

access

BOARD OF DIRECTORS MEETING

Tuesday, May 26, 2026

General Session: 12:00 p.m.

Closed Session: Immediately Following

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

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

See **Note* below for remote public link.

MISSION STATEMENT

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

<u>ITEM</u>	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 27, 2026 (page 7) [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. **CONSENT CALENDAR** **ACTION**
[Vote Required:
majority of
quorum by roll
call]
- a) Consideration to Approve Renewals of Employee Health and Benefit Contracts (page 14)
[Staff Recommendation: Approve the renewals of employee health and benefit contracts for the period of July 1, 2026, through June 30, 2027, at a cost not to exceed \$1,421,891.66.]
 - b) Consideration to Extend Term, Change Rates and Increase Funds - Rider 360 Maintenance and Operations Contract (AS-4159) (page 17)
[Staff Recommendation: Authorize an additional \$504,000 in funds, a change of rates of compensation and an extension in the period of performance for one (1) year, from July 1, 2026, through June 30, 2027, with Information Technologies Curves, Inc.]
 - c) Consideration to Award Oracle Fusion ERP Support Services Contract (AS-4198) (page 19)
[Staff Recommendation: Authorize staff to execute Contract No. AS-4198 for Oracle Fusion ERP Support Services for a two-year base term, beginning June 1, 2026, and ending May 31, 2028, with C3 Business Solutions in an amount not-to-exceed \$445,000.]
 - d) Consideration to Extend Term, Change Rates and Increase Funds - Architecture and Engineering Services Contract (AS-4165) (page 23)
[Staff Recommendation: Authorize an additional \$124,300 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2026, through June 30, 2027, with HDR Architecture, Inc.]

[Staff Recommendation: Approve the Consent Calendar.]

7. **CONSIDERATION TO APPROVE SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM RENEWAL** (page 25) **ACTION**
[Vote Required:
majority of
quorum by roll
call]
- [Staff Recommendation Authorize staff to continue the \$500,000 Self-Insured Retention program with estimated liability of \$6,240,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.]
8. **CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE** (page 27) **ACTION**
- [Staff Recommendation: Please see item for full recommendation.]

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|-----|---|-----------------------------------|
| 9. | FACILITIES UPDATE | PRESENTATION |
| 10. | LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES | PRESENTATION |
| 11. | OPERATIONS UPDATE | PRESENTATION |
| 12. | UPCOMING BOARD ITEMS (page 29) | INFORMATION |
| 13. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 16. | AB 2561 VACANCIES AND RECRUITMENT (page 30) | PUBLIC HEARING |
| 17. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |
| 18. | CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| | <ul style="list-style-type: none"> A) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9 <ul style="list-style-type: none"> 1. Pending Litigation: Gov. Code §54956.9 (d)(1) <ul style="list-style-type: none"> (i) Litigation, to which Access Services is a party, has been initiated formally. <ul style="list-style-type: none"> 1. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752 2. Anticipated Litigation: Gov. Code §54956.9 (d)(2) <ul style="list-style-type: none"> (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. B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL. GOV. CODE §54957(b) <ul style="list-style-type: none"> 1. Executive Director | |
| 19. | 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/83206916873>
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: 832 0691 6873
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

APRIL 27, 2026

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Doran Barnes at 12:10 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 23, 2026

Recommendation: Approval of minutes as written.

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

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

There were no reports.

4. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by greeting everyone and stating that she hopes all drivers are wearing their seat belts correctly. She is happy to find out about LA County activities so she can share this information with others.

5. SUPERIOR SERVICE AWARD

Note - this item was heard after Item 8.

Project Administrator Jessica Volanos introduced the Superior Service Award winner, Gustabo Paniagua.

6. **CONSENT CALENDAR**

- a) Consideration to Approve Board Officer Appointment
- b) Consideration to Award Purchase Order for Data Systems Management and Maintenance
- c) Consideration to Approve Additional Funding for IT Managed Services (AS-4183)

Public Comment:

None.

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

7. **CONSIDERATION TO EXTEND TERM, INCREASE FUNDS AND CHANGE RATES - SANTA CLARITA REGION SERVICE PROVIDER CONTRACT (AS-4064)**

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:

None.

Board Member Questions:

Secretary Gogreve asked if there were any customers for the Access to Work program in the City of Santa Clarita and if it was advertised. Mr. Salvador stated that currently there were no enrollees, but they have had riders utilize that program before. Secretary Gogreve asked about what improvements there were in their performance statistics. Mr. Salvador replied that there were improvements in on-time performance and excessively late trips along with very good safety results. Secretary Gogreve asked for more recent and up to date information.

Director Burner asked how the end of the contract on June 30th, 2028, would impact the LA Olympics. Executive Director Andre Colaiace responded the procurement schedule is up to the City, but they are assuming they will start this process sooner.

Chair Barnes stated that it might be good to look at all the contract expirations relative to the 2028 so that aren't caught off guard and potentially be going through a contract cycle in the middle of the Olympics.

Board Discussion

None.

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

8. UPCOMING SERVICE PROVIDER RFP

Jessica Volanos, Project Administrator, and Kimberlie Nimori, Procurement and Contract Administrator, presented this item.

Public Comment:

Lisa Andreson made a public comment by asking how they figure out mapping in all of the regions.

Board Member Questions:

Vice Chair Gombert asked what the percentage of subcontracting trips number that were currently being performed in the Northern region. Ms. Volanos responded it was 32%.

Secretary Gogreve asked if there are other challenges that they foresee. Ms. Volanos replied the biggest challenge is that they have limited facility locations where they could operate the service from and historically that limits the competitive bids they receive. Secretary Gogreve asked if the Northern region was the last region that does not have the same KPIs as all the others. Ms. Volanos stated that was correct, but this procurement would resolve that issue with the exception of the Santa Clarita region. Secretary Gogreve asked about the new staff requirements for cybersecurity specialist and vehicle warranty clerk. Ms. Volanos responded that this requirement is to keep them in line with industry standards.

9. PEER FARE SURVEY/FARE MEDIA OPTIONS

Director of Administration F Scott Jewell presented this item.

Public Comment:

Fernando Roldan made a public comment by suggesting that on days like Earth Day, Access should provide free rides or promote them in some way. He hopes they don't make any fare changes because the disabled community lives off of social security.

Lisa Anderson stated that in Santa Cruz, they charge \$4 each way and they have trips that are free on certain days. She asked if LA County wanted to increase the fare for the buses to increase funding for public transportation. She feels that in the past they had actually eliminated bus routes so she hopes this doesn't happen again.

Mr. Jewell added that the City of Santa Clarita will start accepting credit and debit transactions for fare payment in the very near future. Treasurer Aguilar added that they're currently in the process of expanding that technology and are looking to have that rolled out by the summer.

Board Member Questions:

Vice Chair Gombert asked if the large majority of coupon users are institutions and if most of the institutions are regional centers. Mr. Jewell responded that he was correct. Vice Chair Gombert asked if a regional center program has 15 clients, are they each getting a coupon that was issued by the regional center. Mr. Jewell responded they haven't investigated that but most regional centers buy in bulk. He assumed that they either distribute them at the time of the trip or on a monthly basis so a rider can utilize the coupons as they see fit.

Secretary Gogreve asked what technology some of the other agencies are using, like in New York and other cities. Mr. Jewell responded that NYC is moving to an account-based system, but they also are in the process of issuing their riders a card similar to our TAP card for use as fixed route payment for their free fare program. Secretary Gogreve asked if they are still using the mag stripe on the ones that do use debit or credit. Mr. Jewell stated most vehicles have tablets with chip card readers which are used to process credit/debit transactions. Secretary Gogreve asked if they would be doing a pilot program for the WMR fare payment app. Director of Innovation and Technology Bill Tsuei said they will first work with a pilot group of people.

Secretary Gogreve asked if international tourists will be able to pay with their cards during the Olympics. Mr. Tsuei responded that they would allow international cards to be processed in their payment gateway.

10. FACILITES UPDATE

This item was pulled from the agenda.

11. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Fernando Roldan made a public comment by stating his concern with the surveys concerning the shared rides. He thinks there should be more questions about how the shared rides affect people, whether it be positive or negative because he sees an increasing number of shared rides. The shared ride situation needs to be addressed, especially in the Eastern region, where he sees more late pickups.

Lisa Anderson made a public comment by stating that there is a lot of traffic around LA County.

Board Member Questions:

Treasurer Aguilar asked what has driven the increase in ridership for February. Mr. Greenwood replied that his best estimate is that the good quality service they've experienced over recent months means customers are more comfortable booking more trips, therefore, riding more often. Also, the economy could have an impact because when gas prices go up, they might want to ride Access more often rather than get trips from family and friends.

Vice Chair Gombert stated that from his agency's experience, there's been a shift in when spring break was, which may impact ridership in March. Mr. Greenwood stated that they don't have final data for March yet, but the preliminary data does show another increase in ridership and that spring break could be a factor.

12. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

13. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace spoke on Access' role with a national coalition of transit agencies and disability groups that have been working together to modify federal drug and alcohol rules to make it easier to use TNCs like Uber and Lyft. The coalition has sent letters to past FTA administrators Veronica Vanterpool and Mark Molinaro on this issue and has plans to engage with the next FTA administrator when they are appointed. They was some progress at the recent APTA legislative conference in Washington, DC.. Matt Cahill, who is the chief counsel at the FTA, shared an update on a drug and alcohol rulemaking. At this time, they don't know what form this rulemaking will take but he wanted to share this with the Board that this coalition has made some progress nationally on this particular issue. In regard to the FY27 budget, the Access budget will be heard on May 21st by the Metro Finance Budget and Audit Committee. Staff will then bring the budget to the Board as is customary on June 22nd for final approval. Mr. Colaiace also stated that they will be hosting a Coro fellow. The Coro Foundation

is dedicated to training leaders who are motivated to shape the spirit and integrity of their communities, companies, and country. They are welcoming Coro fellow Sophia Martinez. She's been working with Access over the last month on a project tied to their strategic plan called Assessing and Optimizing Rider Communications.

Board Member Questions:

None.

14. BOARD MEMBER COMMUNICATION

Vice Chair Gombert thanked the staff for the presentations and recognized Access and the contractor teams for providing high quality service at the recent Abilities Expo in Long Beach.

Treasurer Aguilar thanked staff as he knows it is a busy time of year for all, particularly with budgets. Just hearing about the projects on the horizon is exciting, but he knows it is going to be a lot of work with the new RFP, the facilities, and the budget process.

Secretary Gogreve thanked staff, the riders and the contractors. They have a lot of work to do, and they just need to be as creative and innovative as they possibly can to continue to do good work.

Director Burner congratulated Vice Chair Gombert on his new position and for stepping up. He thanked staff as well as the contractors and their customers who take Access Services. He hopes they can successfully get their budgets passed and look forward to 2027.

Director Nason stated that she rode Access to the Abilities Expo, and it was excellent.

Chair Barnes stated that the California Transit Association's Legislative Conference will be held in mid-May. Funding out of Sacramento continues to be very challenging and he is sure it will be an important discussion amongst the various California state transit partners and systems. He will be there in part representing Access Services in his role as a Board member representative on the California Transit Association's Executive Committee. The FIFA World Cup is a very important event and he thinks that it is coming together nicely. He wanted to recognize his colleagues at LA Metro for the tremendous job they've done in terms of planning for that major event and coordinating across all of the operators in the region. From the Olympic standpoint, he would say the same thing. His big concern is the funding available to the region to execute on all those plans. They are getting to the point where they need to start doing some of the things that have long lead times. He recently had the chance to travel with Andre Colaiace and Hector Rodriguez to London to meet with their various insurance providers.

It was a fascinating interchange with a number of their current insurance providers, as well as potential future insurance providers. He learned a lot in terms of how important and how different Access Services' approach is to many other transit providers. They really leaned in on all the hard work that's been done to try to make sure that they are doing everything they can to minimize that risk.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

16. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Fernando Roldan made a public comment asking the Board Chair to please attend the AAC meetings as they discuss a lot of important issues.

Lisa Anderson made a public comment by congratulating the person who received an award.

17. CLOSED SESSION REPORT

There was no report out of Closed Session.

18. ADJOURNMENT

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

The meeting adjourned at 2:34 p.m.

Approved

Giovanna Gogreve, Secretary

Date

MAY 18, 2026

TO: BOARD OF DIRECTORS

FROM: MELISSA LUCERO, HUMAN RESOURCES ADMINISTRATOR

RE: CONSIDERATION TO APPROVE RENEWALS OF EMPLOYEE HEALTH AND BENEFIT CONTRACTS

ISSUE:

The current Access Services employee benefit insurance policies for medical, dental, vision, life, and long-term disability will expire on June 30, 2026. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2026.

RECOMENDATION:

Approve the renewals of employee health and benefit contracts for the period of July 1, 2026, through June 30, 2027, at a cost not to exceed \$1,421,891.66.

IMPACT ON BUDGET:

Medical policy costs increased by 6.82% for Kaiser and 13.97% for Anthem and are included in the proposed FY27 budget (\$1,294,034.40 for medical and \$127,857.26 for other Access-sponsored policies). Ancillary benefits increased by an average of approximately 7.0%. These costs are funded through local funds.

ALTERNATIVES CONSIDERED:

Access' insurance broker, SullivanCurtisMonroe (SCM), conducted a market survey on both medical and ancillary plans to compare renewal rates and other carrier options.

The current medical plans remain the most cost-advantageous to Access.

Although the vision and life insurance plans offered minimal cost savings in the market survey, we have decided to maintain our current carriers to provide stability for our staff and avoid the disruptions that frequent changes can cause. This decision ensures continuity in our benefits offerings and allows our employees to continue utilizing the services they are familiar with, thereby enhancing overall satisfaction and minimizing any potential confusion or inconvenience.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate and enter into a renewal of the existing Kaiser and Anthem plans and modify Access' existing dental, and other benefit plans in accordance with terms,

conditions, and costs that are no less favorable to Access than those proposed herein. Access would not be legally bound to the renewal or modifications 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.

BACKGROUND:

Access offers a comprehensive package of employee benefits. Coverage of insurance begins the first day of the month after 30 days of employment. All full-time staff employees and their eligible dependents may participate in Access' comprehensive health coverage. These benefits include the following:

Comprehensive Health Insurance - Kaiser-Permanente and Anthem (HMO & PPO)

Participants may choose coverage for themselves and any eligible dependents or opt out of the plan if covered by another employer-sponsored plan.

Access pays 90% of the entire premium cost for HMO or 80% of the entire premium for PPO coverage for both employee and eligible dependents up to limits established by the Board of Directors.

Dental Insurance

Access pays 90% of the entire premium cost for the Managed Dental Care (DHMO) option, which provides basic care and other common dental procedure services at low co-insurance costs, after the deductible has been met, with no annual maximum benefit.

Access pays 80% of the entire premium cost for the dental PPO (Preferred Provider Organization) option which provides basic care and other common dental procedure services at a coinsurance reimbursement of 90% on basic procedures up to an annual maximum of \$3,000 per year.

Vision Insurance

Access pays 80% of the entire premium cost for the VSP® Vision Care option which provides comprehensive vision insurance (PPO) covering frames, lenses, contact lenses, and exams.

Life and Long-Term Disability Insurance

Employer-paid Life Insurance provides an amount equal to the employee's annual salary. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit. Employees may choose additional voluntary life insurance and pay the premiums through payroll deductions.

Employer-paid Long Term Disability Insurance provides up to 66% of the salary for employees unable to work after a 90-day waiting period. Premiums are 100% paid by Access for employees; dependents are not eligible for this benefit.

Long Term Care

Employer-paid Long Term Care Insurance provides basic coverage of \$2,000 per month for a skilled nursing facility. Eligible employees may choose additional coverage choices and pay the premiums through payroll deductions.

Supplemental Insurance

Employees may choose any of the voluntary supplemental insurance policies and pay for the premiums via payroll deductions. Employees may opt for supplemental insurance at any time.

Flexible Spending Accounts

Access participates in Flexible Spending Accounts (FSA) as regulated by the Internal Revenue Service. Employees can participate in an FSA when they become benefit eligible (1st of the month following 30 days of hire) and during the open enrollment period (effective as of July 1 each year).

MAY 18, 2026

TO: BOARD OF DIRECTORS
FROM: BILL TSUEI, DIRECTOR, INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR
RE: CONSIDERATION TO EXTEND TERM, CHANGE RATES AND
INCREASE FUNDS - RIDER 360 MAINTENANCE AND OPERATIONS
CONTRACT (AS-4159)

ISSUE:

Board approval is required to increase funds to the current Rider360 maintenance contract to maintain system operations through a one-year contract option extension.

RECOMMENDATION:

Authorize an additional \$504,000 in funds and an extension in the period of performance for one (1) year, from July 1, 2026, through June 30, 2027, with Information Technologies Curves, Inc.

IMPACT ON BUDGET:

This action will increase the current contract amount from \$1,207,000 to \$1,711,000. Contractor compensation will continue to be based on fully burdened hourly rates for as-needed maintenance services and project-based system updates. This contract is funded with local funds.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available, as Rider360 requires ongoing system maintenance and periodic updates to support operational effectiveness.

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 amendment upon terms and conditions no less favorable to Access Services ("**Access**") than those proposed above. Access would not be legally bound to the contract amendment 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:

Rider360

Rider360 is a customized information management system that provides an application interface for: (1) Access to retrieve and analyze ridership data, risk management data, and operations information; and (2) for paratransit customers to retrieve personal information, ridership history, and other related data. In 2021, Rider360 was upgraded to its second iteration, Rider360 V2, to comply with federal and state regulations, enhance business performance, and implement expanded capabilities that reflect industry best practices.

Rider360 Maintenance

In 2022, Access awarded Contract AS-4159 to Information Technologies Curves, Inc. ("**Contractor**") to maintain Rider360 V2 over three years with the option to extend the term for an additional three years in one-year increments. In 2025, Access exercised the option to extend the term by one year and added \$400,000 to the contract, increasing the contract amount to \$1,207,000.

Since the contractor is performing well, Access is proposing to exercise the option to extend the term by another year.

MAY 18, 2026

TO: BOARD OF DIRECTORS

FROM: ANDREW MARIN, ORACLE FUSION ERP ADMINISTRATOR
BRUCE FRINK, SENIOR MANAGER, FINANCIAL PLANNING &
ANALYSIS

RE: CONSIDERATION TO AWARD ORACLE FUSION ERP SUPPORT
SERVICES CONTRACT (AS-4198)

ISSUE:

Board approval is required to execute a sole source contract for Oracle Fusion Enterprise Resource Planning (ERP) support services.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4198 for Oracle Fusion ERP Support Services for a two-year base term, beginning June 1, 2026, and ending May 31, 2028, with C3 Business Solutions in an amount not-to-exceed \$445,000.

IMPACT ON BUDGET:

This action is consistent with the budget estimates for the proposed contract's base term. The not-to-exceed amount of \$445,000 will be expended through a firm-fixed price of \$215 per labor hour in year one, and a firm-fixed price of \$220 per labor hour in year two. Subsequent option years, to be exercised at the discretion of Access and with the approval of the Access Board, will begin with a firm-fixed price of \$225 per labor hour and increases in \$5.00 increments per labor hour in each of the following four (4) option years. The labor rates are fully-loaded. These services will be funded from with local funds.

Based on current projections of labor effort (Table A), the total projected spend for two years will be below the proposed total contract cost of \$445,000.

TABLE A

Support Year	Proposed Hours	Fully Loaded Hourly Rate	Total
June 1, 2026 - May 31, 2027	1,000	\$215	\$215,000
June 1, 2027 - May 31, 2028	1,000	\$220	\$220,000
Travel: Year 1 (not-to-exceed)			\$5,000
Travel: Year 2 (not-to-exceed)			\$5,000
Total Base Years	2,000	_____	\$445,000

Through a non-competitive, negotiated procurement process, the labor rates proposed underwent a cost analysis using past labor rates proposed during the original competitive solicitation process for ERP consulting services. Using Producer Price Indices (PPI) for Professional Service groupings, on a June-to-June annual cycle, a running PPI rate year-over-year (YoY) was compared to the rates proposed by another proposer and the incumbent. The tables below reflect this comparison and demonstrate that the negotiated rates proposed herein are fair and reasonable.

TABLE B

Contract Term	Contract Hourly Rate (Historical)	Price Index (PPI)	Running Rate PPI (Incumbent)	Running Rate PPI (Huron)
6/1/2017 - 5/31/2018	\$165.00	0.0%	\$165.00	\$160.00
6/1/2018 - 5/31/2019	\$165.00	1.3%	\$167.15	\$160.00
6/1/2019 - 5/31/2020	\$165.00	2.0%	\$170.49	\$163.20
6/1/2020 - 5/31/2021	\$170.00	0.2%	\$170.83	\$163.53
6/1/2021 - 5/31/2022	\$170.00	5.3%	\$179.88	\$172.19
6/1/2022 - 5/31/2023	\$170.00	3.4%	\$186.00	\$178.05
6/1/2023 - 5/31/2024	\$172.00	4.6%	\$194.55	\$186.24
6/1/2024 - 5/31/2025	\$200.00	5.2%	\$204.67	\$195.92
6/1/2025 - 5/31/2026	\$200.00	4.3%*	\$213.47	\$204.35

* 4.3% as of March 2026.

TABLE C

Contract Term	Proposed Contract Rate	Rate Increase % (YoY+/-)	Price Index (PPI)*	Running Rate (PPI)	% Diff.
6/1/2026- 5/31/2027	\$215	7.5%	4.0%	\$222.01	-3.2%
6/1/2027- 5/31/2028	\$220	2.3%	4.0%	\$230.89	-4.7%

* Price index estimations

ALTERNATIVES CONSIDERED:

Staff determined that maintaining the existing relationship with the current service provider, via the negotiation of a sole-source agreement, rather than issue a competitively bid RFP, would prove advantageous to the Agency in that by doing so there would be no disruption in service, or additional costs associated with a discovery period used to acclimate another vendor to on-going projects, business workflows, and IT infrastructure. All are critical aspects to ensuring the stability and functionality of Access' financial and procurement management systems.

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 contract for Oracle Fusion ERP support services upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract amendment herein proposed unless and until it is incorporated into a formal written agreement that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access Services implemented the Oracle Fusion ERP system in January 2015. The initial support service contract covered system implementation, post-implementation support, and training. Throughout the inaugural service period, support requirements began to shift outside of the original scope of work. Therefore, on March 29, 2017, Access Services issued a Request for Proposals (RFP AS-4046) to solicit an ERP consulting firm with an updated scope of work. Nine proposals were received and evaluated. Following a thorough evaluation of the proposals submitted, C3 Business Solutions was selected as the vendor. The support services, under contract AS-4046, commenced on June 1, 2017, and concluded on May 31, 2020, after exercising the sole option year under contract.

Approaching the completion of contract AS-4046, staff carefully considered how best to meet the agency's ERP support service needs. Access, through Board approval received on February 10, 2020, executed sole-source Contract No. AS-4127 for Oracle Fusion ERP Support Services with C3 Business Solutions. Throughout the term of the contract, beginning June 1, 2020, the incumbent has been highly responsive to support needs, providing effective and timely solutions. These offerings have been essential in supporting needs that often shift due to software and user-interface updates. Pleased with the vendor's performance, Access sought Board approval on May 20, 2024, to execute the remaining option years by extending the contract through May 31, 2026.

Approaching the completion of contract AS-4127, staff continues to carefully consider how best to continue meeting the agency's ERP support service needs. Moreover, with Oracle's license restructuring, determining the best approach and strategy to utilize

developing cloud services will be an integral aspect to further support Access' financial and procurement needs. Therefore, following communication with C3 Business Solutions to determine whether the incumbent was interested in entering into a new agreement and, if so, at what cost, the incumbent submitted a technical and cost proposal on April 17, 2026.

The incumbent has been a valued partner and has accumulated the knowledge and understanding of Access' operations relative to the configuration of the software platform. It remains critical for Access to partner with C3 who has the expertise to enable Access to maximize the efficiencies of using an Enterprise Resource Planning system.

MAY 18, 2026

TO: BOARD OF DIRECTORS
FROM: F SCOTT JEWELL, DIRECTOR, ADMINISTRATION
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR
RE: CONSIDERATION TO EXTEND TERM, CHANGE RATES AND
INCREASE FUNDS - ARCHITECTURE & ENGINEERING SERVICES
CONTRACT (AS-4165)

ISSUE:

Board approval is required to amend Contract No. AS-4165 for the continuation of architecture and engineering services for the Antelope Valley Paratransit Operations and Maintenance Facility Project.

RECOMMENDATION:

Authorize an additional \$124,300 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2026, through June 30, 2027, with HDR Architecture, Inc.

IMPACT ON BUDGET:

The increase to rates associated with this contract will be 3.2% on July 1, 2026, and 3.2% on July 1, 2027. The proposed increases in the rates of compensation under consideration are based on 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 of November 2025, December 2025 and January 2026, the average year-over-year increase in the CPI was 3.2% (US Department of Labor, Bureau of Labor Statistics).

The funding for this contract comes from the Facilities and Development Construction Fund.

ALTERNATIVES CONSIDERED:

None. It would not be practical to replace the designated A&E contractor for the project at this point in development.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate 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:

Contract History

On June 20, 2023, the Board awarded Contract No. AS-4165 to HDR Architecture, Inc. ("**Contractor**") for architectural and engineering services to design the Antelope Valley Paratransit Operations and Maintenance Facility.

On October 23, 2023, the Board authorized the purchase of additional acreage to optimize the facility design's features and functions. This purchase increased acreage from 3.37 acres to over 6 acres.

On November 27, 2023, the Board authorized an expansion of Contractor's services by \$279,495 to conduct environmental services required under the California Environmental Quality Act ("**CEQA**") and National Environmental Policy Act ("**NEPA**").

On October 28, 2024, the Board authorized an amendment of Contractor's services by \$188,900 for supplemental design changes related to site expansion, phased construction and other regulatory requirements.

Project Status

Protracted lead times related to receiving NEPA federal approval and the City of Lancaster's planning approval process have pushed the completion date of the Antelope Valley Paratransit Operations and Maintenance Facility Project to the beginning of 2028. Accordingly, it is necessary to extend AS-4165 through the new completion date. Per contract terms, the Contractor is entitled to rate adjustments and supplemental hours to ensure the architectural plans remain in compliance and the specified equipment will remain available through the extended term.

In addition to the rate adjustments, additional hours for related client coordination, protracted city review, design and equipment transition validation are addressed in this amendment.

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MAY 18, 2026

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR
RE: CONSIDERATION TO APPROVE SELF-INSURED RETENTION
AUTOMOBILE LIABILITY PROGRAM RENEWAL

ISSUE:

Board approval is requested to continue the Self-Insured Retention (SIR) program for all automobile liability claims up to \$500,000 per claim.

RECOMMENDATION:

Authorize staff to continue the \$500,000 Self-Insured Retention program with estimated liability of \$6,240,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.

IMPACT ON BUDGET:

The firm of Sigma Corporation (Sigma) was contracted by SullivanCurtisMonroe (Access' insurance broker) to perform the actuarial study. Sigma estimates that this program may have a projected total cost of claims within the SIR of up to \$6,240,000 for FY 2027. The final cost will depend on the actual loss history over the policy period. For example, claims for the preceding 12 months ending in March are projected to be \$1,466,619, continuing the trend of staying below the actuarial projection of \$4,400,000 for FY26. This estimate is subject to change depending on claims experienced through June 20, 2026.

Aggregate stop loss insurance will be procured to limit SIR exposure. The aggregate insurance will become effective only when Access has paid \$13,000,000 in claims.

This program and the other layers of insurance have all been included in the draft budget for Fiscal Year 2027.

ALTERNATIVES CONSIDERED:

One option available is to self-insure all potential liability. However, given the current litigation climate, staff advises against it, due to the unknown costs of adverse verdicts. Staff believes the SIR structure, in combination with our insurance and safety program, have been successful.

BACKGROUND:

Staff have been working with our insurance brokers, SullivanCurtisMonroe (SCM), over the last 16 months to revise the SIR program due to the rapidly escalating costs of insurance for the automobile liability program. The quotes received last year in anticipation of an early renewal of the primary auto policy almost tripled the current cost. SCM has conducted many meetings over the last 16 months and additionally scheduled three (3) in-person meetings with potential insurers and Access staff to provide background information and to answer any questions that potential insurers have. SCM believes that the in-person meetings were beneficial and resulted in at least one additional proposal for our program.

The proposal with an SIR and cost sharing of total claims was originally developed in 2009 by SullivanCurtisMonroe. The centralization and control of the insurance program by Access and its contracted Third-Party Administrator (CorVel) has allowed Access to better manage and resolve claims against the Agency. The data for the actuarial study consists of claims incurred from June 21, 2009 to date gathered from CorVel. The requested SIR liability limit is an increase from the current year's limit of \$4,400,000.

In a separate item under consideration by this Board, the cost of the insurance policies above the \$500,000 SIR limit will be presented.

MAY 18, 2026

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL
BUSINESS PACKAGE INSURANCE**ISSUE:**

In order to continue the Access Self-Insured Retention (SIR) program, Board approval is necessary to authorize the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Commercial General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage.

The insurance layers in Access' program are currently structured as follows:

SIR up to	\$500,000		
Primary Layer	\$500,001	to	\$1,500,000
First Excess	\$1,500,001	to	\$11,500,000
Second Excess	\$11,500,001	to	\$20,500,000
Third Excess	\$20,500,001		\$26,500,000
Fourth Excess	\$26,500,001	to	\$31,500,000
Fifth Excess	\$31,500,001	to	\$51,500,000

The Primary Automobile Layer is covered by a policy with Paragon Insurance Company that expires on June 20, 2026, and staff has been working with Access' insurance broker, SullivanCurtisMonroe, to market our commercial business package insurance program, as well as request pricing on extending the existing policy with Paragon through June 20, 2027.

Currently there are a primary layer and five excess layers that require Board action to extend to June 20, 2027.

RECOMMENDATION:

Authorize the Executive Director to:

- Enter into a one-year policy agreement with Lloyds of London/Paragon Company for primary insurance coverage from June 21, 2026, through June 20, 2027;

- Enter into a one-year policy agreement with Lloyds of London/Paragon Company for the first excess layer;
- Enter into a one-year policy agreement with a carrier to be determined for the second excess layer;
- Enter into a one-year policy agreement with a carrier to be determined for the third excess layer;
- Enter into a one-year policy agreement with a carrier to be determined for the fourth excess layer;
- Enter into a one-year policy agreement with a carrier to be determined for the fifth excess layer;
- Enter into one-year policies with various carriers for the above-named insurance policies dependent on the outcome of the quotes received.
- Authorize an amount not to exceed \$16,908,480 for all of the above insurance layers.

IMPACT ON BUDGET:

These costs have been included in Access' budget for FY2027. The funding for these policies will come from local funds.

BACKGROUND:

The insurance placement process will be completed by June 20, 2026 for all layers. A report with specific insurance carrier and policy information will be transmitted to the Board once all policies have been placed.

In April, SullivanCurtisMonroe and Access representatives traveled to the offices of Paragon, Apollo and Lloyds of London as well as other underwriters and brokers to market our insurance needs. SCM as well as Access staff believe that the in-person meetings were beneficial. Based on these meetings, SCM has received quotes from various underwriters and is currently analyzing them.

The choice of an insurance carrier is based on a number of factors, i.e. financial strength, the 'A. M. Best Guide' industry rating, policy limits, potential covered losses and cost. SullivanCurtisMonroe has been instructed to obtain competitive bids in the placement of our insurance policies. Insurance companies have traditionally been very selective in bidding on the insurance Access currently carries and, as part of their process, conduct a detailed assessment of potential exposures to risk.

The amount requested for approval is an estimate based on information obtained from our insurance broker at the time of preparation of this Board item. Since quotes are generally not available until the date of the actual policy renewal, it is expected that the actual cost of the premiums will be lower than the stated estimate.

Given the current insurance market, staff is expecting that all of the layers would have a substantial increase, and some consolidation or splitting of the excess layers could occur while still maintaining the same overall coverage.

MAY 18, 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 August 2026.

June 22, 2026

Agenda Items:	Disposition:
TAP Card Production MOU	Action
Construction Project Management Services Contract Extension	Action
Customer Service Contract Extension	Action
Executive Director Contract Amendment	Action
FY2027 Budget Approval	Action

August 10, 2026

Agenda Items:	Disposition:
Board Officer Elections	Action
Dual Mobile Router Contract Award	Action
Progressive Design and Construction Services Contract Award	Action
Construction Services Contract Award	Action
Eligibility Services Contract Extension	Action
Vehicle Purchase Agreement	Action
Rider Survey	Presentation

MAY 18, 2026

TO: BOARD OF DIRECTORS
 FROM: MELISSA LUCERO, HUMAN RESOURCES ADMINISTRATOR
 RE: AB 2561 VACANCIES AND RECRUITMENT HEARING

ISSUE:

Assembly Bill 2561 requires public agencies to hold a public hearing to present the status of vacancies and recruitment and retention efforts.

RECOMENDATION:

Receive and file.

BACKGROUND:

AB 2561 was enacted to address job vacancies in local government, which can impact service delivery and employee workload. The law requires public agencies to present vacancy data and recruitment and retention efforts at a public hearing before the governing body at least once per fiscal year, prior to adoption of the annual budget. The law is codified in Government Code section 3502.3 and became effective January 1, 2025.

WORFORCE OVERVIEW

As of May 26, 2026, Access Services has 82 authorized positions, of which 80 are filled and 2 are vacant, representing a vacancy rate of approximately 2.4%. The vacant positions, in the Operations and IT departments, are Project Administrator and Lead Application Architect, respectively.

The table below shows the number of vacancies per month for FY 2026:

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
6	6	5	7	4	3	3	3	4	2	2	NA

RECRUITMENT OVERVIEW

The following efforts are made during open recruitments:

- Job Postings: Positions are advertised on platforms such as GovernmentJobs.com, LinkedIn, and industry-specific job boards.
- Outreach Efforts: Targeted outreach through professional networks and within the transit and human services sectors.

- Recruitment Incentives: Referral bonus program to encourage candidate sourcing.

RECRUITMENT CHALLENGES

- Competitive Labor Market: Difficulty attracting candidates in specialized fields such as paratransit professionals and IT.
- Geographic Constraints: High cost of living in the region limits the candidate pool and increases competition for specialized talent.
- Organizational Capacity Constraints: Operational demands have continued to grow over time, while the number of authorized positions has increased minimally. In addition, limited office space has impacted the agency's ability to further expand staffing.

RETENTION STRATEGIES

- Employee Engagement: Monthly programs and initiatives to support workplace culture and wellness.
- Professional Development: Tuition reimbursement, leadership training, certification programs, and opportunities for career progression.
- Flexible Work Options: Hybrid work schedules and alternative workweek arrangements where feasible.
- Recognition Programs: Employee service awards and recognition initiatives to boost morale.

NEXT STEPS

The agency continues to assess its recruitment processes and identify opportunities for improvement, including addressing market competitiveness and candidate availability.