

# access

## BOARD OF DIRECTORS MEETING

Monday, June 30, 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.

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<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MAY 27, 2025 (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.	<b>GENERAL PUBLIC COMMENT</b>	INFORMATION
5.	<b>SUPERIOR SERVICE AWARD</b>	PRESENTATION
6.	<b>CONSENT CALENDAR</b> a) Consideration to Extend Term, Change Rates and Increase Funds – TAP Card Production Memorandum of Understanding (MOU) (page 13) [Staff Recommendation: Authorize an extension through June 30, 2026, a change in rates and an additional \$480,000 for the production and issuance of Access Rider ID/TAP cards.]  b) Consideration to Award Insurance Third Party Administrator Services Contract (page 15) [Staff Recommendation: Authorize staff to execute Contract No. AS-4179 for insurance third party administrator services with CorVel Enterprise Comp, Inc. (CorVel) for a four-year base period beginning July 1, 2025 and ending on June 30, 2029 in an amount not to exceed \$2,340,020.]  c) Consideration to Approve Board Meeting Calendar Changes (page 20) [Staff Recommendation: Review and approve the revised Board meeting calendar for 2025.]  <b>[Staff Recommendation: Approve the Consent Calendar.]</b>	<b>ACTION</b> [Vote Required: majority of quorum by roll call]
7.	<b>CONSIDERATION TO APPROVE PROPOSED FY2026 BUDGET</b> (page 22) [Staff Recommendation Approve the FY2026 budget as presented.]	<b>ACTION</b> [Vote Required: majority of quorum by roll call]
8.	<b>LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES</b>	PRESENTATION
9.	<b>OPERATIONS UPDATE</b>	PRESENTATION
10.	<b>UPCOMING BOARD ITEMS</b> (page 26)	INFORMATION
11.	<b>EXECUTIVE DIRECTOR'S REPORT</b>	INFORMATION
12.	<b>BOARD MEMBER COMMUNICATION</b>	INFORMATION
13.	<b>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</b>	DISCUSSION/ POSSIBLE ACTION

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|-----|--|-----------------------------------|
| 14. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS  | INFORMATION                       |
| 15. | <p><b>CLOSED SESSION:</b></p> <p>A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9</p> <p>1. Pending Litigation: Gov. Code §54956.9 (d)(1)<br/>         (i) Litigation, to which Access Services is a party, has been initiated formally.</p> <ol style="list-style-type: none"> <li>1. Junction Ventures, LLC; Julio Cesar Torres v. Access Services; LASC Case # 25STCV16998</li> <li>2. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752</li> <li>3. Wiener v. Access Services, Claim # 1106-AL-21-0500072</li> <li>4. Segovia/Aguino v. Access Services, Claim # 1106-AL-23-0300102</li> <li>5. Godinez v Access Services, Claim # 1106-AL-24-0300018</li> </ol> <p>2. Anticipated Litigation: Gov. Code §54956.9 (d)(2)<br/>         (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.</p> <p>B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b)</p> <p>1. Executive Director</p> | DISCUSSION/<br>POSSIBLE<br>ACTION |
| 17. | ADJOURNMENT  | ACTION                            |

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain

all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before a specific agenda item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to two (2) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

### **\*NOTE**

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

#### How to Provide Public Comment in a Board Meeting via Zoom

##### Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](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/86938756495>
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](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: 869 3875 6495
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

MAY 27, 2025

12:00 p.m.

**1. CALL TO ORDER**

The meeting was called to order by Chair de Vera at 12:09 p.m.

**BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

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

**BOARD MEMBER(S) EXCUSED FROM THE MEETING**

Not Present: Director Valerie Gibson

**2. AB 2561 VACANCIES AND RECRUITMENT HEARING**

Manager of Human Resources Elizabeth Zambrano gave a presentation on this item.

**Public Comment:**

Yael Hagen made a public comment by stating that she supports improving salaries so they can get knowledgeable people in the field. She believes that higher salaries and good benefits are a very important part of the service. Having good staff is just as important as having good rides. She added that recruiting people with disabilities is also very important.

**Board Member Questions:**

None.

**Board Discussion**

None.

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

### 3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 28, 2025

Recommendation: Approval of minutes as written.

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

### 4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen stated that they nominated two additional members to the CAC, Steve Bauer and Jonna Wilkins. They had a discussion on the scope of work for the West Central contract, and they were very excited that this contract will bring a lot of improvements. They viewed the emergency preparedness video and noted that the video has some very good information but one of the suggested improvements was to have a better intro and outro. She also stated that there was some discussion on the ProMaster and its limited storage space. In regard to the emergency video presentation by Alex Chrisman, there were suggestions on what to bring in case of an emergency, such as water, medication, and so forth, but there really isn't a good spot to store it in a vehicle. They were concerned that there was no mention of what to do in case of an emergency if there is a mandatory evacuation.

TPAC Chair Fayma Ishaq stated they met on May 8th, 2025, and the committee received an Executive Director's report, an operations report as well as additional updates and presentations. An emergency preparedness video was presented by Alex Chrisman which gave tips and recommendations for riders who use paratransit service and what needs to be done in case of an emergency. There was a West Central Request for Proposals preview by Project Administrator Jessica Volanos. TPAC members asked general questions on the RFP process and dates and when the new contract will become effective for the West Central region. The Access to Work update was provided by the Manager of Strategic Planning, Eric Haack. TPAC members requested that the Access to Work survey provide announcements, distributions, and methods of providing responses to be available in multiple formats like online texts, telephone, and the traditional method via mail.

### 5. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that a driver was very rude to another passenger and another driver was talking on the phone while driving. She also received a "no show" because the driver couldn't find her.

Steve Bauer made a public comment by introducing himself and stating that he had been nominated to the Community Advisory Committee and wanted to express his appreciation to the CAC for that appointment. He has been an Access rider since 2001, he is blind, and he is a retired Access Technology Specialist from the Braille Institute. He looks forward to serving on the CAC.

Jonna Wilkins made a public comment by stating she was nominated to be on the Community Advisory Committee and thanked the Board for accepting her.

## **6. SUPERIOR SERVICE AWARD**

Project Administrator Jessica Volanos introduced the Superior Service Award winner, Dan Rodriguez.

## **7. CONSENT CALENDAR**

- a) Consideration to Approve Renewals of Employee Health and Benefit Contracts
- b) Consideration to Approve Community Advisory Committee Member Appointments

### **Public Comment:**

None.

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

## **8. CONSIDERATION TO APPROVE SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM RENEWAL**

Deputy Executive Director Hector Rodriguez gave a presentation on this item.

### **Public Comment:**

None.

### **Board Member Questions:**

Vice Chair Barnes asked if their maximum exposure per year is \$13 million, at which point the secondary insurance would kick in. Mr. Rodriguez responded that was correct. Vice Chair Barnes asked what they are budgeting for as he wants to be sure they have available funds to cover any emergency. Mr. Rodriguez responded that the FY 24 audit firm BPM asked them to have a \$13 million reserve for potential insurance losses or losses not covered by insurance and that is the amount programmed into the FY 26 budget.

### **Board Discussion**

Vice Chair Barnes stated that he knows this has been a difficult commercial insurance market, and he thinks this is a reasonable response. They need to keep their partners well-informed about what they're doing because there is some risk to this. Not doing this also has an operating cost, which is also a challenge from an operating and partnership standpoint. LA Metro in its role as the regional funding entity needs to be updated on this as well and he supports the proposal.



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

#### 9. CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE

Deputy Executive Director Hector Rodriguez gave a presentation on this item.

##### Board Member Questions:

Vice Chair Barnes asked why the term began on June 21st instead of July 1. Mr. Rodriguez had asked why it was June 21 several years ago but can't remember the exact answer, but it becomes really difficult to change it because then he would have to get a policy for 10 days, then a separate one for the other 365 days.

Vice Chair Barnes asked if on the next cycle, they can negotiate a policy that is more than 12 months. He suggested 18 months in length, because they seem to go through this crunch every year. Hector Rodriguez agreed and stated that is why he mentioned it, but his choice would be January 1, so that they could negotiate at the beginning of the fiscal year.

Director Gogreve stated that she agrees with this suggestion from a budgeting perspective.

Vice Chair Barnes thinks the challenge with the January 1 start date is that it would get them through the middle of the next fiscal year but then leave them hanging for the second half of it. So that probably doesn't work either. Having an 18-month contract would be helpful.

Director Gombert stated that there's several insurance pools, such as Cal JPIA and asked if they should diversify their coverage because a 50% price increase is bad. Mr. Rodriguez stated they did reach out to JPIA in the past and have gone back and forth with them. They have a problem with Access' structure because it is a 501(c)3 nonprofit.

##### Board Discussion

None.

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

#### 10. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

### Board Member Questions:

Director Gogreve asked if they had an anticipated date for the balance of the 143 vehicles. Mr. Greenwood responded that the vehicles will be on site at the contractors by the end of the fiscal year, but they will have to decal the vehicles, install radios, tablets, and a few other items before they go out to be road tested.

Director Gogreve asked if they are on target with the electric vehicles. Mr. Greenwood responded they are ready for road testing and the charging system has already been installed at San Gabriel Transit. The vehicles will also be ready for service by the end of the fiscal year.

Director Gogreve asked if the new Global facility would have a charging system. Mr. Greenwood responded charging will occur at their current yard on Compton Avenue.

Vice Chair Barnes asked if the electric vehicle was the same size as the ProMaster. Mike Greenwood responded it was the same size as the large ProMaster, which has a 159-inch wheel-base.

## **11. UPCOMING BOARD ITEMS**

Director of Administration F Scott Jewell presented this item.

### Public Comment:

None.

### Board Member Questions:

None.

## **12. EXECUTIVE DIRECTOR'S REPORT**

Executive Director Andre Colaiace stated that on May 7th and 8th, Access hosted consultants from RLS and Associates who were onsite to conduct a FTA Triennial Review. The Triennial Review is one of FTA's management tools for examining recipient performance and adherence to current FTA requirements and policies. At the exit conference on May 15th, the FTA announced zero findings, which is very rare, and he congratulated the Access staff who took the lead on putting together all the materials for the FTA. Mr. Colaiace also stated that he and Randy Johnson just returned from Washington DC where they met with a number of congressional offices, the FTA Office of Civil Rights, and the Office of the Secretary of the Department of Transportation. They discussed several issues related to Access including the \$3 million community funding request for the Southern Region operations and maintenance facility.

### **13. BOARD MEMBER COMMUNICATION**

Vice Chair Barnes thanked them all for their hard work on the FTA Triennial Review. He noted that the legislative updates are coming in June but was wondering if they could get these types of updates more frequently because there are a lot of changes at the Federal level. At the state level, the budget crisis in Sacramento is something that the transit community needs to continue to keep a close eye on. One of the key provisions of that is to take 1.5 billion annually and transition that from investing in transportation to investing in Cal FIRE. This could mean a substantial net reduction in funding coming to the region, and to all transit operators throughout the state.

Secretary Nason congratulated the team on zero findings on the Triennial Review. She encouraged everyone to attend the annual dinner at DRC on July 24<sup>th</sup>.

Director Gogreve thanked staff for their presentations and congratulated them on the Triennial review. She also welcomed Steve Bauer and Jonna Wilkins to the CAC. She thanked the Superior Service Award winner for his hard work.

CAC Chair Hagen welcomed new CAC members Steve Bauer and Jonna Wilkins to the committee. They will make a fantastic addition to the team. She thanked the superior award winner and appreciated people who do their job so well.

TPAC Chair Ishaq congratulated the new CAC members as well, along with the Superior Service Award winner, Daniel Rodriguez.

### **14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA**

None.

### **15. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS**

Lisa Anderson congratulated Daniel Rodriguez on his superior service award.

### **16. CLOSED SESSION REPORT**

No action was taken.

## 17.ADJOURNMENT

Motion made by Director Gogreve, seconded by Vice Chair Barnes to adjourn the meeting.

The meeting adjourned at 1:58 p.m.

Approved

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Dolores Nason, Secretary

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Date

JUNE 24, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM, CHANGE RATES AND  
INCREASE FUNDS - TAP CARD PRODUCTION MEMORANDUM OF  
UNDERSTANDING (MOU)

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**ISSUE:**

Board approval is required to extend the term, increase funds and change rates for the production of Access Rider ID/TAP cards under the existing MOU with Metro.

**RECOMMENDATION:**

Authorize an extension through June 30, 2026, a change in rates and an additional \$480,000 for the production and issuance of Access Rider ID/TAP cards.

**IMPACT ON BUDGET:**

This action will result in an increase in the previously approved agreement amount of \$2,869,000 to \$3,349,000. The reimbursement agreement is based on a per card cost of \$6.50 plus shipping that is invoiced by Metro on a quarterly basis. This is an increase of \$2.00 to the card cost for this extension that will take effect July 1, 2025. Accordingly, the replacement cost that is charged to riders for lost/stolen Rider ID/TAP cards will also increase from \$5.00 to \$7.00. The funding for this agreement comes from Prop C Discretionary funds.

**ALTERNATIVES CONSIDERED:**

Regional production of TAP cards is handled by Metro for all TAP-participating transit operators in the county in order to maintain uniformity and security. Metro has competitively bid and negotiated the contracts for the production of the cards and is currently utilizing two companies for those services. Accordingly, no other alternatives were considered.

The Board may opt to leave the replacement cost at its current \$5.00 per card level, but that would be a projected net loss of \$12,000 annually.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and extend the MOU with Metro for the production and issuance of Access Rider ID/TAP cards 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 September 2014, the Board authorized a number of changes to the Access Rider ID/TAP Card program which included an agreement with Metro for the production of the Access Rider ID/TAP card. Since that time, there has been no increase in the card production cost (\$4.50 + postage) nor an increase in the card replacement cost (\$5.00) that was charged to the rider for a lost/stolen card.

Access issues an average of 4,200 cards per month of which 500 are replacement cards.

Metro intended to issue an RFP for its regional TAP card production contract in 2024 but opted instead to extend the contract for another year. That negotiated extension will add an additional \$2.00 per card effective July 1, 2025. The new rate that will be charged will be the production cost of \$6.50 per card plus the actual postage (~\$0.59 per card). While the overall cost of the card is ~\$7.09, the replacement cost charged to a rider for lost/stolen cards will only be \$7.00 in lieu of \$5.00, beginning August 1, 2025.

JUNE 24, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR  
KIMBERLIE NIMORI, PROCUREMENT & CONTRACTS  
ADMINISTRATOR

RE: CONSIDERATION TO AWARD INSURANCE THIRD PARTY  
ADMINISTRATOR SERVICES CONTRACT (AS-4179)

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**ISSUE:**

Board approval is required to award a contract for insurance third party administrator (TPA) services to CorVel Enterprise Comp Inc.

**RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4179 for insurance third party administrator services with CorVel Enterprise Comp, Inc. (CorVel) for a four-year base period beginning July 1, 2025 and ending on June 30, 2029 in an amount not to exceed \$2,340,020.

**IMPACT ON BUDGET:**

The costs associated with this contract will be incorporated into the budget for FY 2025-2026 and the subsequent out years. The funding for this service is allocated from local funds and the level of expenditure remains within the expected levels. At Access' sole discretion, and following Board approval, this contract may be extended up to four (4) additional years in two-year increments.

**ALTERNATIVES CONSIDERED:**

Staff considered the option of bringing the function in-house, however, due to the cost of additional staff, volume and scope of the duties associated with insurance TPA services, it is not feasible nor cost advantageous to bring these services in-house.

**EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and enter into a written agreement upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the contract herein proposed unless and until it is incorporated

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

## **BACKGROUND:**

Access has been utilizing the services of a qualified firm to provide insurance TPA services in order to minimize Access' insurance costs and other expenses through the expeditious and skillful handling of all claims. The TPA efficiently administers collision and incident claims arising out of the operation of its revenue service vehicles and adjusts those claims falling within the applicable self-insured retention (SIR) of \$100,000 per claim. The TPA is also involved in the processing of claims against Access as required by the Governmental Claims Act and the Tort Claims Act.

Over the past 16 months, staff collaborated with our insurance brokers, SullivanCurtisMonroe (SCM), to revise the SIR program due to the rapidly escalating costs of insurance premiums for the automobile liability program. Consequently, staff delayed the award recommendation for the insurance TPA services due to a potential change in the SIR limit. At the May 2025 Board meeting, the Board approved increasing the SIR level to \$500,000 per claim beginning June 21, 2025. The existing contract for these services was for a three-year base term which began on July 1, 2020 and included two (2) one-year renewal options. The second one-year option ends on June 30, 2025.

## **Procurement Overview**

On March 7, 2025, Access issued Request for Proposals (RFP) No. AS-4179 to select a qualified contractor to provide insurance TPA services. This RFP was posted on both the Access website and the nationwide e-procurement service, Public Purchase. We also worked with our consultant GCAP to ensure that the solicitation was made known to firms which are certified as a disadvantaged business enterprise by one or more government jurisdictions. Access issued one addendum to provide additional information and responses to proposer questions.

This RFP addressed the possibility of extending the current contract and allowed the proposers the opportunity to request a later start date to facilitate the transition period. Additionally, the RFP cost proposal form included a request for pricing for legacy claims.

Staff received three proposals on April 17, 2025, from the following companies:

1. American Claims Management, a Davies Co. (ACM)
2. CorVel Enterprise Comp, Inc. (CorVel)
3. Sedgwick Claims Management Services, Inc. (Sedgwick)

All proposals were deemed responsive and the proposers responsible. As part of their proposals, the proposers were also asked to provide information regarding their status as a disadvantaged business enterprise, indicating whether they were certified in one or more the following categories: Small Business Enterprise, Women Business



Enterprise, Disadvantaged Business Enterprise, Minority Business Enterprise, Disabled Veterans Business Enterprise, or other. None of the proposers reported being certified in any of the above categories.

To gather information about proposer interest in the solicitation, Access conducted a market survey of those who downloaded the RFP but ultimately decided not to submit a proposal. Firms who downloaded the RFP identified a couple of major factors that precluded them from proposing. These factors include the work involved was outside of their area of expertise and they lacked staff with the necessary expertise to undertake the work.

An evaluation panel was convened, and a comprehensive technical evaluation was conducted by four Access staff members.

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

Evaluation Criteria	Percentage
<b>Technical Components</b>	
1. Qualifications and Availability of Proposed Staff	30
2. Quality of Technical Approach	25
3. Qualifications and Experience of the Firm	25
<b>Cost Component</b>	
4. Cost/Price Proposal	20
<b><i>Maximum Score</i></b>	<b><i>100</i></b>

During the period from April 21, 2025, through June 2, 2025, the evaluation panel conducted its evaluation of the proposals. Based on the evaluation criteria, CorVel received the highest overall score and also scored the highest among all proposers in each of the three technical criteria.

A summary of scores is set forth below.

<b>Evaluation Criteria</b>	<b>ACM</b>	<b>CorVel</b>	<b>Sedgwick</b>
1. Qualifications and Availability of Proposed Staff	23.03	26.63	23.25
2. Quality of Technical Approach	18.31	22.31	20.69
3. Qualifications and Experience of the Firm	21.06	23.56	21.94
4. Cost/Price Proposal	20.00	15.41	18.44
<b>TOTAL</b>	<b>82.40</b>	<b>87.91</b>	<b>84.32</b>

### **Cost**

CorVel's cost for the four-year base term was determined to be fair and reasonable based on a comparison between the proposed cost and the independent cost estimate. The final negotiated cost proposed by CorVel for the four-year base term (\$2,340,020.00) is lower than the Independent Cost Estimate (\$3,542,433.00).

<b>Proposer</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Four Year Total*</b>
<b>ACM</b>	\$431,045.00	\$443,939.45	\$457,167.25	\$470,778.55	\$1,802,930.25
<b>CorVel</b>	\$561,800.00	\$578,460.00	\$587,980.00	\$611,780.00	\$2,340,020.00
<b>Sedgwick</b>	\$473,530.00	\$479,495.00	\$493,880.00	\$508,696.00	\$1,955,601.00

\* Note: Cost proposals were based on 295 claims per year.

### **Overview of Recommended Proposer**

CorVel is a national provider of risk management solutions, including insurance third party administrator services for over 30 years. CorVel provides liability claims management services to a wide range of clients, including government agencies. CorVel has served as Access' insurance TPA for over ten years and has been instrumental in efficiently resolving claims that fall within the SIR. Their prompt claim handling, in-depth knowledge and investigative experience from the onset of the claim has proven to significantly reduce costs to the Agency (administrative fees, litigation fees and reserve savings).

The proposed team that will provide services to Access is highly experienced and is proposed to be backed by corporate support should the need arise. CorVel proposed a fully connected solution, managing liability claims every step of the way—from claims

receipt, file documentation and investigation to litigation management, as well as utilizing proven processes based on best practices and industry standards to achieve better results. Additionally, CorVel has consistently demonstrated reliability over the years by expeditiously resolving claims that fall within the SIR which reduce total costs, minimize exposure and maximize efficiency.

JUNE 24, 2025

TO: BOARD OF DIRECTORS  
FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION  
RE: CONSIDERATION TO APPROVE BOARD MEETING CALENDAR CHANGES

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**ISSUE:**

In consultation with the Board Chair, staff recommends rescheduling the July 28, 2025 Board meeting to August 4, 2025 and cancelling the August 25, 2025 Board meeting.

**RECOMMENDATION:**

Review and approve the revised Board meeting calendar for 2025.

**IMPACT ON BUDGET:**

None.

**DISCUSSION:**

There are no critical action items for the Board to approve for the August Board meeting. Accordingly, it is the staff's recommendation to cancel the Board meeting for August.

The proposed revisions are marked below.

**2025 Meeting Calendar (changes in red)****Annual**

Date	Meeting Type	Time
Monday November 24 <sup>th</sup>	Annual Meeting*	11:00 am

\*At California Endowment Center

## Board

<u>Date</u>	<u>Meeting Type</u>	<u>Time</u>
Monday July 27 <sup>th</sup>  Monday August 4 <sup>th</sup>	Board Meeting	12:00 pm
Monday August 25 <sup>th</sup>	<del>Board Meeting</del>	<del>12:00 pm</del>
Monday September 22 <sup>nd</sup>	Board Meeting	12:00 pm
Monday October 27 <sup>th</sup>	Board Meeting	12:00 pm
Monday December 8 <sup>th</sup>	Board Meeting	12:00 pm

JUNE 24, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE PROPOSED FY2026 BUDGET

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**ISSUE:**

It is necessary for the Board to adopt an operating budget for Access' fiscal year beginning July 1, 2025, through June 30, 2026.

**RECOMMENDATION:**

Approve the FY2026 budget as presented.

**BACKGROUND:**

The proposed FY2026 budget is based on demand projections conducted by Access' service demand consultant Hollingsworth Consulting LLC, available funding, existing programs and capital needs. Overall, the operating budget is based on a funding level of \$315.9 million of which Contract Operations represents over 90.5% of the total operating budget. The budget will provide for delivery of over 4.0 million vehicle trips and 35 million contract revenue miles.

Ridership projections from Hollingsworth estimate a 3.0% increase in actual trips when compared to the projected FY2025 budget. The cost per trip saw a slight increase due to the legislated increases to the minimum wage.

The following provides a high-level narrative of funding and program expenses by cost center.

**Funding**

Funding sources include \$128.0 million from the Federal Transit Administration (FTA) Surface Transportation Block Grant (STBG) program; Section 5310 capital grant funds of \$11.6 million; \$11.5 million from passenger fare revenues; \$15.8 million from Measure M funds; \$15.2 million from the Facilities Development fund; \$1.3 million from the sale of depreciated vehicles and earned interest on cash deposits. Approximately \$184.6 million, inclusive of \$25.5 million of Capital, comes from the Proposition C 40% Local Sales Tax discretionary fund account allocated to Access under an annual Memorandum of Understanding (MOU) with the Los Angeles County Metropolitan Transportation Authority (Metro). The subsidy proposed by Metro for FY2026 meets the mean expected results for the level of transportation service projected by

Hollingsworth Consulting LLC's trip demand analysis as well as the other Access Services' programs and administrative costs.

### **Administration**

The total cost of \$13.0 million for this program (4.1% of total operating funds) reflects a 2.9% increase from the FY2025 budget, and a net increase in total dollars of \$0.4 million.

The primary cost impacts within this program are:

- Professional Services - \$1.9 million (\$1.9 million FY2025) - ongoing costs in software support (Zoom, Oracle, Rider360 2.0.), audit services, legal services, and scheduled contractual increases.
- Network & Telecom - \$1.78 million (\$1.73 FY2025) - increases in licensing fees, investments in information technology, enhancements in cyber-security programs, and higher software development costs.
- Salaries & Related Expenses - \$7.4 million (\$7.2 million FY2025) - Increased expense from a planned 3.0% CPI salary increase, 3.0% discretionary merit increase, and other payroll cost adjustments due to wage compression from increases in the minimum wage. Staffing levels are proposed to increase by two (2) FTEs (Fleet Electronics Technician and Mobility Management Coordinator) to an Agency authorized level of 81 FTEs. The two added FTEs will serve to address the growing needs of the agency.
- Other categories such as Office Rent either remained relatively flat or had minor increases when compared to the FY2025 budget.

### **Contract Management**

The total cost of \$6.4 million for this program (2.0% of total operating costs) is a 13.9% increase (\$0.8 million) from the FY2025 budget.

The primary cost impacts within this program are:

- Salaries and Related Expense - \$3.5 million (\$2.9 million FY2025)
- Travel Training Program - \$1.5 million (\$1.3 million in FY2025)

### **Contract Operations**

The total cost of \$285.9 million for this program (90.5% of total operating costs) is a 8.5% increase (\$22.3 million) from the FY2025 budget.

The primary cost impacts within this program are:

- Purchased Transportation - \$261.0 million (\$243.2 million FY2025)
- Insurance - \$18.2 million (\$14.2 million FY2025)

The main cost driver within the purchased transportation program is increased ridership and insurance costs. There are also some minor impacts from escalating minimum wage costs, inflation, higher fuel costs and a higher cost of contracted services as the contracts are procured through an open and competitive process.

Minimum wage continues to increase as it is now indexed annually against the Consumer Price Index (CPI). The cost of fuel, which was around \$3 per gallon and even lower during the pandemic, increased dramatically post-pandemic and remains near \$5. Most operational contracts have built in CPI escalators that hover around 3%. However, over the last two years, inflation has remained persistently higher than the prior five (5) years.

### **CTSA (Consolidated Transportation Services Agency)**

The total cost of \$0.4 million for this program (0.10% of total operating costs) is a 5.5% increase (\$22,440) from the FY2025 budget.

### **Eligibility Determination**

The total cost of \$10.1 million for this program (3.2% of total operating costs) is a 1.8% increase (\$0.2 million) from the FY2025 budget.

Eligibility costs are relatively flat in FY2026 as the agency continues the transition to a five (5) year eligibility period. Over the next few years, staff expects costs to remain relatively flat as the extended eligibility period continues to be implemented.

### **Capital Projects**

The total cost of \$52.3 million (14.2% of total budget) is an 11.3% increase when compared to the FY2025 budget amount of \$46.9 million. Of note, \$15.2 million is budgeted for construction of the Antelope Valley operating facility as well as improvements to the Avalon yard.

Capital projects include -

Rolling Stock Acquisition	\$37,108,480
Antelope Valley Operating Facility Construction	\$15,150,000

Vehicle acquisitions will include Ram ProMaster vans and cutaway vehicles. Staff anticipates that production lines will be able to produce and deliver the scheduled number of vehicles during the fiscal year as was done during the current fiscal year (FY25).



Once the architectural and engineering plans are approved by the City of Lancaster (late summer 2025), staff is prepared to issue an Invitation for Bids for the construction of Access' very first operating facility that is projected for occupancy in 2027. In terms of the Southern Region facility, staff is working through options for different levels of paratransit operations beginning later this year or early 2026.

### **Next Steps**

The Access funding request was provided to Metro and was approved as part of Metro's overall budget at its May Board meeting on May 22, 2025. On June 18, the Metro Finance, Budget and Audit Committee approved the specific local subsidies allocated to Access. With that approval, the anticipated approval by the full Metro Board on June 26, and upon the Access Board approval of this item, staff will execute a funding MOU with Metro.

Further budget details are available as [Attachment 1](#).

JUNE 24, 2025

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR, ADMINISTRATION

RE: UPCOMING BOARD ITEMS

**ISSUE:**

The following items are tentatively scheduled to be addressed by the Board through September 2025.

**August 4, 2025**

<b>Agenda Items:</b>	<b>Disposition:</b>
Board Elections	Action
Title VI Plan Approval	Action
2025 Customer Survey	Presentation

**September 22, 2025 - Board Meeting**

<b>Agenda Items:</b>	<b>Disposition:</b>
Strategic Plan Approval	Action
Managed IT Support Services Contract Award	Action