

access

BOARD OF DIRECTORS MEETING

Monday, March 23, 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 FEBRUARY 23, 2026 (page 6) [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. | <p>CONSENT CALENDAR</p> <p>a) Consideration to Approve Amendment to CalPERS Contract (page 12)
 [Staff Recommendation: Adopt the Final Resolution approving the amendment to the contract between the California Public Employees' Retirement System (CalPERS) and Access Services Incorporated to incorporate Public Employees' Pension Reform Act (PEPRA) language and authorize execution of the Amendment to Contract.]</p> <p>[Staff Recommendation: Approve the Consent Calendar.]</p> | <p>ACTION
 [Vote Required: majority of quorum by roll call]</p> |
| 7. | <p>CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-4143) (page 14)
 [Staff Recommendation: Authorize an increase in the contract value of \$41,922,699, a change in rates of compensation, and an extension in the period of performance for two (2) years, from May 1, 2027, through April 30, 2029, for Contract AS-4143 with First Transit, Inc. (First Transit).]</p> | <p>ACTION
 [Vote Required: majority of quorum by roll call]</p> |
| 8. | <p>CONSIDERATION TO APPROVE ACCESS SERVICES SHORT RANGE STRATEGIC PLAN (FY 2026 - FY 2030) (page 18)
 [Staff Recommendation: Adopt the Short Range Strategic Plan (FY 2026-2030).]</p> | <p>ACTION</p> |
| 9. | <p>RIDERSHIP PROJECTIONS</p> | <p>PRESENTATION</p> |
| 10. | <p>BUDGET UPDATE</p> | <p>PRESENTATION</p> |
| 11. | <p>OPERATIONS UPDATE</p> | <p>PRESENTATION</p> |
| 12. | <p>UPCOMING BOARD ITEMS (page 20)</p> | <p>INFORMATION</p> |
| 13. | <p>EXECUTIVE DIRECTOR'S REPORT</p> | <p>INFORMATION</p> |
| 14. | <p>BOARD MEMBER COMMUNICATION</p> | <p>INFORMATION</p> |
| 15. | <p>NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA</p> | <p>DISCUSSION/
POSSIBLE
ACTION</p> |
| 16. | <p>PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS</p> | <p>INFORMATION</p> |

17. **CLOSED SESSION:**

DISCUSSION/
POSSIBLE
ACTION

A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE
§54956.9

1. Pending Litigation: Gov. Code §54956.9 (d)(1)

(i) Litigation, to which Access Services is a party, has been initiated formally.

1) Jose Preciado, et al. v. Access Services, et al. Claim No.
1106-AL-22-0300044

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.

18. **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.

Conduct in the Meeting - The following rules pertain to conduct at Access Services meetings:

Removal from the Meeting - The Chair shall order removed from the meeting any person who commits the following acts with respect to any meeting of the Access Services Board of Directors or its committees:

- a. Disorderly behavior toward the Board of Directors, committee members or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board or committees; and
- d. Any other unlawful interference with the due and orderly course of said meeting

Written Public Comment Instructions:

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

Alternative accessible formats are available upon request.

*NOTE

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a

current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/81130804570>

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.

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: 811 3080 4570
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.



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

FEBRUARY 23, 2026

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Doran Barnes at 12:05 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Treasurer Adrian Aguilar, Secretary Giovanna Gogreve, Directors Lee Burner, Martin Gombert, Dolores Nason and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Vice Chair Theresa De Vera, Director Liam Matthews

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON
JANUARY 26, 2026

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen reported on two CAC meetings. She stated that they had reports on the proposed pilot program with Instacart that was met with a great deal of support. They had a discussion on the upcoming community meeting and suggested topics on some positive changes that will make the meeting even more helpful to riders. They had a discussion also on the Where's My Ride app and suggested some changes that could improve it. They approved a new CAC member, Maria Skelton, who has a lot of fantastic skills that she can bring to the table. In the several subcommittee meetings they have been covering different ways of getting information to riders. In the video communications subcommittee, they talked about a variety of ways of bringing information to riders, including doing webinars. In the operations subcommittee they've been working on the

difference between what constitutes harassment or what are conduct issues. In the vehicle subcommittee, they discussed the variety of vehicles that Access has, reviewed what their capacity is and the pros and cons of each type of vehicle. They had the opportunity to look at a new vehicle that has a lift to see if it's going to be easier or better. In the same-day subcommittee they went over the proposal of the limited same-day program and what that might look like. The proposal is four one-way trips for active riders within a specific radius, and people can use them for whatever purpose they deem necessary.

4. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that she wishes Santa Cruz had better transit like Los Angeles.

Fernando Roldan made a public comment by stating that there are still a lot of complaints on the ProMaster and thinks there hasn't been enough discussions about the ProMasters and his hope is there is a discussion of this during the upcoming community meeting. He hopes the discussion on same day rides will also get approval since he thinks many riders will benefit from it.

Maria Skelton made a public comment by introducing herself and stating she will be joining the CAC as a new member. She looks forward to working with them and Access staff.

5. SUPERIOR SERVICE AWARD

Project Administrator Faustino Salvador introduced the Superior Service Award winner, Mark Westerdale.

6. CONSENT CALENDAR

- a) Consideration to Approve Appointment of Community Advisory Committee (CAC) Member
- b) Consideration to Adopt Resolution of Intention to Approve Amendment to CalPERS Contact
- c) Consideration to Award A/E Services for Environmental and Equity Analysis Contract (AS-4188)

Public Comment:

None.

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

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

Faustino Salvador, Project Administrator; Bruce Frink, Senior Manager, Financial Planning & Analysis; and Brian Selwyn, Senior Manager, Procurement and Contract Administration presented this item.

Public Comment:

Fernando Roldan made a public comment by recommending they create partnerships with Crypto.com or Sofi Stadium in order to better coordinate service during the upcoming sporting events and Olympics.

Lisa Anderson made a public comment by asking if they are increasing the fare for all the regions or if it will remain the same for the passengers and for all the people visiting LA.

Yael Hagen made a public comment in support of Global Paratransit. She thinks they have done an amazing job in trying to reach out to the community and to meet the needs of the riders. She has faith that they will continue to meet the needs of the riders and do all they can to improve performance.

Board Member Questions:

Treasurer Aguilar asked if there was any change in the fare in the scope with Global Paratransit. Mr. Salvador confirmed there was no change in the fare.

Secretary Gogreve asked about the on-time performance for Access to Work and if he could give some more clarity as to what staff's plans were to bring that on-time performance up. Mr. Salvador responded that during peak season, they were experiencing some challenges but they have turned things around in February and March to bring on-time performance back up to standard.

Board Discussion

None.

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

8. CONSIDERATION TO AWARD WEST CENTRAL REGION SERVICE PROVIDER CONTRACT (AS-4180)

Jessica Volanos, Project Administrator; Bruce Frink, Senior Manager, Financial Planning & Analysis; and Kimberlie Nimori, Procurement and Contract Administrator presented this item.

Public Comment:

Fernando Roldan made a public comment by stating that with the upcoming events, they are going to have a lot of people coming from LAX and the train stations. He wanted to be sure the budget was used in a proper manner to make sure that it also includes better and proper shared rides. He also thinks that they still need to change the package limit from 25 pounds to 50 pounds.

Board Member Questions:

Director Gombert thanked the team for their excellent presentation and was pleased that it looked like there was robust competition on the bid. In the last 10 years, he's not used to seeing four companies bid so that was a positive thing for Access and the riders.

Secretary Gogreve wanted to clarify that liquidated damages were now going to be applicable to the key performance indicators. Ms. Volanos responded yes. Secretary Gogreve noticed that the Access to Work performance standard is also low in this area. She thinks it's important for these people to get to work on time and she doesn't feel like she is getting any answers. Ms. Volanos responded that they had a challenging peak season in the November and December timeframe but staff has been working with CTI to identify those areas where they can improve. Executive Director Colaiace responded that they will definitely dig deeper into this issue and focus on it.

Treasurer Aguilar asked what the need was for a six-month startup period. Ms. Volanos responded that, in this particular case, CTI was going to be making some improvements to their facilities, and they need time to do that. Also, they're adding staff and new training requirements.

Board Discussion

Director Nason stated she supports Global Paratransit because they get her to and from work every day and on time, so she is very happy with their service.

Chair Barnes stated that it was a tremendous amount of work to get to this point and thanked them for going through the process. He also stated that having been an evaluator, the care that they take and the consideration is very much appreciated. He also agreed that it's good to see competition.

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

9. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by asking them to market the Abilities Expo in Santa Clarita and also the Antelope Valley region, as they have limited service, especially on Saturdays and Sundays. He wanted to be sure that those passengers have a chance to attend the expo in Long Beach. He also stated the presentation needed to speak more about shared rides.

Board Member Questions:

None.

10. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

Secretary Gogreve asked what the ridership projection was and if they could get that report by the end of the week. Deputy Executive Director Hector Rodriguez responded that they haven't finished it yet and will get back to her when it is. It should be in the next couple of weeks and will be presented at the March Board meeting.

11. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated last Thursday, along with Director Gogreve, he presented a mid-year update to Metro's Finance, Budget and Audit Committee. He updated the committee on our six-month operational performance, six-month budget results and some of the initiatives that they're working on for the region, including preparations for the World Cup and the Olympic and Paralympic games.

Mr. Colaiace added that, along with Director of Governmental Affairs Randy Johnson, they will be taking their annual trip back to Washington DC to meet with members of Congress and the Federal Transit Administration. They will be updating their congressional delegation about Access and also discuss potential funding for their facilities. They will continue to advocate for changes to federal law to allow Access to apply directly for certain types of federal funding such as Bus and Bus Facilities Grants. Staff is also working on putting together a grant application for the federal program Better Utilizing Investments to Leverage Development or BUILD Grant. He also encouraged everyone to attend their online community meeting on Saturday, February 28th from 10:00 AM. to 11:30 AM.

Board Member Questions:

None.

12. BOARD MEMBER COMMUNICATION

Director Burner stated that he wanted to thank staff for doing such an excellent job as well as the providers. It's been very busy the last two months and from his perspective it looks like everybody has stepped up to the plate.

Chair Barnes stated thanks to the team and that he knows this meeting was the culmination of a number of efforts that required a tremendous amount of hard work in terms of contracts extension, contract award, as well as the many other things that are happening. He also thanked the riders who were here supporting the effort.

13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

14. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Lisa Anderson wished everyone a good Valentine's Day and asked if she could get a new Access card.

15. CLOSED SESSION REPORT

There was no report out of Closed Session.

16. ADJOURNMENT

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

The meeting adjourned at 2:01 p.m.

Approved

Giovanna Gogreve, Secretary

Date

MARCH 16, 2026

TO: BOARD OF DIRECTORS

FROM: MELISSA LUCERO, HUMAN RESOURCES ADMINISTRATOR

RE: CONSIDERATION TO ADOPT FINAL RESOLUTION APPROVING
AMENDMENT TO CALPERS CONTRACT

ISSUE:

CalPERS requires the governing body to adopt a Final Resolution approving an amendment to the agency's retirement contract following the required statutory waiting period after adoption of a Resolution of Intention.

RECOMENDATION:

Adopt the Final Resolution approving the amendment to the contract between the California Public Employees' Retirement System (CalPERS) and Access Services Incorporated to incorporate Public Employees' Pension Reform Act (PEPRA) language and authorize execution of the Amendment to Contract.

IMPACT ON BUDGET:

None. This action does not result in any changes to employee benefits, contribution rates, or administrative procedures.

ALTERNATIVES CONSIDERED:

None. Adoption of the Final Resolution is required to complete the CalPERS contract amendment process.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, Access Services will complete the CalPERS contract amendment process by adopting the required Final Resolution approving the amendment to the CalPERS retirement contract.

BACKGROUND:

On February 23, 2026, the Board adopted a Resolution of Intention to approve an amendment to the agency's CalPERS retirement contract to incorporate PEPRA language, as required by CalPERS and state law. Government Code Section 20471 requires a minimum 20-day waiting period between adoption of the Resolution of Intention and adoption of the Final Resolution. That waiting period elapsed on March 15, 2026.

Approval will authorize staff to execute the amendment to the contract and have the Board Chair and Board Secretary both sign the "Resolution Authorizing An Amendment to the Contract".

The Board Secretary will also need to sign the "Certification of Final Action of Governing Body" following the meeting. Both items are attached as Item 6-a, Exhibit A.

MARCH 16, 2026

TO: BOARD OF DIRECTORS

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

RE: CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - ANTELOPE VALLEY REGION SERVICE PROVIDER CONTRACT (AS-4143)

ISSUE:

The Antelope Valley Region service area contract will end on April 30, 2027, and Board action is required to approve the exercise of the first and second option years.

RECOMMENDATION:

Authorize an increase in the contract value of \$41,922,699, a change in rates of compensation, and an extension in the period of performance for two (2) years, from May 1, 2027, through April 30, 2029, for Contract AS-4143 with First Transit, Inc. (First Transit).

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract’s two (2) year extension. This will increase the total contract value from \$105,091,953 to \$147,014,652.

Trip volume for ADA paratransit service is based on the projected number of trips calculated by Access’ demand forecasting consultant, Hollingsworth Consulting LLC. The table below is showing a decrease in trips as it is comparing the number of trips to original projection for Year 5 from six years ago.

Trip Growth	Trips	% Change
Year 6 (5/1/27-4/30/28)	222,892	-13%
Year 7(5/1/28-4/30/29)	240,724	8%

Payment terms of the contract are a firm fixed monthly fee (Fixed) and a fixed rate per trip (Variable) for ADA service (see table below). In addition, as delineated in the same table, the Contractor is compensated for several other services on an as needed or requested basis. As stipulated in the subject contract, the proposed increases in the rates of compensation for the option years under consideration should not exceed the

most recent three-month average of the year-over-year increase in the Consumer Price Index (CPI) for the Los Angeles Area at the time rates were negotiated. For the months September, November and December 2025*, the average year-over-year increase in the CPI was 3.4% (*US Department of Labor, Bureau of Labor Statistics*).

**Due to the US Federal government shutdown, there was no BLS CPI data published for October 2025.*

The rates for the final base year and the proposed rates for option years one and two are as follows:

	Final Base Year: Year 5 (5/26-4/27)	Proposed: Year 6 (5/27-4/28)	Proposed: Year 7 (5/28-4/29)
ADA Service - (monthly)	\$617,103	\$638,085	\$659,779
ADA Service - (per trip)	\$54.01	\$55.85	\$57.75
Access-to-Work (per trip)	\$54.01	\$55.85	\$57.75
Eligibility Service (per trip)	\$54.01	\$55.85	\$57.75
Out-of-Service Area (per trip)	\$54.01	\$55.85	\$57.75
Transfer Service (per trip)	\$57.41	\$59.36	\$61.38
Emergency Services (per hour)	\$75.61	\$78.18	\$80.84
Parents With Disabilities - (per trip)	\$56.09	\$58.00	\$59.97

Based on the proposed rates of compensation and trip projections, the fully loaded cost per trip for ADA service of the subject contract will be \$87.23 in Year 6 and \$88.15 in Year 7.

Service Providers: Fully Loaded Rates						
Fiscal Year	Antelope Valley (FT)	West/Central (CTI)	Southern (GPI)	Eastern (SGT)	Northern (MV)	Santa Clarita (SCT)
2026	\$91.06	\$61.50	\$51.77	\$57.63	\$64.16	\$82.73
2027	\$87.23	\$71.50	\$53.28	\$59.51	\$66.45	\$84.09

2028	\$88.15	\$72.67	\$54.13	\$60.51	TBD	\$85.12
------	---------	---------	---------	---------	-----	---------

This action will result in an increase of \$41,922,699 to the previously approved contract amount of \$105,091,953.

The funding for these services comes from a combination of Federal Section 5310, Measure M, and Prop C Discretionary Funds.

ALTERNATIVES CONSIDERED:

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

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

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

BACKGROUND:

The Antelope Valley Region service contract, AS-4143, commenced on November 1, 2021, with revenue service beginning on May 1, 2022. The base term of the contract runs through April 30, 2027, and the contract allows for four (4) additional option years. Staff is seeking approval for the first and second option years. At the direction of the Board, staff has prepared a Board report in advance of the contract's expiration to allow the Board and staff sufficient time to explore other avenues should the Board choose not to exercise the two option years.

Current Operational Performance

First Transit has served as Access’ Antelope Valley region contractor since the commencement of the contract and has consistently demonstrated strong and reliable operational performance throughout the base term. The contractor has remained fully compliant with all contractual requirements while effectively managing steadily increasing trip demand and operational complexity. Since FY23, First Transit has successfully achieved all thirteen (13) established key performance indicators (KPIs), reflecting a sustained ability to deliver high-quality service in alignment with contractual expectations.

This positive performance trajectory has continued into FY26, with the contractor currently on track to meet or exceed all contractual KPIs. Notably, call center performance metrics, including Calls on Hold greater than five minutes and Average Initial Hold Time, remain well within contractual standards, demonstrating effective staffing, training, and call management practices. Safety performance also remains strong and consistent, with both Preventable Incidents per 100,000 miles and Preventable Collisions per 100,000 miles meeting contractual thresholds. Collectively, these results underscore the contractor’s operational stability, commitment to service quality, and continued focus on safety while supporting the mobility needs of the Antelope Valley region.

The contractor’s performance results for FY26 through January 2026 are listed below.

Key Performance Indicator	Standard	FY26 (7/25-1/26)
On-Time Performance	≥ 91%	93.3%
Excessively Late Trips	≤ 0.10%	0.00%
Excessively Long Trips	≤ 5%	2.5%
Missed Trips	≤ 0.75%	0.28%
Denials	0	0
Access to Work On-Time Performance	≥ 94%	95.7%
Average Initial Hold Time (Reservations)	≤ 120 seconds	30
Calls On Hold > 5 Min (Reservations)	≤ 5%	0.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.5%
Complaints Per 1,000 Trips	≤ 4.0	1.1
Preventable Incidents per 100,000 miles	≤ 0.25	0.08
Preventable Collisions per 100,000 miles	≤ 0.85	0.41
Mean Miles Between Major Mechanical Failures	≥ 50,000	244,321

MARCH 16, 2026

TO: BOARD OF DIRECTORS
FROM: ERIC HAACK, MANAGER OF STRATEGIC PLANNING
RE: CONSIDERATION TO APPROVE ACCESS SERVICES SHORT RANGE STRATEGIC PLAN (FY 2026 - FY 2030)

ISSUE:

Board approval is requested for adoption of the Short Range Strategic Plan (FY 2026-2030). Adoption of the Plan will provide support for the proposed projects itemized within the Plan that the agency intends to pursue over the next several years. The projects proposed in the Plan are designed to improve service, reduce costs, and ensure future stability for the agency's operations.

RECOMMENDATION:

Adopt the Short Range Strategic Plan (FY 2026-2030).

IMPACT ON BUDGET:

There would be no direct impact on Access' budget. Action on any of the individual proposed projects (i.e. acquisition of facilities), would require separate Board approval.

BACKGROUND:

Access has drafted a Short Range Strategic Plan (FY 2026-FY 2030) for the purpose of presenting proposed projects that Access seeks to execute over the next several years, which will have the effect of improving Access' service, improve Access' ability to maintain or reduce overall costs, and to ensure long-term stability for the agency and its operations.

Five Year Strategic Plan (FY 2022 - FY 2026) Goals Achieved

Access' most recent Five Year Strategic Plan (FY 2022-FY 2026) identified anticipated challenges that the agency expected to face in the coming years, and summarized proposed projects the agency sought to adopt, in an effort to minimize any negative effects from those anticipated challenges.

Several significant projects identified in that Plan (FY 2022-FY 2026) were later pursued and are now part of the fabric of Access' service. Among some of the projects that were identified as proposed projects in the Plan (FY 2022-FY2026) were to purchase properties which Access could develop as new service region facilities for Access contractor operations. This was achieved in the Antelope Valley and Southern region, with development of these sites progressing. Access also made valuable

improvements to its Where's My Ride mobile application and On-Line Reservations in order to make it easier for Access customers to utilize these features and improve their ability to utilize Access.

Anticipated Challenges (FY 2026 - FY 2030)

Over the next five years, Access anticipates that there will be challenges that could impact Access' operations. These challenges are increases in demand for paratransit services, both in terms of additional new applicants seeking paratransit eligibility as well as eligible customers seeking paratransit trips. Related to this are the planned mega-events, such as the FIFA World Cup (2026) and the Olympic and Paralympic games (2028) which will be held at various venues in and around Los Angeles. These mega-events will put unique demands on Access' ability to provide service to and from venues as well as around Los Angeles generally during the times of these events.

Proposed Projects (FY 2022 - FY 2026)

The majority of the Short Range Strategic Plan is dedicated to identifying multiple projects that Access intends to pursue in its efforts to improve the customer experience, reduce overall costs associated with providing paratransit service, and/or ensuring reliable service into the future.

The proposed projects section is divided into three (3) different categories:

- 1) Improving the Access customer experience
- 2) Improving agency effectiveness to respond to increased paratransit demand (including special ("Mega") events.
- 3) Meeting challenges related to funding

The Strategic Plan (FY 2026-FY 2030) is intended to be a living document that, once approved, will provide stakeholders, partners, customers, and the public with an understanding of Access' proposed projects for the near future and the direction the agency wishes to pursue.

It will be a valuable resource to measure Access' progress and serve as a source for discussion on the agency's direction.

It is through the process of forward-looking planning that Access intends to improve and remain a valuable resource for Los Angeles County for many years to come.

The plan is available for review at the following link. - [Item 8 - DRAFT Short Range Strategic Plan](#)

MARCH 16, 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 May 2026.

April 27, 2026

Agenda Items:	Disposition:
Santa Clarita Service Region Provider Contract Extension,	Action
Dual SIM Router Contract	Action
Northern Region Service Provider Scope of Work	Presentation
Legislative Updates	Presentation

May 26, 2026

Agenda Items:	Disposition:
SIR Program Renewal	Action
Commercial Business Package Insurance Renewal	Action
Employee Health and Benefit Contracts Renewal	Action
AB 2561 Vacancies and Recruitment Report	Hearing

**ACCESS SERVICES INCORPORATED
RESOLUTION
AUTHORIZING AN AMENDMENT TO THE CONTRACT**

No. _____

WHEREAS, the Board of Administration of the California Public Employees' Retirement System and the Board of Directors of the Access Services Incorporated entered into a contract effective on April 10, 2000, providing for the participation of said public agency in the California Public Employees' Retirement System; and

WHEREAS, it is now desirable to take advantage of certain benefits provided under said Retirement System and not included in said contract;

NOW, THEREFORE, BE IT RESOLVED, that said governing body authorized, and it does hereby authorize, an amendment to said contract, a copy of said amendment attached hereto and by such reference made a part hereof as though herein set out in full; and

NOW, THEREFORE, BE IT FURTHER RESOLVED, that the presiding officer of said governing body is hereby authorized, empowered and directed to execute said amendment for and on behalf of said public agency.

Adopted this _____ day of _____, _____.

Presiding Officer

Attest:

Clerk/Secretary



**CERTIFICATION
OF
FINAL ACTION OF GOVERNING BODY**

I hereby certify that the _____ of the
(governing body)

(public agency)

considered and adopted on _____, _____, by an affirmative vote of a
(date)

majority of the members of said Governing Body, **Ordinance / Resolution** No. _____
approving the attached contractual agreement between the Governing Body of said Agency and
the Board of Administration of the California Public Employees' Retirement System, a certified
copy of said **Ordinance / Resolution** in the form furnished by said Board of Administration being
attached hereto.

Adoption of the retirement benefit increase/change was not placed on the consent calendar.

Clerk/Secretary

Title

Date _____

Item 8 - DRAFT Short Range Strategic Plan

2026-2030



access



Board of Directors

Doran J. Barnes

Chair
Foothill Transit
City Selection Committee’s Corridor
Transportation Representatives

Theresa DeVera

Vice Chair
City of Los Angeles Mayor’s Office

Adrian Aguilar

Treasurer
Santa Clarita Transit
Los Angeles County Municipal Operators

Giovanna Mastascuso Gogreve

Secretary
Los Angeles County Metropolitan
Transportation Authority

Lee Burner

Long Beach Transit
Los Angeles County Municipal Operators

Martin Gombert

Palos Verdes Peninsula Transit Authority
Los Angeles County Local Operators

Liam Matthews

Los Angeles County Independent
Living Centers

Dolores Nason

Los Angeles County Board of Supervisors

John B. Troost

Los Angeles County Commission
on Disabilities

Legal Counsel

Vince Ewing
Law Office of Vincent C. Ewing

Executive Team

Andre Colaiace

Executive Director

Hector Rodriguez

Deputy Executive Director

Mike Greenwood

Chief Operations Officer

Community Advisory Committee (CAC)

Yael Hagen, Chair

Terri Lantz, Vice Chair

Olivia Almalel

Maria Aroch

Scott Barron

Steve Bauer

Wendy Cabil

Gordon Cardona

Kimberly Hudson

Jan Johnson

Jesse Padilla

Bhumit Shah

Maria Skelton

Jonna Wilkins

Transportation Professionals Advisory Committee (TPAC)

David Feinberg

Chair

Santa Monica's Big Blue Bus

Lamicia Butler

Vice Chair

Montebello Bus Lines

Fayma Ishaq

Los Angeles County Metropolitan
Transportation Authority

Tyron Gunn

City of Redondo Beach

Janna Smith

Los Angeles Department of Transportation

Erica Jacquez

Pomona Valley Transportation Authority

Sebastian Hernandez

City of Pasadena

Chaka Garbutt

Long Beach Transit

James Lee

Torrance Transit

Melissa Mungia

Orange County Transportation Authority

LaShawn Gillespie

Foothill Transit

Liliana Huerta

East Los Angeles Regional Center

Tisha Lane

Antelope Valley Transit Authority

Silva Baghdanian

Glendale Beeline

Table of Contents

Access Services’ Board of Directors	03
Executive Team.....	03
Community Advisory Committee (CAC).....	04
Transportation Professionals Advisory Committee (TPAC).....	05
Mission & Vision.....	08
Values	08
About Access.....	10
Preparing for the Next Five Years	
Introduction to Access’ Five-Year Strategic Plan.....	12
Meeting the Challenges to Come, FY 2026-FY 2030	15
1. Increased Paratransit Demand / Special Events	15
2. Challenges Related to Funding.....	16
3. Challenges Related to Effectively Communicating the Services that Access Provides.....	17
Proposed Projects of the 2026- 2030 Strategic Plan.....	19
Improving Agency Effectiveness to Respond to Increased Paratransit Demand / Special Events	19
a. Acquisition of facilities	
b. Improve existing vehicle design	
c. Transition to zero emission vehicles-hydrogen or electric vehicles	
d. Continue exploring accessible autonomous vehicles	
e. Facilitate contractor partnership with Transportation Network Companies	
f. New Instacart services	
g. Information Technology improvements	
h. Expand Access staff size and increase position responsibilities to correspond to expanding needs	
Meeting Challenges Related to Funding.....	21
a. Increase Medi-Cal reimbursement	
b. Change federal law to allow Access to apply for funds directly	
c. Seek out new and additional funding resources	
d. Provide customers with information on alternative services	
e. Need to foster partnerships with other agencies, social services, businesses	
Improving the Access Customer Experience	22
a. Improve public-facing information about Access	
b. Develop more tools for riders on how to use Access	

- c. PCA Campaign
- d. Continue collaborative work between staff and riders
- e. Research Same-Day trip service programs for customers
- f. Pursue funding for challenging / medical trips



Mission & Vision

Mission

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.

Vision

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions.

We accomplish this vision by:

- > Providing quality, efficient, safe and dependable ADA paratransit service.
- > Leading the national dialogue as an advocate for universal access to transportation.
- > Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.

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.

About Access

Access Services is one of the country's largest ADA complementary paratransit providers. The agency provides Americans with Disabilities Act (ADA) paratransit services across Los Angeles County and administers the County's Coordinated Paratransit Plan on behalf of its forty-six (46) public fixed route operators.

Access provides next-day, curb-to-curb transportation services for eligible riders who, due to a disability, are unable to utilize fixed route bus and light rail services independently. Although Access' paratransit service is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules, Access is required to operate in all areas and during times when fixed route service is in operation.

The service area for Access is defined by the fixed route services that operate in Los Angeles County. Access provides service up to three quarters of a mile from fixed route services operated by Access' partner agencies.

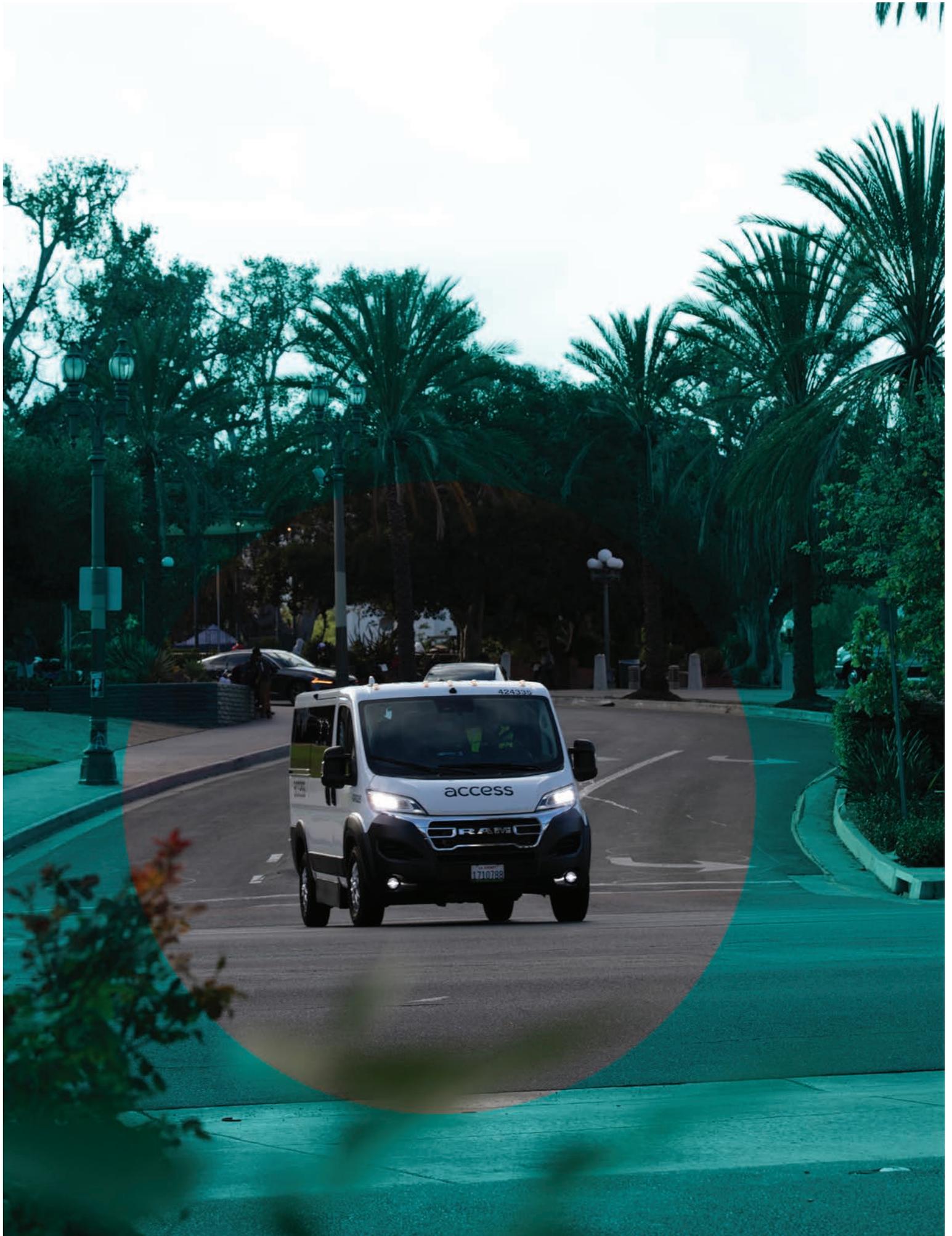
Access' service area is comprised of six regions served by separate contractors: Santa Clarita, Antelope Valley, Northern, Eastern, West-Central, and Southern regions. Across these six regions, Access provides paratransit service in almost all of the urbanized areas of the 4,751 square miles of Los Angeles County.

In FY 2025, Access performed over 4.6 million passenger trips and approximately 3.8 million vehicle trips. This was an increase from performing 4.2 million passenger trips and 3.4 million vehicle trips in Fiscal Year 2024.

Despite steady increases in demand, Access and its contractors have continued to provide safe and reliable transportation for its customers. On time performance remained steady at 92.8% for FY 2025. Access has also introduced many system-wide improvements that have positively impacted the customer experience on Access.

In addition to Access' paratransit service, Access also acts as the Los Angeles County Consolidated Transportation Services Agency (CTSA), a state mandated facilitator charged with the development and implementation of regional coordination of social service transportation for seniors, persons with disabilities, youth, and persons with socio-economic challenges.

Access Services is governed by a nine-member Board of Directors. Access also has two advisory committees: 1) the Community Advisory Committee (CAC) made up of customers and social service professionals; and 2) the Transportation Professionals Advisory Committee (TPAC) made up of public transit professionals and social service agency staff. Both committees have fifteen voting members.



Preparing for the Next Five Years

Introduction to Access' Five-Year Strategic Plan

The years ahead are filled with opportunities and challenges. New technologies have been developed to improve the customer experience and the agency has put in place practices to ensure services remain safe and reliable for its customers.

There are also a number of challenges that, if not planned for, could threaten the quality of services our customers have come to expect. It is for this reason that Access has developed this Strategic Plan (Plan).

The Plan proposes major initiatives over the next five years (FY 2026 to FY 2030). This Plan sets forth the anticipated challenges and proposes projects and programs to address these challenges. Some projects may take many years to implement, and it is for this reason they are included in this multi-year planning report.

Plan Development

In preparing the Plan, staff were consulted about the anticipated challenges as well as what strategies could be implemented to address them. From these multiple engagements across different departments, an initial list of priorities was developed. Staff also solicited the Access Board of Directors, the Community Advisory Committee (CAC) and the Transportation

Professionals Advisory Committee (TPAC) for recommendations.

The Strategic Plan is a “living document” to be revisited and updated annually.

Agency Improvements Since the Prior Five-Year Strategic Plan

Access developed its prior Strategic Plan (2022-2026) five years ago in FY 2022. That Plan provided an overview of programs for the agency to pursue from FY 2022 to FY 2026. Over the past five years, Access has made improvements that have made using Access easier for its customers while also focusing on initiatives to reduce Agency costs.

Since the adoption of the last Strategic Plan, Access was able to achieve one of its principal objectives of **securing property in its Southern and Antelope Valley regions to develop Access-owned facilities for its paratransit contractors.**¹ Having these Access-owned facilities will allow the Agency to better control operating costs by attracting additional competition during the procurement process, ensure operational continuity, and have greater flexibility to introduce alternative fueling technology at Access-owned sites.

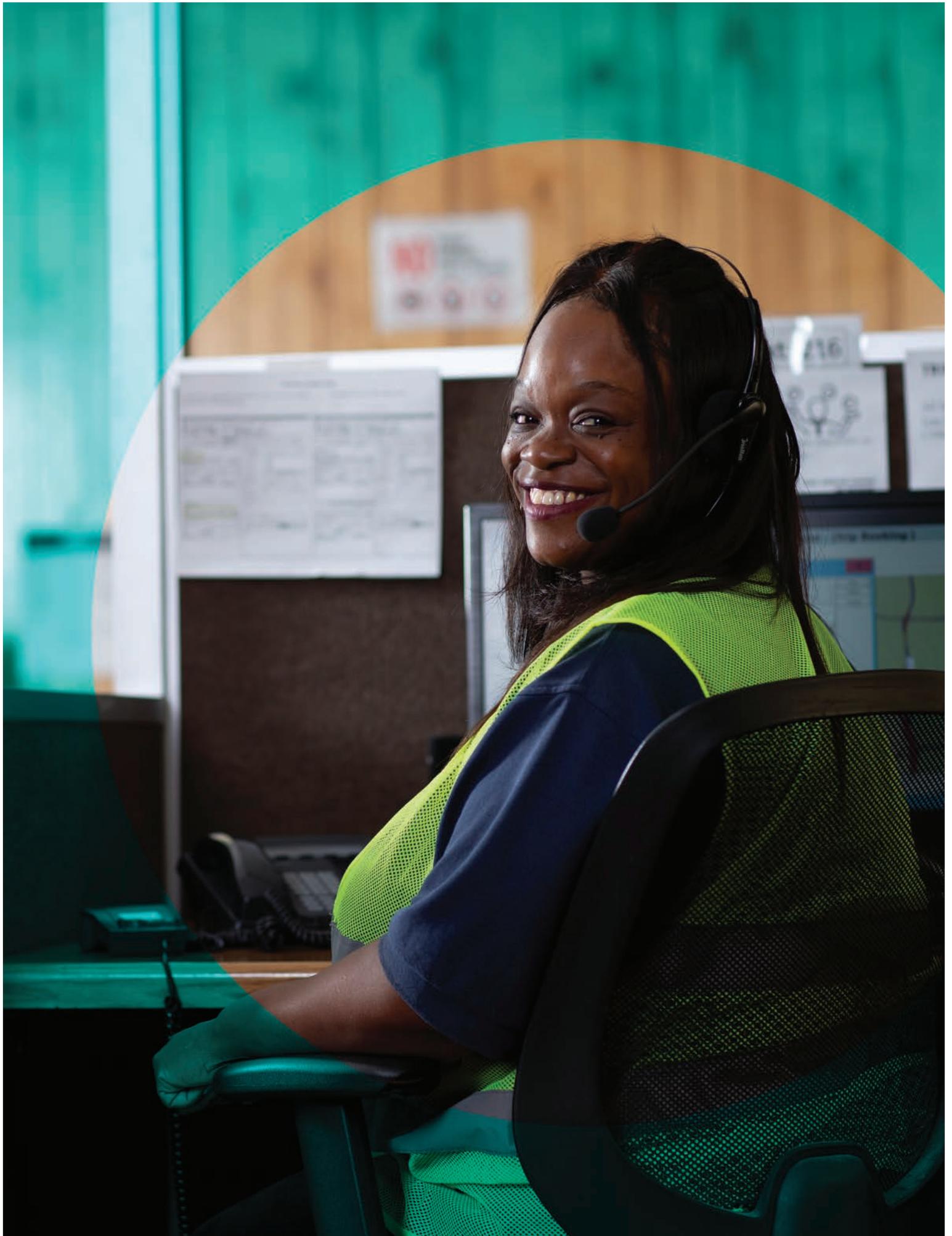
¹ “Acquiring Physical and Human Resources . . .”, - “Contractor Facilities” Proposed projects for fiscal years 2022-2026 from Access 2022-2026 Short Range Strategic Plan, pg. 29.

Access also identified and secured funding from new sources,² including reimbursement for services, such as meal and grocery deliveries, provided during the COVID-19 pandemic to Los Angeles' disability community, and Federal funding for the aforementioned real property acquisitions. The Agency also started receiving Medi-Cal reimbursements for a modest number of trips.

Lastly, Access has **continued to improve the usability of its Where's My Ride mobile application and On-Line Reservations**³ and has expanded the regions where these services are available, which has increased the technological options for our customers. These achievements were realized because of the dedicated work of Access staff, the Board of Directors, our advisory committees and partner agencies.

² "Expand Funding Opportunities" Proposed projects for fiscal years 2022-2026 from Access 2022-2026 Short Range Strategic Plan, pg. 21.

³ "Improve Access' Service through New Technology" - "Improve and Expand On-Line Apps (WMR/On-Line Reservations)" Proposed projects for fiscal years 2022-2026 from Access 2022-2026 Short Range Strategic Plan, pg. 22.



Meeting the Challenges to Come

FY 2026-FY 2030

Over the last 30 years, Access Services has prided itself on providing quality and safe paratransit services. With over 120,000 eligible customers across the county, Access has made changes to its service to improve system performance, enhance the customer experience, and reduce the barriers customers face with their transportation needs.

As Access looks ahead to the next five years, there are challenges that the agency anticipates that it must face. The primary focus of this Strategic Plan is to identify those challenges and to develop responses to ensure continued customer satisfaction.

Challenges by Category

1. Increased Paratransit Demand/ Special Events

Access Services anticipates that ridership demand will increase over the next five years, with more customers seeking to utilize transportation services.

a) Increasing demand for ridership

Population projections for Los Angeles County and trip projections that Access has developed show that in the years ahead there will be more potential customers seeking paratransit eligibility and Access' transportation services. This increase in demand will put added strain on Access' driver and fleet resources. As presented in "Access' Scheduled Trip Demand Forecasting FY 2025- FY 2034" report prepared by Hollingsworth Consulting, Access' trip

demand projections in the near term years of FY 2025 and FY 2026 predict 11-12% annual increases in trip demand growth. Subsequent to those initial years, growth is expected to not be as dramatic but still increases between 2.4 and 5.9% annually through 2030. In FY 2024, Access provided 4.2 million passenger trips. In FY 2025, Access provided nearly 4.7 million trips. By FY 2030, Access is projected to provide just over 6.4 million passenger trips.

b) Multiple major events including the 2028 Olympic and Paralympic Games

Los Angeles County will host several major international events in the years ahead that will draw visitors from around the globe. The FIFA World Cup and Super Bowl in 2026 and 2027, respectively, will have impacts on both demand and traffic conditions around the event centers.

The 2028 Olympic and Paralympic Games is expected to bring visitors and athletes from around the world which will impact Los Angeles' existing transportation network, existing fixed-route resources, and Access' paratransit services.

The 2028 Olympic and Paralympic Games will introduce new and unique challenges for Access and the region.

2. Challenges Related to Funding

Access anticipates several challenges that will put a strain on regional funding resources as it continues to provide safe and reliable paratransit services across Los Angeles County.

a) Increased demand for paratransit

Over 95% of the Access budget is dedicated to providing federally-mandated paratransit and eligibility services, as presented in Access' Annual Report (FY 2025). Projected increases in ridership demand will increase the Access budget in future years.

Further, in addition to the increase in paratransit demand, the cost per trip is likely to increase due to the following factors:

Legislated changes to the minimum wage have increased local wage rates, which has significantly increased the salaries that our contractors have to pay to attract qualified employees.

In the past, Access' contractors were able to work with existing taxi service providers across Los Angeles County to carry nearly half of Access' trips. Since the COVID-19 pandemic, there are fewer taxi operators who can partner with Access' contractors, requiring more of Access' services to be operated with Access vehicles and contracted drivers.

As fewer taxi and other transportation partners exist, Access' contractors must rely more on their own fleet of vehicles to cover paratransit transportation.

This ridership growth increases the need for additional vehicles which then require more real estate to store, operate, and maintain.

b) Fleet needs

With the discontinuation of the Dodge Caravan accessible minivan, Access staff have had to work with the automotive industry to develop new accessible vehicles for the Access fleet. In addition, these vehicles, specifically the Ram Promaster, are significantly more expensive than the Dodge Caravan. Staff has been working with customers to get their feedback on improvements to these vehicles.

c) Transition to Zero-Emission Vehicles in California

The state of California is requiring that Access and other public transportation agencies transition to Zero Emission Vehicle (ZEV) fleets by 2035. The California Air Resources Board (CARB) has provided guidelines for all transit agencies, including Access Services. For vehicles that exceed 14,000 lbs. in gross weight, (Access' larger cutaway vehicles), CARB is requiring that a percentage of new vehicles purchased starting in calendar year 2026 be zero emission vehicles. Starting in calendar year 2026 through calendar year 2028, 25% of new cutaway vehicle purchases – **for vehicles that exceed 14,000 lbs. – must** be zero emission vehicles. Starting in calendar year 2029, all (or 100%) of **cutaway vehicles exceeding 14,000 lbs.** purchased are to be zero emission vehicles

d) Increased competition for transit funds

Access is part of a growing regional transit network that is funded by the Los Angeles County Metropolitan Transportation Authority (Metro). At the local level, there is greater demand for transit funds as Metro expands its rail network and prepares to host the major events outlined above. At the federal level, there is increasing competition for bus and bus facility funds that Access could use to fund its various initiatives. In addition, for certain types of federal funds, Access cannot apply directly and must find a fixed-route agency to partner with.

e) Need to attract new personnel due to projected Agency growth

As the Agency expands the number of trips it provides, acquires real estate assets, and continues to encounter a more complex information technology environment, the Agency may need to hire additional personnel to effectively manage these tasks. Additionally, Access must ensure that it is developing its own employees as future leaders of the Agency.

f) Access Headquarters in El Monte

Access' current administrative headquarters has reached capacity with its current staffing of 81 FTEs. With service levels continuing to grow year over year, Access will need to expand contractual and administrative staffing to maintain sufficient oversight of the service, especially in light of upcoming mega events like the

World Cup and the 2028 Olympic and Paralympic Games. The current lease of its administrative headquarters expires in December 2026 and, while there is an additional five-year option to extend, Access should immediately explore options to add additional space or identify a new location.

3. Challenges Related to Effectively Communicating the Services that Access Provides

Access provides paratransit services that are distinct from other transportation services operated by other systems in Los Angeles County. It is important to effectively communicate what the services are, or there can be misunderstandings and confusion about what services Access offers and/or how to use those services.



Proposed Projects of the **2026-2030 Strategic Plan**

The projects provided in this Strategic Plan are designed to respond to the challenges outlined above. Input was gathered from Access' Board of Directors, the Community Advisory Committee and Transportation Professionals Advisory Committees and Access staff.

Improving Agency Effectiveness to respond to Increased Paratransit Demand/Special Events

Access continues to partner with various entities, such as Metro and LA28, as the region prepares to host major Los Angeles-based events, such as the 2026 World Cup and the 2028 Olympic and Paralympic Games.

It is Access' intention to provide safe and reliable paratransit service for its own customers and visitors who need the service for travel to and from these events as well as travel across Los Angeles County.

Access has already made a number of changes to its international visitors' policy and will continue to look at its policies and procedures to ensure these events are accessible to all.

a. Acquisition of facilities

Access intends to continue its efforts to purchase properties that may be used for vehicle storage and paratransit operations by its contractors. As described above, Access may also need to relocate its current headquarters from El Monte.

b. Improve existing vehicle design

Access will continue to work with vehicle manufacturers to find opportunities for improvement in paratransit vehicle designs. Seeking feedback from Access' customers and disability community advocates, Access will ideally seek a mix of vehicles that work for its many customers and the needs of the service.

c. Transition to Zero-Emission Vehicles - Hydrogen or Electric vehicles (Fleet)

The State of California is mandating that all transit agencies transition to Zero Emission Vehicles (ZEV) in the coming years. While Access only operates a small number of vehicles that are covered under this mandate, we are committed to working with state agencies and vehicle manufacturers to assist with this goal.

d. Continue exploring accessible autonomous vehicles

Access has done extensive work in building partnerships and working to develop an accessible autonomous vehicle design. Access will continue its efforts with the AV industry to develop a vehicle design that is capable of providing safe and reliable service to Access customers.

e. Facilitate contractor partnerships with Transportation Network Companies

Access believes that contractor partnerships with Transportation Network Companies (TNCs) such as Lyft and Uber could provide additional

operational capacity as demand grows. Access has been working with a national consortium to amend various federal laws and regulations to make it easier for transit systems to use TNCs in their paratransit services.

f. New Instacart services

Access intends to pilot a program unique to Southern California in a partnership with Instacart. Access will procure Instacart memberships for Access customers interested in participating in the program. The expectation for this program will be improved quality of life for customers who may request Instacart deliveries of groceries and other necessities instead of scheduling separate paratransit trips for these errands.

g. Information Technology Improvements

1. Develop mobile routers to enable enhanced real-time vehicle location services

Access is seeking to introduce embedded mobile routers on all Access vehicles. This will improve customer-facing services such as Where's My Ride by providing more accurate data about a vehicle's location. It will also increase redundancy in the event of technology failures.

2. Create automated AI services that can answer general questions

Currently, many calls to ALTA ask similar questions. Access is looking to implement an AI service that can answer general questions about Access and provide information about a customer's ride, like an estimated time of arrival (ETA).

3. Introducing technology for customers with visual impairments to make it easier for customers to locate their Access vehicles

There are a variety of methods that can be employed so that customers with visual impairments may be able to utilize Bluetooth technology through their phones so they can follow a beacon to find their Access vehicles.

4. Development of an E-Wallet payment method

Access is exploring the development of a system allowing customers to pay for Access trips using digital payments or through an e-wallet. This process can add convenience and ease for customers seeking to ride Access.

5. Develop A.I. policies and continue cybersecurity improvements

Cybersecurity and safeguarding customer information are critical goals of Access Services. As the business landscape changes and security threats change and Access and other industries use Artificial

Intelligence (AI) technology to support its services, it will be incumbent upon Access to continue to update and adapt its own security and policies. This will be done throughout the Strategic Plan period.

h. Expand Access staff size and increase position responsibilities to correspond to expanding needs

Access anticipates that as demand increases for its paratransit services and its oversight duties change over time, that its staffing will need to expand and change from its current levels. Examples of changes in responsibilities will include personnel to perform property management and maintenance oversight as Access becomes responsible for contractor properties. Access' I.T. and procurement departments may need to expand to include subject matter experts on new I.T. platforms and ability to draft contracts that capture required language properly. Additional complexity in new vehicles, including, but not limited to transitioning to Zero Emission Vehicles, will require additional subject matter experts for oversight in the Fleet department as well. Finally, the Operations Department may need to expand to monitor and oversee the increased number of trips.

Meeting Challenges Related to Funding

a. Increase Medi-Cal reimbursement

Access already receives some reimbursement from the Medi-Cal program for some trips it performs.

Staff will continue to work with its partners at the state and federal levels to ensure that Access can be reimbursed for eligible trips.

b. Change federal law to allow Access to apply for funds directly

At present, there are certain federal grant programs, specifically the Bus and Bus Facilities program, which are only open to fixed-route agencies. Access can only apply for these programs with a fixed-route partner which makes it more difficult to receive funding. Access has been working with its federal partners to change federal law to allow Access to apply directly for these programs.

c. Seek out new and additional funding resources

Access will continue to apply for relevant grants (e.g. vehicles, facilities and other projects) and seek out new funding opportunities for its paratransit services.

d. Provide customers with information on alternative services

Los Angeles County offers several transportation options that can enhance customer choice while requiring fewer public subsidies than a typical paratransit trip. Access will continue to inform customers about these alternative services and look at ways of enhancing its communication on this topic.

e. Need to foster partnerships with other agencies, social services, businesses

In Los Angeles County, there are different agencies and service providers available

that can provide transportation services. Access intends to work with its existing partners and seek out new partners to determine where these outside agencies may be able to support Access' efforts of improving transportation options for persons with disabilities.

Improving the Access Customer Experience

a. Improve public-facing information about Access

Providing information about what Access is and how it differs from other forms of transportation will always be important. A goal for Access Services will be to improve our existing public-facing information to help reduce confusion people may have about Access to help manage rider expectations about the service.

b. Develop more tools for riders on how to use Access

An effective way to communicate important information to Access customers is to use means other than standard written communications. Access has been successful in conveying information about its system, its on-line and app-based services with recorded videos. Expanding this communication method, and looking at other methods, could help to get valuable information to customers.

c. PCA Campaign

Paratransit services like Access allow customers to travel with a Personal Care Attendant (PCA) at no additional

cost. As this is something relatively unique to paratransit, Access may seek to develop a campaign to ensure that Access customers who may benefit from traveling with a PCA are aware of this feature.

d. Continue collaborative work between staff and riders

Access always strives to provide the best service that it can for its customers and the region. Access' ability to improve relies on feedback from its customers and those who represent the disability community. Access will continue to work with its advisory committees such as the CAC and TPAC as well as seeking input from its customers.

The CAC has forwarded the following ideas for inclusion in the Strategic Plan:

1. Research Same-Day trip service programs for customers

Access' current paratransit model is a next-day service where customers must reserve their trips the day before. The CAC has asked Access staff to research the possibility of a same-day service program.

2. Pursue funding for challenging / medical trips

Paratransit is supposed to treat all trips as equal, so that there are no priorities given to one trip over another. That said, there are instances where some trips are either especially challenging for Access' contractors to provide or Access customers have difficulty taking, or both.

An example of this may be an Access customer taking an Access trip following dialysis treatment in which they may be very fatigued during transport.

Access can explore if there are funding opportunities to improve these trip experiences for customers.



Access Services
PO Box 5728
El Monte, CA 91734
accessla.org

access