

access

BOARD OF DIRECTORS MEETING
Monday, January 22, 2024
General Session: 12:00 p.m.
Closed Session: Immediately Following

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

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 DECEMBER 4, 2023 (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.	CONSIDERATION TO APPROVE FY25 FUNDING REQUEST (page 18) [Staff Recommendation: Authorize staff to submit a draft budget and funding request for planning purposes in the amount of \$331,955,081 for FY25 to the Los Angeles County Metropolitan Transportation Authority (Metro).]	ACTION [Vote Required: majority of quorum by roll call]
7.	LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES	PRESENTATION
8.	OVERVIEW OF 2024 BIENNIAL CUSTOMER SATISFACTION SURVEY (page 21)	PRESENTATION
9.	OPERATIONS UPDATE	PRESENTATION
10.	UPCOMING BOARD ITEMS (page 24)	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: A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 1. Anticipated Litigation: Gov. Code §54956.9 (b) (i) Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering "existing facts and circumstances," there exists a "significant exposure to litigation". 2. 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. Swelstad, Taylor v. Access Services, LASC Case # 22STCV13548	DISCUSSION/ POSSIBLE 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 three (3) 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/85228645215>
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 three minutes. An audio signal will sound at the three-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: 852 2864 5215
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, the please submit a written comment as outlined above.

6. When called, please state your name, and limit your remarks to three minutes. An audio signal will sound at the three-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

DECEMBER 4, 2023

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Theresa de Vera at 12:07 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Doran Barnes, Secretary Dolores Nason, Directors Valerie Gibson, Giovanna Gogreve, Martin Gombert and Liam Matthews.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

BOARD MEMBERS PRESENT VIRTUALLY

Treasurer Lee Burner, Director John Troost

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 23, 2023

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Vice Chair Terri Lantz reported that at the November CAC meeting, Chair Theresa de Vera provided the Board report and Executive Director Andre Colaiace provided an update on the Santa Clarita bus strike and the upcoming ADTN Summit. The CAC members expressed their appreciation to both Chair de Vera and to Mr. Colaiace for their continued presence and input at the CAC meetings. Manager of Planning Eric Haack provided input on the customer satisfaction survey. It will include about 70 questions on the customer experience and other subjects. CAC members suggested changing the word "commendation" to "compliments," which is easier for riders to understand. It would also be helpful if acronyms were defined, such as BTC, ETA and

OMC. The CAC decided to establish an ad hoc subcommittee to review the language and provide suggestions on the survey. An operations report was provided by Operations Service Monitor Brian Lopez. Project Administrator Mayra Perez-Calderon gave a report on OMC response. There was a lively discussion on rider stranding and possible solutions to the issue. The CAC subcommittees provided updates from each subcommittee chair. Ms. Lantz thanked staff for their collaboration with CAC and for their support as well as thanked the Board for their support.

4. GENERAL PUBLIC COMMENT

Frances Harris made a public comment thanking Access for genuine, quality service. She stated that Access Services was a blessing, and thanked them for being authentic and inclusionary, especially providing reasonable accommodations so diligently and passionately.

5. SUPERIOR SERVICE AWARD

Project Administrator Jessica Volanos introduced the Superior Service Award winner Josue Orellana.

6. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Approve 2024 Board Calendar
- b) Consideration to Approve CAC Reappointments
- c) Consideration to Approve PTASP Plan Update
- d) Consideration to Assign Legal Services Contract
- e) Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU)
- f) Consideration to Approve Additional Scope and Increase Funds - Architectural & Engineering Services Contract Modify Scope and Increase Funds - A&E Contract

Public Comment:

None.

Director Gogreve requested that Item 6-e be pulled. Motion made by Secretary Nason to approve the remaining items on the Consent Calendar, seconded by Director Gogreve. Via Roll Call Vote - all were in favor, motion passed.

Item 6-e - Consideration to Extend Term and Increase Funds - TAP Card Production Memorandum of Understanding (MOU)

Director Gogreve asked what the \$350,000 was for. Director of Administration F Scott Jewell replied that it is for the cost of producing and mailing TAP cards for the year. Director Gogreve asked if the MOU could be extended for more than one year. Mr. Jewell replied that it could, but it is dependent on Metro's procurement process on when the entirety of the TAP card production is put out to bid. Director Gogreve stated that she would assist staff to develop options for a longer agreement.

Motion made by Director Troost to approve the Item 6-e, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

7. CONSIDERATION TO AWARD ADA PARATRANSIT ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-4163)

Manager of Eligibility Karen Gilbert, and Procurement Coordinator Kimberlie Nimori presented this item.

Public Comment:

Frances Harris made a public comment by stating that the presentation was very good. She wasn't able to follow completely but it was well put together.

Board Member Questions:

Director Gogreve asked why the incumbent required a five-month startup. She asked for more details because there wasn't a lot of information in the Board report on that topic. Ms. Gilbert responded that they were implementing new software, which is called Mobility Direct, and they want enough time to test it and do QA before going live.

Director Gogreve asked if there was more information on the software. Mr. Jewell replied that this system is something the contractor developed in-house which will allow them to make changes to processes much easier such as them moving from the three-year to the five-year eligibility period. Additionally, they're going to be providing the ability to also handle renewal applications online so that riders do not have to fill out a renewal application and mail it back.

Director Gogreve asked if there was going to be any improvement in the evaluation time for eligibility. Ms. Gilbert replied that the contractor will still be required to meet the 21 days.

Director Gogreve asked what the average was, and Mr. Jewell responded it was about eight to nine days which is well within the ADA requirements. He also stated that MTM has a process where they QA the application before they release it. The new software will track performance, which is then reported to Access.

Secretary Nason asked why they only got two proposals. Ms. Nimori responded that the services that are required are very specialized so not many companies provide

these services. They did advertise on accessla.org, as well as Public Purchase, which is a nationwide solicitation website.

Board Discussion:

Vice Chair Barnes stated that he supports the recommendation. It is good that they got at least two proposals and knows that can be challenging given the specialized nature of the work. He also stated that in terms of the actual reduction in cost, he is pleasantly surprised. It's a solid proposal, the vendor knows what they're doing, and hopefully that price is going to hold.

Motion made by Secretary Nason to approve item, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO APPROVE CALIFORNIA AIR RESOURCES BOARD (CARB) ZERO-EMISSION BUS (ZEB) ROLLOUT PLAN

Manager of Planning Eric Haack presented this item.

Public Comment:

Frances Harris made a public comment by stating she is concerned with electromagnetic radiation and the harm to people's bodies. She presented documents from Southern California Edison concerning batteries on vehicles. She also stated that SCE and California public utilities have been pursuing no cost and low-cost measures to reduce EMF levels from new utility transmission lines and substation projects. She stated there had been problems with EVs that continue to be a serious cause for concern. Electric car battery explosions can not only destroy a vehicle but can cause serious bodily injury. Although electric vehicle manufacturers will argue that all types of vehicles carry a fire risk, this risk is dramatically increased due to usage of lithium-ion batteries. Her concern is they have people in the vehicle strapped down in wheelchairs. She urged Access not to move forward on getting these vehicles and look at the facts and see if the federal government can exempt you from having these vehicles for people with disabilities.

Fernando Roldan made a public comment by stating that he kind of agrees with the last statement that was made by Mrs. Dawson, but at the same time they need those vehicles. They need newer vehicles, stronger, faster, and more capable for shared rides. Access really needs to think about making sure that the vehicles are going to be safe, but at the same time, knowing full well that they need more vehicles because Access is growing, the population is growing, and they will need them in the coming years.

Terri Lantz made a public comment by stating her concern for the safety of drivers and passengers. It could cause a very costly accident and she is very concerned for safety.

Board Member Questions:

Vice Chair Barnes asked if this was a mandate from the state of California. Mr. Haack confirmed that it was. Director Barnes stated that in looking at table three, which is the timeline for replacements, it looks like the schedule is to buy four ZEB vehicles in 2026. Mr. Haack responded that they would be 25% of the purchased cutaway vehicles in that year.

Director Gogreve asked why they were not planning to convert any existing paratransit vehicles to zero emissions. Mr. Haack responded that this is something that happens in larger 40-foot buses in which the engines are rebuilt. This would be not cost effective for the cutaway vehicles.

Board Discussion:

Vice Chair Barnes stated that it's going to be interesting to see if we can get to 2026 with any kind of product that's going to meet our needs and our requirements. He also stated that we almost need to go in with those first vehicles as being not quite R&D vehicles, because we don't know how they're going to perform. On the larger bus market, we're now a decade and a half into this and at least in his work in this space, we have not come close to figuring it out. There's some big expensive decisions to be made and ultimately we're going to have to balance all that as we go forward.

Vice Chair Barnes stated that they need to advocate because he thinks there's also an educational piece that needs to be conveyed. The impact from converting vehicles to zero emission in terms of the overall environmental impact is probably not where the big gains are. Director Matthews agreed that they need to advocate strongly in Sacramento.

Director Gombert stated that several speakers under public comment commented about issues relating to electric vehicles. It is important to emphasize that the proposed Board action has no recommendations on purchasing any type of zero emission vehicles, including electrics. These concerns may be legitimate but are a little bit premature.

Director Gogreve thanked Ms. Dawson and all the commentators because they are extremely important. She suggests that as a Board, they keep a record of all these comments and these concerns they are receiving. She wants to make sure they know they are looking at these concerns. They have a responsibility not only for advocacy in Sacramento and Washington, but also advocacy for all customers, and a public hearing possibly to hear these things.

Secretary Nason stated she appreciates Francis Dawson for the time she's put into this research and then to go out there to let them know. They all need to be advocates and have more education on this subject.

Director Gibson stated that she concurred with the comments. She also stated that it is a moving target in terms of vehicles that are going through Altoona testing and vehicles that meet Buy America. In a real practical sense, many agencies are working on the paradigm of having facilities that are leased by contractors. That's not practical when you're dealing with having to do infrastructure to support zero emission vehicles.

Motion made by Vice Chair Barnes to approve the item, seconded by Director Gibson. Via Roll Call Vote - all were in favor, motion passed.

9. CONSIDERATION TO APPROVE ACCESS TO WORK PROGRAM CHANGES

Manager of Planning Eric Haack presented this item.

Public Comment:

Fernando Roldan made a public comment concerning the Access to Work program. He stated that between 2005 and 2016, he was working for the Employment Development Department during that time and unfortunately had some horrible experiences with Access when he was using shared rides and not getting to work on time. That program would've worked for him with the exception that his income level was too high to meet those standards of the Access to Work program. He is glad that they are making the changes, but it should have been done a long time ago. He tried sending a message to Department of Transportation and got no response. He is really disappointed with Access Services because this should have been done a long time ago. This is the reason why he moved to Glendale and is working and living in Glendale.

Yael Hagen made a public comment by stating that in order to change the \$2 fare to \$2.75, there has not been a cost analysis of how much it would cost the system to change the fare. Currently, it's been \$2 for many years. Access just came up with a \$2 coupon which is being used in the system for several things including Access to Work. They would have to change their literature which would be an additional cost. They would have to retrain staff and it would cost more to change the fare. People with disabilities historically receive or have a very difficult time with employment and finding employment. To put that burden on them is completely unnecessary. She is very upset about how it was depicted that Access staff came to CAC and asked for their opinion and then they minimized the opinion. She asked the Board members to think and ask questions about why they are changing the fare. She believes the system is not broken right now, there's no need to make that change. It's a great program that should stay as it is.

Frances Dawson made a public comment by stating that this is an awesome service for people getting to work. If she had had this when she was a nurse, she would be so happy. Regarding the fare, she understands the issue, but she paid \$2.75 for her ride to the meeting. Regarding income, she understands because she has to pay for medical costs and rent. She thinks it is exciting that they're going to be included in this and thanked them for this.

Terri Lantz made a public comment by stating that she supports this program. She has clients it benefits and in particular, for one that works at Dodger Stadium, that without this program she would not be one of their longest working staff there. Many riders who work in part-time jobs make minimum wage and the change in fare is going to be very hard for them. In a perfect world, it would be great if people were above the poverty line, maybe you look at those below it and grandfather them into the existing \$2 fare.

Board Member Questions:

Director Gogreve asked when they need to decide on this. Mr. Haack responded the program is ongoing and it would continue with the change of income component being authorized. Director Gogreve stated she doesn't have enough information that would make her feel like she could make a decision right now. If they open it up to all Access riders and remove the income requirement, is this going affect the performance standards and increase ridership for the program? Do they currently have a wait list for the six regions?

Mr. Haack responded that there are 3,200 trips per month. There are under 200 customers using the program each month. A lot of these customers are already using Access because they're trying to get to their place of employment. By getting rid of the income requirement, they are providing an enhancement to the service, so other customers can use the program too. Mr. Colaiace stated this would just simply allow people of higher income to also use the program. There will be program growth but not ridership growth.

Director Gogreve stated that she is concerned that there really wasn't a lot of information for her to decide. Mr. Haack stated that he would be happy to provide a more detailed report on the Access to Work program, whether it's after a vote or if they wish to defer voting on this program.

Vice Chair Barnes asked about the staff report where it was noted that it would be a limited impact on budget, about \$2 million a year in expenses. He asked if that number was covered in the budget. Mr. Haack confirmed that it was. Mr. Colaiace pointed out that the grant that had covered 50% of the trip cost and that source of funding has been exhausted. He stated it was important to note that other than the current program participants, other riders are still taking trips to/from work and those are in the regular service. The changes in the program simply meant a shift in where the trips were being taken program wise, and not necessarily an increase to the overall service.

Vice Chair Barnes stated that if they were to cancel this program, the riders would move over to the traditional ADA service but still take the same trips. Otherwise, it would be a more flexible program for other riders. Mr. Colaiace concurred and stated that the strategy through the years was to get someone else to pay for regular trips.

Director Gibson asked about the non-traditional/residential work and how that was confirmed. Mr. Haack stated he would provide further information on it.

Director Gogreve asked if they searched for any other grant opportunities. Mr. Colaiace responded that Access is regularly looking for grant opportunities. Our federal/state lobbyists send notices of grant opportunities on a regular basis. There've been a couple small grant programs that might fit with this program, but for the amount of money available, it probably wasn't necessarily worth the time.

Chair de Vera asked if they have a bunch of \$2 coupons, all they have to do is purchase the plus to make it \$2.75 or they have to purchase the \$2.75 coupons. Mr. Haack replied either option was available.

Director Gogreve asked if the contractors are concerned, if there is growth and popularity within this program, are they going to be able to meet the challenges. Mr. Haack stated that consistently for the 11 or 12 years that the program has been in existence, the contractors have done remarkably well. Mr. Haack also stated that these work-related trips are a small fraction of the overall trips.

Director Matthews asked if the survey was only through a mailing. Mr. Haack responded that it was. Director Matthews asked why it was only mail and not digital format. He believes it would give a better picture in terms of statistics. Mr. Colaiace responded that getting 58 surveys back out of 200 is still an excellent response rate and gives them a great picture of the overall satisfaction with the program.

Board Discussion:

Director Barnes appreciates the discussion, and this is another fascinating program where they went out and got a grant which did two things - it helped demonstrate a concept that works, that providing this flexibility to this subset of riders has been beneficial. The second thing the grant did was it helped buy down the fare for a particular group of folks. The grant is now gone and in terms of continuing the program, the ability to schedule to a work stop and start time, that's a benefit to our customers. He doesn't see there being a huge cost swing one way or the other because they are simply giving customers more flexibility. On the fare side, they really would have to look at the issue about a lower fare for all persons who have low income. To maintain a low fare for persons with low income only for this program, that's inequitable to other people who are of lower income and taking trips for different purposes. This is just equalizing fares to their current structure, and it makes sense.

Chair de Vera stated that riders need to understand that if a grant is gone and we're keeping the program, but you just have to pay what that grant covered which would be the \$0.75.

Director Matthews stated that as a rider in the past who has used Access to Work, this has had great impact on the ability to be a part of the community. That is not a part of this discussion today. A lot of the discussion has initially been around funding and how

do they keep it going, which he thinks is great. They also need to look at the impact on the communities if this program has changed to a point where it's not viable for some individuals. It is a component that people miss often because it's not realized that when individuals with disabilities get employment, it's often not at a minimum wage. Overall, he thinks that this program is good and is going in the right direction.

Director Gogreve supports this but agrees with Director Matthews that a program evaluation needs to be consistent with all of Access' programs.

Motion made by Vice Chair Barnes to approve the item, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

10. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Frances Dawson stated that she had a question concerning the presentation, although she has no background on this, she was wondering at people having more serious health conditions and complications, how they make the decisions on getting these vehicles. She was wondering how the decision was made according to the type of rides and the type of conditions and mobility devices of people.

Board Member Questions:

Director Gogreve made a request to see statistics for the Where's My Ride app and the ratings along with ETA statistics. Mr. Greenwood stated that more people are using the app vs making a phone call but he will provide more detail at the next meeting.

11. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

Director Barnes was very glad to see that the updates from the local, state and federal lobbyists were on a future agenda. He encourages them to keep that and maybe not do them all on the same agenda but spread them out since they are a bit time consuming. This is obviously one of the benefits that came out of the committee structure that he thinks that they are really valuable. Separately, they should start receiving education and updates related to the Olympics. He would also like updates on the autonomous vehicle project.

12. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated they had a very productive meeting with Metro staff about the Olympics. They have had a couple meetings with them in the past, but this one was in-person at Metro, and it included Director Gogreve and Sam Morrissey, who's the Vice President in charge of transportation for the Olympics. Mr. Colaiace also told them they are still looking for an appropriate facility that could be included in a Metro Olympic funding request to Congress. They would like to take advantage of this funding environment while they can. They would like to integrate Access into operational planning for the Olympics and Paralympics, particularly the site planning for Olympic events. They want to make sure Access vehicles are able to get to these facilities for customers who want to attend these various events. Metro staff did say they're going to be putting together an operational group that's comprised of Access and the municipal operators to make sure they are at the table when it comes to planning for this important event. He thanked Director Gogreve for setting it up and for attending. He also said the California Transit Association Fall conference went very well. It was hosted by Access, Foothill and Pasadena Transit and he thanked Director de Vera for her participation. He also mentioned that there was a transit agency there that combined micro transit, ADA transit and medical transit all in one vehicle. He found that very interesting. He is not sure if it would be feasible in L.A., but it was great to see it.

Chair de Vera thanked them for allowing her to speak at the conference.

Public Comment:

None.

Board Comments:

None.

13. BOARD MEMBER COMMUNICATION

Vice Chair Barnes stated it was great to join Access and Pasadena Transit in hosting the conference.

Director Gibson stated she was very happy to be a part of CTA activities and great to participate in them. She appreciated when maintenance staff are recognized with the Superior Service Award.

Director Gogreve echoed what Director Gibson said. It is such a critical component of safety, and for the riders and it was just great to hear how hard the Superior Service Award winner works. She thanked the CTA and said it was wonderful. Everybody contributed and there were some great sessions. She thanked everyone on the Board for their of contributions and wished everyone happy holidays and Happy New Year moving forward.

Director Gombert echoed the previous comments and thanked staff for the detailed presentations and putting up with our barrage of questions today.

Director Matthews said it was great to see the continued work of improving Access Services in general and for the ridership. It's great to see the massive amount of communication that happens on items that they have to address. He is happy to continue to be a part of the Board and looks forward to further discussions in the future.

Secretary Nason stated there were excellent presentations and the Superior Service Award was wonderful. She thanked staff for running the meetings so smoothly.

Director Troost echoed what Secretary Nason said and the staff has really been great throughout the year. He really appreciates it very much. Happy New Year to everyone.

Chair De Vera thanked Access for having her represent them at CTA. It was an honor. She added that December 3rd was International Persons with Disabilities Day and was looking back at where she was in '96 to where she is now and that she could not be there without Access Services. They have opened so many doors for her and allowed her to go back to school, get her Bachelor's and Master's, work independently, and visit Seattle. It is great to have reliable transportation for people with disabilities and being able to live as independently as possible.

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None

15. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

16. CLOSED SESSION REPORT

Legal Counsel Vince Ewing reported that on the listed closed session items, the Board took action on agenda item 16-c as follows -

The Board and counsel met in closed session on the listed agenda items. An update was provided regarding the pending litigation in the Aviles case and on the Executive Director employment appointment and labor negotiator items. Chair de Vera made a motion as follows: That the term of the employment for the Executive Director be extended to December 2nd, 2029, that the Board authorized an increase in an annual salary, 5% for merit increase, 5% for a market rate adjustment from a salary of \$317,625.10 to \$349,387.61 effective retroactively to July 1st, 2023. In addition, the Board authorized a change in the contract terms such that the Executive Director's evaluation review process will occur before the end of the fiscal year. And that will occur by the month of June, before June 30th. The vote was as follows: Chair DeVera, aye. Director Nason, aye. Director Gombert, aye. Director Gogreve, aye. Director

Matthews, aye. Director Barnes, aye. Director Troost, aye. The following Board members were not present for the vote: Director Burner and Director Gibson.

17.ADJOURNMENT

Motion made by Director Gombert, seconded by Director Gogreve to adjourn.

The meeting adjourned at 2:45 p.m.

Approved

Dolores Nason, Secretary

Date

JANUARY 16, 2024

TO: BOARD OF DIRECTORS
 FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
 RE: CONSIDERATION TO APPROVE FY25 FUNDING REQUEST

ISSUE:

Access is required to provide an estimate for the Agency's Fiscal Year 2025 (FY25) budget needs to Metro for planning purposes by February 1, 2024.

RECOMMENDATION:

Authorize staff to submit a draft budget and funding request for planning purposes in the amount of \$331,955,081 for FY25 to the Los Angeles County Metropolitan Transportation Authority (Metro).

IMPACT ON BUDGET:

The draft budget is comprised of the following elements (with a short description of each element below the table):

Total Operating Budget	\$291,155,081
Capital Program (Rolling Stock)	\$40,800,000
Capital Program (Rolling Stock) Carry Forward	\$20,000,000
Capital Program (Construction)	\$8,000,000
Total FY25 Metro Budget Request	\$331,955,081
Total FY25 Budget - Inclusive of Capital Carry Forward	\$359,955,081

Total Operating Budget

The operating budget encompasses all operating expenditures that are usually presented in four (4) categories: Contract Operations and Management, Eligibility Determination, CTSA Function and Administration.

This draft budget is based on the draft ridership forecast for FY25. Staff fully anticipates that the budget and funding request will continue to be revised over the coming months and will present monthly updates beginning in February.

Capital Program

Fleet Replacement

This portion of the budget is an anticipated request for additional funding to replace the growing number of vehicles that will need to be replaced in the upcoming fiscal year. As of November 2023, and given the current average monthly miles:

- 49% (364 units) of the existing fleet currently have over 250,000 miles.
- 12% (92 units) will reach the 250,000-mile limit by the end of FY24
- 9% (68 units) will have over 250,000 miles before the end of FY25.

In total, 524 units should be replaced in FY25. Of the 524 units that need replacement, Access is on schedule to receive about 200 vehicles that are currently on order in FY 24.

Fleet Expansion

Access will budget for the balance of 324 vehicles that should be replaced in FY25 in addition to any vehicles currently on order that are not delivered in FY24. Contractually, Access is required to replace most vehicles when they reach 250,000 miles.

Staff is currently studying the concept of expanding the fleet with the use of sedans. The Access vehicle fleet has remained relatively constant over the last 10 years at 733 vehicles. The last time the fleet size increased was in FY17 (50 units) as part of the Access To Work (ATW) grant. The fleet size over the last ten years has increased by 15% only because of the ATW vehicles while service demand has grown by over 35% during the same period. Now that the pandemic appears to be over, demand has returned steadily over the last couple of years and it is forecasted to continue to increase for at least the next decade.

In the past, Access contractors relied heavily on the taxi industry to provide the additional vehicles to deliver service. In 2019, 51% of the trips were performed via taxis. However, the pandemic decimated the taxi industry and it has yet to recover. The taxi operators that have returned are now often choosing to perform cash trips rather than the steady work that had been subcontracted to them. Access contractors are no longer able to rely on the taxi industry to provide the additional capacity required to deliver the ever-increasing demand both on a daily level and on an annual basis.

Staff will prepare a more detailed presentation to the Board in the near future to discuss the viability of the use of sedans.

Capital Program Carry Forward

This portion of the budget is the anticipated funding currently available for acquisition of vehicles which was not spent by the end of fiscal year 2023. While purchase orders have been issued totaling about 200 units, the delivery of vehicles has now normalized and the vendor has added capacity to deliver up to ten vehicles per week.

For planning purposes, the carryover amount is listed at the current amount available but will be adjusted and finalized before the final budget is submitted to the Board in June 2024.

ALTERNATIVES CONSIDERED:

No alternatives were considered as funding through the regional planning agency (Metro) is required to meet 100% of the expected demand for ADA transportation in Los Angeles County.

BACKGROUND:

FY 25 Budget Process

Staff has provided passenger demand, and a variety of other key data, to its third-party demand forecast developer, Hollingsworth Consulting. The resulting trip demand projection will be utilized to develop a draft budget for the next fiscal year (FY25). As discussed above, this budget will be refined in the coming months and brought back to the Board for approval.

JANUARY 16, 2024

TO: BOARD OF DIRECTORS

FROM: ERIC HAACK, MANGER OF PLANNING

RE: OVERVIEW OF 2024 BIENNIAL CUSTOMER SATISFACTION SURVEY

SUMMARY:

Starting February 6 through Wednesday, March 13th Access Services will conduct a general satisfaction customer survey. The survey will be performed by Access' contractor Great Blue Research, Inc., and respondents will be customers of Access Services from all six regions.

BACKGROUND:

Conducting regular passenger satisfaction surveys of Access customers is a critical step in obtaining an enhanced understanding of passenger perceptions of Access' service, quality, and responsiveness to customer concerns.

In previously conducted customer satisfaction surveys, Access has sought feedback from customers on their experience with the trip booking process, experience before, during, and after an Access trip.

Access also conducted more narrowly tailored surveys. In 2021, Access' survey focused on satisfaction with new technological improvements, such as the introduction of the *Where's My Ride* mobile app and on-line trip reservation options. In 2023, a survey of Access customers was conducted designed to determine what modes of transportation Access customers use to travel throughout Los Angeles County.

Access uses the results of these types of surveys to determine how well the agency is meeting the needs of its customers, and the results of these surveys also help determine whether customers are aware of and able to use new programs introduced by Access.

Access staff works with its two advisory committees (CAC and TPAC) in designing surveys which include topics deemed relevant by members of these committees. Staff, in turn, then provides a detailed summary of the survey results, reflecting customer perceptions of the agency and its services, to both the committees and the Access Board of Directors.

OBJECTIVES FOR THIS BIENNIAL CUSTOMER SATISFACTION SURVEY:

This survey will be designed to gauge customer satisfaction with Access. This survey will be conducted over multiple weeks starting on Tuesday, February 6th with the survey period ending on Wednesday, March 13th. The survey will seek to determine overall satisfaction with Access Services and is designed to be similar to Access' previous general Customer Satisfaction Survey of 2022. This way the results from 2022 and 2024 will be able to be compared when the results are compiled.

The survey will also be focus on eleven different topics:

- 1) Experience with rides on Access
- 2) Experience with Customer Service calls
- 3) Making a reservation for a trip
- 4) Observations on the cleanliness of Access vehicles
- 5) The Complaint and Compliment process
- 6) Experience with scheduling back-up service using the Operations Monitoring Center (OMC)
- 7) Satisfaction with Access' Beyond the Curb service
- 8) Experiences with traveling with a service animal and/or mobility device
- 9) Overall Access satisfaction or dissatisfaction
- 10) Demographic questions

CUSTOMERS ELIGIBLE TO RESPOND TO SURVEY AND RESPONSE METHODS EMPLOYED

The survey will be open to all active Access eligible customers. An "active" Access customer is defined as any Access-eligible customer who has taken two trips in the past six (6) months or one trip in the past 12 months.

The survey will be open via email, text, and Access website for the first weeks of the survey. The final two weeks of the survey will be conducted through telephone surveyors calling respondents who had not responded to the digital survey methods.

It is expected that approximately 1,200 completed respondent surveys will be collected to provide statistically valid results.

INPUT ON SURVEY SCRIPT BY BOARD MEMBERS

Access staff initially presented the draft survey script for comments to the CAC in November 2023 and the TPAC in January 2024. The CAC established a focused Ad Hoc subcommittee to provide further input in January. The edits of the Ad Hoc CAC subcommittee are reflected in the survey script included with the Board agenda as Item 8, Attachment A.

- Yellow highlight - indicates where the Ad Hoc Committee proposed changes to the existing survey language.
- Blue highlight - indicates where the Ad Hoc Committee proposed new language/questions for the survey that was not previously there.

- Red highlight - (at the end of the document) indicates questions recommended to be deleted by the members of the Ad Hoc Committee.

Access is seeking any recommended edits from Access' Board of Directors.

After the completion of the survey, Access staff will return to present the results of this survey to the Board.

JANUARY 16, 2024

TO: BOARD OF DIRECTORS
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
 RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board and its committees through March 2024.

February 22, 2024 - Board Meeting

Agenda Items:	Disposition:
Insurance Third Party Administration Services Contract Extension	Action
Service Provider Contract - Santa Clarita Region Extension	Action
On-Board Vehicle Camera Recording System Contract Extension	Action

March 25, 2024 - Board Meeting

Agenda Items:	Disposition:
Fleet vehicle purchase	Action