ANNUAL MEMBERSHIP MEETING
THURSDAY, NOVEMBER 30, 2017
11:00 – 1:30 P.M.

The California Endowment Center
1000 North Alameda Street
Los Angeles CA 90012

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.

		DISPOSITION
1.	**CALL TO ORDER**	ACTION
2.	**WELCOME/INTRODUCTIONS**	PRESENTATION
3.	**LUNCH**	
4.	**REVIEW & APPROVAL OF NOVEMBER 28, 2016 ANNUAL MEMBERSHIP MEETING MINUTES** (page 3) [Staff Recommendation: Approve]	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.	**STRATEGIC PLAN/COMPREHENSIVE OPERATIONAL REVIEW**	PRESENTATION
8.	**2017 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD**	PRESENTATION
9.	**2017 SPIRIT OF ACCESSIBILITY AWARD**	PRESENTATION
10.	**GENERAL PUBLIC COMMENT**	INFORMATION

11. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA** DISCUSSION/ POSSIBLE ACTION

12. **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 those 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 closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. 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 three (3) 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 the 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 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 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 comment in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

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STATEMENT OF PROCEEDINGS FOR THE ANNUAL MEMBERSHIP MEETING

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

Monday, November 28, 2016
11:25 a.m.

1. CALL TO ORDER

The Access Services Annual Membership meeting convened at 11:25 a.m. on Monday, November 28, 2016 at the California Endowment Center, 1000 North Alameda Street, Los Angeles, California. The presiding Board Member was Chairperson Nalini Ahuja. The following Members of Access Services were present, constituting a quorum:

LOCAL FIXED ROUTE OPERATORS PRESENT

Representatives and Proxies	*Agencies*
Kathryn Engel – Proxy	**City of Alhambra**
Kathryn Engel – Proxy	**City of Bell Gardens**
Adam Emmer	**City of Burbank**
Kathryn Engel	**City of Glendale**
John Huang	**Los Angeles County Dept. of Public Works**
Martin Gombert	**Palos Verdes Peninsula Transit Authority**
Sebastian Hernandez	**City of Pasadena**
Nikole Bresciani	**City of West Covina**
Kathryn Engel - Proxy	**City of West Hollywood**

MUNICIPAL FIXED ROUTE OPERATORS PRESENT

Representatives and Proxies	*Agencies*
Len Engel	**Antelope Valley Transit Authority**
Doran Barnes	**Foothill Transit**
Linda Evans	**Los Angeles Department of Transportation**
Dana Pynn	**Long Beach Transit**
Giovanna Gogreve	**Metro**
Jose Medrano	**Montebello Bus Lines**
Jim Parker	**Norwalk Transit**
Joyce Rooney	**Beach Cities Transit**
Adrian Aguilar	**Santa Clarita Transit**
Ed King	**Santa Monica's Big Blue Bus**
James Lee	**Torrance Transit**

BOARD MEMBERS PRESENT

Nalini Ahuja, Chair	**Los Angeles County Metropolitan Transportation Authority**
Dolores Nason, Vice Chair	**Los Angeles County Board of Supervisors**
Kim Turner, Treasurer	**Los Angeles County Municipal Fixed Route Operators**
Theresa DeVera, Secretary	**City of Los Angeles Mayor's Office**
Doran Barnes	**City Selection Committee Corridor Transportation Services Representative**

Martin Gombert, Treasurer	**Los Angeles County Local Fixed Route Operators**
John B. Troost	**Los Angeles County Commission on Disabilities**

MEMBER AGENCIES NOT PRESENT

The following Board members were not in attendance: Directors Valerie Gibson and Angela Nwokike.

The following Local Fixed Route Operators were not in attendance: City of Arcadia, City of Baldwin Park, City of Bell, City of Bellflower, City of Burbank, City of Calabasas, City of Carson, City of Cerritos, 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 Canada Flintridge, City of Lawndale, City of Lynwood, City of Monterey Park, City of Paramount, City of Rosemead, City of Sierra Madre, and City of Westlake Village.

The following Municipal Fixed Route Operator were not in attendance: City of Commerce, Culver City Bus, and G-Trans Gardena.

2. WELCOME/INTRODUCTIONS

Access Services Board of Directors Chair, Nalini Ahuja, welcomed everyone to the Annual Membership meeting. Chair Ahuja also welcomed Congresswoman Grace Napolitano and stated that everyone would hear more from the Congresswoman later on during the meeting. Chair Ahuja introduced the members of the Access Services Board of Directors: Vice Chair Dolores Nason, representing the Los Angeles County Board of Supervisors; Treasurer Kim Turner from Torrance Transit, representing the Los Angeles County Municipal Fixed Route Operators; and Secretary Theresa DeVera representing the City of Los Angeles Mayor's Office; Director Martin Gombert from Palos Verdes Peninsula Transit Authority, representing the Los Angeles County Local Fixed Route Operators; Director Doran Barnes from Foothill Transit, representing the City Selection Committee Corridor Transportation Representatives; Director Valerie Gibson from the Pasadena Department of Transportation, representing Los Angeles County Local Fixed Route Operators; Director John Troost representing the Los Angeles County Commission on Disabilities and Director Angela Nwokike, representing the Los Angeles County Independent Living Centers. She also introduced the Board Ex-Officio's CAC Chair Michael Conrad, TPAC Chair Gracie Davis and special guests from the FTA, Ray Tellis and Adam Stephenson.

Access Services Interim Executive Director, Andre Colaiace, welcomed everyone and highlighted some of the major projects that Access had been working on during the past year. He stated that Access had retained a consultant to conduct a

Comprehensive Operational Review of Access' structure and operations. Staff was also implementing a revised eligibility process to better integrate mobility management best practices. Mr. Colaiace informed the members that Access would be moving its eligibility function to a new location in the City of Commerce and staff felt it would offer a better experience for the customers and would be more convenient and Access' goal was to have this up and running by July 1, 2017.

Mr. Colaiace concluded his welcoming remarks by stating that Access would begin the process of conducting a Customer Satisfaction Survey to see how the riders felt about the service and would use the results as a tool to improve the service.

4. 2016 SPIRIT OF ACCESSIBILITY AWARD

Access Services Board member Doran Barnes provided a brief presentation on where Access Services was about a year ago when they were faced with a possible fare structure change, which was the result of an audit. At the time, Access was not sure if they were going to have to move forward with the fare structure change, so a tremendous amount of work and preparation went into preparing for those changes.

Staff and the Board reached out to a very important member of the Congressional Delegation from Los Angeles County. An individual that had a seat on the Transportation Committee and had a deep passion not only for transportation but also for serving her community, Congresswoman Grace Napolitano. Congresswoman Napolitano represents the 32nd District in the House of Representatives, which primarily covers the San Gabriel Valley.

Director Barnes stated that he and Congresswoman Napolitano had worked together for many years and she was a great friend who was passionate about what she does and when she gets a hold of a topic, she grabs on to it and there is no stopping her. When staff and the Board first went to her regarding this issue, she had some questions and the most important question was, "What was happening with the local community and did the people care?" because what mattered to the constituents was what mattered to her. Once Congresswoman Napolitano heard from Access, she went to work on it and, if it were not for her efforts and persistence, Access would have a fare structure that would be very hard to understand and because of Congresswoman Napolitano and her staff's hard work Access was now able to maintain their current fare structure.

Congresswoman Napolitano thanked everyone and expressed her appreciation for the award. She reminded everyone of the importance of making their elected representatives aware of their needs and what changes were necessary. She thanked Access for the magnificent work they do for the individuals that need the service. She stated that it was also important to let people who do not understand what Access Services is know all about the service because it was a very critical service for the disabled and elderly community.

Congresswoman Napolitano concluded her comments by thanking her staff and mentioning their many accomplishments. She also talked about transportation and how important it was to speak out on what services were needed.

5. 2016 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD

Access Services' Manager of Operations Randy Johnson introduced the 2016 Jerry Walker Commitment to Quality Service Award recipient, Aurora Delgado. Mr. Johnson briefly went over the history of Jerry Walker and the qualifications for receiving this award. He also provided a little background on the recipient, Ms. Delgado.

Ms. Delgado stated that she was honored to receive this award and she thanked everyone who nominated her. She also thanked Timmy Mardirossian, the owner of California Transit Inc., her manager Mike Fricke and Angel the dispatcher and everyone else at CTI.

Ms. Delgado concluded her comments by stating that she enjoyed working for Access and working with the Braille Institute. She stated that while working at the Braille Institute she had the opportunity to get to know all the students and staff and learned a lot about visually impaired and blind people.

6. REVIEW AND APPROVAL OF APRIL 17, 2015 ANNUAL MEETING AND OCTOBER 15, 2015 SPECIAL MEMBERSHIP MEETING MINUTES

Recommendation: Approve the minutes from the Annual Membership Meeting held on April 17 and October 15, 2015 Special Membership Meeting Minutes.

Motion made by Linda Evans, representative from LADOT to approve the minutes as submitted, seconded by Joyce Rooney, representative from Beach Cities Transit. Via Voice Vote the majority of membership and Board were in favor, motion passed.

7. ESTABLISHMENT OF NOMINATING COMMITTEES – BOARD 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 Kathryn Engel from the City of Glendale 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, 2016.

Matthew Avancena, Access' Senior Manager of Planning and Coordination, stated that Access' bylaws required staff to establish a nominating committee at the Annual Membership meeting to develop a list of candidates for the Municipal and Local Fixed Route Operators for Board member elections. Mr. Avancena concluded his presentation by briefly going over staff's recommendation.

Motion made by Access Services Board Treasurer Kim Turner to approve the establishment of the Nominating Committees as presented by staff, seconded by Director John Troost. Via Roll Call Vote the majority of the quorum were all in favor, motion passed.

8. OPERATIONS REPORT

Access Services Deputy Executive Director of Operations and Safety Mike Greenwood provided a brief presentation on Operations by stating that Fiscal Year 2016 was a challenging year for Access staff and the Access contractors. He stated that Access was one of the largest paratransit operators in the United States and, with less than 70 employees in the administrative office, they rely on over 2,000 contracted drivers, dispatchers, mechanics, and support staff.

Mr. Greenwood briefly went over the Key Performance Indicators (KPIs) for 2016. He provided a brief overview on the non-statistical items such as increase in ridership, hiring of new drivers, new rider programs and meeting growing demand. Mr. Greenwood also added that as a contracting agency, managing the contracts was extremely important and in Fiscal Year 2016 staff implemented new compliance checks including a 100% audit of every driver file for every contractor once a year. Staff also implemented a new driver database to track all of that data. Access also has a new OSHA style inspection that is done twice a year at each of the contractor's sites where staff looks at the maintenance shop and office areas for compliance.

Mr. Greenwood stated that a total of 804 vehicle inspections were conducted by the Access fleet group during the year which included safety components, warning gauges, and internal wear and tear on the vehicles and body damage. Staff also saw a sharp decline in liability claims and claim dollars spent and there were many reasons behind this but the biggest effort was due to Access contractor's focus on safety. Mr. Greenwood added that, in 2016, the Board approved the implementation of the latest generation of Smart Drive video technology in the Access vehicles and the implementation was about 75% complete.

Mr. Greenwood concluded his presentation by stating that another highlight of the year was Train-the-Trainer sessions with the Braille Institute and OC Deaf (Orange County Deaf Equal Access Foundation) so they could share best practices with our Trainers, Road Supervisors and Access staff to better serve blind and deaf riders.

9. FISCAL YEAR 2015/2016 FINANCIAL REPORT

Access Services Deputy Executive Director Hector Rodriguez provided a brief presentation on the Fiscal Year 2015/2016 Financial Report. Mr. Rodriguez stated that in Fiscal Year 2015 Access had $134 million in expenses and an additional $7 million in capital depreciation expenses for a total of $141 million. In Fiscal Year 2016 Access had $149 million in revenue with about $142 million in expenses and another $6 million in capital depreciation. Mr. Rodriguez stated that on the

expense side paratransit operations was 88.5%, eligibility was another 6.6% and administration was 4.5% with a smaller portion 0.4% for CTSA. In Fiscal Year 2016, there were over 175,000 riders and demand continues to grow over 5% every year. Mr. Rodriguez went over a few of the slides in his presentation regarding the growth.

Mr. Rodriguez continued his presentation by stating that the one area that staff had not seen any growth was in the cost per trip. Cost per trip was decreasing year after year specifically in Fiscal Year 2014 and 2015, which dropped significantly, about $1 on a cost per trip basis. Last year there was a modest increase of 1.7% but that was due to many expenses related to software to accommodate "Beyond the Curb" service and software for addressing the Dynamic Fare issue, which was not implemented but staff had to take the steps to prepare for the possible implementation.

Mr. Rodriguez concluded his presentation by stating that part of the reason why the cost per trip had remained so low was because staff had sought ways to become very efficient and remain efficient. In spite of the tremendous growth in trips, administrative costs have remained below 5%.

10. GENERAL PUBLIC COMMENT

Chaplain Dov Cohen made public comment by stating that, as the previous Chair of the Access Services Community Advisory Committee (CAC), he thanked everyone for their support in helping the committee achieve their goals, which was to provide the safest and most efficient service to those that used paratransit and he also thanked the Board members. Mr. Cohen also brought to the attention of the audience a fact that they did not know about Congresswoman Napolitano. He stated that she was also responsible for helping veterans, leading the fight for homeless veterans, housing, medical care and emotional mental stability.

Mr. Cohen concluded his public comment by stating that Access Services honored a magnificent member of the community. He thanked everyone for attending this Annual Membership meeting and sharing today.

William Zuke made public comment by stating that he had been stating this fact for a while and felt he needed to repeat it again. Access saves lives every day and improves the quality of life for many people. He also asked that we remember the people that do an excellent job silently and quietly behind the scenes and go above and beyond of what their job entails. These were not just the drivers, call takers, or dispatchers.

Mr. Zuke concluded his public comment by stating that he wanted to ensure that the many other people that have not been recognized would be included in these appreciation efforts.

Elizabeth Lyons made public comment by thanking everyone for attending the annual meeting and hoped that everyone had a nice Thanksgiving Holiday. Ms. Lyons stated that when she called to make her reservation the call takers would

speak slow which she thought was nice because the rider could better understand but now we need to work on all the other lines. Ms. Lyons concluded her public comment by thanking staff and everyone behind the scenes.

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

Chair Ahuja thanked everyone for attending Access Services Annual Membership meeting and wished everyone Happy Holidays and a Happy New Year.

Motion made by Access Services Board Vice Chair Dolores Nason, Seconded by Access Services Board Secretary Theresa DeVera. Via Voice Vote the majority of the quorum were in favor. The meeting adjourned at 1:01 p.m.

Approval

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Theresa DeVera, Secretary Date