

access

ANNUAL MEMBERSHIP MEETING
TUESDAY, NOVEMBER 17, 2020
1:00 P.M. - 2:00 P.M.

VIRTUAL MEETING

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>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. WELCOME/INTRODUCTIONS	PRESENTATION
3. REVIEW & APPROVAL OF NOVEMBER 21, 2019 ANNUAL MEMBERSHIP MEETING MINUTES (page 5) [Staff Recommendation: Approve]	ACTION [Vote Required: Majority of members present in person or proxy of two of the three classes by voice vote]
4. ESTABLISHMENT OF NOMINATING COMMITTEES - BOARD ELECTIONS (page 10) [Staff Recommendation: 1) Appoint Joyce Rooney from Beach Cities Transit to the Nominating Committee for the selection of two Directors to represent the Municipal Fixed Route Operators. 2) Appoint Sebastian Hernandez from the city of Pasadena to the Nominating Committee for the selection of one Director to represent the Local Fixed Route Operators. 3) Allow additional members to volunteer until December 28, 2020.]	ACTION [Vote Required: Majority of members present in person or proxy of two of the three classes by voice vote]
5. FINANCIAL REPORT	PRESENTATION
6. OPERATIONS REPORT	PRESENTATION
7. GENERAL PUBLIC COMMENT	INFORMATION

- | | | |
|----|---|--------------------------------|
| 8. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 9. | ADJOURNMENT | ACTION |

Access Services does not discriminate on the basis of 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 Annual Membership Meeting is 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 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 Membership by staff will simultaneously be made available to the public. Two opportunities are available for the public to address the Membership during the Annual Membership Meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the Membership 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 three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the Membership 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 Membership will not and cannot respond during the meeting to matters raised under general 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 Membership may direct staff to investigate and/or schedule certain matters for consideration at an Annual Membership Meeting and the staff may respond to all public comments in writing prior to the next Annual Membership Meeting.

Alternative accessible formats are available upon request.

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, the Membership will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 8:00 am on Tuesday, November 17, 2020 so they can be read into the record as appropriate.

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 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://zoom.us/j/97875358897>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the 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 an 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 three minutes. An audio signal will sound at the three-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 -
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 978 7535 8897
3. When the 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.
4. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



**STATEMENT OF PROCEEDINGS FOR THE
ANNUAL MEMBERSHIP MEETING**

**California Endowment Center
1000 North Alameda Street
Los Angeles, CA 90012**

**Thursday, November 21, 2019
11:00 a.m.**

1. CALL TO ORDER

The Access Services Annual Membership meeting convened at 11:27 a.m. on Thursday, November 21, 2019 at the California Endowment Center, 1000 North Alameda Street, Los Angeles, California. The presiding Board Member was Chair Dolores Nason. The following Members of Access Services were present, constituting a quorum:

BOARD MEMBERS PRESENT

Dolores Nason, Chair	Los Angeles County Board of Supervisors
Martin Gombert, Vice Chair	Los Angeles County Local Fixed Route Operators
Doran Barnes, Treasurer	City Selection Committee Corridor Transportation Representatives
Theresa DeVera, Secretary	City of Los Angeles Mayor's Office
Andrew Del Castillo	Los Angeles County Independent Living Centers
Valerie Gibson	Los Angeles County Local Fixed Route Operators
John Troost	Los Angeles County Commission on Disabilities

Jonaura Wisdom

Los Angeles County Metropolitan
Transportation Authority

LOCAL FIXED ROUTE OPERATORS PRESENT

Representatives and Proxies

Agencies

Chau L Vu

City of Bell Gardens

Silva Baghdanian - Proxy

City of Burbank

Jason Jo

City of Carson

Mariel Angeles - Proxy

City of Cerritos

Silva Baghdanian - Proxy

City of Glendale

Jordan Catanese

Los Angeles County Dept. of Public Works

Diane Amaya - Proxy

Los Angeles Department of Transportation

Martin Gombert

Palos Verdes Peninsula Transit Authority

Valerie Gibson

City of Pasadena

Perri Sloane Goodman

City of West Hollywood

MUNICIPAL FIXED ROUTE OPERATORS PRESENT

Representatives and Proxies

Agencies

Diane Amaya

Beach Cities Transit

Doran Barnes

Foothill Transit

Diane Amaya - Proxy

G-Trans

Diane Amaya - Proxy

Long Beach Transit

Fayma Ishaq

Metro

Jose Medrano

Montebello Bus Lines

Theresa Clark - Proxy

Norwalk Transit

Adrian Aguilar

Santa Clarita Transit

Ed King

Santa Monica's Big Blue Bus

James Lee

Torrance Transit

MEMBER AGENCIES NOT PRESENT

The following Board members were not in attendance: Director Lee Burner.

The following Local Fixed Route Operators were not in attendance: City of Alhambra, City of Arcadia, City of Baldwin Park, City of Bell, City of Bellflower, City of Calabasas, City of Compton, City of Cudahy, City of Downey, City of Duarte, City of El Monte, City of Huntington Park, City of Inglewood, City of La Cañada Flintridge, City of Lawndale, City of Lynwood, City of Monterey Park, City of Paramount, City of Rosemead, City of Sierra Madre, City of West Covina and City of Westlake Village.

The following Municipal Fixed Route Operators were not in attendance: Antelope Valley Transit Authority, City of Commerce and Culver City Bus.

2. WELCOME/INTRODUCTIONS

Board of Directors Chair Dolores Nason and Executive Director Andre Colaiace welcomed the meeting attendees and thanked them for their attendance for the annual meeting.

4. REVIEW AND APPROVAL OF OCTOBER 30, 2018 ANNUAL MEMBERSHIP MEETING MINUTES

Recommendation: Approve the minutes from the Annual Membership Meeting held on October 30, 2018.

Motion with correction made by Director Del Castillo, seconded by Secretary De Vera. Via voice vote the majority of membership and Board were in favor, motion passed.

5. FINANCIAL REPORT

Access Services Deputy Executive Director Hector Rodriguez provided an overview of fiscal year 2019 financials. This included a review of funding sources and expenses, historical service demand and cost per trip levels, and administrative costs.

6. OPERATIONS REPORT

Access Services Chief Operations Officer Mike Greenwood provided an overview of fiscal year 2019 operations that reflected upon a modest ridership increase, performance improvements in many areas, new contracts in the Northern and Santa Clarita Regions, new key performance indicators and standards, developing a plan for expanding transfer trips and testing of a new vehicle suspension systems for passenger comfort.

Mr. Roberto Batres made a public comment asking if anyone in the room has had behavioral training. Mr. Greenwood responded that, in terms of drivers, they receive 60-90 hours of training in which sensitivity training is included.

7. INFORMATION TECHNOLOGY UPDATE

Access Services Business Analyst Melissa Mungia provided updates on the Where's My Ride application, online reservations, and Access' website redesign process. Director of Information Technology Bill Tsuei provided an update on Access' migration to Voice over Internet Protocol (VoIP) and an overview of the accessible autonomous vehicle pilot project.

8. 2019 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD

Access Services Project Administrator Faustino Salvador introduced the 2019 Jerry Walker Commitment to Quality Service Award recipient, Ms. Vanessa Angel. Mr. Salvador briefly went over the history of Jerry Walker and the qualifications for receiving this award. He also provided background on the recipient, Ms. Angel, who is the starter at Rancho Los Amigos National Rehabilitation Center in the city of Downey with Global Paratransit, Inc.

9. 2019 SPIRIT OF ACCESSIBILITY AWARD

Access Services Manager of Training and Compliance Alvina Narayan introduced the 2019 Spirit of Accessibility Award recipient, the Southern California Resource Services for Independent Living (SCRS). It was honored for being one of the most successful independent living centers in the state for placement of individuals into competitive and integrated employment. Mr. Rudy Contreras, the Executive Director of SCRS, accepted the award on its behalf.

10. GENERAL PUBLIC COMMENT

Mr. Michael Sher made a public comment by stating his concern that a driver was improperly handling another rider's walker on a trip he was on. He also commented that some vehicle radios needed to be replaced due to excessive static.

Mr. Albert Contreras commented that an associate of his seemed to have excessive ride times and that this needed to be addressed.

Mr. William Zuke commented on how the services that Access provides have exceeded his expectations.

Mr. Gordon Cardona commented on the online reservations as well as suggested that long rides need to be addressed.

Mr. Roberto Batres commented that more behavioral training should be conducted for staff and more meetings such as this should be held.

Ms. Angie Smith stated she appreciates Access and hopes that everyone works together as a team.

11. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

There was no new business heard subsequent to the posting of the agenda.

12. ADJOURNMENT

Motion made by Treasurer Barnes, Seconded by Director Del Castillo. Via voice vote, all the members of the three classes were in favor. The meeting adjourned at 1:19 p.m.

Approval

Theresa DeVera, Secretary

Date

NOVEMBER 3, 2020

TO: MEMBER AGENCY REPRESENTATIVES

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

RE: ESTABLISHMENT OF NOMINATING COMMITTEES - BOARD ELECTIONS

ISSUES:

The Access Services bylaws [Art.VI D] require the establishment of Nominating Committees at the Annual Membership Meeting in order to develop a list of candidates for the Municipal and Local Fixed Route Transit Operators' Board Member elections.

RECOMMENDATION:

- 1) Appoint Joyce Rooney from Beach Cities Transit to the Nominating Committee for the selection of two Directors to represent the Municipal Fixed Route Operators.
- 2) Appoint Sebastian Hernandez from the city of Pasadena to the Nominating Committee for the selection of one Director to represent the Local Fixed Route Operators.
- 3) Allow additional members to volunteer until December 29, 2020.

BACKGROUND:

The Access Services bylaws stipulate that nominating committees be established at the Annual Membership Meeting. The committees' responsibilities include: a) sending out a letter to their member agencies publicizing the Board opening and asking members to nominate Board candidates; and b) presenting a list of candidates to the member agencies to vote on. A list of all qualified nominees will be distributed to the member representatives in March of next year for election of Directors before July 1, 2021.

To be qualified to be a director appointed by the municipal fixed route operators or the local fixed route operators, the nominee must be a governing board member or

staff person of a municipal fixed route operator or local fixed route operator, as the case may be.

The current terms of office for the directors representing the Los Angeles County Municipal and Local Fixed Route Operators end on June 30, 2021. The new term begins July 1, 2021 and ends June 30, 2023. The Municipal Operators will hold the rotating seat on the Board until June 30, 2023.

These member agencies are eligible to vote in Board member elections and are categorized as follows by Access Services:

Municipal Fixed Route Operators

1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. City of Commerce
4. Culver CityBus
5. Foothill Transit
6. Gardena Municipal Bus Lines
7. Long Beach Transit
8. Los Angeles County Metropolitan Transportation Authority (METRO)
9. Montebello Bus Lines
10. Norwalk Transit
11. Santa Clarita Transit
12. Santa Monica's Big Blue Bus
13. Torrance Transit

Local Fixed Route Operators

14. City of Alhambra
15. City of Arcadia
16. City of Baldwin Park
17. City of Bell
18. City of Bell Gardens
19. City of Bellflower
20. City of Burbank
21. City of Calabasas
22. City of Carson
23. City of Cerritos
24. City of Compton
25. City of Cudahy
26. City of Downey
27. City of Duarte
28. City of El Monte

29. City of Glendale
30. City of Huntington Park
31. City of Inglewood
32. City of La Cañada Flintridge
33. City of Lawndale
34. City of Lynwood
35. City of Monterey Park
36. City of Paramount
37. City of Pasadena
38. City of Rosemead
39. City of Sierra Madre
40. City of West Covina
41. City of West Hollywood
42. City of Westlake Village
43. Los Angeles City Department of Transportation (LADOT)
44. Los Angeles County Department of Public Works
45. Palos Verdes Peninsula Transit Authority