumptions of social and economic disadvantage, and replacing them with a uniform individualized showing that the award is needed to address the economic effects of actual previous discrimination for all applicants. The IFR also mandates a one-time nationwide reevaluation of all existing certifications, temporarily suspends the setting of contract goals and the counting of DBE, ACDBE participation toward goals until reevaluations are complete. It was a pretty fundamental restructuring of the program. Access staff, along with GCAP, are currently updating and reviewing the disadvantaged business enterprise program to align with these new federal requirements. These updates, including removing language regarding race or sex-based presumptions and incorporating new certification components, such as the personal narrative and the personal net worth statement, among other requirements. During this reevaluation period, DBE participation will not count toward formal goals. However, they encourage

continued participation from small business enterprises and previously certified DBEs. They will conduct targeted outreach through community networks, chambers of commerce and minority business associations. They will provide technical assistance through workshops and one-on-one support to help firms draft personal narratives, prepare personal network statements, and navigate the revised certification process. He also announced there will be an online community meeting on Saturday, February 28.

Board Member Questions:

Chair Barnes asked if these restrictions would then, almost, align with California law.

Legal Counsel Ewing responded that it is a very complicated process, but they are working on making sure the requirements are met.

12. BOARD MEMBER COMMUNICATION

Director Gombert thanked everyone and congratulated the dispatcher for the Superior Service Award.

Secretary Gogreve thanked everyone who participated in the meeting and wished them all a happy new year.

Director Nason thanked the staff who presented and thought the budget was great. She thinks the survey is great too.

Vice Chair de Vera wished everyone a happy new year. She stated that the Abilities Expo will be in Long Beach in March and asked when visitors attending events needed to request their guest rider pass. Mike Greenwood responded that visitor eligibility takes one business day to process.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Lisa Anderson asked when the community meeting was in February.

15. CLOSED SESSION REPORT

There was no report out of Closed Session.

16. ADJOURNMENT

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

The meeting adjourned at 2:39 p.m.

Approved

Giovanna Gogreve, Secretary

Date

FEBRUARY 17, 2026

TO: BOARD OF DIRECTORS

FROM: MATT AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO APPROVE APPOINTMENT OF COMMUNITY
ADVISORY COMMITTEE (CAC) MEMBER

ISSUE:

The Community Advisory Committee (CAC) has a current membership vacancy. In accordance with the CAC Bylaws, Board approval is required to appoint new members to the committee.

RECOMMENDATION:

Appoint Maria Skelton to the Community Advisory Committee (CAC), effective February 24, 2026.

IMPACT ON BUDGET

None.

BACKGROUND

The Community Advisory Committee (CAC) is one of two advisory committees established by the Access Services Board of Directors to provide community input and advice to the Board and staff on operational and policy matters related to improving Access' paratransit service. Consistent with CAC Bylaws, the committee established an ad hoc Member Selection Subcommittee to collaborate with staff to review applications and conduct interviews.

Selection Process

Subcommittee members conducted interviews with prospective applicants on January 12, 2026. Following the interviews, the Member Selection Subcommittee deliberated and discussed the qualifications of each applicant. After careful consideration, the subcommittee selected Maria Skelton to fill the current vacancy on the CAC.

Proposed Member

Maria Skelton is an Access rider with more than 25 years of experience supporting individuals with disabilities and a longstanding commitment to accessibility and advocacy. She has spent over two decades in a role dedicated to assisting individuals with disabilities, gaining extensive knowledge of accessibility needs and service systems. Ms. Skelton has held leadership positions, including serving as President of her union's District Labor Committee, and currently serves on the board of a mental health center, where she has promoted ADA compliance and accessible meeting practices. Following her retirement, she continues to volunteer as a peer specialist. Her

professional background, leadership experience, and lived experience with a disability provide a well-rounded perspective that will contribute meaningfully to the work of the CAC.

FEBRUARY 17, 2026

TO: BOARD OF DIRECTORS

FROM: MELISSA LUCERO, HUMAN RESOURCES ADMINISTRATOR

RE: CONSIDERATION TO ADOPT RESOLUTION OF INTENTION TO APPROVE AMENDMENT TO CALPERS CONTRACT

ISSUE:

CalPERS requires the agency governing body to adopt a Resolution of Intention to initiate an amendment to the agency's retirement contract to incorporate Public Employees' Pension Reform Act (PEPRA) language, thereby updating the contract to accurately reflect current statutory requirements.

RECOMENDATION:

Adopt the Resolution of Intention to approve an amendment to the contract between the California Public Employees' Retirement System (CalPERS) and Access Services Incorporated to include Public Employees' Pension Reform Act (PEPRA) language, as outlined in the CalPERS Resolution of Intention document.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. No changes to benefits, contribution rates, or administrative procedures will occur as a result of approving this action. The Board will consider the final amendment in a separate agenda item after the required waiting period.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, Access Services will formally initiate the CalPERS contract amendment process by adopting the required Resolution of Intention. Approval will authorize staff to submit the certified Resolution of Intention and Form CON-12.

Approval of this recommendation will also begin the mandatory 20-day statutory waiting period before the Board can consider the Final Resolution to enact the amendment at its March 23, 2026 meeting.

BACKGROUND:

The California Public Employees' Retirement System (CalPERS) is the nation's largest public pension system and administers retirement benefits for state, school, and local public agency employees throughout California. Public agencies participate in

CalPERS through a contractual agreement that establishes benefit provisions and membership terms.

The Public Employees' Pension Reform Act of 2013 (PEPRA) implemented statewide pension reforms that apply primarily to employees who first become CalPERS members on or after January 1, 2013. PEPRA established revised benefit formulas, retirement ages, and compensation limits for new members, while employees classified as "classic members" retain the benefit structure in place at the time of their original membership.

CalPERS participating agencies periodically amend their retirement contracts to formally reflect provisions. This process begins with adoption of a Resolution of Intention by the governing body, which serves as the initial legal step toward updating the agency's CalPERS contract.

The Resolution of Intention is included with this item as Item 6-b, Exhibit A. The Board Secretary will need to sign the Certification of Governing Body's Action (Form CON-12, Item 6-b, Exhibit B) following the meeting.

FEBRUARY 17, 2026

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR
RE: CONSIDERATION TO AWARD A/E SERVICES FOR ENVIRONMENTAL
AND EQUITY ANALYSIS CONTRACT (AS-4188)

ISSUE:

Board approval is required to execute an architectural and engineering services contract for environmental and equity compliance for the redevelopment of Access's Southern Service Region's Avalon Facility.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4188 for Architectural and Engineering Services for Environmental and Equity Compliance for a 2-year base term, beginning March 1, 2026, and ending February 28, 2028, with HDR Architecture, Inc. in an amount not to exceed \$303,839.00.

IMPACT ON BUDGET:

The not-to-exceed maximum of \$303,839 will be expended through firm fixed progress payments (based on milestones and percentages of completed work) and reimbursable expenses. This contract will be funded through the Facilities Development and Construction Fund.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. An architectural and engineering services contract for environmental and equity compliance work is required to redevelop the Avalon Facility.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Recognizing the need for a dedicated paratransit facility in the Southern Region, the Board approved the purchase of property at 15914 South Avalon Boulevard in Compton. The site encompasses approximately 6.09 acres and includes a main building and two warehouses. A commercial fueling station is also located at one corner of the property.

Through a phased approach, Access intends to transform the Avalon property into a modern, high-performing facility that supports the Southern Region's growing operational and programmatic needs.

- The first phase will focus on repairing and restoring key portions of the property to ensure safe and functional operations.
- The second phase will introduce site improvements to increase operational capacity.
- The third and final phase will address long-term needs that may potentially include the construction of a parking structure or the acquisition of an adjacent parcel to support additional parking.

Access needs to complete all required regulatory reviews, including a National Environmental Policy Act (NEPA) study, a California Environmental Quality Act (CEQA) analysis, and a Title VI equity review in order to maintain eligibility for potential local, state and federal grants.

Procurement Overview

On October 2, 2025, Access issued Request for Proposals (**RFP**) No. AS-4188 to retain an architectural and engineering services consultant to conduct a NEPA study, CEQA analysis, and Title VI review. Access issued one addendum to provide answers to proposer questions.

On November 4, 2025, Access received only one proposal from HDR Architecture, Inc. ("**HDR**"). An evaluation panel was convened, and a comprehensive technical evaluation followed. The evaluation panel was composed of one member from Access's Department of Administration and two members from Access's Department of Planning and Coordination.

HDR's proposal was evaluated based on the following evaluation criteria and associated weights:

Evaluation Criteria	Percentage
1. Proposing Firm's Technical Qualifications & Experience	10
2. Staff Qualifications, Experience, Availability & Organization	30
3. Technical Approach	40
4. Project Understanding	10
5. Firm Reputation & Client References	10
TOTAL	100

From November 4, 2025, to February 12, 2026, the evaluation panel conducted its independent evaluation of HDR's proposal. An interview was conducted and completed on November 17, 2026. A summary of scores is set forth below.

Evaluation Criteria	Score
1. Firm Qualifications & Experience	9.50
2. Key Staff Qualifications, Experience & Availability	28.50
3. Client References & Reputation	36.93
4. Sample Forms	9.27
5. Average Hourly Labor Rate	9.50
TOTAL	93.70

Cost Analysis

HDR initially proposed a price of \$329,200. Following negotiation, HDR submitted its best and final offer ("BAFO") of \$303,839, resulting in negotiated savings of \$25,361 (approximately 8%).

Original Offer	BAFO	Negotiated Savings
\$329,200	\$303,839	\$25,361 (8%)

A breakdown of costs is set forth below:

	Tasks and Costs	Subtotal
1	CEQA Services	\$58,324
2	NEPA Services	\$47,354
3	Environmental Studies	\$135,773
4	Title VI Services	\$25,450
5	LA County Planning & Entitlement Support	\$34,428
6	Other Direct Costs & Reimbursable Expenses	\$2,510
	BAFO	\$303,839

Overview of Recommended Proposer

Firm Qualifications

HDR, headquartered in Nebraska with a large presence in Los Angeles, is a real estate design and development firm that possesses approximately 100 years of experience in architecture, engineering, environmental, and construction services. Widely

recognized as an industry leader, HDR has developed over 900 operations and maintenance facilities across the world.

HDR consistently ranks among the top firms in its field, including:

- Second in *Building Design + Construction's* 2024 "Giants 400 Report" for the top architecture/engineering firms
- Fourth in *Architectural Record's* ranking of 2024 "Top 300 Architecture Firms"
- Fifth in *Engineering News-Record's* list of 2025 "Top 200 Environmental Firms" for environmental science.

HDR brings extensive expertise across a broad range of environmental and equity disciplines. It specializes in aesthetics and environmental design, air quality and health risk assessments, climate change, cultural and historical resources, cumulative impacts, geology and geography, greenhouse gas emissions, hazards and hazardous materials, water and sediment quality, land use and development, noise and vibration, population and housing, public services and safety, regulatory permitting, transportation and traffic, utilities and service systems, socioeconomics, and environmental justice.

Notable environmental projects include:

- Link Union Station Environmental Impact Report and Environmental Impact Statement for LA Metro (with an estimated construction cost of \$3.28 billion)
- Markham Street Extension project for the County of Riverside Transportation Department (with an estimated construction cost of \$16 million)
- Verdi Avenue Pedestrian Rail Undercrossing Project for the City of Encinitas (with an estimated construction cost of \$10 million)

Staff Qualifications

HDR's proposed project team is composed of highly experienced professionals. The principal-in-charge has led high-performance teams on transportation facilities, maintenance and operation facilities, community centers, parks and recreation facilities, and aquatics facilities across Southern California. The project manager has overseen multimillion dollar environmental efforts, including the County of Riverside Transportation Department's Markham Street Extension project, SANDAG's Mid-Coast Corridor Transit Project, and the Southern California Regional Rail Authority's Arroyo Simi Four Rural Bridges Scour Protection Project.

Additional team members include a Secretary of the Interior-qualified archaeologist, a former Environmental Protection Agency ("EPA") enforcement officer, and several project leads with experience in prominent projects across the Southland. Collectively, the team possesses more than 150 years of combined industry experience.

Work Plan

HDR presents a robust work plan that meets all requirements of the Scope of Work. The work plan demonstrates strong project understanding and reflects HDR's familiarity with the project environment. It identifies the property's industrial district:

West Rancho Dominguez-Victoria Community Standards District, which serves as the industrial hub for the South Bay of Los Angeles. It further identifies the property's zoning as M-1-IP for light manufacturing, which allows bus storage subject to a ministerial Site Plan Review ("SPR").

The work plan organizes the project into six distinct tasks. The first task involves ongoing project management. Management services include kickoff meetings, coordination meetings, and regular status updates. Deliverables include meeting agendas, an environmental schedule, and a list of data needs.

The second task involves development of a project description that will be used for environmental documentation and technical studies. The project description will include a "purpose and need" statement, operational parameters, construction assumptions, construction schedule, and other key components.

The third task involves a suite of environmental analyses, including an air quality and greenhouse gas emissions technical report, "vehicle miles traveled" ("VMT") preliminary screening and traffic study, level of service ("LOS") traffic impact study, cultural resource letter report, biological resources letter report, and Title VI facility siting equity analysis.

The fourth task involves an optional CEQA Initial Study and Mitigated Negative Declaration ("IS/MND") if required by the County of Los Angeles. This task includes a "screencheck" draft, public review draft, and final draft. This task also includes a Mitigation Monitoring and Reporting Program ("MMRP") outlining mitigation measures and implementation responsibilities.

The fifth task involves development of documentation for a NEPA Categorical Exclusion ("CE"). It includes a CE checklist, supporting exhibits, and technical studies. It also includes up to three meetings to address comments from the Federal Transit Administration ("FTA").

The sixth task involves support services for renewing the conditional use permit for the Avalon site from the County of Los Angeles, which expires in 2027.

Risk Management

HDR's work plan includes assumptions and clarifications for each task, ensuring an alignment of expectations. To manage project risk, HDR incorporates several oversight tools that include a Project Resourcing Plan, Project Team Plan, Project Development Plan, Quality Management Plan, and Safety, Health and Environmental Plan.

The Project Team Plan includes an organizational chart that defines responsibilities of key staff, supporting efficient project planning and coordination. The Project Resourcing Plan leverages HDR's internal staffing database to identify available personnel nationwide, enabling rapid deployment of additional staff to compete work and maintain schedules.

The Project Development Plan outlines procedures for advancing work in a timely manner. The Quality Management Plan details review schedules, responsible

reviewers, and quality-control processes for all deliverables. The Safety, Health, and Environmental Plan establishes fieldwork safety protocols that are consistent with Occupational Health and Safety Administration (“OSHA”) requirements.

Project Strategy & Technical Approach

During its interview, HDR expanded on its project strategy and technical approach. Its team described a structured process that begins with early government coordination between agencies, transitions into development of technical documentation, and culminates in completion of the environmental and equity review. The team highlighted key nuances of the NEPA and CEQA clearance processes, as well as the requirements of the Title VI equity analysis.

HDR also identified several key project challenges. One challenge is defining the project in a way that preserves flexibility for future design enhancements while still meeting regulatory requirements. A second challenge is identifying suitable alternative sites to show that the project site does not place an undue burden on the surrounding community. A third challenge centers on adjusting project schedules to accommodate unforeseen government shutdowns.

Antelope Valley Paratransit Operations & Maintenance Facility

HDR is currently providing architectural and engineering services for the Antelope Valley Paratransit Operations and Maintenance Facility. Throughout that engagement, HDR has consistently maintained a high standard of service. Its performance has been timely, responsive, and proactive. Access has not encountered any significant project delivery issues with HDR.

Conclusion

HDR is highly qualified for this project. It demonstrates deep understanding of the project, presents a rigorous technical approach, and offers a comprehensive plan for completing the Scope of Work. Based on the foregoing evaluation, HDR is the recommended proposer for the RFP.

FEBRUARY 17, 2026

TO: BOARD OF DIRECTORS

FROM: FAUSTINO SALVADOR, PROJECT ADMINISTRATOR
 BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS
 BRIAN SELWYN, SENIOR MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SOUTHERN REGION SERVICE PROVIDER CONTRACT (AS-4126)

ISSUE:

The Southern Region service provider contract will end on August 31, 2026, and Board action is required to approve the exercise of the first and second option years.

RECOMMENDATION:

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

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension.

The total contract value will increase from \$314,100,173 to \$510,117,763.

Trip volume for ADA paratransit service is based on the projected number of trips calculated by Access’ demand forecasting consultant, Hollingsworth Consulting LLC.

Trip Growth	Trips	% Change
Year 6 (9/1/26-8/31/27)	1,554,077	6.1%
Year 7 (9/1/27-8/31/28)	1,709,485	10.0%

Payment terms of the contract are a firm fixed monthly fee (Fixed) and a fixed rate per trip (Variable) for ADA service and Access to Work service (please see table below). As stipulated in the subject contract, the proposed increase in the rates of compensation for each of the two option years under consideration (vs. the Year 5 rates for Year 6 and the Year 6 rate for Year 7) should not exceed the most recent three-month average of the year-over-year increase in the Consumer Price Index for the Los

Angeles Area. For the months of August, September, and November 2025 - the most recently available three-month period at the time of rate negotiation - the average year-over-year increase in the CPI was 3.5% (*US Department of Labor, Bureau of Labor Statistics*)*.

**Note: There was no published CPI data for October 2025 due to the federal government shutdown.*

The current and proposed rates are as follows:

Table 1	Current: Year 5 (9/25-8/26)	Proposed: Year 6 (9/26-8/27)	Proposed: Year 7 (9/27-8/28)
ADA Service - Fixed (Per Month)	\$1,340,509	\$1,432,417	\$1,486,536 NTE
ADA Service and Access to Work (Per Trip)	\$40.79	\$42.22	\$43.70
Rancho Los Amigos Service (Per Hour)	\$52.25	\$54.08	\$55.97
PWD (Per Trip)	\$43.11	\$44.62	\$46.18
Emergency Service Rate (Per Hour)	\$50.66	\$52.43	\$54.27

As noted above, the rate of increase applied to the Fixed Fee was the prevailing CPI of 3.5%. However, due to the ongoing impact of replacing Dodge Caravans with Ram ProMasters, the increased cost of insurance to cover these vehicles has been incorporated into the Fixed Fee. Specifically, for Year 6, the new insurance premium is \$539,882 above what was proposed in GPI's BAFO for Year 5 insurance adjusted up by 3.5%. For Year 7, the insurance portion of the Fixed Fee has been increased by 10% based on current industry trends for this type of insurance. Should the insurance premium increase for these vehicles be lower than 10% then Access reserves the right to modify the Fixed Fee accordingly. If the insurance premium increase is greater than 10% then there will be no change to the Fixed Fee.

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service of the subject contract will be \$53.28 in Year 6 and \$54.13 in Year 7. The table below provides a fully loaded cost per trip comparison across all service regions.

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

The funding for these services comes from a combination of Federal Section 5307, Measure M, and Prop C Discretionary Funds.

The action under consideration does not trigger California Assembly Bill 339 as it does not involve a successor contractor or any change to the current contractor workforce.

ALTERNATIVES CONSIDERED:

The Board, at its discretion, may direct staff to issue a request for proposals (RFP) for services in the Southern Region. As the contractor has generally met performance targets during its base contract term, staff does not recommend this option as pricing is likely to increase significantly through an open competitive process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, staff will be authorized, but not required, to negotiate and enter into an amendment of the existing contract with GPI, under terms that are no less favorable to Access Services than those proposed herein. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

The Southern Region service contract, AS-4126, commenced on March 1, 2021, with full service beginning on September 1, 2021. The base term of the contract runs through August 31, 2026, and the contract allows for four (4) additional option years. Staff are seeking approval for the first and second option years.

Current Operational Performance

Global Paratransit (GPI) continues to serve as the transportation contractor in Access’ Southern region, with over 20 years of experience in the region, marked by consistency, reliability, and sustained operational improvement. GPI has strengthened its organizational capacity, demonstrating a clear commitment to high-quality service delivery and alignment with Access’ strategic priorities.

Over the past fiscal year, GPI has shown measurable progress across key operational areas including Excessively Long Trips, Preventable Incidents per 100,000 miles, and Preventable Collisions per 100,000 miles. This positive trajectory has continued into FY26, where GPI is on track to meet 12 of 13 contractual KPIs, signaling continued operational maturity and a strong focus on performance excellence.

The contractor’s performance results for FY26 (July through December 2025) are listed below.

Key Performance Indicator	Standard	FY26
On-Time Performance	≥ 91%	91.2%
Excessively Late Trips	≤ 0.10%	0.02%
Excessively Long Trips	≤ 5%	5.0%
Missed Trips	≤ 0.75%	0.34%
Denials	0	0
Access to Work On-Time Performance	≥ 94%	91.4%
Average Initial Hold Time (Reservations)	≤ 120 seconds	83
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.5%
Complaints Per 1,000 Trips	≤ 4.0	2.1
Preventable Incidents per 100,000 miles	≤ 0.25	0.20
Preventable Collisions per 100,000 miles	≤ 0.85	0.65
Mean Miles Between Major Mechanical Failures (MMBMMF) ≥ 50,000	≥ 50,000	55,548

FEBRUARY 17, 2026

TO: BOARD OF DIRECTORS

FROM: JESSICA VOLANOS, PROJECT ADMINISTRATOR
 BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING & ANALYSIS
 KIMBERLIE NIMORI, PROCUREMENT & CONTRACT ADMINISTRATOR

RE: CONSIDERATION TO AWARD WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-4180)

ISSUE:

Board approval is required to execute a contract for specialized ADA paratransit service in the West Central Region.

RECOMMENDATION:

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

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s base term. Trip volume utilized in producing cost proposals was based on the projected number of trips calculated by Access’ paratransit demand consultant Hollingsworth Consulting, LLC. Contract payment terms will include start-up costs and the rates listed below. Subject to Board approval, the contract may be extended for up to an additional four (4) years in one (1) year increments. The proposed rates of compensation for the five-year base term submitted by California Transit, Inc. are listed below:

Contract Year	Monthly Fixed Rate	ADA & Access-to-Work Per Trip Rate	As Needed Hourly Rate
1	\$1,268,484	\$49.08	\$91.82
2	\$1,322,025	\$50.03	\$96.34
3	\$1,383,373	\$50.60	\$102.90
4	\$1,454,144	\$51.01	\$111.36
5	\$1,524,504	\$51.72	\$119.23

Contract Year	Emergency Services Hourly Rate
1	\$101.00
2	\$105.97
3	\$113.19
4	\$122.49
5	\$131.16

The table below provides a fully loaded cost per trip comparison across all service regions.

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

ALTERNATIVES CONSIDERED:

No alternatives were considered as the current contract has no option years available. However, the Board may choose to extend the current contract on a limited-term basis to re-procure the solicitation or allow for additional negotiations. Should the Board choose to extend the current contract, it is important to note that funding for the contract extension would likely have to be solely through local funds, due to applicable Federal requirements.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

Under Contract No. AS-4031, California Transit, Inc. currently provides specialized ADA paratransit service for the West Central Region. This contract ends on October 28, 2026. To continue service, Access issued a Request for Proposals (RFP) on July 3, 2025.

Scope of Work Changes

The RFP made changes to the Scope of Work (SOW) that is currently in place in the West Central Region. These new changes incorporated staff recommendations, contract amendments issued in recent years, and feedback from the Community Advisory Committee. Below are some of the significant changes to the new SOW.

Key Performance Indicators (KPIs)

1. Mean Miles Between Major Mechanical Failures - This standard was updated to more accurately reflect Major Mechanical Failures and is consistent with Access' Public Transportation Agency Safety Plan.
2. Phone Queue Hold Times (ETA and Cancellations) for ADA trips - New standard; ETA and Cancellation Calls on Hold over five minutes must not exceed 10%.
3. Excessively Long Trips - New standard; 95% of completed trips must not have travel time more than 20 minutes more than comparable trips on fixed route bus/rail service.
4. Missed Trips - New standard; missed trips shall not exceed 0.75% of scheduled trips.
5. Preventable Incident Rate - New standard; preventable incidents shall not exceed 0.25 per 100,000 miles.

Liquidated Damages

1. Additional liquidated damages added to address issues that result in poor service quality and responsiveness, in line with the new Key Performance Indicators.

Staffing Requirements

1. The roles of Risk Manager and Customer Service Manager have now been designated as Key Positions, highlighting their critical importance to service delivery and oversight.
2. Three new required positions have been added to strengthen operational support and compliance including Cybersecurity Specialist, Fleet Maintenance Clerk and Quality Assurance Supervisor.
3. The minimum number of Road Supervisors has increased to 16, ensuring adequate field supervision and responsiveness across the region.

Training

1. Training Hours

The new contract requires higher minimum training hours for Drivers, Dispatchers, Road Supervisors, and Customer Service Representatives:

- 95 hours of initial training for Drivers
- 27 hours of initial training for Road Supervisors
- 43 hours of initial training for Call Takers
- 73 hours of initial training for Dispatchers

Training Requirements

- Collision and Incident Retraining Program
- Continuous Training Program

Other Enhancements

1. Personnel answering ETA calls shall provide a first call resolution by providing ETAs and resolving real-time rider issues.
2. The Contractor must appoint a Chief Safety Officer who has authority and responsibility for day-to-day implementation and operation of the Contractor's safety plan.
3. The same standards for the main facility were applied to the satellite facility, ensuring that performance and safety are consistent regardless of fleet and staff location. An assumable lease is required, as a precaution, in case the Contractor cannot fulfill its obligations.

Procurement Overview

On July 3, 2025, Access issued Request for Proposals (RFP) No. AS-4180 to retain a qualified transportation service contractor to operate specialized ADA paratransit service in the West Central Region. A virtual Pre-Proposal Meeting was held on July 29, 2025. Approximately 45 people attended the virtual meeting. Access issued four addenda to provide additional information and answer proposer questions.

Proposals were due on October 6, 2025. Access received four proposals from the following companies:

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

All proposals submitted were deemed responsive and the proposers responsible.

An evaluation panel was convened, and a comprehensive technical evaluation followed. The evaluation panel consisted of five members: four Access staff from the Operations Department and one external technical expert from the Department of Transportation at the City of Pasadena. In addition, three non-voting internal subject matter experts from Access' Finance Department, Fleet Design and Maintenance Department, and Information Technology Department examined the proposals and reported their findings to the evaluation panel.

The proposals were evaluated based on the following evaluation criteria and associated weights:

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

During the period from October 7, 2025, through January 15, 2026, the evaluation panel conducted its independent evaluation of the proposals.

After the first round of scoring, a competitive range was established based on the evaluation of the eight technical evaluation criteria identified in the subject RFP, and the top three (3) companies were interviewed. A summary of scores is set forth below.

First Round Scoring:

Evaluation Following Submission of Proposals to Establish a Competitive Range (Technical Scores)

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

Best and Final Offers (BAFOs) were requested from all proposers that scored in the competitive range. Based on the evaluation criteria and the BAFOs submitted, California Transit ranked the highest. A summary of scores is set forth below.

Final Scores:

Including BAFO from those who scored within the competitive range.

Evaluation Criteria	CTI	MV	Transdev
1. Quality of Technical Approach (15 pts)	13.02	12.87	12.54
2. Quality of Safety Approach (5 pts)	4.08	4.28	4.20
3. Qualifications & Avail of Proposed Staff (10 pts)	8.40	8.04	8.20
4. Quality of Proposed Operating Facility (5 pts)	4.23	3.90	3.88
5. Employee Pay and Benefits (20 pts)	16.60	16.60	17.44
6. Financial Qualifications of Proposer (5 pts)	4.70	3.40	3.40
7. Proposer's Paratransit Operating Experience (10 pts)	8.88	9.50	9.50
8. State Mandated Bidding Preference (10 pts)	10.00	10.00	10.00
9. Cost/Price Proposal (20 pts)	20.00	19.92	17.28
Total Score (100 points)	89.91	88.51	86.44

California Transit's price has been determined to be fair and reasonable based upon an independent cost estimate (**ICE**), invitation for proposals, financial analysis, fact-finding, and negotiations. Proposer prices for the five-year base term are set forth below.

Table 1

Proposer	ICE	Original Price	BAFO Price
CTI	\$279,227,857	\$281,473,422	\$280,211,580
MV	\$279,227,857	\$250,138,735	\$282,549,043
Transdev	\$279,227,857	\$354,642,313	\$325,818,918

Disadvantaged Business Enterprises

California Transit’s proposal includes five DBE subcontractors as detailed in the table below.

	Subcontractor	Services Provided	Certification(s) ¹
1.	Trans-Global Services, Inc.	Car washing and janitorial services	DBE, MBE, WBE
2.	JCM & Associates	Uniform and supply services	DBE, SBE, MBE
3.	Islas Tires	Tire services & fleet maintenance	DBE
4.	Raul Acosta Painter Body & Paint	Auto collision repair services	SBE
5.	Tanvi Enterprise LLC	Uniform services	DBE

Financial Analysis

Access staff analyzed all of the proposals and performed a detailed analysis of the recommended proposer. Regarding the variable cost component, staff found that CTI’s 1.7% increase in the rate was lower than the increase in the other three basin regions and it is very close to the rate in the Northern region, which is the closest in size to West Central.

Table 2

Region	FY26 Current Rate	FY27 Proposed Rate	% Change
West/Central	CTI \$48.28	CTI \$49.08	1.7%
	FY26	FY27	% Change
Southern (Global)	\$40.79	\$42.22	3.1%
Eastern (SGT)	\$45.87	\$47.44	3.4%
Northern (MV)	\$46.47	\$48.22	3.8%

Regarding the Fixed Fee, the increase is a considerable change but in light of the new staffing requirements, Call Center KPIs, rising costs of health benefits, software and many other components required to run a paratransit operation, the 77.5% increase is understandable and is not out of sync with the other competitive bids received. Below

¹ DBE: Disadvantaged Enterprise, MBE: Minority Business Enterprise, SBE: Small Business Enterprise, WBE: Women Business Enterprise

is a table showing certain metrics that help explain how the proposed Fixed Fee reflects present-day economic trends.

Table 3

Category	FY26 Current	FY27 Proposed	% Change
Fixed Fee	\$714,744	\$1,268,484	77.5%
Selected Metrics	FY26 Current	FY27 Proposed	% Change
Management Staff	8.0	9.5	18.8%
Maintenance Staff	11.0	19.0	72.7%
Call Center Staff	44.0	58.0	31.8%
Facility Lease	\$599,494	\$1,126,200	87.9%
Vehicle Depreciation	\$83,091	\$365,302	339.6%
Overhead & Software	\$129,600	\$503,598	288.6%

Overview of Recommended Proposer

California Transit, Inc. (CTI) is the long-standing incumbent provider of ADA paratransit services in Access’ West Central Region. CTI has served Access since July 2017, operating under a contract extended through October 28, 2026, and now proposes to continue service under a new contract, AS-4180. The West Central Region presents significant operational challenges—including dense urban traffic, rising demand, competitive labor pressures, and limited facility availability—yet CTI has consistently delivered strong performance in this complex operating environment.

As discussed above, the new RFP introduces updated requirements, including a comprehensive suite of KPIs, new staffing standards and expanded training hours. CTI has responded with a proposal that addresses these requirements through strengthened technical, safety, operational, and staffing strategies.

CTI’s proposal features a stable, highly experienced management team and an operating facility well-positioned for service continuity. The facility offers proximity to major freeways, multiple ingress/egress points, adequate fleet capacity, and a satellite yard to support overflow and operational resilience. Upgrades will further enhance maintenance capabilities and operational flow.

CTI’s employee compensation program offers competitive wages, comprehensive benefits, safety incentives, and performance-based retention bonuses. These elements strengthen staff recruitment and stability—key factors for consistent service delivery in a competitive employment market.

The proposal’s training program reflects the RFP’s increased standards by establishing structured development for Drivers, Dispatchers, Call Takers, and Road Supervisors. Emphasis is placed on operational safety, customer service, and procedural readiness, aligning with Access’ continuity initiatives.

CTI’s operational approach is supported by a strong subcontractor component and a track record of excellent performance as the incumbent. FY26 performance metrics demonstrate CTI’s consistent achievement of key service standards, including on-time performance, minimal excessively long or late trips, low complaint rates, and high mechanical reliability. Notably, CTI exceeded standards in areas such as excessively long trips, calls-on-hold performance, preventable collisions, and mean miles between major mechanical failures.

CTI ranked the highest in the final round of scoring, demonstrating strength across technical approach, safety, staffing qualifications, facility quality, wage and benefits structure, financial capability, cost competitiveness, and paratransit operating experience.

Given CTI’s proven ability to deliver reliable service, maintain strong performance indicators, and meet the evolving needs of Access Services, CTI presents a compelling and well-conceived proposal for the West Central Region.

Key Performance Indicator	Standard	FY 2026 *
On Time Performance	≥ 91%	90.7%
Excessively Late Trips	≤ 0.10%	0.07%
Excessively Long Trips	≤ 5%	2.3%
Missed Trips	≤ 0.75%	0.36%
Trip Denials	0	0
Access to Work On Time Performance	≥ 94%	91.6%
Average Hold Time (Reservations)	≤ 120 seconds	34
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	4.3%
Complaints Per 1,000 Trips	≤ 4.0	2.2
Preventable Incidents	≤ 0.25	0.25
Preventable Collisions (Weighted)	≤ 0.85	0.37
Mean Miles Between Major Mechanical Failures (MMBMMF)	≥ 50,000	54,373

*Data through 12/31/2025

FEBRUARY 17, 2026

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 April 2026.

March 23, 2026

Agenda Items:	Disposition:
Strategic Plan Approval	Action
Santa Clarita Service Region Contract Extension	Action
Ridership Projections	Presentation
Budget Update	Presentation
Peer Fare Policies	Presentation

April 27, 2026

Agenda Items:	Disposition:
Antelope Valley Service Region Contract Extension	Action
Legislative Updates	Presentation
Facilities Update	Presentation
Northern Service Region Scope of Work	Presentation