

access

BOARD OF DIRECTORS MEETING

Monday, January 26, 2026

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

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

See *Note below for remote public link.

MISSION STATEMENT

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 8, 2025 (page 5) [Staff Recommendation: Approve minutes as written.]	ACTION
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION
5. SUPERIOR SERVICE AWARD	PRESENTATION

6.	CONSIDERATION TO APPROVE FY27 FUNDING REQUEST (page 11)	ACTION
[Staff Recommendation: Authorize staff to submit a draft preliminary budget request for planning purposes only in the amount of \$389,325,934 for FY27 to the Los Angeles County Metropolitan Transportation Authority (Metro).]		
7.	2026 PROPOSED CUSTOMER SURVEY	PRESENTATION
8.	GROCERY DELIVERY PILOT PROJECT	PRESENTATION
9.	OPERATIONS UPDATE	PRESENTATION
10.	UPCOMING BOARD ITEMS (page 13)	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. Pending Litigation: Gov. Code §54956.9 (d)(1) (i) Litigation, to which Access Services is a party, has been initiated formally. 1) Jose Preciado, et al. v. Access Services, et al. Claim No. 1106-AL-22-0300044 2) Shannon, Bettyanne v. Access Services; CorVel Claim No. 1106-AL-25-0300038 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.	DISCUSSION/ POSSIBLE ACTION
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 agendized item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to two (2) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

***NOTE**

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/88469019733>
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: 884 6901 9733
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 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.

access

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

DECEMBER 8, 2025

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Doran Barnes at 12:06 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, 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: Vice Chair Theresa De Vera

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 27, 2025

Recommendation: Approval of minutes as written.

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

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON DECEMBER 1, 2025

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen reported that in the November meeting they had a Board report from Director Theresa Devera. Executive Director Andre Colaiace did a report about the steps and activities leading to the World Cup, including the visitors' policy. Jason Gonsalves gave them an update on SB 707, which is a modification of the Brown Act, and how it will affect their CAC meeting. It looks like they will still be able to continue to meet in hybrid form. Manager of Strategic Planning Eric Haack discussed the questions for the upcoming survey. They discussed the possibility of doing additional outreach to get people to participate in the survey. Chief Operations Officer Mike Greenwood discussed adding an additional 8pm transfer to Santa Clarita on Saturdays. The CAC added three ad hoc subcommittees for same day service, vehicles and survey questions.

GENERAL PUBLIC COMMENT

None.

5. CONSENT CALENDAR

- a) Consideration to Approve 2026 Board Calendar
- b) Consideration to Approve CAC Reappointments

Public Comment:

None.

Motion made by Treasurer Aguilar to the Consent Calendar, seconded by Director Troost. Via Roll Call Vote - all were in favor, motion passed.

6. CONSIDERATION TO APPROVE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

None.

Board Member Questions:

None.

Board Discussion

None.

Motion made by Director Burner to approve the item, seconded by Director Matthews. Via Roll Call Vote - all were in favor, motion passed.

7. VISITOR POLICY REVIEW

Chief Operations Officer Mike Greenwood and Senior Manager of Customer Relations Susanna Cadenas presented this item.

Public Comment:

Yael Hagen made a public comment by thanking Susanna Cadenas and Mike Greenwood for listening to riders' comments and integrating them into this policy. She loves the innovation, great ideas, and the creative thinking that came into this visitor's policy and appreciates that collaboration.

Board Questions:

Secretary Gogreve asked if this information would be updated and brought back to the Board for approval. Mr. Greenwood wasn't anticipating asking the Board for approval, but he expected the Board would be very interested in periodic updates as they get closer to the Olympics and the World Cup. Access has not transported many riders to international soccer events but has plans to monitor trip demand for the World Cup.

Secretary Gogreve mentioned that in the report it said there were 130 international visitors from 25 countries. She wanted to make sure they're prepared for a surge in visitor requests that may happen. Ms. Cadenas stated that in 2024 the Heyball event in Los Angeles attracted over 130 visitors that applied for the service. That event only lasted over a weekend.

Secretary Gogreve asked if Rider360 fields have been added for international phone numbers and addresses. Ms. Cadenas responded that currently it does capture international phone numbers but does not capture addresses.

Secretary Gogreve asked if they translated this information via Google Translate. Ms. Cadenas responded that typically communication comes via email and they have a field that asks their preferred language and are able to accommodate them. Secretary Gogreve asked Access staff and contractors if they can make it so that international callers can make calls to them when visiting. She also asked them to make other apps available for them to be able to communicate in their language. Mr. Greenwood responded that there is an endless possibility of apps out that can be used for them to make calls or communicate. He will look into making this available on their Access app just in case.

Secretary Gogreve asked if they can make an exception on the 21-day visitor policy, in case they are here longer than 21 days. Mr. Colaiace responded that the policy has been like that for years and they can work around it and maybe make an exception for that month. However, he doesn't foresee them making a permanent policy revision. He would encourage them to just apply for an Access card if they are planning on staying longer than 21 days.

Secretary Gogreve asked if they had contacted any other agencies, like Atlanta, which have gone through this type of event. Mr. Greenwood responded that they did reach Salt Lake City, host of the 2002 Winter Olympics, and they did have some recollections of how they did last minute planning for Paratransit operations.

Chair Barnes asked, in terms of the financial impact, how will staff address the surge in demand for these special events? Mr. Colaiace responded that they will do a deeper dive in an analysis for the Olympics, just to make sure that it can be accommodated in the FY 2029 budget.

Treasurer Aguilar asked what Access was doing in terms of printed information and making that available in other languages. Mr. Greenwood responded they haven't gotten to that yet, but they will discuss communication materials when they get closer to the Olympics.

8. OPERATIONS UPDATE

Senior Manager of Operations Rogelio Gomez presented this item.

Public Comment:

None.

Board Member Questions:

None.

9. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

10. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that there's a new regional process for Access to be allocated certain federal money. In the past, these funds were allocated by the Metro board as part of their funding mix. Under this new process, which was mandated by the FTA, these funds must be allocated by SCAG using a competitive process. It is a very competitive process with \$3 billion in project requests for \$1.25 billion in funding, leaving SCAG staff with a very difficult task. Access received \$131.8 million over the two-year period of FY27 and 28. On the plus side, this is by far the largest amount awarded to any project in this process. However, it represents less than what Access has traditionally received from Metro, which is about \$80 million a year. They have requested a debrief with SCAG staff to talk about the results, but also how they can do better in the future. Staff is finalizing a draft of the proposed strategic plan that will look at the challenges that Access anticipates facing over the next five years. They plan to include continuing to develop operations and maintenance facilities and working with their federal and local partners to explore new funding opportunities. A draft of the strategic plan will be shared with the Board of Directors in February 2026 for their review and comments.

Board Member Questions:

Chair Barnes asked if the flexible funds that were awarded through the SCAG process could possibly end given policy proposal at the federal level. Mr. Colaiace stated there are two proposals at the DOT that will eliminate the mass transit account and also reduce the flexibility of federal funds, which has been going on since the early '90s. He knows APTA is working hard on this issue, and it was a subject of their recent winter legislative meetings. He agreed that one of the proposals, if enacted, would make it difficult to receive the STBG funds that Access currently receives.

Chair Barnes asked their Access family to reach out to any federal legislators on these two topics. A lot is to be done in the upcoming year in terms of the advocacy process.

11. BOARD MEMBER COMMUNICATION

Treasurer Aguilar stated it's been a busy year, and they've had a lot of projects completed and some are still in progress. He thanked everyone for their hard work and wished them happy holidays.

Secretary Gogreve thanked staff for their presentations and wished everyone happy holidays.

Director Gombert stated there was a lot of discussion at the last APTA conference in Boston about fare collection policies for paratransit. He would like staff to prepare a presentation and report to the Board on the fare collection policies and

procedures of their paratransit peers, with the goal of determining the best practices for a system of their size. This report should include a report on Access' progress on mobile ticketing through the Where's My Ride app.

Director Troost thanked everyone and wished them happy holidays.

Director Burner would like Access staff to come back to them with some more clarity about what's happening with the DBE/WBE policy as it relates to the federal government. He thanked everyone and wished them happy holidays.

CAC Chair Yael Hagen wished happy holidays to everyone. She asked the Board to adjourn the meeting in memory of Wilma Ballew. Wilma was a rider and an advocate, was very involved and very passionate about paratransit. She attended the Board meetings and the CAC regularly prior to COVID. She unfortunately passed away last week.

Chair Barnes thanked staff for all their hard work in providing great quality service. He thanked the contractors for making it happen. He wished everyone a happy and joyous holiday season.

12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

14. CLOSED SESSION REPORT

There was no report out of Closed Session.

15. ADJOURNMENT

Motion made by Secretary Gogreve to adjourn in the memory of Wilma Ballew, seconded by Director Matthews.

The meeting adjourned at 1:22 p.m.

Approved

Giovanna Gogreve, Secretary

Date

JANUARY 20, 2026

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: CONSIDERATION TO APPROVE FY27 FUNDING REQUEST

ISSUE:

Access is required to provide a draft preliminary budget for the Agency's Fiscal Year 2026-2027 (FY27) budget needs to Metro for planning purposes by February 2, 2026.

RECOMMENDATION:

Authorize staff to submit a draft preliminary budget request for planning purposes only in the amount of \$389,325,934 for FY27 to the Los Angeles County Metropolitan Transportation Authority (Metro).

IMPACT ON FUNDING REQUEST:

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

Total Operating Budget	\$354,280,134
Capital Program (Rolling Stock)	\$35,045,800
Total FY27 Metro Budget Request (Draft)	\$389,325,934
Capital Program (Rolling Stock) Carry Forward	\$4,252,272
Capital Program (Construction)	\$11,308,590
Total Capital Program (Draft)	\$15,560,862
Total FY27 Budget - Inclusive of Capital Carry Forward	\$404,886,796

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 trip forecast for FY27. Staff fully anticipates that the budget and funding request will continue to be revised over the coming months.

Capital Program

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 December 2025, and given the current average monthly miles,

- 23% (179 units) of the existing fleet currently has over 250,000 miles.
- 28% (217 Units) will have over 250,000 miles before the end of FY26.

In total, 200 passenger vans and 20 cutaway vehicles should be replaced in FY27. Contractually, Access is required to replace most vehicles when they reach 4 years of in-service age, or 250,000 miles whichever comes first.

Capital Program Carry Forward

This portion of the budget is the anticipated funding currently available for acquisition of vehicles which may not be spent by the end of fiscal year 2026. Purchase Orders for FY26 replacement vehicles have been issued and we anticipate taking delivery of all previously ordered units prior to June 30, 2026, except for the delivery of 12 Cutaways and another separate order of 20 units which may be delayed and result in deliveries in early FY27.

For planning purposes, just over \$4.2 million is included in the FY27 budget for Capital Carry Forward as the current MOU requires reimbursement for capital expenses. However, in the event that there are any further unanticipated production delays, the carryover amount available will be adjusted and finalized before the final budget is submitted to the Board in June 2026.

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:

FY27 Budget Process

Staff has provided actual passenger demand, and a variety of other key data through November 2025, to its third-party demand forecast consulting firm, Hollingsworth Consulting. Hollingsworth Consulting has projected a 7.7% increase in ridership for the upcoming fiscal year. This projection will be utilized to develop a draft budget for the next fiscal year (FY27). As discussed above, the budget will be refined in the coming months and brought back to the Board for approval.

JANUARY 20, 2026

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 through March 2026.

February 23, 2026

Agenda Items:	Disposition:
Southern Service Region Provider Contract Extension, AS-4126	Action
A/E Services for Environmental and Equity Analysis Contract Award, AS-4188	Action
West Central Service Region Provider Contract Award, AS-4180	Action
Videographer Contract Award. AS-4193	Action

March 23, 2026

Agenda Items:	Disposition:
Strategic Plan Approval	Action
Software Development Contract Award	Action
Peer Fare Survey	Presentation
Legislative Updates	Presentation