

access

BOARD OF DIRECTORS MEETING
Monday, January 27, 2025
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.](#)

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 9, 2024 (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 FY26 FUNDING REQUEST (page 11) [Staff Recommendation: Authorize staff to submit a draft budget request for planning purposes in the amount of \$348,952,559 for FY26 to the Los Angeles County Metropolitan Transportation Authority (Metro).]	ACTION [Vote Required: majority of quorum by roll call]
7.	CONSIDERATION TO MODIFY SCOPE OF WORK, EXTEND TERM AND INCREASE FUNDS - CONSTRUCTION PROJECT MANAGEMENT SERVICES (AS-4136) (page 13) [Staff Recommendation: Authorize an additional \$298,000 in funds, a change in the scope of work to include preconstruction project management services for the Southern region operating and maintenance facility and an extension of the contract through December 31, 2027.]	ACTION [Vote Required: majority of quorum by roll call]
8.	2025 PROPOSED CUSTOMER SURVEY	PRESENTATION
9.	OPERATIONS UPDATE	PRESENTATION
10.	UPCOMING BOARD ITEMS (page 16)	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

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| <p>15. CLOSED SESSION:</p> <p style="padding-left: 40px;">A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9</p> <p style="padding-left: 80px;">1. Anticipated Litigation: Gov. Code §54956.9 (b)</p> <p style="padding-left: 120px;">(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".</p> <p style="padding-left: 80px;">2. Pending Litigation: Gov. Code §54956.9 (d)(1)</p> <p style="padding-left: 120px;">(i) Litigation, to which Access Services is a party, has been initiated formally.</p> <p style="padding-left: 80px;">1. Acosta, Carolina v. Access Services; Claim No. 1106-AL-23-0300103</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| <p>16. ADJOURNMENT</p> | <p>ACTION</p> |

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

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

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

Alternative accessible formats are available upon request.

*NOTE

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/82900351989>
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: 829 0035 1989
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

DECEMBER 9, 2024

12:00 p.m.

1. CALL TO ORDER

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

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair de Vera, Vice Chair Doran Barnes, Treasurer Lee Burner, Secretary Dolores Nason, Directors Valerie Gibson, Martin Gombert, Liam Matthews, and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Giovanna Gogreve

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON OCTOBER 28, 2024

Recommendation: Approval of minutes as written.

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

3. REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON NOVEMBER 26, 2024

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen gave an update on the November meeting which included a discussion on the preliminary concepts for same day service. They also discussed the

technology survey and asked for feedback from CAC members. Director of Planning and Coordination Matthew Avancena gave an update on the CAC orientation packets and survey. At the December meeting they discussed the free fare and travel training program. They also spoke about establishing a post-eligibility calls ad hoc subcommittee. Senior Road Safety Inspector Colin Obeso discussed how they conduct location evaluations and stand sign evaluations. Chair Hagen also stated they are working on putting together the goals retreat, which is scheduled for February 11th.

5. GENERAL PUBLIC COMMENT

Yael Hagen made a public comment by asking the Board members to announce that they have CAC positions open and if they might be able to recommend any riders to fill those positions. She also added that they haven't had a representative from the Board attend the CAC meeting in quite a while. She thinks it is very helpful for the Board members to attend the meeting.

6. CONSENT CALENDAR

- a) Consideration to Approve 2025 Board Calendar
- b) Consideration to Approve CAC Reappointments
- c) Consideration to Approve PTASP Plan Update

Public Comment:

None.

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

7. CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - NORTHERN REGION SERVICE PROVIDER CONTRACT (AS-4059)

Senior Manager of Procurement Brian Selwyn; Senior Manager, Finance Planning & Analysis Bruce Frink; and Project Administrator Jessica Volanos provided the presentation for this item.

Public Comment:

Yael Hagen made a public comment to lend her support to MV Transportation. She appreciates their dedication and has been taking Access in the region for many years. It's a testament to MV that they have so many drivers that have been with MV for a long time. It's helpful to them as riders to have knowledgeable, courteous and friendly drivers. She also acknowledged the dedication of management and the leadership of Elmer Contreras.

Board Member Questions:

None.

Board Discussion

Secretary Nason stated that staff analyzed everything and realized that if they didn't approve the contract, it was going to cost them a lot more money in the future.

Vice Chair Barnes asked if they changed the regional boundaries, would that impact in terms of competitiveness and participation as they're not quite balanced currently? Executive Director Andre Colaiace responded that they wouldn't know until they put it out to bid. He added that this region has been the slowest to recover from COVID.

Director Burner asked if the standard KPIs have been the same since the beginning of the contract, or whether they have changed throughout the contract. Project Administrator Jessica Volanos replied that the standards have been the same but a new KPI that has been tracked recently is the calls on hold over five minutes for cancellations. But those KPIs have remained the same in terms of the contractual standards.

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

8. LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES

Director of Government Affairs & Outreach Randy Johnson introduced each of the lobbyists for their presentations.

Public Comment:

None.

Board Member Questions:

None.

9. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

None.

Board Member Questions:

Vice Chair Barnes asked how many trips they provide during a typical day. He wanted to get a sense of the percentage overall of trips to the stadiums and event centers. Mike Greenwood responded it was about 12,500 completed trips a day and the percentage

of those going to any of the stadiums or event areas during the Olympics or World Cup are minimal.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Public Comment:

None.

Board Member Questions:

None.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that Access has already started the FY 26 budget process and that the projections made by Access' new econometrics firm, Hollingsworth Consulting, have been accurate in predicting a significant increase in ridership, approximately 14 percent. Access staff will use this ridership data to develop a funding request for next year, which will be brought to the Board in January. Staff has also started planning for the next Community Meeting which will be held on Saturday, March 15th of next year. The next edition of the Rider Newsletter will be sent out beforehand to notify our riders of this and also provide them with additional information about Access, from safety tips to how to participate in the Community Advisory Committee. Mr. Colaiace also wanted to thank everyone, the Board of Directors, Access staff and particularly our contractors and their employees for their hard work during what has, overall, been a successful year for the Agency. Despite the huge increase in ridership, Access' KPIs have been solid and progress has been made on a key initiative, having the Agency own its own operating facilities.

12. BOARD MEMBER COMMUNICATION

Vice Chair Barnes stated they had a strong performance, great results, great effort, and key initiatives moving forward. He thanked his colleagues for moving it all forward and thanked the contractors and the providers for making that happen. He wished everyone happy holidays.

Director Burner congratulated staff on a job well done. He appreciates contractors and customers attending the Board meetings and voicing their concerns.

Secretary Nason stated she would like to change her vote for the meeting on November 26 as abstained since she was absent that day.

Director Troost thanked staff and wished everyone a happy holiday.

Director Gibson thanked staff and contractors for all their hard work and stated she was grateful to serve on the Board.

CAC Chair Hagen asked that when talking to legislators and elected officials to please utilize Access riders as they can be a great asset to that process. She is very interested in the special events report given during the meeting. She asked that they be included in the discussion. Access riders may be attending events with Access but not necessarily returning on Access rides because they end late, and paratransit isn't available or reliable.

Chair de Vera acknowledged Access staff, Board members, providers, drivers, call takers, everyone behind the scenes, as well as the riders. She has been a rider for 28 years and it's such an important and integral need for those with disabilities. It has been an honor to serve Chair and to be a rider.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

15. CLOSED SESSION REPORT

No action was taken.

16. ADJOURNMENT

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

The meeting adjourned at 2:27 p.m.

Approved

Dolores Nason, Secretary

Date

JANUARY 21, 2025

TO: BOARD OF DIRECTORS
 FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
 RE: CONSIDERATION TO APPROVE FY26 FUNDING REQUEST

ISSUE:

Access is required to provide an estimate for the Agency's Fiscal Year 2026 (FY26) budget needs to Metro for planning purposes by February 3, 2025.

RECOMMENDATION:

Authorize staff to submit a draft budget request for planning purposes in the amount of \$348,952,559 for FY26 to the Los Angeles County Metropolitan Transportation Authority (Metro).

IMPACT ON FUNDING REQUEST:

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

Total Operating Budget	\$315,699,226
Capital Program (Rolling Stock)	\$ 33,253,333
Total FY26 Metro Budget Request	\$348,952,559
Capital Program (Rolling Stock) Carry Forward	\$1,015,000
Capital Program (Construction)	\$12,000,000
Total Capital Program (Draft)	\$13,015,000
Total FY26 Budget - Inclusive of Capital Program	\$361,967,559

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 forecast for FY26. 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

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,

- 33% (256 units) of the existing fleet currently have over 250,000 miles.
- 13% (102 units) will have over 250,000 miles before the end of FY25.

In total, 200 units should be replaced in FY26. Contractually, Access is required to replace most vehicles when they reach 250,000 miles.

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 2025. Purchase orders have been issued for 145 ProMaster units and we anticipate taking delivery of all 145 units prior to June 30, 2025. In addition, 11 Cutaway are on order and are expected to be delivered by June 30, 2025.

For planning purposes, just over \$1 million is included in the FY26 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 2025.

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 26 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 next fiscal year (FY26). As discussed above, this budget will be refined in the coming months and brought back to the Board for approval.

JANUARY 21, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT
ADMINISTRATION

RE: CONSIDERATION TO MODIFY SCOPE OF WORK, EXTEND TERM AND
INCREASE FUNDS - CONSTRUCTION PROJECT MANAGEMENT
SERVICES (AS-4136)

ISSUE:

Board approval is required to modify the construction project management services contract related to the development of the Southern region facility.

RECOMMENDATION:

Authorize an additional \$298,000 in funds, a change in the scope of work to include preconstruction project management services for the Southern region operating and maintenance facility and an extension of the contract through December 31, 2027.

IMPACT ON BUDGET:

The additional funds of \$298,000 are inclusive of preconstruction management for Phases 1 and 2 through the extended term of the contract. Additional funding for construction-related services will be requested once the extent of construction is fully identified. The funding for this contract comes from the Facilities and Construction (F & C) Fund. The total contract amount will increase from \$690,000 to \$988,000.

ALTERNATIVES CONSIDERED:

The Board may opt to direct staff to procure these services separately but, as outlined below, this contract was procured with the intent of relying on a single construction project management services firm to assist the agency in the development and construction of operating facilities throughout the service area.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate the additional scope of work and other related changes upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the contract unless the terms are

incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

In December 2024, Access purchased a 6.09-acre property at 15914 S Avalon, Compton to develop into a paratransit operations and maintenance facility for the Southern region. The property includes an office building and two warehouses leased to a trucking firm along with a fueling facility leased to SC Fuels. The trucking firm will be leaving the property at the end of February 2025, which will allow Access to move forward with addressing operational issues at the Southern region service provider's current facility. Due to funding constraints, development and construction will need to take place in the following phases:

Phase 1 - March - July 2025

As currently configured, the property will be able to accommodate 40-70 service vehicles, and operational and support staff, utilizing warehouse #1 and the existing open spaces without any significant construction commitments. This will start to address the excessive overcrowding and safety issues at the current operating facility.

Phase 2 - March 2025 - June 2026

Phase 2 will be focused on increasing service capacity to 160 vehicles along with providing maintenance services on site. Major construction activities would include leveling the office building, removing and filling in all loading docks, and reconfiguring warehouse #2 to support maintenance services. It is projected that there is sufficient funding in the Facilities and Construction (F & C) Fund to accommodate Phase 1 and Phase 2.

Phase 3 - TBD

Phase 3 will involve renovating warehouse #1 to accommodate all operational aspects (dispatch, reservations, training, back office, etc.) for the Southern region along with the construction of a three-story parking garage. This phase will require significant funding that is not currently available. Staff may begin architectural plans for this phase so as to be "shovel-ready," which will make the project more competitive when applying for outside grants and other funding.

Next Steps

It is necessary to add scope of work changes and additional funding to the agency's existing contract with Griffin to assist with the preconstruction activities for the first two phases.

Construction Management Services

In June 2020 Access issued an RFP to engage the services of a qualified Construction Project Management Firm that would take the lead in the solicitation, selection and management of the design and construction or renovation of Access' operating

facilities in Los Angeles County. This also allows uniformity and standardization of the facilities as they become available. Subsequently, the Board awarded the contract to Griffin Structures, Inc. (Griffin) in December 2020.

Currently, Griffin has been working with Access' architecture and engineering contractor, HDR, in the development of plans for the Antelope Valley Paratransit Operations and Maintenance Facility. This project is currently awaiting FTA approval on the Draft California Environmental Quality Act (CEQA) Initial Study/Mitigated Negative Declaration. Once received, staff will be able to submit the design package to the City of Lancaster and subsequently move forward with an RFP for construction services.

In relation to the Southern region project, Griffin will perform and assist with program confirmation, A&E contractor procurement, design management, schedule and budget, and permit coordination services. Construction and project closeout will be estimated and funded in a separate Board action once a better understanding of scope and duration is identified during the design phase.

JANUARY 21, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR, ADMINISTRATION

RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board and its committees through March 2025.

February 24, 2025 - Annual Meeting

Agenda Items:	Disposition:
Board Resolution - FTA Funding	Action
Budget Amendment	Action
Strategic Plan Update	Presentation
Olympics 2024 - Lessons Learned	Presentation

March 24, 2025 - Board Meeting

Agenda Items:	Disposition:
Budget Update	Presentation
IT Update	Presentation