

access

BOARD OF DIRECTORS MEETING

Monday, October 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. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 22, 2025 (page 6) [Staff Recommendation: Approve minutes as written.]	ACTION
3. REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
4. GENERAL PUBLIC COMMENT	INFORMATION
5. SUPERIOR SERVICE AWARD	PRESENTATION

6. CONSENT CALENDAR	ACTION
a) Consideration to Award Managed IT Support Services Contract (page 12)	[Recommendation: Authorize staff to execute Contract No. AS-4183 for managed IT support services for a four-year base term, beginning November 1, 2025, and ending October 31, 2029, with ConvergeOne, Inc. in an amount not to exceed \$1,339,644.43.]
b) Consideration to Approve Reimbursement of Excess Vehicle Insurance Costs, Global Paratransit (AS-4126) (page 18)	[Recommendation: Approve the reimbursement of \$781,912.05 to GPI to cover the increase in vehicle insurance premium costs for Contract Years 4 (\$306,693.06) and 5 (\$475,218.99).]
c) Notice of Separate Entity as Payee to Contract AS-4184 for On-Board Vehicle Recording System (page 20)	[Staff Recommendation: None, as this is an informational item only and does not warrant action by the Board.]
d) Consideration to Approve Renewal of Agency Insurance Policies (page 22)	[Staff Recommendation: Approve the purchase of various Agency insurance policies, including property, earthquake, crime, general liability, auto, executive professional liability, Directors and Officers, employment practices, cyber and workers' compensation insurance for a not-to-exceed amount of \$950,000.]
[Staff Recommendation: Approve the Consent Calendar.]	
7. FREE FARE PROGRAM UPDATE	PRESENTATION
8. LEGISLATIVE UPDATES	PRESENTATION
9. OPERATIONS UPDATE	PRESENTATION
10. UPCOMING BOARD ITEMS (page 24)	INFORMATION
11. EXECUTIVE DIRECTOR'S REPORT	INFORMATION
12. BOARD MEMBER COMMUNICATION	INFORMATION
13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA	DISCUSSION/ POSSIBLE ACTION

14.	PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	INFORMATION
15.	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. Aviles, Guillermo v. Access Services, LASC Case # 20STCV3752	
	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.	
16.	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 agendized 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/82940432328>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to two minutes. An audio signal will sound at the two-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 444 9171 or +1 669 900 6833 or +1 346 248 7799 or +1 719 359 4580
or +1 253 205 0468 or +1 253 215 8782 or +1 386 347 5053 or +1 507 473 4847
or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000 or +1 929 205 6099
or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799
or +1 360 209 5623 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833
548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: 829 4043 2328
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.

access

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

SEPTEMBER 22, 2025

12:00 p.m.

1. CALL TO ORDER

The meeting was called to order by Chair Doran Barnes at 12:11 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Doran Barnes, Vice Chair Theresa De Vera, Treasurer Adrian Aguilar, Directors Martin Gombert, Liam Matthews, Dolores Nason and John Troost

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Secretary Giovanna Gogreve and Director Lee Burner

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 4, 2025

Recommendation: Approval of minutes as written.

Motion made by Director Troost to approve the minutes, seconded by Treasurer Aguilar. Via Roll Call Vote - Vice Chair de Vera abstained, all others were in favor, motion passed.

3. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen reported that only two people volunteered to run for Chair and Vice Chair of the CAC. The CAC bylaws were modified to allow her and Vice Chair Lantz to run for another term. They have asked the members of the nominating committee if they want to either shadow them or co-Chair so they can feel more comfortable and be able to step into a Chair position in the future. They had a discussion on technology, and Access' IT department answered a lot of questions. The CAC gave suggestions and input into how to improve technology, including the Where's My Ride app. The CAC asked staff to work on a way to be able to get a reservations confirmation receipt, which assists people who are unable to take their own notes to remember the reservations they take. They think

this will help reduce no-shows and help riders remember their reservations. The subcommittees continue to meet and have been working on modifying the package policy on vehicles and making it so that riders will have a better idea of what it means. In the customer service subcommittee, they are still working through the frequently asked questions section. In the video communication subcommittee, they finished the script for the next video and are looking for a next video topic.

TPAC Chair David Feinberg stated that he was the Vice Chair of TPAC for the past two years and will now be taking the role as Chair. He handles government relations for the Big Blue Bus and has been there many years. Before that he used to work in Arcadia and ran their Dial-A-Ride system. During the most recent TPAC meeting, the 2025 Joe King Memorial Scholarship was awarded to Stephanie Rodriguez of Alta Resources for her leadership and dedication to customer service. TPAC also discussed the strategic plan update that was presented by the Manager of Strategic Planning, Eric Haack. TPAC discussed the Transportation Mutual Assistance Compact (TransMac) which has grown to 29 agencies. It was also announced that Access Services was recognized by the California Transportation Commission for its emergency response efforts. TPAC had their officer elections, and he was elected Chair and Lamicia Butler was elected as Vice Chair.

4. GENERAL PUBLIC COMMENT

Daniel Garcia made a public comment by thanking Yael Hagen for her dedication and all she has done.

Maria Skelton made a public comment by stating she has recently been attending meetings. She enjoys the CAC and the TPAC meetings and they've been great. She inquired about an application she sent at the end of July. She also gave a compliment to her recent drivers Emmanuel and Jesus who provided excellent service.

5. SUPERIOR SERVICE AWARD

Project Administrator Byron Barrientos introduced the Superior Service Award winner, Moises Duran.

6. CONSENT CALENDAR

- a) Consideration to Approve Title VI Plan Update
- b) Consideration to Reappoint Transportation Professionals Advisory Committee (TPAC) Members
- c) Consideration to Add Second Party to Contract AS-4184 for On-Board Vehicle Camera Recording System and Services

Note - Item 6-c was pulled from consideration at the request of staff.

Public Comment:

None.

Motion made by Director Nason to approve Items 6-a and 6-b, seconded by Director Gombert. Via Roll Call Vote - all were in favor, motion passed.

7. 2025 CUSTOMER SURVEY - TECHNOLOGY

Manager of Strategic Planning Eric Haack and Catherine Vollmer of Great Blue Research presented this item.

Public Comment:

Lisa Anderson made a public comment by stating that she would like the survey to include those who are visually impaired or partially sighted.

Yael Hagen thanked them for their great presentations and stated that she appreciates the information given. Her biggest concern with the survey was that most of the people surveyed were people who were already using technology. She wants to make sure they also get feedback on riders who are not using technology, and what can Access do to make that process easier. She suggested that in future technology-related surveys or in general in surveys, they look at how people get information on Access Services, and their policies.

Board Member Questions:

Vice Chair Devera stated that she just returned from Boston and rode their transit and it's a prepaid system. It's great because no money is exchanged, and it doesn't delay trips. She hopes there will be a possibility that Access moves in that direction. Mr. Haack stated that the survey revealed that there was a genuine interest in moving forward with the idea of mobile ticketing or mobile payment for trips. He stated that there was also a built-in cohort of customers who might want to participate in a test model of this as well before launching region wide.

Chair Barnes asked if they could go completely cashless, or not. Executive Director Andre Colaiace responded that Boston went cashless 20 years ago. Chair Barnes stated that from the standpoint of speed of boarding, having a cashless type of system certainly was very valuable but they need to be careful to keep it inclusive.

Director Matthews stated that based on the demographic information from the survey, they need to be sure they are reaching everyone equally. The survey shows that it is a significant number of elderly individuals. If they are going to introduce this type of technology in the long run, they need to include some type of education component to just to ensure that these individuals are aware of these changes. Many riders can't comprehend the information that's being given to

them without assistance. Mr. Haack responded that he agreed and it would be similar to the roll-out of online reservations.

8. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood presented this item.

Public Comment:

Daniel Garcia stated that he has an issue with the cutaway and although many like it, he does not. They're too bulky and they bounce too much.

Yael Hagen echoed the comments that Daniel Garcia made. The cutaways as well as the ProMasters are very bouncy and cause a lot of health issues for those who are very sensitive.

Board Member Questions:

None.

9. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

10. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace stated that he just returned from the APTA annual conference, which was held in Boston, Massachusetts. They heard from the FTA administrator, Marc Molinaro, who stated that he has a child with a disability and he is committed to enhancing the accessibility of both fixed route and paratransit. Mr. Colaiace also stated that there are on-going efforts to reform the FTA's guidance on drug and alcohol rules to more easily allow the use of TNCs under the taxicab exception. The DOT has announced that it will be initiating the rulemaking process to make technical modifications and clarifications to FTA's drug and alcohol regulations based on changes within the transit industry. Mr. Colaiace added that a number of Board members and staff were able to take a tour of the MBTA system to learn about their new implementation of the Spare routing and dispatching software. An interesting fact was that the MBTA paratransit system has been cashless for the last 20 years, which is very unusual for transit in general and probably unheard of for paratransit.

Public Comment:

Lisa Anderson made a public comment by stating that she prefers using her debit card so she would appreciate if they can allow them to pay cashless.

Board Member Questions:

None.

11. BOARD MEMBER COMMUNICATION

Vice Chair Devera stated that the APTA conference was very informative. It was nice to see what other agencies are doing. The highlight of the trip was going to Fenway Park for the very first time.

Treasurer Aguilar stated that the information presented was very informative. The staff and contractors are doing a great job.

Director Gombert thanked staff for their hard work on the presentations. He also attended the APTA conference in Boston. The mobile ticketing option that was brought up is worth further discussion. He encouraged anyone who has not been on the new A-Line extension out to Pomona to take a look at that.

Director Matthews stated it was great to see that Access is working towards adapting to the needs of the community as it will definitely be beneficial to everybody. He thanked them for their continued work and efforts of staff and community members.

Director Nason was so proud of Access for getting an award and thanked staff for their hard work.

CAC Chair Yael Hagen stated she was thrilled with the collaboration and work they have done with staff and the Board as well as the advisory committees. She loved the fact that the Superior Service Award went to a mechanic, and she thinks they do sometimes take the behind the scenes' positions for granted.

TPAC Chair David Feinberg thanked them for the great first meeting. He stated that the California Transportation Commission (CTC) gave out awards to systems for doing a great job as a result of the fires, which was an unfortunate situation to give out awards for, but he is happy they got them from doing a good job under those extreme situations.

Chair Barnes stated that those that attended the APTA conference were able to participate with everyone who is working to help make people's lives better. They are not perfect, but they are constantly learning and growing and he is really proud to be part of the industry.

12. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

13. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

None.

14. CLOSED SESSION REPORT

There was no report out of Closed Session.

15. ADJOURNMENT

Motion made by Vice Chair de Vera to adjourn, seconded by Treasurer Aguilar.

The meeting adjourned at 1:53 p.m.

Approved

Giovanna Gogreve, Secretary

Date

OCTOBER 20, 2025

TO: BOARD OF DIRECTORS

FROM: BILL TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY
DAVID CHIA, PROCUREMENT AND CONTRACT ADMINISTRATOR

RE: CONSIDERATION TO AWARD MANAGED IT SUPPORT SERVICES
CONTRACT (AS-4183)

ISSUE:

Board approval is required to execute a contract for managed information technology (IT) support services.

RECOMMENDATION:

Authorize staff to execute Contract No. AS-4183 for managed IT support services for a four-year base term, beginning November 1, 2025, and ending October 31, 2029, with ConvergeOne, Inc. in an amount not to exceed \$1,339,644.43.

IMPACT ON BUDGET:

The not-to-exceed maximum of \$1,339,644.43 will be expended on an as-needed basis through fixed fee purchase orders and time-and-materials contracts that are based on pre-negotiated fully burdened hourly rates. Funding for this contract is provided by Discretionary C funds.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. The current IT managed services provider contract ends on October 31, 2025.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves the staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written contract upon terms and conditions no less favorable to Access than those proposed above. Access would not be legally bound to the contract herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

On October 16, 2017, the Board approved the award of Contract No. AS-4050, engaging an IT managed services consultant to support Access' network infrastructure,

software implementation, and IT architecture. The last contract option has been issued, extending the contract term through October 31, 2025.

Access' technology needs continue to grow. To ensure regulatory compliance and modernize aging systems, Access requires ongoing support in the following areas: (1) its hybrid IT model, which supports approximately 80 employees working remotely and at the El Monte headquarters; (2) transit software solutions that include Rider360, rider and trip databases, and other related applications; and (3) external transit provider platforms, such as trip reservation, scheduling and dispatch software, along with associated programs.

Procurement Overview

On June 4, 2025, Access issued Request for Proposals (RFP) No. AS-4183 to retain a managed IT support services consultant. Access issued two addenda to provide answers to proposer questions.

On August 4, 2025, Access received proposals from the following thirteen firms:

1. ABB International Consulting LLC (**ABB**)
2. Alinco IT Inc. (**Alinco**)
3. AMTechnology LLC (**AMT**)
4. BoozDNA LLC (**Booz**)
5. ConvergeOne, Inc. (**C1**)
6. Arisma Group, LLC doing business as Cendien (**Cendien**)
7. Comtech LLC (**Comtech**)
8. Consultadd Inc. (**Consult+**)
9. The-HID, LLC (**HID**)
10. Occams Group LLC (**Occams**)
11. Sugatu Consulting LLC (**Sugatu**)
12. Intrinium, Inc. doing business as Torchlight (**Torchlight**)
13. Xobee Networks (**Xobee**)

Two additional proposals came in after the proposal deadline. Both were declined and returned pursuant to procurement policies and procedures.

An evaluation panel was convened, and a comprehensive technical evaluation followed. The evaluation panel was initially composed of three members from Access' Department of Information Technology. However, due to an unforeseen emergency, one member was unable to continue participation. The evaluation proceeded with the two remaining members, adhering to evaluation guidelines.

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

	Evaluation Criteria	Percentage
1.	Firm Qualifications & Experience	15
2.	Key Staff Qualifications, Experience & Availability	40
3.	Client References & Reputation	15
4.	Sample Forms	10
5.	Average Hourly Labor Rate	20
	TOTAL	100

During the period from June 4, 2025, through September 25, 2025, the evaluation panel conducted its independent evaluation of the proposals. Interviews were conducted and completed on September 3, 2025. Based on the evaluation criteria, C1 ranked the highest. A summary of scores is set forth below.

Evaluation Criteria	ABB	Alinco	AMT	Booz	C1	Cendien	Comtech
1. Firm Qualifications & Experience	9.23	12.90	9.75	10.43	14.63	10.28	10.35
2. Key Staff Qualifications, Experience & Availability	26.80	34.20	26.20	26.60	38.00	26.00	26.40
3. Client References & Reputation	7.13	13.05	11.33	10.05	14.25	11.25	6.98
4. Sample Forms	6.70	8.65	6.60	6.70	9.50	6.50	6.75
5. Average Hourly Labor Rate	8.55	7.36	18.44	9.39	5.17	9.98	12.39
Total	58.41	76.16	72.32	63.17	82.38	64.01	62.87

Evaluation Criteria	Consult+	HID	Occams	Sugatu	Torchlight	Xobee
1. Firm Qualifications & Experience	9.08	9.75	9.75	9.75	10.13	12.60
2. Key Staff Qualifications, Experience & Availability	26.00	26.60	26.60	26.20	27.80	34.40
3. Client References & Reputation	11.48	12.15	6.90	12.15	12.08	13.13
4. Sample Forms	6.60	6.70	6.75	6.65	6.90	8.70
5. Average Hourly Labor Rate	20.00	10.43	9.60	16.63	6.82	9.05
Total	73.16	65.63	59.60	71.38	63.73	77.88

Cost Analysis

C1 submitted its standard hourly rates, as set forth below.

	Proposed Labor Positions	Hourly Rate
1	Network and Data Center Engineer	\$250.00
2	Security Engineer	\$250.00
3	Microsoft Engineer	\$250.00
4	Project Manager	\$201.00
5	Senior Project Manager	\$240.00
6	Program Manager	\$291.00

These labor position rates are fully burdened rates that include base payroll, benefits, overhead, administration, insurance, training, and profit margin. They reflect market rates for key staff with advanced technical expertise, IT certifications, and strategic oversight. They are comparable to fully burdened hourly rates that have been awarded under the General Services Administration (GSA) Multiple Award Schedule (MAS) contracts.

A comparison of average hourly rates for all proposers is set forth below.

	Proposer	Average Hourly Rate
1	Consultadd Inc.	\$75.00
2	AMTechnology LLC	\$81.18
3	Sugatu Consulting	\$90.00
4	Comtech LLC	\$121.25
5	The-HID, LLC	\$143.44
6	Arisma Group, LLC dba Cendien	\$150.63
7	Occams Group LLC	\$156.95
8	BoozDNA LLC	\$160.00
9	Xobee Networks	\$165.00
10	ABB International Consulting LLC	\$176.35
11	Alinco IT Inc.	\$205.00
12	Intrinium, Inc. dba Torchlight	\$219.29
13	ConvergeOne, Inc.	\$247.00

Overview of Recommended Proposer

Founded in 1993, C1 is an IT services provider with over 30 years of experience in delivering customized IT solutions. Headquartered in Minnesota with nearby offices in Glendale and Ontario, C1 specializes in IT management, servers and data centers, network architecture, technology stack management, and cybersecurity. It has strategic partnerships with over 300 technology companies that include Dell, Microsoft, Cisco, VMware, and Apple.

C1 serves a wide range of clients across multiple industries that include a significant number of Fortune 100 and Fortune 500 companies. Its clients include public service

answering points (such as 911 emergency call centers), public schools, hospitals, airports, and hotels.

IT Governance

C1 adheres to strict standards of IT governance, service management, and security. Under the Information Technology Infrastructure Library Version 3 (ITIL V3), C1 aligns IT services around five lifecycle states: service strategy, service design, service transition, service operation, and continual service improvement. Under the International Standardization Organization (ISO) "ISO 2700 Series," C1 follows guidelines for risk management, auditing, and security controls. Under the Control Objectives for Information and Related Technologies (COBIT), C1 defines frameworks, process descriptions, and control objectives to manage risk and ensure compliance.

Proprietary Platforms

C1 offers two proprietary platforms to facilitate digital infrastructure management. With its OnGuard platform, C1 utilizes AI and machine learning to detect anomalies and predict failures. It automates incident detection, ticketing, and resolution workflows. It filters false positives, prioritizes alerts, and coordinates resolution through integrated workflows.

With its C1 Conversations platform, it blends omnichannel communication (e.g., text messaging, chat, email, and whiteboard) with intelligent virtual assistants to understand customer intent. It maintains continuity across channels for seamless customer journeys. It develops data-driven insights by recording real-time analytics and reviewing customer interactions.

Personnel Qualifications

C1 draws expertise from over 1,400 engineers with over 5,600 technology certifications. To serve Access' IT management needs, C1 proposes multiple personnel categories with several staffing tiers. Personnel categories include network engineer, data center engineer, security engineer, Microsoft engineer, project manager, senior project manager, and program manager. First, second, and third-tier positions in certain personnel categories (e.g., Data Center Engineer III) ensure staff availability and subject matter expertise.

Database of IT Documents

C1 offers a database of IT documents to provide timely project delivery, accurate reporting, and legal compliance. C1's proposal presented different forms and templates that included a sample quote, project proposal, and risk register. Its proposal furnished a detailed business continuity plan, disaster recovery plan, and standard operating procedures as well.

Incumbent IT Managed Services Provider

C1 is the incumbent IT managed services provider. It has consistently maintained a high standard of service. Its performance has been timely, responsive, and proactive. It has successfully guided Access through complex transitions and critical incidents.

Significantly, Access has not experienced any project delivery issues with C1. There have been no misconfigured systems, failed migrations, or system breakdowns. C1 has consistently delivered high-quality service, met business expectations, and demonstrated deep understanding of Access' IT needs. C1 possesses strong qualifications and experience for IT management services. It offers a robust proposal for completing the Scope of Work. C1 is the recommended proposer for the RFP.

OCTOBER 20, 2025

TO: BOARD OF DIRECTORS

FROM: BRUCE FRINK, SENIOR MANAGER, FINANCE PLANNING AND ANALYSIS
 BRIAN SELWYN, SENIOR MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE REIMBURSEMENT OF EXCESS VEHICLE INSURANCE COSTS, GLOBAL PARATRANSIT (AS-4126)

ISSUE:

Under Access Services' automobile insurance program, Access' contractors are responsible for procuring collision insurance for Access owned vehicles. Board approval is necessary to reimburse Global Paratransit (GPI) for unanticipated increases in vehicle insurance premium costs for Years 4 and 5 of Contract AS-4126.

RECOMMENDATION:

Approve the reimbursement of \$781,912.05 to GPI to cover the increase in vehicle insurance premium costs for Contract Years 4 (\$306,693.06) and 5 (\$475,218.99).

IMPACT ON BUDGET:

The total contract value will not change because of this action. Staff budgeted for the increase in insurance costs in FY 2026 and will likewise budget for the proposed increase in FY 2027. The contract's five-year base term, which expires in August 2026, is valued at \$314,100,173. The projected actual expense for the base term is \$301,108,309, inclusive of the cost of this insurance adjustment.

BACKGROUND:

In its final cost proposal submitted in 2021, GPI proposed \$183,578 for vehicle insurance for Year 4 and \$189,085 for Year 5. These costs were memorialized in Contract AS-4126 as one element of GPIs monthly fixed rate for the final two base contract years. Since the contract's inception, Access has replaced vehicles in the Global fleet that are significantly more expensive to insure than those originally allocated. In 2021, when GPI submitted its Best and Final Offer, the assigned fleet consisted primarily of Dodge Caravans that cost approximately \$70,000 per unit. As of today, the cost of the replacement units, the Ram ProMaster, averages \$141,000 per unit. During the

pandemic, the Dodge Caravan fleet met or exceeded its useful life and has now largely been replaced by the Ram ProMaster fleet.

As a result of the increase in vehicle cost, the cost to insure these vehicles has also increased significantly. After careful consideration of the change in conditions, staff believe it is reasonable to reimburse Global for the cost differential between these two amounts for the years in question. Table 1, below, provides more detail on the costs under consideration.

Table 1
Vehicle Collision Insurance Premium Costs:
Contract Years 4 and 5 (September 2024-August 2026)

	Actual Cost	Cost Per Contract	Difference
2024-2025	\$490,271.06	\$183,578.00	\$303,693.06
2025-2026	\$664,303.99	\$189,085.00	\$475,218.99
TOTAL	\$1,154,575.05	\$372,663.00	\$781,912.05

OCTOBER 20, 2025

TO: BOARD OF DIRECTORS

FROM: PETER STAwnICZY, FLEET ADMINISTRATOR
 DAVID CHIA, PROCUREMENT AND CONTRACTOR ADMINISTRATOR

RE: NOTICE OF SEPARATE ENTITY AS PAYEE TO CONTRACT AS-4184
 FOR ON-BOARD VEHICLE RECORDING SYSTEM

ISSUE:

Samsara, Inc. ("Samsara"), the contractor for the turnkey fleet camera recording and telematics solution that was approved by the Board in August 2025, has requested to have an alternative payee (Carahsoft) for the contract.

RECOMMENDATION:

None, as this is an informational item only and does not warrant action by the Board.

IMPACT ON BUDGET:

The addition of Carahsoft as an alternate payee to the contract will not affect the approved budget. The total contract amount of \$4,190,025 remains unchanged and will continue to be funded through local sources that include Proposition C funds and fare box collections.

ALTERNATIVES CONSIDERED:

No suitable alternatives are available. Carahsoft serves as the authorized provider for Samsara, managing both the purchase and installation of vehicle camera recording equipment. These services are not performed in-house by Samsara, and Carahsoft is the designated channel through which such equipment is delivered and installed.

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 a written contract amendment 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 amendment that is executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

On August 4, 2025, the Board awarded Contract No. AS-4184 to Samsara for the installation, maintenance, and operation of a turnkey fleet camera recording and telematics solution.

Samsara has engaged Carahsoft to purchase and install vehicle camera recording equipment, as Samsara does not perform in-house installation or purchase certain camera equipment directly. To facilitate project delivery and streamline administration, Samsara has requested that Carahsoft be identified as an alternate recipient of payments made under Contract No. AS-4184.

This change would not alter Access' contractual relationship with Samsara. As the sole contractor under Contract No. AS-4184, Samsara would continue to serve as prime contractor that is responsible for all terms and conditions under the contract.

OCTOBER 20, 2025

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE RENEWAL OF AGENCY INSURANCE POLICIES

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2025.

RECOMMENDATION:

Approve the purchase of various Agency insurance policies, including property, earthquake, crime, general liability, auto, executive professional liability, Directors and Officers, employment practices, cyber and workers' compensation insurance for a not-to-exceed amount of \$950,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2026 includes the cost of these policies. The funding for these policies comes from Prop C 40% Discretionary funds. The cost of the policies for the current year is \$580,429. Staff expects increases in several policies, such as auto, cyber security, and workers' compensation. The final cost of the policies will be transmitted to the Board.

ALTERNATIVES CONSIDERED

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

BACKGROUND:

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for the various insurance policies. Upon Board approval, staff will authorize SCM to purchase the policies with an effective date of no later than November 1, 2025, and November 30, 2025, for the Workers' Compensation policy.

The increases to the insurance policies average around 10%. However, the additions of the policies to cover both the Antelope Valley and the Avalon properties is now included in the cost estimates above.

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OCTOBER 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 through December 2025.

November 24, 2025 - Annual Meeting

December 8, 2025

Agenda Items:	Disposition:
Strategic Plan Approval	Action
Service Provider Contract Extension	Action
Public Transportation Agency Safety Plan Update	Action
Visitor Policy	Presentation