access

BOARD OF DIRECTORS MEETING
Monday, September 28, 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.

Access Values

To Lead
Develop and implement innovative ideas as part of a nationally recognized team.

To Succeed
Demonstrate a measured and expert approach to the business at hand.

To Respond
Be sensitive to the needs of our customers and respond to their requests in a timely manner.

To Protect
Deliver results that exceed our customers' expectations.

To Respect
Treat all customers the way we, ourselves, would want to be treated.

	ITEM	DISPOSITION
1.	CALL TO ORDER	ACTION

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 10, 2026 (page 7) — ACTION

[Staff Recommendation: Approve minutes as written.]

[Vote Required: majority of quorum by roll call]

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 2027 Board Calendar (page 17)
[Staff Recommendation: Approve the proposed Board Meeting calendar for 2027.]

b) Consideration to Approve Cloud Communications Platform Contract (page 19)
[Staff Recommendation: Authorize staff to procure AT&T's Office@Hand cloud communications platform through Sourcewell, or another qualified governmental cooperative purchasing agreement, for a total amount not to exceed $241,624 for a two-year period.]

c) Consideration to Reappoint Transportation Professionals Advisory Committee (TPAC) Members (page 23)
[Staff Recommendation: Approve the reappointment of the six (Group B) members.]

d) Consideration to Approve Renewal of Agency Insurance Policies (page 24)
[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 $1,212,000.]

e) Consideration to Approve Change In Scope of Work and Add Funds - On-Board Vehicle Camera Recording System and Services Contract (AS-4184) (page 25)
[Staff Recommendation: Authorize an additional $1,591,600 in funds and a change in the scope of work to Contract AS-4184 with Samsara, Inc.]

f) Consideration to Approve Extension of Administrative Office Space Lease (page 30)
[Staff Recommendation: Authorize staff to extend the lease agreement through December 2031 with Metro for office space located at 3449 Santa Anita Avenue, El Monte, CA.]

g) Consideration to Approve Forwarding Proposed Amended and Restated Bylaws to the Access Membership (page 32)
[Staff Recommendation: Forward the proposed Amended and Restated Bylaws, as revised following legal and technical review, to the Access Membership for review and approval.]

[Staff Recommendation: Approve the Consent Calendar.]

7. CONSIDERATION TO APPROVE PURCHASE AUTHORIZATION FOR ADA PARATRANSIT VEHICLES (page 34)

[Staff Recommendation: Authorize staff to purchase up to 50 ADA paratransit vehicles through the CalACT/MBTA Purchasing Cooperative in an amount not to exceed $8,460,959.]

8. LEGISLATIVE UPDATES — PRESENTATION

9. OPERATIONS UPDATE — PRESENTATION

10. UPCOMING BOARD ITEMS (page 36) — 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): None

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 deliberation or action may be taken on these matters unless they are listed on the agenda or the Board makes the findings required by Government Code section 54954.2(b). 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. All identified physical meeting locations will be open and accessible to the public, members of the public may address the Board from any identified location, and all Board votes conducted by teleconference will be taken by roll call. Please review the remote-participation procedures below:–

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/87345181548
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, unless additional time is required for a translator or reasonable accommodation. An audio signal will sound at the applicable time limit. 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: 873 4518 1548
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, you may state your name and should limit your remarks to two minutes, unless additional time is required for a translator or reasonable accommodation. An audio signal will sound at the applicable time limit. 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

AUGUST 10, 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, Vice Chair Martin Gombert, Treasurer Adrian Aguilar, Secretary Giovanna Gogreve, Directors Armand Bujanda, Lee Burner (remote), Myrna Cabanban and Dolores Nason (remote)

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director John Troost

2. BOARD OFFICER ELECTIONS

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

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JUNE 22, 2026

Motion made by Treasurer Aguilar to approve the minutes, seconded by Vice Chair Gombert. Via Roll Call Vote, all were in favor (Director Nason did not vote), motion passed.

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

CAC Chair Yael Hagen welcomed the two new directors and invited them to attend the CAC meetings to give the Board reports. At the last CAC meeting, they received an update on the World Cup games and discussed future agenda items. The CAC also discussed the need for same-day services, either full or limited. There was a discussion about emergency situations and how to figure out solutions for that. The CAC wants to put webinars together to allow information to come to riders on how to better use Access. They had an updated report on the subcommittee meetings in the areas of operations, communications, vehicles, and technology.

5. GENERAL PUBLIC COMMENT

Written public comments were received from Tom Hargrove and Tony Munoz.

6. SUPERIOR SERVICE AWARD

Project Administrator Faustino Salvador introduced the Superior Service Award winner, Thomas Solis.

7. CONSENT CALENDAR

a) Consideration to Approve Forwarding Proposed Amended and Restated Bylaws to the Access Membership

Chair Barnes requested that the item be pulled for discussion.

Public Comment:

Lisa Anderson made a public comment by stating she missed the general public comments but had no comments for the consent calendar.

Motion made by Secretary Gogreve to table the item, seconded by Vice Chair Gombert. Via Roll Call Vote – all were in favor, motion passed.

8. CONSIDERATION TO APPROVE AMENDMENT TO THE EXECUTIVE DIRECTOR'S EMPLOYMENT AGREEMENT

Legal Counsel Vincent J. Ewing presented this item.

Public Comment:

None.

Board Member Questions:

None.

Board Discussion

None.

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

9. <u>CONSIDERATION TO EXTEND TERM, CHANGE RATES AND INCREASE FUNDS – ADA PARATRANSIT ELIGIBILITY AND MOBILITY SERVICES CONTRACT (AS-4163)</u>

Manager of Eligibility Karen Gilbert and Procurements and Contracts Administrator Kimberlie Nimori presented this item.

<u>Public Comment:</u>

Dr. Ivy Hilton made a public comment by stating that she is an Access rider with a disability. She asked them to examine what happened in her eligibility case before they approve this budget. She appealed her restriction in a timely manner and her restriction was lifted and then reapplied before the appeal process. Access later told her, her appeal was closed because Access had no appeal appointment available. She is asking the Board to determine who changed her eligibility status.

Lisa Anderson made a public comment by stating that she still has eligibility in Los Angeles and just moved to Santa Cruz last year. Soon her Access card is going to expire and she was wondering if she could apply despite living outside the county.

<u>Board Member Questions:</u>

Secretary Gogreve asked if they could get a report back on the questions raised in public comment.

<u>Board Discussion</u>

Chair Barnes asked how they track customer feedback. Manager of Eligibility Karen Gilbert responded that there aren't many complaints submitted but if one was it is tracked through Rider360.

Director Cabanban stated that maybe this was previously discussed but with the increase in funding, what percentage of the increase is due to mostly compensation and resources. Procurement Administrator Kimberlie Nimori responded that the increase was determined by staff to be reasonable based on rising operational costs and increased costs for insurance and benefits. These rates reflect the reduction in the recertification volume as re-certifications are now conducted every five years instead of every three years. As a result, the overall number of recertifications will decrease for the two-year contract period.

Director Cabanban asked if the number of recertifications were going down why is funding being increased. Executive Director Andre Colaiace responded that they are adding funding to the contract to cover the additional two-year extension.

Secretary Gogreve asked if we were saving money on the change in the eligibility term but the rates are increasing, will the agency still save money. Executive Director Colaiace said they expect lower volume but as they saw on the budget, they budgeted less money than they had the year before. This option year will start July 1st of 2027 for those two years, and it really depends on the volume, but because there will be fewer re-certifications, that portion will be less. Director Gogreve asked if there was more information on whether they're ambulatory versus the need for an accessible vehicle. Executive Director Colaiace responded they have that breakdown and will provide it to her.

Motion made by Secretary Gogreve to approve the item, seconded by Treasurer Aguilar. Via Roll Call Vote – all were in favor, motion passed.

10. <u>CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS – CUSTOMER SERVICE CALL CENTER CONTRACT (AS-4160)</u>

Senior Manager of Customer Relations Susanna Cadenas, Project Administrator Mayra Perez-Calderon and Procurement Specialist Christopher Alva presented this item.

<u>Public Comment:</u>

Dr. Ivy Hilton made a public comment by stating she had concerns with the Access customer service call center. The Board is being asked to add more than $6 million in two years to this contract while trying to obtain evidence concerning her eligibility appeal. She was told her recorded calls were too large and they couldn’t hold them for record. She would like a printed copy of her records. She explained that her disability prevents her from effectively navigating electronic files, websites, and email. She would like them to examine the accuracy of information given to riders, ADA escalation procedures, and complaint handling.

Yael Hagen made a public comment by stating that the outsourcing of customer service and OMC had a rough start. However, in her experience, Alta has made an enormous number of improvements and changes through the years and have been responsive. She thinks that the work of staff at Access Services and their interaction with Alta improved the rider's experience. Alta staff have gone above and beyond and she appreciates the hard work that's been done to resolve issues.

Lisa Anderson made a public comment by asking if they will be extending the office hours for the call center. A friend of hers told her he feels uncomfortable being in the vehicles from the Southern region because he stated a lot of the drivers from the Southern region have been rude to him.

<u>Board Member Questions:</u>

Director Bujanda asked if they oversee the app because he knows it has a feature to make online reservations or is this strictly for the call center. Senior Manager of

Customer Relations Susanna Cardenas responded it was strictly for the customer service call center. The app he might be referring to is the Where's My Ride app that would be with the reservation call center.

Director Cabanban stated she has always been one to hold outsourcing accountable. However, she has seen improvement and the effort to improve and congratulated Alta. When she has dealt with Susanna Cadenas when issues have arisen, they have always been immediately taken care of.

Secretary Gogreve stated she was concerned with the calls on hold. She wanted to know if there's any type of plan to bring the on-hold number down. That is a lot of people that have to be on hold for over five minutes. Susanna Cadenas stated they have about 44 agents, but they are looking at hiring additional staff. In addition, they also made some changes to their scheduling software that should fill in some gaps. They are looking at implementing some AI technology in the future, especially with the Olympics coming up.

Chair Barnes asked about the AI technology. Susanna Cadenas replied that they are looking at AI software that will be added to the queue so that customers can utilize that if they choose to. This will take care of answering any on-demand questions and will still allow them the option to speak directly to an agent. It allows them to be able to handle more complex calls and mitigate the other calls that are simple inquiries.

Director Cabanban asked the Board to use the proper terminology when speaking about the Olympics and add the Paralympics. Either they include the Paralympics or simply refer to them as the Games.

Board Discussion

Chair Barnes stated that he thinks the AI piece is quite fascinating and tricky, and they need to interact with call centers in a variety of different settings. He is on another Board in a healthcare organization where these ALTA numbers look pretty good to that organization. One could debate whether that's good or bad to the extent they can use technology to provide better customer service and do it more cost-effectively.

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

11. 2026 GENERAL CUSTOMER SATISFACTION SURVEY

Manager of Strategic Planning Eric Haack and Chris Biggs from Great Blue Research presented this item.

Public Comment:

Dr. Ivy Hilton made a public comment by stating that the Board needs an accurate picture of customer satisfaction, the survey needs to measure more than whether a rider was satisfied with a particular trip. Her experience demonstrates several areas that should be measured separately. They should ask riders whether customer service representatives give consistent and accurate information. Ask whether callers receive contradictory answers from different employees. Her own case involves a restriction that was imposed, lifted, and reapplied while an appeal was pending. She is trying to obtain the calls, notices, policies, audit trails, and metadata necessary to reconstruct what occurred.

Yael Hagen thanked the members of the advisory committee for their hard work in making the survey questions more clear. She has never encountered a seat drop and doesn't know anyone who has encountered a flyer on the vehicle. They also need to increase the phone calls or the alternative ways of participating in the survey. She did not do the survey because there was no friendly way of entry for her.

Lisa Anderson made a public comment by stating that she did the survey online. She is grateful that a person chose to call her since last time she didn't have a chance to do the survey.

Board Member Questions:

Secretary Gogreve stated that they had about 700 less responses this year than in 2024 and she is concerned with the percentage drop on the questions on length of trips and shared rides. She has concerns over them because they're still getting those types of complaints. She is concerned about riders' not receiving the QR codes on the vehicles but is there a way to verify they are actually on the vehicles? She also is interested in what we are doing to make sure that visually impaired or blind passengers are participating. Mr. Haack responded that with respect to there being fewer responses, Access conducted similar advertising in the past. GreatBlue sent out emails directly to the customers. They are willing to introduce other methods in the future to do more outreach. Mr. Haack also added that there is some survey fatigue that exists that may have led to fewer responses. However, they did achieve the statistical validity of the survey responses that they were looking for.

Director Gogreve asked if they could get the QR codes, maybe they could put them at the customer service center at the Metro Customer Service Center. She would like to coordinate with customer service and eligibility partners to try to get that information out to the new people coming in for recertifications or things like that.

Director Gogreve also asked if they could see the actual numbers rather than percentages. Mr. Haack replied there is a raw data file which is not as pretty as the report, but it is available.

Vice Chair Gombert asked if they could briefly explain if they had a survey that generated four to 500 additional responses, how that increase in response rate would not change the statistical validity and outcome of the survey. Mr. Biggs stated that in the last survey they did 2,100. A difference of about 700, and the margin of error was just under 2%. The force multiplier here is not great enough to change the impact of the research.

Director Cabanban was not the one to be defending numbers but giving credit when credit's due. She saw the QR codes in the vehicles and did receive a text message and an email. They need to consider the riders who do not respond as well.

Chair Barnes agreed with the fact that survey fatigue is very real. If they're really upset, they're going to answer that survey because they are upset and if they are happy, then they also want to take it.

Director Cabanban responded that the only reason that she would do the survey would be to complain or compliment. But she didn't do it because she wanted new people to respond to the survey. Mr. Colaiace added that the explosion in phishing and texts that they get from other companies are not helping. People are also being taught now not to click.

12. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment:

Yael Hagen made a public comment by stating that when the ridership goes up on fixed-route systems, people get promoted and congratulated. When riders use Access Services more, the opposite happens.

Board Member Questions:

Chair Barnes stated that this year was unique due to certain circumstances related to the timing of the Metro Board meeting but wanted to know if the MOU was close to being finished. Mr. Rodriguez replied that it was. Chair Barnes added he had concerns on how much we were using the line of credit.

Chair Barnes also stated that when ridership goes up, it means they're serving the community, and that's great.

Chair Barnes added the challenge is the cost implication, so it is a push-pull of limited resources trying to accomplish multiple needs.

13. OPERATIONS UPDATE

Chief Operations Officer Michael Greenwood presented this item.

Public Comment:

Lisa Anderson made a public comment by asking if they had figured out where the stand signs for the Olympics where they dropped off and picked up riders were going to be yet.

Board Member Questions:

Chair Barnes stated that maybe they are a bit premature, in having any discussion about additional vehicles, additional capacity, additional funding for the Olympics. They can't support the Games with the current fleet of vehicles and current capacity and still meet their needs. LA Metro is doing a tremendous job of planning but he worries about their ability to deliver both paratransit and regular transit given the limited resources that are out there. Mr. Greenwood said that at meetings with LA 28, it's obvious that there's going to be a huge effort amongst the transit industry to work together just like for the World Cup.

Secretary Gogreve thanked Mr. Greenwood and the team for doing a tremendous job. As a Metro employee, they all had to work all of the events and Access was there and it was so great for them.

Director Cabanban stated that at one of the planning meetings she attended that she pointed out that Access Services must be present at the table with all the discussions when it comes to transportation.

Secretary Gogreve stated that they only mentioned the 49 different venues, but it's way more than 49 when they think about fan zones, and all the different locations. They could double or triple that number as far as locations are concerned.

14. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell presented this item.

Board Member Questions:

None.

15. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace announced that the virtual community meeting is coming up on August 26th from 6:00 PM to 7:30 PM. They have these twice a year and it's a great opportunity for any Access customer to learn about different topics of the service. If they have a service issue, they are able to get one-on-one assistance with Access staff. They recently hosted Angel Ponce, a Board member from Houston Metro who also serves as Director of the Houston Mayor's Office for people with disabilities. They had a great discussion about how both their systems serve people with disabilities in their respective metro areas. As a wheelchair user since a spinal cord injury in 2004, he has firsthand knowledge of the challenges faced by people with disabilities and navigating public spaces, and it was very invaluable to hear his perspective. To close, he thanked the Board officers for stepping up to lead the agency for another year and welcomed the new Board members.

Board Member Questions:

None.

16. BOARD MEMBER COMMUNICATION

Chair Barnes thanked them for the honor of serving as Chair for an additional year and stated it was an honor to work with his fellow officers. They have a great team and really appreciate the different perspectives and the different backgrounds they all bring. He had a chance to join Vice Chair Gombert, Secretary Gogreve and Director Burner at the American Public Transportation Association's Transit Board Member Seminar. That seminar was held in Detroit and they had lots of great presentations, great information, and conversations where they compared notes and shared thoughts. He will be traveling in September so Vice Chair Gombert will be the presiding officer for that meeting.

Vice Chair Gombert echoed the comments that Chair Barnes made about the APTA Board Member Conference three weeks ago. It was very productive, and it's good to learn what other agencies are doing related to ADA service. He appreciated the update on the customer survey that was presented earlier in the meeting. There were some comments that were brought up or concerns that were brought up in that survey that will be a good conversation for the upcoming Board workshop in October.

Secretary Gogreve said she also attended the APTA Conference and she found it to be informative and enjoyed the tabletop discussion with the ADA group. The agency was able to share their experience of the World Cup. They talked about transporting people with disabilities. They provided some information to staff from another agency in Texas that is looking to establish their certification policy. They took a tour of the train station, which they completely refurbished and she hopes they continue the progress that they're making in Detroit.

Director Burner thanked them all and welcomed the newly elected officials. He attended the APTA Conference as a Board Member, representing Long Beach Transit and representing Access Services. He was happy to share his transit journey of almost 30 years he has been in the business. He expressed his gratitude and sincere thanks to staff for the job that they did during the FIFA World Cup, especially staff and the volunteers that participated. A lot of long hours and seamless coordination and certainly warm hospitality from everybody ensured that a million people enjoyed this world-class experience. He asked Access staff to make a presentation about some of the policies and the laws that are taking place nationally with respect to transportation, how that affects business, and their finances.

Director Nason stated she had an accident about two weeks ago with her eyes She is almost totally blind and thankfully her daughter has been taking care of her.

CAC Chair Hagen wished Director Nason a quick recovery. She welcomed the two new Directors and is looking forward to working with them. She asked them to adjourn the meeting in the memory of Norma Jean Vescovo, Executive Director of the Independent Living Center of Southern California for many years. She was a very prominent advocate for people with disabilities and will be missed.

17. BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

18. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

Lisa Anderson made a public comment by asking which ILC Ms. Vescovo was at.

19. CLOSED SESSION REPORT

There was no report out of Closed Session.

16. ADJOURNMENT

Motion made by Secretary Gogreve to adjourn in the memory of Norma Jean Vescovo, seconded by Treasurer Aguilar.

The meeting adjourned at 3:07 p.m.

Approved

_______________________________ _______________

Giovanna Gogreve, Secretary Date

ITEM 6-a

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF ADMINISTRATIVE AND FACILITIES DEVELOPMENT OFFICER

RE: CONSIDERATION TO APPROVE 2027 BOARD CALENDAR

ISSUE:

The Board needs to review and approve the scheduled Board meetings for calendar year 2027.

RECOMMENDATION:

Approve the proposed Board meeting calendar for 2027.

IMPACT ON BUDGET:

None.

BACKGROUND:

2027 Board meetings will generally occur on the fourth Monday of each month. The only exceptions to this are the March meeting (Monday, March 29th), the August meeting (Monday, August 9th – no meeting in July), the September meeting (Monday September 20th), the Annual meeting (Wednesday, November 10th), and the December meeting (Monday December 13th). All meetings are subject to change based upon the business and operational needs of Access Services.

All meetings, except for the Annual meeting, are scheduled to take place at Access Services, located at 3449 Santa Anita Avenue in El Monte.

Board of Directors
2027 Board Meeting Calendar

Date
Monday, January 25th
Monday, February 22nd
Monday, March 29th
Monday, April 26th
Monday, May 24th
Monday, June 28th
Monday, August 9th
Monday, September 20th
Monday, October 25th
Wednesday, November 10th Annual Meeting
Monday, December 13th

ITEM 6-b

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR, INNOVATION AND TECHNOLOGY
DAVID CHIA, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE CLOUD COMMUNICATIONS PLATFORM CONTRACT

ISSUE:

Access' telecommunications Mitel and AT&T IP Flexible Reach infrastructure is planned to be replaced with AT&T's Office@Hand cloud communications platform. The proposed migration will improve operational efficiency, enhance service reliability, simplify system administration, and significantly reduce operating costs. However, Board approval is required under Access' procurement policy because the aggregate amount of procurements with AT&T for the fiscal year exceeds $250,000.

RECOMMENDATION:

Authorize staff to procure AT&T's Office@Hand cloud communications platform through Sourcewell, or another qualified governmental cooperative purchasing agreement, for a total amount not to exceed $241,624 for a two-year period.

IMPACT ON BUDGET:

The proposed Office@Hand platform would reduce telecommunications operating costs and generate estimated savings of approximately $429,056 over a two-year period.

ALTERNATIVES CONSIDERED:

The Board may, at its discretion, direct staff to continue operating the existing Mitel-based telecommunications environment. However, this approach would require continued support of an aging and fragmented telecommunications framework that creates operational inefficiencies, increases administrative burden, and results in substantially higher operating costs.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Should the Board approve the staff recommendation, staff would be authorized, but not required, to negotiate and execute agreements for the procurement of AT&T's Office@Hand cloud communications platform on terms and conditions no less favorable to Access than those described herein. Access will not be legally bound unless and until the final documents are executed by all required parties and approved as to form by legal counsel.

BACKGROUND:

In January 2018, the Board approved implementation of a new internet-based telephone system and awarded a contract to Packet Fusion to support the transition. Packet Fusion designed and deployed a Voice-over-Internet Protocol (VoIP) solution that combined telephone hardware from Mitel Networks Corporation (Mitel) with internet connectivity and toll-free services from AT&T through its IP Flexible Reach (IP Flex) program.

Limitations of the Existing Telecommunications Environment

Although the Mitel-based solution reflected industry best practices in 2018, advancements in communications technology and evolving operational requirements have since rendered the system increasingly inefficient, administratively burdensome, and costly to operate.

The existing telecommunications environment presents several operational challenges. Calls routed between Access facilities, remote employees, and external callers often pass through multiple interconnected systems before reaching their destination. This added complexity can contribute to call latency, line echoes, and dropped calls, adversely affecting both staff and customer communications.

The environment also increases administrative burden. System configuration and maintenance require specialized technical expertise and reliance on legacy management interfaces. Routine tasks such as provisioning user accounts, updating call queues, modifying routing paths, and maintaining interactive voice response (IVR) menus frequently require manual intervention. As the system continues to age, Access may experience increasing support challenges and reduced flexibility in responding to future operational and business requirements.

Significantly, the existing environment incurs substantial ongoing costs. Access maintains separate AT&T IP Flex connections for both the Commerce Eligibility Center and El Monte Headquarters, as well as a standalone toll-free service that represents the largest component of Access' telecommunications expenditures. Under the current environment, Access is projected to incur a total cost of approximately $670,680 over a two-year period, as shown below in Table 1.

Table 1: Legacy Fragmented Internet Telephone System Costs				
	Current Service	Monthly Cost	Term	24-Month Extended Subtotal
1	AT&T IP Flex – Commerce	$3,847	24 mos.	$92,328
2	AT&T IP Flex – El Monte	$3,847	24 mos.	$92,328
3	Toll-Free Service	$20,251	24 mos.	$486,024
	Total			$670,680

Office@Hand Solution

AT&T offers Office@Hand, an enterprise cloud-based communications platform that consolidates voice, messaging, video conferencing, digital faxing, and toll-free services into a single managed solution. By replacing the existing multi-system environment with a unified cloud-based platform, Office@Hand would improve reliability, enhance operational efficiency, simplify administration, and substantially reduce costs.

Under the proposed solution, staff would utilize a single business number accessible from desktop computers, mobile devices, and IP desk phones. Remote employees and field personnel would be able to communicate seamlessly without the complex forwarding rules, call diversions, and routing limitations associated with the current environment.

Office@Hand also provides administrators with a modern web-based management portal that allows IVR menus, call queues, user permissions, and routing paths to be modified through intuitive drag-and-drop tools. Software enhancements, security updates, and regulatory changes are applied automatically by the provider, eliminating many of the maintenance activities currently performed by staff.

Office@Hand operates at a significantly lower cost. For a monthly fee of $10,248.03, Access would receive:

- 80 Standard Edition user licenses
- E911 emergency call capability for all lines
- Two new toll-free telephone numbers
- A 500,000-minute toll-free calling package

As a promotional incentive, Access would also receive 80 Poly Edge E100 IP desk phones for a nominal one-time charge of $420.80, together with a service credit of $4,749.60 to offset the first three months of service.

Over two years, Access would pay a total of $245,952, as shown below in Table 2:

Table 2: Office@Hand All-In-One Telephone System Costs				
	Item	Monthly Cost	Term	24-Month Extended Subtotal
	Office@Hand Service	$10,248.03	24 mos.	$245,952.72
1	One-Time Equipment Charge			$420.80
2	Promotional Credit			($4,749.60)
	Total			$241,623.92

Transitioning away from the existing Mitel-based environment to the unified Office@Hand platform would result in a total projected two-year cost savings of $429,056.08, detailed below in Table 3:

Table 3: Cost Savings		
Current Fragmented Mitel System	Proposed Office@Hand Solution	Projected Cost Savings
$670,680.00	$241,623.92	$429,056.08

Governmental Cooperative Purchasing Program

Staff would procure Office@Hand through the Sourcewell governmental cooperative purchasing program, or another qualified governmental cooperative purchasing agreement. Consistent with Access procurement policies, this approach would reduce procurement lead times, decrease administrative costs, and expedite implementation of needed services.

ITEM 6-c

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: CONSIDERATION TO REAPPOINT TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEMBERS

ISSUE:

Six Transportation Professionals Advisory Committee (TPAC) members have terms that will expire on October 31, 2026. The reappointments recommended below are for two-year terms beginning November 2026. These terms will expire in October 2028.

RECOMMENDATION

Approve the reappointment of the following six (Group B) members:

Group B Reappointments

- Chaka Garbutt, Long Beach Transit
- Sebastian Hernandez, City of Pasadena
- Lamicia Butler, Montebello Bus Lines
- David Feinberg, Santa Monica's Big Blue Bus
- Tisha Lane, Antelope Valley Transit Authority
- Erika Jacquez, Pomona Valley Transportation Authority

IMPACT ON BUDGET

None.

BACKGROUND

TPAC was created in September 2001 by the Access Services Board of Directors to provide input regarding operational and policy issues. TPAC is comprised of two sets of members, Group A and Group B, which serve two-year terms. Group A members have term expiration dates which occur in odd numbered years. Group B members have term expiration dates which occur in even numbered years. TPAC meets bi-monthly and is comprised of representatives from social service, community transportation and fixed-route transportation providers.

ITEM 6-d

SEPTEMBER 21, 2026

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, 2026.

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 $1,212,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2027 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 $1,086,336. 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, 2026, and November 30, 2026, for the Workers' Compensation policy.

The projected increases to the insurance policies should fall below 12%.

ITEM 6-e

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: PETER STAWNICZY, FLEET ADMINISTRATOR
DAVID CHIA, MANAGER, PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE CHANGE IN SCOPE OF WORK AND ADD FUNDS - ON-BOARD VEHICLE CAMERA RECORDING SYSTEM AND SERVICES CONTRACT (AS-4184)

ISSUE:

Contract No. AS-4184, Samsara, Inc. (Samsara) provides fleet camera recording and telematics system for Access-owned and contractor-dedicated vehicles. Staff is requesting Board approval to change the scope of work and add funding for the following:

(1) Deploy the camera recording and telematics solution to an additional 160 contractor-dedicated vehicles by purchasing new hardware and software subscriptions.
(2) Expand platform capabilities by activating built-in modules for vehicle maintenance, workflow automation, and compliance management.

RECOMMENDATION:

Authorize an additional $1,591,600 in funds and a change in the scope of work to Contract AS-4184 with Samsara, Inc.

IMPACT ON BUDGET:

This action will increase the current contract amount from $4,190,025 to $5,781,625. This contract is financed through local funds, including Proposition C funds and fare box collections. This action is consistent with the FY27 budget and will be programmed for future fiscal years.

ALTERNATIVES CONSIDERED:

The Board may, at its discretion, direct staff to issue an RFP to procure a separate camera and telematics solution for the additional 160 vehicles. However, a separate system would fragment equipment standardization, disrupt operations, and complicate vehicle maintenance workflows. Introducing equipment from a different vendor would create integration challenges, increase administrative oversight, and result in inefficiencies associated with maintaining different hardware platforms and software environments.

The Board may, at its discretion, direct staff to issue an RFP to procure a standalone fleet asset management system or, alternatively, continue the reliance on the legacy fleet asset management environment, which includes Collective Data, paper files, manual spreadsheets, email-based approvals, and siloed databases.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Should the staff recommendation be approved by the Board, staff would be authorized, but not required, to negotiate and enter written contracts and/or amendments for the purchase of camera hardware, Samsara subscriptions, and Samsara platform modules, subject to terms and conditions no less favorable to Access than those presented herein. Access will not be legally bound by any proposed contract and/or amendment unless and until it is incorporated into a written agreement executed by all parties thereto and approved as to form by Access' legal counsel.

BACKGROUND:

Contract History

In August 2025, the Board awarded Contract No. AS-4184 to Samsara to install, maintain, and operate a turnkey fleet camera recording and telematics solution through its connected operations platform for a base term of five (5) years. Access acquired the turnkey solution through the General Services Administration (GSA) Purchasing Cooperative to expedite the procurement through a nationally competed purchasing vehicle. The not-to-exceed amount for the contract award was $4,190,025.

Samsara's Connected Operations Platform

Following the initial award, Access deployed Samsara's connected operations platform across 1,090 vehicles. This platform substantially enhanced visibility into fleet operations, vehicle condition, passenger safety, and overall service delivery.

Additional Vehicle Deployment and Associated Costs

Access' contractor-dedicated fleet is expanding by 160 vehicles, creating a need for new cameras, hardware, and Samsara software subscriptions. The total cost for this deployment is $359,198.39, as detailed below in Table 1.

Table 1: Additional Deployment Cost				
Asset Scope	One-Time Camera Shipping Cost	Monthly Rate	Annual Rate	4-Year Total Cost
160 Vehicles	$1,790.39	$7,446	$89,352	$359,198.39

Fleet Management Challenges

Access currently relies on a fragmented ecosystem of disconnected software and manual processes to oversee fleet operations. Vehicle maintenance records reside in Collective Data, a standalone system that requires specialized knowledge to manage. Crucial asset lifecycles (including new vehicle acceptance, in-service inspections, Transit Asset Management (TAM) audits, retirement inspections, and regulatory compliance tracking) are managed through a mix of paper forms, spreadsheets, emails, and isolated databases.

This decentralized network creates inefficiencies, limits department visibility, increases administrative oversight, and results in duplicative data entry.

Platform Module Expansion

Expanding Samsara's connected operations platform would allow Access to leverage built-in modules that will resolve these issues. These modules would connect vehicle data, safety events, inspections, maintenance requests, corrective actions, driver credentials, workflows, live streaming, and training records within a centralized fleet operations ecosystem.

Asset Maintenance Module

The asset maintenance module would replace Collective Data as Access' primary maintenance management system by centralizing maintenance records within Samsara's connected operations platform. Authorized staff and contractors would be able to access information through a common operating environment.

The module would allow maintenance requests, inspection findings, and corrective actions to be directly associated with the applicable vehicle record. When inspections or incidents identify vehicle-related issues, the information could be incorporated into the maintenance process within the central platform rather than transferred between disconnected databases, paper forms, spreadsheets, and email communications.

Personnel Qualifications Module

The personnel qualifications module would replace spreadsheets with a centralized system of databases that expedite data processing. The module utilizes artificial intelligence to: (a) scan licenses, certifications, and documents and (b) record names, dates, and other relevant information. The module provides self-service functions that allow drivers and other personnel to view, upload, and renew their own credentials directly through a mobile app. The module flags expired documents and sends immediate notifications to administrators and managers.

Workflows Module

The workflows module would allow Access to replace paper-based fleet processes with configurable digital workflows. Initial implementation opportunities include:

- New vehicle acceptance and commissioning inspections

- In-service vehicle inspections
- Transit Asset Management (TAM) audits
- Vehicle transfer and reassignment documentation
- Retirement inspections and asset disposal documentation
- Incident-related vehicle inspections and follow-up activities
- Other fleet lifecycle, compliance, and asset management processes identified after implementation

Digitizing these processes would enable information collected in the field to be linked with the applicable vehicle or asset record and to be made available to authorized users. This will support more consistent documentation, reduce manual routing and duplicate data entry, and improve record accessibility for oversight, reporting, and audit purposes.

Livestream Module

The livestream module would give managers real-time visual access to vehicle interiors and exterior environments. Road supervisors, safety managers, and administrators can stream road-facing video, inward-facing video, or auxiliary camera angles straight to their cloud dashboard. To ensure transparency, Samsara features a built-in cab alert that automatically notifies drivers when a livestream session starts and ends.

Training Module

Finally, the training module would allow Access staff to create, distribute, assign, track, and update safety, operational, and maintenance-related training content. Existing bulletins, technical notices, policies, and procedural updates could be converted into training courses and assigned to appropriate Access staff and contractor personnel.

Centralized assignment and completion tracking would help Access document the dissemination of critical guidance while maintaining training records within the same operational platform used to manage fleet assets and activities. Training content could also be updated as operational requirements, procedures, and equipment evolve.

Integrated Fleet Operations Environment

Activating these modules establishes a unified fleet environment. For example, a vehicle condition identified during an inspection, incident review, or asset lifecycle process could be automatically routed into the maintenance workflow and retained as a part of the vehicle's permanent record. Related operational or maintenance guidance could then be distributed and tracked through the training module.

Implementing this integrated platform would allow Access to:

- Decommission the legacy Collective Data maintenance system.

- Centralize maintenance, inspection, training, qualification, telematics, and safety records.
- Digitize vehicle lifecycles, compliance protocols, and field inspection workflows.
- Mitigate manual bottlenecks, redundant data entry, and excessive administrative overhead.
- Heighten visibility into real-time fleet health, active maintenance, and corrective actions.
- Streamline record accessibility for management oversight, federal reporting, and external audits.
- Maximize Access' existing investment and operational experience with Samsara's connected operations platform.

The total cost for added functionality is $1,232,400, as detailed below in Table 2.

Table 2	Monthly Rate	Annual Rate	4-Year Total Cost
1,250 Vehicles	$25,675	$308,100	$1,232,400

ITEM 6-f

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF ADMINISTRATIVE AND FACILITIES DEVELOPMENT OFFICER

RE: CONSIDERATION TO APPROVE EXTENSION OF ADMINISTRATIVE OFFICE SPACE LEASE

ISSUE:

Access' lease for its existing administrative office space (3449 Santa Anita Avenue, El Monte) expires in December 2026.

RECOMMENDATION:

Authorize staff to extend the lease agreement through December 2031 with Metro for office space located at 3449 Santa Anita Avenue, El Monte, CA.

IMPACT ON BUDGET:

There is no increase to the annual rent of $600,000 over the five-year period. This amount will be appropriately allocated in future budget years. The total commitment over the 5-year period will not exceed $3,000,000, which includes:

- Annual rental rate
- Annual operating costs
- Utilities
- Janitorial services
- Assigned parking

ALTERNATIVES CONSIDERED:

In general, current market rental rates, relocation costs and other factors do not warrant making a change in location at this time. Having Access occupy Metro office space is a significant savings of regional transit funds.

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 lease extension with Metro under terms that are no less favorable to Access Services than those proposed above. Access Services would not be legally bound to this contract unless it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

Access has occupied two floors (19,841 sq. ft.) of the Metro Division 9 transportation building since April 2010. Access' administrative staff conducts day-to-day administration from this location as well as hosting meetings, trainings and other related activities. Staff projects that over the next five years there will be sufficient space to accommodate personnel and other requirements in this facility.

The lease on Access' administrative offices in El Monte expires December 31, 2026. Staff previously reached agreement with Metro to extend the existing lease agreement with an option of two five-year extensions. This is the execution of the second five-year option. There will no change to the terms and conditions of the lease.

ITEM 6-g

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF ADMINISTRATIVE AND FACILITIES DEVELOPMENT OFFICER

RE: CONSIDERATION TO APPROVE FORWARDING PROPOSED AMENDED AND RESTATED BYLAWS TO THE ACCESS MEMBERSHIP

ISSUE:

This item was tabled from the previous meeting so as to include additional changes. Board action is now needed to recommend the proposed changes to the Amended and Restated Bylaws for Access Services to the Access Membership.

RECOMENDATION:

Forward the proposed Amended and Restated Bylaws, as revised following legal and technical review, to the Access Membership for review and approval.

IMPACT ON BUDGET:

None.

ALTERNATIVES CONSIDERED:

None. The proposed changes update legal citations and conform the bylaws to Access' current governance structure.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved, the changes will be considered by the Access membership at its Annual Meeting on November 20, 2026.

BACKGROUND:

The purpose of the proposed Amended and Restated Bylaws is to update Access's governance provisions as follows:

1. Removal of the Annual Plan Update as a purpose of meetings (Article V, C.1) – The DOT removed the requirement for Annual Plan Updates in 1996. Since Access is in full compliance and no update has been needed since 2015, this purpose is no longer necessary.
2. Update to Appointment, Election and Term of Office requirements for Directors (Article VI, D) where the timely appointment clause was moved from Article VI, E.

3. Update to teleconference requirements for Directors (Article VI, O) per current Brown Act requirements.
4. Update to titles (Article VII, A, C, G1, G3, G4) – Board direction to rename the Executive Director to Chief Executive Officer. This also requires the renaming of the Chief Operating Officer to Deputy Chief Executive Officer.
5. Update and correction to government statute references along with other grammatical corrections.

The bylaws, with the above updates as tracked changes, are included in Item 6g - Attachment 1.

ITEM 7

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: PETER STAWNICZY, FLEET ADMINISTRATOR
DAVID CHIA, MANAGER OF PROCUREMENT AND CONTRACT ADMINISTRATION

RE: CONSIDERATION TO APPROVE PURCHASE AUTHORIZATION FOR ADA PARATRANSIT VEHICLES

ISSUE:

Board approval is required to purchase up to 50 accessible vehicles for ADA paratransit service, as outlined in the FY27 budget.

RECOMMENDATION:

Authorize staff to purchase up to 50 ADA paratransit vehicles through the CalACT/MBTA Purchasing Cooperative in an amount not to exceed $8,460,959.

IMPACT ON BUDGET:

The funds needed for the purchase of up to 50 vehicles will come from the FY27 authorized capital program, which utilizes local Proposition C, and/or other federal funds that may be made available by Metro. The proposed total expenditure includes applicable sales tax, licenses, and fees.

ALTERNATIVES CONSIDERED:

No alternatives are available. The new vehicles are necessary to replace current operating vehicles that have reached or surpassed their useful lifespan. This purchase will allow Access to continue to provide service to its customers in safe and fuel-efficient vehicles.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

Should the staff recommendation be approved by the Board, staff would be authorized, but not required, to negotiate and enter written contracts for the purchase of vehicles upon terms and conditions no less favorable to Access Services than those proposed above. Access would not be legally bound to the vehicle purchase contracts unless such contracts are incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity’s legal counsel.

BACKGROUND:

Access service provider contracts stipulate that most vehicles will be replaced when they reach 250,000 miles. In addition, the Federal Transit Administration (FTA) recommends replacement of vehicles after four years and 100,000 miles of operation.

While Access replaced 23.5% of the fleet in FY26, a significant portion of the remaining fleet continues to exceed service thresholds. As of July 1, 2026, 10% of the fleet exceeded 250,000 miles, and 25% of the fleet had operated beyond four years.

Staff seeks to continue purchasing accessible vehicles that meet all state local and federal ADA requirements. Access is dividing the current fiscal year vehicle budget into two separate orders so that the agency can evaluate recently ordered vehicle configurations before determining the composition of a subsequent purchase. Staff and Access' Community Advisory Committee (CAC) have been collaborating on vehicle design for the past several years and this vehicle procurement includes vehicle upgrades and features from that effort.

For the first round, staff proposes purchasing 28 Ram ProMaster 136-inch low-floor accessible vans from RO Bus Sales for $4,265,325.40, one Ram ProMaster 159-inch low-floor accessible vans from RO Bus Sales for $170,441.13, and 21 Turtle Top Terra Transit cutaway vehicles from Davey Coach Sales for $3,952,759.55. The first-round purchase would include up to 50 vehicles in an aggregate amount not to exceed $8,460,958.44.

Staff expects all vehicles to be delivered prior to the end of the current fiscal year.

ITEM 10

SEPTEMBER 21, 2026

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, CHIEF ADMINISTRATIVE AND FACILITIES DEVELOPMENT OFFICER

RE: UPCOMING BOARD ITEMS

<u>ISSUE:</u>

The following items are tentatively scheduled to be addressed by the Board through November 2026.

October 26, 2026 – Board Workshop

Agenda Items:	Disposition:
Strategic and Financial Planning	Discussion

November 20, 2026 – Annual Meeting

Agenda Items:	Disposition:
Agency Bylaws Update	Action
Establishment of Nominating Committees	Action