

access

BOARD OF DIRECTORS MEETING

Tuesday, May 27, 2025

General Session: 12:00 p.m.

Closed Session: Immediately Following

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

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

See *Note below for remote public link.

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. AB 2561 VACANCIES AND RECRUITMENT HEARING (page 6)	PUBLIC HEARING
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON APRIL 28, 2025 (page 8) [Staff Recommendation: Approve minutes as written.]	ACTION
4. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5. GENERAL PUBLIC COMMENT	INFORMATION

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| 6. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 7. | CONSENT CALENDAR
a) Consideration to Approve Renewals of Employee Health and Benefit Contracts (page 17)
[Staff Recommendation: Approve the renewals of employee health and benefit contracts for the period of July 1, 2025, through June 30, 2026, at a cost not to exceed \$1,305,585.24.]

b) Consideration to Approve Community Advisory Committee Member Appointments (page 20)
[Staff Recommendation: Appoint Jonna Wilkins and Stephen Bauer to the CAC effective May 27, 2025.]

[Staff Recommendation: Approve the Consent Calendar.] | ACTION |
| 8. | CONSIDERATION TO APPROVE SELF-INSURED RETENTION AUTOMOBILE LIABILITY PROGRAM RENEWAL (page 22)

[Staff Recommendation: Authorize staff to implement a \$500,000 Self-Insured Retention program with estimated liability of \$4,400,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.] | ACTION |
| 9. | CONSIDERATION TO APPROVE RENEWAL OF COMMERCIAL BUSINESS PACKAGE INSURANCE (page 24)

[Staff Recommendation: Please see item for full recommendation.] | ACTION |
| 10. | OPERATIONS UPDATE | PRESENTATION |
| 11. | UPCOMING BOARD ITEMS (page 26) | INFORMATION |
| 12. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 13. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 14. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 15. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |

16. **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. Junction Ventures, LLC; Julio Cesar Torres v. Access Services; LASC Case # 25CMCV00429

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.

B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL.
GOV. CODE §54957(b)

1. Executive Director

17. **ADJOURNMENT**

ACTION

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

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before a specific agenda item is debated and voted upon regarding that item, (2) public comment and (3) before closed session regarding matters to be discussed in closed session. The exercise of the right to address the Board is subject to restriction

as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to two (2) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

***NOTE**

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. 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/89535052768>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833
548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 895 3505 2768
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.

MAY 20, 2025

TO: BOARD OF DIRECTORS

FROM: ELIZABETH ZAMBRANO, MANAGER OF HUMAN RESOURCES

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.

RECOMMENDATION

Receive and file.

BACKGROUND:

AB 2561 was introduced to address the issue of job vacancies in local government, which adversely affects the delivery of public services and employee workload. Among other requirements, the bill mandates that public agencies present the status of vacancies and recruitment and retention efforts during a public hearing before the governing body at least once per fiscal year. The bill was enacted into law and is codified at Government Code section 3502.3. The new law is effective January 1, 2025. The hearing must occur prior to the Board of Director's adoption of the final budget for the next fiscal year.

RECRUITMENT OVERVIEW

For FY25, Access has had relatively few vacant positions. The table below shows the number of vacancies by month.

Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May
2	4	3	4	3	1	0	0	0	2	2

As of May 27, 2025, Access Services has 2 vacant positions (out of 79 authorized FTEs), representing approximately 3% of authorized positions. The vacant positions are in the Operations and IT departments, Senior Operations Service Monitor and Lead Application Architect, respectively.

The following efforts are made during open recruitments:

- **Job Postings:** Positions are advertised on platforms including LinkedIn, GovernmentJobs.com, and professional association websites.
- **Outreach:** Targeted outreach utilizing advertising platforms.

RECRUITMENT CHALLENGES

- **Competitive Labor Market:** Difficulty attracting candidates in specialized fields such as paratransit professionals, engineering, and IT.
- **Geographic Constraints:** High cost of living in the region limits the candidate pool along with competitive-niche market.

RETENTION STRATEGIES

- **Employee Engagement:** Monthly engagement events to improve workplace wellness and culture.
- **Professional Development:** Tuition reimbursement, leadership training, and certification programs are available to support career growth.
- **Flexible Work Options:** Hybrid work schedules and alternative workweek arrangements have been implemented where feasible.
- **Recognition Programs:** Employee service awards to acknowledge contributions and boost morale.

NEXT STEPS

- Staff will continue to recruit open positions as needed.



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

APRIL 28, 2025

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Vice Chair Doran Barnes at 12:09 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

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

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost

Motion made by Secretary Nason to approve the remote participation of Chair de Vera, seconded by Director Gogreve. Via Roll Call Vote - Chair de Vera abstained, all others were in favor, motion passed.

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 24, 2025

Recommendation: Approval of minutes as written.

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

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 17, 2025

Recommendation: Approval of minutes as written.

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

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen gave an update for the March and April CAC meetings. Topics that were discussed included the Where's My Ride app and the online reservation process. The CAC provided input to improve some of the technical processes. The CAC discussed the strategic plan and opined that same day service was very important. They also talked about the possibility of changing the service area boundary from three-fourths of a mile to a mile and a half and seeing what that might look like and the kind of improvement it may provide for the service. They also stated they were happy with the Access to Work program but thought the fare is too expensive for the number of rides that someone needs in order to get to work. They discussed a way to subsidize that cost and some capacity of same day service in case of emergencies at the workplace. The last part she highlighted is the age threshold put in place to be eligible for an automatic renewal. The threshold currently is at 75 and since there is a five-year wait between eligibility renewals, it would make sense to lower that age to 60 or 65 as the chances that a rider's condition is going to improve decrease with age. She also announced that long-time CAC member Michael Conrad passed away. He was a great advocate in the blind community and paratransit for many years and will be sorely missed.

5. GENERAL PUBLIC COMMENT

Donald Trey Moody made a public comment by stating that he was the founder of Affiliated Worldwide, a community driven nonprofit focused on empowering vulnerable seniors, underserved families, and youth, by connecting them to the essential resources they need to thrive. The heart of their mission, and one of the greatest barriers they face is reliable, dignified access to food, healthcare, and community engagement. He is developing an innovative project designed to bridge gaps in a new way and sees Access as a vital partner in helping them support those who are most often left behind. His goal is not only to share what they're building, but to explore how they can possibly align missions, and create a real lasting impact together.

Fernando Roldan made a public comment by stating that he attended the last CAC, and he was very happy to also see the community meeting was very well attended. He also stated that many of the riders at the meeting complained about the new vehicle and wanted to change the capacity of what they can carry on board, from 25lbs up to 50lbs. He has also mentioned it to Mike Greenwood at the Abilities Expo. He also requested they extend the time on the weekends for Santa Clarita and Antelope Valley. He would like them to change their policies on where to pick up and drop off people, because somehow streets are getting very narrow, and finding parking is very difficult.

Lisa Anderson made a public comment by stating that she feels some drivers speed. She also doesn't like to ride in the front seat and when she gets a taxi she is forced to sit in the front which sometimes causes her anxiety. When riding in

shared rides, the driver should actually finish their trip before they are dispatched to another trip.

Olivia Almalel made a public comment by stating that she serves on the CAC with Chair Hagen and wanted to add more context for the same day ride topic they have been discussing for people who must leave work early or if there is an emergency. For people who have medical appointments that are crucial, rides on the same day would be very helpful.

6. SUPERIOR SERVICE AWARD

Project Administrator Faustino Salvador introduced the Superior Service Award winner, Bertha Celis.

7. CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 14)
- b) Consideration to Extend Term and Increase Funds - Rider360 Maintenance and Operations Contract

Public Comment:

None.

Director Gogreve requested that Item 7-b be pulled. Motion made by Secretary Nason to approve the remaining item on the Consent Calendar, seconded by Director Gogreve. Via Roll Call Vote - all were in favor, motion passed.

Item 7-b -

Director Gogreve asked if international visitors will have the ability to log into the Where's My Ride app while they are visiting. She also asked if other agencies that use the Where's My Ride app have done something similar to what Access is about to attempt for the Olympics. Director of Information Technology Bill Tsuei answered that they will open up the app for international visitors. As far as the communicating with other transit provider agencies throughout the nation, they will get any input from what they have learned and try to incorporate that into the design.

Motion made by Director Gogreve to approve Item 7-b, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

8. UPCOMING SERVICE PROVIDERS RFP

Project Administrator Jessica Volanos and Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

None.

Board Member Questions:

Director Gombert wanted to confirm the blackout period starts on issuance of the RFP. He asked if they knew how many vehicles were used in the service. Chief Operations Officer Mike Greenwood responded there were about 120 vehicles that Access provides, while the contractor provides another 30 to 40 more and everything else is provided by subcontractors, which currently is taxicab companies.

Chair de Vera stated that CTI approaches every difficulty with effectiveness. They cover all of Downtown LA, which is a really hard area to navigate. She expressed that she really likes the service CTI provides and how they support the rider.

Vice Chair Barnes asked if the full duration of the contract was ten years. Mr. Greenwood responded it was actually nine years. They had a base term of five years and four one-year options on the contract. Vice Chair Barnes stated that having longer term contracts gives them stability and predictability, which is good. He wants to make sure those contracts are also staying financially healthy.

Treasurer Burner asked about the two large battery electric Ram ProMaster vehicles that are being produced. Mr. Greenwood responded that one would be assigned to the eastern region, and one would be assigned to the southern region. They are going to start by testing them in non-revenue service and in-revenue service in a wide variety of route structures in order to test their reliability and range. They will gauge rider feedback and driver feedback during the course of the first year that they're in service. They expect these vehicles to last at least four years and 100,000 miles.

Director Gogreve asked what percentage of the 18,000 trips are for the top five facilities and if the West Central contract perform trips to these facilities more than other regions? Mr. Greenwood stated that those addresses are within the West Central region, so all pickups are carried out from those addresses by the West Central region. Drop-offs could be from any of the four basin region contractors. He added that they do not have a breakdown of the representation of those five addresses in terms of all addresses, but they could figure that out for her. Director Gogreve asked if they were back to pre-COVID ridership numbers in this region and Mr. Greenwood responded they were.

9. **BUDGET UPDATE**

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Fernando Roldan made a public comment by asking if they could address the budget for the upcoming Olympics and Paralympic Games. He asked what the budget was because they have so many activities in the next three years. He asked about the budget between Metro and Access Services and especially for volunteers.

Lisa Anderson made a public comment by asking about transportation for the Olympics, and especially those that speak English or Spanish. She hopes they have translators and people who know sign language.

Board Member Questions:

Vice Chair Barnes stated that the good news was they were serving more members of the community and/or providing more rides. The challenging part of that always is the impact on the budget, which is something to be mindful of. Passenger fares only pay for a very small portion of the cost of the program.

Mr. Colaiace wanted the Board to know that traditionally the budget has been funded by a large chunk of federal money, which was essentially highway money that is flexed into the transit program, which helps the region be less reliant on local sales tax funds. However recently the FTA did an audit of SCAG and said that Metro can't just program the money directly to Access. The funds have to be allocated through a more competitive process which is now what Access is working on.

10. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Yael Hagen made a public comment by stating that some ProMaster older models still need to be modified to the level of the new ProMasters that have been improved so there is consistency in the vehicles. In her opinion, it is a safety issue to not know what the configuration of the vehicle they are getting on is. There also needs to be additional policies to improve the comfort or the ability to safely travel on the ProMasters. At the community meetings they discussed that there is a bit of competition of space and ability to ride safely and comfortably between ambulatory riders and riders who use a wheelchair.

Fernando Roldan made a public comment by stating that there are policies that the Trump administration is implementing that affect the materials for their vehicles. He travels once a month to the grocery store and sometimes for business and he needs to carry more with him so increasing the weight limit to 50lbs would

be very helpful. He also asked that they conclude the meeting in memory of Pope Francis who was also an advocate for people with disabilities.

Lisa Anderson made a public comment by stating that the drivers should have emergency training, so they are better prepared if there was ever an emergency.

Board Member Questions:

Chair de Vera stated that when her wheelchair is secured and they pick up riders, she noticed that some of them use her wheelchair handles to propel themselves up. She doesn't feel comfortable with other people touching her chair or using it as leverage. Mr. Greenwood responded that he understands her frustration with that. He suggested they do a bit of education with the riders on that. There is a grab bar in the ProMaster to give the rider someplace to hold onto when they are boarding on the left-hand side.

Director Matthews stated that the vehicles are extremely loud when riding in them and he has to wear ear protection. He understands there will be some noise, but it is a level of volume that is very uncomfortable for some passengers. He asks they look at the vehicles in terms of any kind of sound dampening to reduce the level of noise in a vehicle. Two hours of being subjected to a volume at that noise level is extremely uncomfortable. He also stated that there is not enough storage in these vehicles to accommodate three people's equipment. He has been in a situation where he has had to leave his bag unsecured on the floor, which is a safety concern that needs to be looked at. And lastly, he had a situation where a rider didn't want to make space for him to get on the vehicle and it was extremely difficult for the driver to accommodate both of their equipment.

Secretary Nason stated that she can't imagine a driver sitting with someone next to them for long drives. She thinks that is a safety issue as a rider can grab the wheel.

Chair de Vera asked about the grocery carts, or rolling carts people bring to carry their groceries. It is a safety issue for if something happens and the person in the wheelchair has to escape with the carts in the way. Mr. Greenwood stated their policy is that grocery carts need to be folded up when they're being transported in the vehicles. They can be stored next to the driver with a security strap, which is where some groceries can also be stored. Depending on how many passengers are assigned a trip and also bringing belongings with them, it may be required that the rider put their belongings under their seat or hold onto them during the ride because of the limited space.

Director Gogreve stated that she looked at the fleet review and was wondering what the vehicle mix was at that point. Mr. Greenwood stated that the fleet will stay the same in terms of the overall number and that the mix between minivans and cutaways may change a little bit over time. They got some feedback from the contractors on their preference between small cutaways and ProMaster vans and

some preferred to move forward with replacing minivans with small Ram ProMasters. Overall, the size of the Access provided fleet will stay the same at roughly 800 vehicles. He stated that it's 50/50 on vehicles provided between Access and the Contractors. Director Gogreve asked what region the electric ProMasters will be deployed in. He responded one would be in El Monte, and another would be in Gardena. Director Gogreve also asked them to address the comments asked by their riders concerning the fleet. She hears a lot of the same comments repeatedly and there needs to be a list made up to address them.

Secretary Nason stated that she is happy they are making the windows lower because she rides with a wheelchair user and she feels bad that he can't look out the windows like she can.

Executive Director Colaiace stated that the Agency is limited in the types of vehicles that it can procure because there are fewer minivan chassis to choose from and a number of them don't meet federal Buy American standards. He stated that staff is working on new version of the ProMaster that hopefully will be responsive to rider concerns.

Vice Chair Barnes stated that there a lot of resources needed for the Olympics and the major events that are coming. He thinks the big challenge they're facing from a regional perspective is the need for transportation funding.

11. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

12. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that the House Committee on Transportation and Infrastructure, Subcommittee on Highways and Transit is soliciting legislative proposals for inclusion in the upcoming surface transportation reauthorization measure. In conjunction with their federal advocate, they plan on submitting two proposals. The first is a small change to existing law that would allow Access to apply directly for federal grant programs, such as the Bus and Bus Facilities program. Currently, these programs are limited to fixed route agencies and an agency like Access, which is a unique agency in the United States, cannot apply directly. The second change is related to some discussion they've had about an amendment to the drug and alcohol testing law to allow transit agencies to use TNCs like Uber and Lyft as well as taxis for various supplemental transit programs even if they don't meet the federal drug and alcohol requirements. The proposal is necessary because of draft guidance proposed by the FTA in December that would eliminate nearly all these types of

programs around the United States nearly a decade after the FTA explicitly encourage these types of programs. Access currently does not have a TNC program, one of the reasons that they had to pause it was because of the regulatory uncertainty. Finally, they are meeting with the staff of Metro board members to update them on our budget request and other initiatives. In general, the staff members have been supportive of their requests and Access' capital projects.

13. BOARD MEMBER COMMUNICATION

Treasurer Burner stated that with so much uncertainty going on in the country these days he encouraged staff to stay focused. Oftentimes when there's uncertainty there's a lot of unproductivity, disengagement, and discouragement, but he wanted them to stay focused through all what's happening in the country.

CAC Chair Hagen thanked staff and management for working so well with the rider's input. The CAC is working very closely with the operations team on changes to the ProMaster and improving that situation and that's been extraordinarily positive.

Chair de Vera thanked Vice Chair Barnes first for stepping up and helping lead the meeting.

Director Gogreve thanked everyone for their presentations. With the Olympics and all the different events that they will be having in Los Angeles, it is important to be proactive in establishing or looking at financial impacts early on so that they can plan and budget for these events. She also thinks communicating with other agencies around the country could help them.

Vice Chair Barnes stated that these events are great for our community in terms of bringing economic benefits, but they don't necessarily distribute evenly to the places where there's economic impact. While resources are coming in, there isn't a mechanism to have it necessarily flow to cover the cost of transportation and he agrees that communicating what those needs are is important.

14. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

15. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Lisa Anderson wished everyone a good Easter and she asked them to honor those that have passed on.

16. CLOSED SESSION REPORT

There was no report out of Closed Session.

17. ADJOURNMENT

Motion made by Secretary Nason to adjourn in the memory of Michael Conrad,
seconded by Director Matthews.

The meeting adjourned at 2:32 p.m.

Approved

Dolores Nason, Secretary

Date

MAY 20, 2025

TO: BOARD OF DIRECTORS

FROM: ELIZABETH ZAMBRANO, MANAGER OF HUMAN RESOURCES
F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

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, 2025. The Board must approve a benefit plan so that employee benefits are in place for the next fiscal year starting July 1, 2025.

RECOMMENDATION

Approve the renewals of employee health and benefit contracts for the period of July 1, 2025, through June 30, 2026, at a cost not to exceed \$1,305,585.24.

IMPACT TO BUDGET

The costs for these medical policies are a 6% and 10% increase for Kaiser and Anthem respectively, over the current year rates and will be included in the proposed FY2025/26 budget (\$1,184,846.40 for the medical policies and \$120,738.84 for all other Access-sponsored policies). There are no increases to the ancillary policies. The funding for these policies comes from 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, the 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, up to an annual maximum of \$3,000 per year, a \$500 increase from the previous plan year.

Access pays 80% of the entire premium cost for the dental PPO (Preferred Provider Organization) option which provides basic care and other common dental procedures services at a coinsurance reimbursement of 90% on basic procedures up to an annual maximum of \$3,000 per year, a \$500 increase from the previous plan 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 qualified confinement to a skilled nursing facility. 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 20, 2025

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY
COMMITTEE (CAC) MEMBER APPOINTMENTS

ISSUE:

The Community Advisory Committee (CAC) currently has two membership vacancies. In accordance with the CAC Bylaws, Board approval is required in order to appoint new members to the committee.

RECOMMENDATION

Appoint Jonna Wilkins and Stephen Bauer to the CAC effective May 27, 2025.

IMPACT ON BUDGET

None.

BACKGROUND

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to improve Access' paratransit service. As required by the CAC bylaws, the CAC formed an ad hoc Member Selection Subcommittee to work with staff to review applications and schedule interviews.

Process

Subcommittee members conducted interviews with potential applicants on March 26-27 and on April 7. Following the interviews, the member selection subcommittee met again on April 11 to deliberate and discuss the applicants. After careful consideration, the subcommittee selected Jonna Wilkins and Stephen Bauer to fill the two vacancies on the CAC.

Proposed Members

Jonna Wilkins is an active Access rider and a disability rights advocate. She enjoys taking Access with family members to see various parts of the County and to show them how to effectively use paratransit for their daily needs.

Stephen Bauer has been an Access rider for 22 years. He is the president of the greater Los Angeles chapter of the California Council of the Blind and provides training in Braille and access technology to blind students throughout the County.

MAY 20, 2025

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 implement a \$500,000 Self-Insured Retention program with estimated liability of \$4,400,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.

IMPACT ON BUDGET:

In prior years, the actuarial studies were performed by Aon Risk Solutions. However, this year 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 \$4,400,000 for FY 2025/26. The final cost will depend on the actual loss history over the policy period. For example, claims so far for the preceding 12 months ending in March are projected to be \$1,451,637, and continue the trend of staying below the actuarial projection of \$2,427,000 for FY25. This estimate is subject to change depending on claims experienced through June 20, 2025.

Aggregate stop loss insurance will be procured in order 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 2025/26.

ALTERNATIVES CONSIDERED:

Staff believes the SIR structure, in combination with our safety program, has been successful and no alternatives have been considered.

BACKGROUND:

Staff has 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 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 had. SCM believes that the in-person meetings were beneficial and resulted in at least one additional proposal for our program.

In order to minimize the total cost of the program, staff requested that SCM ask for quotes with varying SIR levels as well as varying aggregate caps. The quotes received to maintain the current \$100,000 SIR program structure would nearly triple the existing cost of the program. Staff, in consultation with SCM, believes it is prudent to increase the SIR cap to \$500,000 as well as increase the total aggregate amounts in order to minimize the total cost of the 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 \$2,427,000.

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

MAY 20, 2025

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	\$500,000	to	\$1,500,000
First Excess	\$1,500,000	to	\$11,500,000
Second Excess	\$11,500,000	to	\$26,500,000
Third Excess	\$26,500,000	to	\$31,500,000
Fourth Excess	\$31,500,000	to	\$51,500,000

The Primary Automobile Layer is covered by a policy with James River Insurance Company that expires on June 20, 2025, 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 James River through June 20, 2026.

Currently there are a primary layer and four excess layers that require Board action to extend to June 20, 2026.

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, 2025, through June 20, 2026;

- 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 Liberty Insurance Company for the third excess layer;
- Enter into a one-year policy agreement with Lloyds of London for the fourth 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 \$15,006,325 for all of the above insurance layers.

IMPACT ON BUDGET:

These costs will be included in Access' budget for FY2026. The funding for these policies will come from local funds.

BACKGROUND:

The insurance placement process will be completed by June 20, 2025 for all layers. A report with specific insurance carrier and policy information will be transmitted to the Board once all policies have been placed.

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 expected that all of the layers would have a substantial increase, and some consolidation or splitting of the excess layers would occur while still maintaining the same overall coverage. While the cost of the primary and the first excess layers have been determined, the cost of the remaining excess layers has not been finalized but are included above with an estimated increase in rates of 50%.

MAY 20, 2025

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 and its committees through July 2025.

June 30, 2025

Agenda Items:	Disposition:
Insurance Third Party Administrator Services Contract Award	Action
FY26 Budget Approval	Action
RiderID/TAP Card Production MOU	Action
Legislative Updates	Presentation

July 28, 2025

Agenda Items:	Disposition:
Board Elections	Action
2025 Customer Survey	Presentation