18th ANNUAL MEMBERSHIP MEETING
WEDNESDAY, MARCH 27, 2013
11:00 – 1:30 P.M.
The California Endowment Center
For Healthy Communities
1000 North Alameda Street
Los Angeles CA  90012

MISSION STATEMENT
Access Services promotes access to all modes of transport 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. REVIEW & APPROVAL OF MARCH 28, 2012 ANNUAL MEETING MINUTES AND NOVEMBER 19, 2012 SPECIAL MEMBERSHIP MEETING MINUTES (page 3)
   [Staff Recommendation: Approve]
ACTION
   [Vote Required: majority of each of the two classes by voice vote]
4. GENERAL PUBLIC COMMENT
INFORMATION
5. ESTABLISHMENT OF NOMINATING COMMITTEES – BOARD ELECTIONS (page 20)
   [Staff Recommendation: 1) Appoint Shirley Hsiao (Long Beach Transit) to the Nominating Committee for the selection of two Directors to represent the Municipal Fixed Route Operators. 2) Appoint Valerie Gibson (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 April 15, 2013.]
ACTION
   [Vote Required: majority of each of the two classes by voice vote]
6. TECHNOLOGY AT EVERY TURN
PRESENTATION
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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure 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 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 yellow Public Comment Form and submit it to the Secretary to 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 in 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 will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."
MINUTES
ACCESS SERVICES
17TH ANNUAL MEMBERSHIP MEETING
WEDNESDAY, MARCH 28, 2012

CALL TO ORDER/INTRODUCTIONS

The Access Services 17th Annual Membership meeting convened at 11:25 a.m. on Wednesday, March 28, 2012, at the California Endowment Center for Healthy Communities, 1000 North Alameda Street, Los Angeles, California. The presiding Board Member was Chairperson, Jano Baghdanian. The following Members of Access Services were present, constituting a quorum of the Membership of Access Services:

LOCAL FIXED ROUTE OPERATORS

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<th>Representatives and Proxies</th>
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<td>Jim Venegas</td>
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<td>Ann Meiner</td>
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# MUNICIPAL FIXED ROUTE OPERATORS

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<td>Antelope Valley Transit Authority</td>
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<td>Doran Barnes</td>
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<td>Los Angeles Department of Transportation</td>
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## BOARD MEMBERS

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<td>Jano Baghdanian, Chair</td>
<td>Local Fixed Route Operators</td>
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<td>Dolores Nason, Vice Chair</td>
<td>L.A. County Board of Supervisors</td>
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<td>Doran Barnes</td>
<td>City Selection Committee Corridor Transportation Services Representative</td>
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<td>Joseph Stitcher</td>
<td>Los Angeles Municipal Operators</td>
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The following Local Fixed Route Operators were not in attendance: City of Compton, City of Downey, City of Baldwin Park, City of Calabasas, City of Monterey Park, City of Santa Fe Springs, City of El Monte, City of Inglewood, City of Cerritos, City of Bellflower, City of Sierra Madre, City of Burbank, City of West Covina, City of Cudahy, City of La Canada Flintridge, City of Paramount, City of Lawndale, City of Monrovia, City of West Lake Village, City of Alhambra, City of Carson, City of Rosemead, and the City of Duarte.

The following Municipal Fixed Route Operators were not in attendance: City of Gardena Municipal Bus Lines, Culver City Bus, and the City of Commerce.

The following Board members were not in attendance: Kurt Hagen, Treasurer of the Access Services Board of Directors and Theresa DeVera, Secretary of the Board of Directors.

**WELCOME/INTRODUCTIONS**

Access Services Executive Director, Shelly Verrinder welcomed everyone to the 17th Annual Membership Meeting, she also introduced the members of the Access Services Board of Directors: Chairperson, Jano Baghdanian from the City of Glendale, representing the Los Angeles Local Operators, Vice Chairperson, Dolores Nason, representing the Los Angeles County Board of Supervisors, Treasurer, Kurt Hagen was unable to attend, however he represents the Los Angeles County Commission on Disabilities, Secretary, Theresa DeVera who was also unable to attend, and represents the City of Los Angeles Mayor’s Office, Director Doran Barnes, from Foothill Transit representing the City Selection Committees Corridor Transportation Representatives, Director Joseph Stitcher from Santa Monica Big Blue Bus representing the Los Angeles Municipal Fixed Route Operators, Director Martin Gombert from Palos Verdes Peninsula Transit Authority representing Los Angeles Local Fixed Route Operators, Director Angela Nwokike, representing the Los Angeles County Independent Living Centers Collaboration, Director Roman Alarcon, representing the Los Angeles County Metropolitan Transit Authority, and Jim Jones, Legal Counsel for Access Services.

Ms. Verrinder recognized special guests Mr. Veronica Cobla, Transportation Deputy from the Los Angeles County Board of Supervisor, Gloria Molina’s Office, and Ms. Alexia Teran from the Los Angeles County Commission on Disabilities.

Ms. Verrinder began her presentation by stating that in June 2012 the Access Services Board of Directors approved the agencies values that were built upon the
organizational structure which started with Access Services Vision and Mission statement. Ms. Verrinder stated that the values shaped the expectation for all employees that are associated with Access Services including our contracted partners. She added that the values were intended to act as the ground rules for how we treated one another and interacted with our stakeholders; they are the values that drive us. Ms. Verrinder went over the values; Leadership, Responsiveness, Respect, Professionalism, and Quality.

Ms. Verrinder concluded her welcoming introduction by thanking Access Services Administrative Manager/Board Liaison, Donna Cisco for putting the Annual Meeting together along with other staff members support. She stated that this was the first time Ms. Cisco had the responsibility of putting the meeting together and she did a wonderful job. She also mentioned that of each place setting was a package of M&M’s that contained Access Services values. She turned the meeting over to the Chairperson of the Board of Directors, Jano Baghdanian.

Chairperson Baghdanian also welcomed everyone to the 17th Annual Membership meeting of Access Services and stated that 2011 had been a very exciting and productive year for Access Services as Ms. Verrinder outlined in her welcoming presentation. Chairperson Baghdanian stated that considering the economic situation nationwide within the state and the regions he was very proud, on behalf of the Board of Directors, to state that Access Services was able to maintain quality of service without any service cuts or deficiency in safety. However, Access Services was faced with a very challenging future with the aging population that would eventually be utilizing Access Services. Chairperson Baghdanian added that with the help of all the Member Agencies, Access Services would be able to overcome any challenges in the future. Chairperson Baghdanian also mentioned that it was a pleasure working with each individual Board member as a team. He also recognized the Access Services staff and stated that they have all done a wonderful job under the leadership of their Executive Director, Shelly Verrinder.

Chairperson Baghdanian concluded his welcoming comments by recognizing all of the Access Services contract providers and welcomed everyone once again.

REVIEW AND APPROVAL OF MARCH 31, 2011 ANNUAL MEETING MINUTES

Motion: Dolores Nason, Vice Chair of the Access Services Board of Directors moved approval of the minutes from the March 31, 2011 Annual Membership Meeting.

Second: Joseph Stitcher, Access Services Board member seconded the motion.

Discussion: None.

Vote: Via Voice Vote.

In Favor: All were in favor.
Abstention: None.

Pass/Fail: The motion carried.

GENERAL PUBLIC COMMENT

Ms. Phyllis Coto announced that she was a newly appointed member of the Community Advisory Committee (CAC). She added that it was a privilege to attend the annual membership luncheon and she wanted to mention that the safety of the Access Services riders while using the subways and the buses needed to be looked into in the future.

Mr. Daniel Garcia stated that he had been a system advocate for many years and he was very happy to be attending the 17th Annual Membership meeting. He thanked Access Services for inviting him and his wife Dina Garcia.

Mr. Michael Conrad stated that he was a member of the Quality Services Subcommittee (QSS), and he had two issues that he wanted to bring up with the first being the issue of trying to put four people in a small vehicle such as the Toyota Prius and the Chevy Malibu, which happened a lot in the Southern region. Mr. Conrad added that when the driver contacts the dispatcher to let them know that everyone would not fit in the vehicle, the dispatcher would tell the driver to go to the pickup locations and if they did not fit to mark them as a no show.

Mr. Conrad also mentioned that with the free fare program, charging a fee for the Personal Care Assistant (PCA) was really going to be a hardship on the disabled community and the PCA's because the majority of them are on a low or fixed income.

Mr. Gary Jansen thanked the Board for appointing him to the Community Advisory Committee (CAC). He stated that he really enjoyed serving and being a good example to his co-riders. He concluded his public comment by thanking Director Barnes and staff for inviting him to the Annual Meeting.

Mr. Michael Arrigo thanked the Board members, Access Services staff and added that he looked forward to working with them in the near future. He also mentioned that the real appreciation goes to the providers.

Chairperson Baghdanian thanked all the CAC and TPAC members for volunteering their time and for the hard decisions they are faced with. He also mentioned that he felt that the contributions they make were very important to the Board of Directors. Chairperson Baghdanian turned the floor over to Access Services Director of Contract Administration, Steve Chang.

Mr. Chang welcomed everyone and announced that lunch would be served and shortly after the meal staff would resume the meeting with a few presentations.
ACCESS CUSTOMER SATISFACTION SURVEY GUEST SPEAKER (Todd Remington, Fairfax Research Group)

Access Services Deputy Executive Director of Planning and Governmental Affairs, Andre Colaiace provided a brief overview and introduction of Access Services customer satisfaction survey and the guest speaker. Mr. Colaiace stated that Access tracks a lot of statistics from on-time performance to customer concerns, average initial hold times and the statistics that are collected are valuable but do not paint a complete picture of our customers overall experience.

He stated that last year Access Services hired Todd Remington from the Fairfax Research Group to conduct a comprehensive telephone survey of Access customers because Access Services wanted to know firsthand if they were meeting or exceeding their customers’ expectations. Mr. Colaiace provided a little background information on Mr. Remington and the Fairfax Research Group.

Complete results of the comprehensive telephone survey on Access customers is available upon request.

TAP CARD PROGRAM UPDATE

Access Services Deputy Executive Director of Administration, F Scott Jewell provided a brief presentation on the Free Fare program and the TAP card but before he began he mentioned that the M&M’s that were distributed to everyone were something that staff came up with to internalize Access Services values.

Mr. Jewell began his presentation by stating that in terms of the fare payment system, Access staff had been looking for a number of ways the riders could pay their fare on Access vehicles. Staff also wanted to ensure that when a system was implemented the security and integrity of the transaction would work with Access Services current equipment. Mr. Jewell also mentioned that over the last ten years the original white ID card that Access Services issued to the riders had become a lot easier to replicate and different versions of that card began showing up throughout the service areas. Mr. Jewell explained that staff put together a hybrid card that had both a smart chip and magnetic stripe; the smart chip would allow staff to put an Access pass on the card which would also allow their fixed route partners with TAP enabled vehicles to read the pass and for the non-enabled vehicles that card could be used as a flash pass.

Mr. Jewell added that the magnetic stripe would allow Access riders to utilize the TAP card to pay their fare on an Access vehicle, make purchases at convenient stores, grocery stores, etc. once they added funds to the TAP card. It would also allow both Santa Monica Big Blue Bus and Long Beach Transit to recognize the free fare trips through their fare boxes. Mr. Jewell displayed a sample of the TAP card and went over the information that was displayed on the card so everyone could get a better idea of what it looked like.
Mr. Jewell stated that staff installed software upgrades in over a thousand Access owned vehicles and taxis throughout the service areas and from September 2011 to March 2012 staff issued over 80,000 TAP cards through the eligibility process and to riders that called the Customer Service Center to request a replacement. After reviewing the free fare usage that was reported to Access Services through the free fare partners for the last eighteen months, there were over 200,000 trips per month and after March 1, 2012 it was reported that over 1.6 million free fare trips took place countywide through the free fare program. Mr. Jewell added that Metro Bus represented the highest number of free fare trips but it was also broken down by Access Services free fare partners that were TAP enabled such as Montebello, Foothill, Norwalk, Santa Clarita, Culver City, and Gardena.

Mr. Jewell stated that Access Services next steps would be to look at service area usage, travel patterns and most importantly demand management because staff had seen a significant growth in ridership after the first of the New Year. Staff was also projecting that they would be carrying close to 3.5 million passengers during fiscal year 2013 and that is why it was important to understand the riders travel patterns and whether or not staff would be able to leverage our free fare program in terms of managing the demand.

Mr. Jewell concluded his presentation by stating that staff was also looking at policy modifications in terms of free fare reimbursement. He stated that Access Services agreement with the majority of the free fare partners stated that Personal Care Assistants were not charged when they traveled with an eligible rider on Access Services or when they traveled with the free fare program.

THE YEAR IN REVIEW

Access Services Chief Operations Officer, Mark Maloney provided a brief presentation on Access Services year in review. Mr. Maloney stated that, as Mr. Jewell mentioned during his presentation, Access Services ridership had been growing and at the end of 2011 there were 2.9 million customers, which was a 7.3% increase in ridership over the previous fiscal year. Mr. Maloney stated that with the challenges of the increase in ridership, Access Services was able to exceed all operations performance standards. On-time performance for the fiscal year was 91.6%, which exceeded the performance standard of 91%. Late 4 trips made up only 0.09%, which also exceeded the performance standard of 0.10%. Average initial hold time for the system was 56 seconds for the fiscal year falling way below the standard of 120 seconds.

Mr. Maloney also stated that Access Services received 4.4 complaints for every 1,000 trips performed, which represents a 16% reduction in service related complaints from the previous year. In Fiscal Year 2011 Access Services put safety as a priority, staff implemented a number of safety focuses and strategies such as the launch of the first safety rodeo, Access sponsored driver incentive program, the implementation of the on board incident camera system and significant improvements in Access Services
accident investigation review process. As a result of the implementations Access Services had experienced a 50% reduction in the number of accident related insurance claims over the course of the year.

Mr. Maloney thanked the sponsors of the Roadeo; SullivanCurtisMonroe, C.A.R.E Evaluators, MV Transportation, Global Paratransit Inc., San Gabriel Transit Inc., California Transit Inc. and Santa Clarita Transit, and the many volunteers. He reminded everyone that the next Access Services Roadeo would be held in August 2012 at the Pomona Fairgrounds in Pomona California.

Mr. Maloney concluded his presentation by stating that Access Services Financial Report could be found on page 21 of the Annual Report which had detailed breakdowns and a lot more specific information.

**2011 SPIRIT OF ACCESSIBILITY AWARD**

Access Services Manager of Planning and Coordination, Matthew Avancena provided a brief presentation on the 2011 Spirit of Accessibility Award and its 2011 recipient by stating that the Spirit of Accessibility award was established in 2000 to honor individuals and organizations that had made significant contributions towards making transit more accessible.

He announced this year’s award recipient Ms. Marie Madsen who embodied the spirit of this award. Ms. Madsen was an adult transition teacher at Montebello High School, in Montebello, California where she teaches life skills and focuses on teaching special education students how to become independent. Due to the schools budget cuts to their transportation program, Ms. Madsen started to incorporate public transit into her curriculum. She teaches her students how to read the bus schedules and every week she would take her students to a local destination such as the grocery store where they would purchase items to cook in the classroom. Mr. Avancena presented a video presentation of Ms. Madsen and what she does to enrich the lives of her students.

Ms. Madsen received the 2011 Spirit of Accessibility Award, she thanked Access Services staff for recognizing her and providing the service, she also thanked the management and staff at Montebello Bus Lines and many other people that helped her students become more independent with public transit.

**2011 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD**

Access Services Manager of Safety, Training and Emergency Preparedness, Evie Palicz provided a little background on the “Jerry Walker Commitment to Quality Service Award” by stating that Jerry Walker was a Project Manager for San Gabriel Transit and he was a true pioneer in the paratransit industry. Mr. Walker passed away unexpectedly in January of 2007 and to honor his memory staff created the “Jerry Walker Commitment to Quality Services Award” because it honored his passion for
providing quality service to every one of our customers and to honor the individual that really went above and beyond.

Ms. Palicz stated that this year staff received 45 nominations which came down to a difficult task of choosing one recipient to receive the award. She announced that the recipient for this year’s award was Ms. Maribel Villagrana, a Transit Evaluator from C.A.R.E. Evaluators. Ms. Villagrana was selected because she exemplified consistent, outstanding and qualified service to her customers that went above and beyond the call of duty. Ms. Villagrana started her Access career at C.A.R.E. Evaluators as a Customer Service Representative and a Transit Mobility Specialist and was the face of Access Services.

While Ms. Villagrana was working at C.A.R.E. Evaluators, she took night classes at California State University, Long Beach and received her Bachelor’s Degree in Psychology and upon the completion of her degree she took C.A.R.E.’s extensive training program which enabled her to be promoted to a Transit Evaluator. Currently Ms. Villagrana is pursuing her Master degree in Psychology and in spite of all the successes and honors she received, she is a very humble person. Ms. Palicz presented a video presentation on how Ms. Villagrana was awarded the award through launching Access Services new “Scratch to Win” incentive program.

Last year’s Jerry Walker Commitment to Quality Service award recipient Manuel Ramos, offered a few encouraging words to Ms. Villagrana and passed the torch to the 2011 Jerry Walker Commitment to Quality Services recipient who would not only receive a check for $1,000 but a trophy that she would keep at the C.A.R.E. facility for an entire year and her own personal crystal trophy.

Ms. Villagrana thanked everyone and stated that this was all a very big surprise and she was honored to receive the award. She also thanked everyone at C.A.R.E. Evaluators and stated that she was doing what she loved, helping people, she also thanked her family.

**NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA**

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

**ADJOURNMENT**

**Motion:** Joseph Stitcher, Access Services Board of Director moved to adjourn the meeting.

**Second:** Angela Nwokike, Access Services Board of Director seconded the motion.

**Vote:** Via Voice Vote.

**Pass/Fail:** All were in favor and the meeting adjourned at 1:25 p.m.

Approval
The Access Services Special Membership meeting convened at 10:10 a.m. on Monday, November 19, 2012 in the Redwood Room of the California Endowment Center located at 1000 North Alameda Street in the City of Los Angeles. The presiding Board Member was Doran Barnes, Chairperson. Board Members present included: Dolores Nason, Vice Chair, Joseph Stitcher, Treasurer, Theresa DeVeria, Secretary, and Martin Gombert. Ex-Officio, Michael Arrigo, Wayne Wassell, and Jim Jones, Access Services Legal Counsel. Director Angela Nwokike, James Woodson, and J ano Baghdanian were excused from the meeting.


Access Services Executive Director, Shelly Verrinder welcomed everyone and thanked everyone for taking time out from their busy schedule to be present, not to mention that it was also a holiday week. Ms. Verrinder stated that Access Services has been keeping a watchful eye on the budget and the deferred capital purchases for this fiscal year. Staff was also going to use some of the surplus funds from last year to purchase some vehicles but in a typical year Access Services would purchase over a hundred vehicles and this year staff will be purchasing less than ten. Ms. Verrinder concluded her welcome comments by introducing the Access Services Board of Directors Chairperson, Doran Barnes.

Chairperson Barnes welcomed and thanked everyone for being present at this special membership board meeting to discuss and vote on a very important item that staff had been soliciting feedback and considering very carefully.

**LOCAL FIXED ROUTE OPERATORS**

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Ilu Johnson
City of Lynwood

Amy Ho
City of Monterey Park

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City of Bell Gardens

Hector Rodriguez
City of Cudahy

Kathryn Engel - Proxy
City of La Canada Flintridge

Kathryn Engel - Proxy
City of Paramount

Jim Venegas
City of Alhambra

MUNICIPAL FIXED ROUTE OPERATORS

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The following Local Fixed Route Operators were not in attendance: City of Compton, City of Downey, City of Baldwin Park, City of El Monte, City of Inglewood, City of Huntington Park, City of Cerritos, City of Bellflower, City of Sierra Madre, City of Lawndale, City of Westlake Village, City of Carson, City of Rosemead, and City of Duarte.

The following Municipal Fixed Route Operators were not in attendance: Gardena Municipal Bus Lines, and City of Commerce.

The following Access Services Board of Directors members were not in attendance: Angela Nwokike, Jano Baghdanian, and James Woodson.
GENERAL PUBLIC COMMENT

No general public comments were heard.

COMPLEMENTARY ADA PARATRANSIT PLAN UPDATE EFFECTIVE JANUARY 1, 2013

Access Services Deputy Executive Director Planning and Governmental Affairs, Andre Colaiace provided a brief presentation on the Complementary ADA Paratransit Plan Update Effective January 1, 2013.

Mr. Colaiace stated that a three year fiscal outlook was presented to the Board at the June 2012 Board meeting and in the current year staff was projecting a $2.8 a million deficit. He added that staff intended to close the deficit by deferring vehicle purchases but in the upcoming year of 2013, staff projected a $5.7 million deficit which included the deferred capital from this year, and the year after that staff was projecting a $3.1 million deficit. Mr. Colaiace explained the reasons for the projections by stating that there are two main factors. The first was Access Services ridership was outpacing the projections. Staff felt that this was due in part to cuts in transportation services by regional centers and other local governments. Secondly, staff felt it was also due to the increasing cost of fuel which affected Access Services in two ways; the direct cost of fuel to our budget because our vehicles travel over 34 million miles a year and staff felt that there was a direct correlation between the cost of fuel and ridership on Access because when fuel prices are high Access is considered a low cost transportation alternative.

Mr. Colaiace explained how the Board approved fare change process worked by stating that the first step would be to analyze the proposed fare and service changes. The Board members stated that they wanted the change that staff proposed to lead to a balanced budget next year and to restore the deferred capital from this year. Mr. Colaiace added that staff worked with HGR Decision Economics, which was the firm that helps staff project their ridership and come up with the proposal. The second step was to implement a comprehensive outreach plan and the third step was to report back to the Board, which was all done last month and the Board approved forwarding this proposal to the membership.

Mr. Colaiace stated that the fare proposal brought forth for the memberships approval, is a two-step fare increase with the first step beginning on January 1, 2013 with an increase of $0.25 and the second step beginning on July 1, 2014 with another increase of $0.25 and at this point the fare would be $2.75 for a trip under 20 miles and $3.50 for trips over 20 miles and transfers and North County fares would remain the same. He also mentioned that he was asked the question of why staff decided to keep the fares the same for transfers and the North County, Mr. Colaiace replied that the base fare in Santa Clarita was $1.00 so Access Services could not charge more than the current $2.00 and secondly staff felt that people in the North County already paid high fares for transferring from the North County to the L.A. Basin, and finally in
the North County the ridership was only 4.2% of Access Services total ridership, so any fare increase would not have had a material effect on Access Services budget.

Mr. Colaiace also provided some other facts, Access riders currently paid less than 5% of the cost of their rides and this would only be the second fare increase in Access Services eighteen year history. Mr. Colaiace also provided some of Access Services outreach activities by stating that staff conducted a number of community meetings, a public hearing, direct mailing and a number of ways people could comment either by phone, email, an online survey and the proposal was presented twice, to the Community Advisory Committee (CAC), Transportation Professional Advisory Committee (TPAC) and notified the member agencies and their various committees such as BOS, LTSS and notified all the political offices and the FTA on what staff was proposing.

Mr. Colaiace informed everyone that the CAC and TPAC both unanimously approved the fare proposal. He also mentioned that results of the public’s input by stating that 72% of the people who commented on the fare proposal were in support and 27% opposition. Mr. Colaiace concluded his presentation by stating that staff was requesting action on the fare proposal today and if approved staff would amend the paratransit plan and submit it to the FTA and undergo a rider notification process.

**Board Questions & Comments:** Joyce Rooney, Municipal Fixed Route Representative asked when was the last time Access Services increased their fares? Mr. Colaiace replied that the last time the fares were increased was in 2009, staff proposed an increase of $0.30 and the Board approved a $0.25 increase.

**Motion:** Linda Evans, Municipal Fixed Route Representative for LADOT, moved approval of Access Services proposed fare increase as recommended by staff.

**Second:** Hector Rodriguez, Local Fixed Route Representative for the City of Cudahy, seconded the motion.

**Discussion:** None.

**Roll Call:** Chairperson Barnes requested a roll call.

**In Favor:** All were in favor with the exception of one abstention.

**Opposed:** None.

**Abstention:** Kathryn Engel Proxy, City of West Hollywood.

**Pass/Fail:** The motion carried.

Chairperson Barnes stated that the action that the membership took at today’s meeting was a very important one that would ensure the financial health of Access
Services and it comes at a difficult time with great demands on limited resources that our riders and consumers have available to them. He also mentioned that as member agencies and the Board, we need to be very cautious and watchful of the financial situation with Access Services because ridership continues to grow and the fares only cover a very small portion of the overall cost. Access Services also needs to be very mindful of deferring the capital program because while that may help in the short term we all know you can only run a paratransit vehicle for so long until they don’t run anymore. Chairperson Barnes thanked everyone for their careful consideration. He also extended a special thanks to Access Services entire management team, staff who he felt had done a wonderful job with outreach, community meetings and providing lots of opportunities for public input.

NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

No new business was heard subsequent to the posting of the agenda.

ADJOURNMENT

Motion: Director Stitcher moved to adjourn the meeting.
Second: Director Nason seconded the motion.
Vote: Via Voice Vote.
Pass/Fail: All were in favor and the meeting adjourned at 10:28 a.m.

Approval

Theresa DeVera, Secretary Date
MARCH 21, 2013

TO: MEMBER AGENCY REPRESENTATIVES

FROM: ANDRE COLAIACE, DEPUTY EXECUTIVE DIRECTOR OF PLANNING AND GOVERNMENTAL AFFAIRS

RE: ESTABLISHMENT OF NOMINATING COMMITTEES – BOARD ELECTIONS

ISSUE:

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 Shirley Hsiao (Long Beach Transit) to the Nominating Committee for the selection of two Directors to represent the Municipal Fixed Route Operators.

2) Appoint Valerie Gibson (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 April 15, 2013.

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. Access staff will handle the administrative tasks for the committees and expects elections to be held in May.

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, 2013. The new term begins July 1, 2013 and ends June 30, 2015. The rotating seat on the Board will be held by the Municipal Fixed Route Operators until June 30, 2015.
ARTICLE VI. DIRECTORS

A. Powers.

1. General Agency Powers:

   Subject to the provisions and limitations of the California Nonprofit Public Benefit Corporation Law and any other applicable laws, and subject to any limitations of the articles of incorporation or bylaws regarding action that require approval of the members, the agency's activities and affairs shall be managed, and all corporate powers shall be exercised, by or under the direction of the Board.

2. Specific Powers:

   Without prejudice to the general powers set forth in Section A.1 of this article of these bylaws, but subject to the same limitations, the directors shall have the power to:

   a. Appoint and remove, at the pleasure of the Board, all of the agency's officers, agents, and employees; prescribe powers and duties for them that are consistent with law, with the articles of incorporation, and with these bylaws; and fix their compensation and require from them security for faithful performance of their duties.

   b. Change the principal office of the principal business office in California from one location to another.

   c. Adopt and use a corporate seal; prescribe the forms of membership certificates; and alter the forms of the seal and certificates.

   d. Borrow money and incur indebtedness on behalf of the agency and cause to be executed and delivered for the corporation's purposes, in the corporate name, promissory notes, bonds, debentures, deeds of trust, mortgages, pledges, hypothecations, and other evidences of debt and securities.

   e. Merge the agency with another entity, determine the principal terms of the merger and any amendment to those terms.

   f. Dissolve the agency and determine the distribution of the assets of the corporation. The assets shall be distributed either to a public fixed route operator, Los Angeles County, or other agencies similar to this agency deemed appropriate by the Board of Directors.
B. Number and Qualifications of Directors.

The authorized number of directors shall be nine. The selecting authorities and qualifications for directors are:

1. One director shall be appointed by the County of Los Angeles Board of Supervisors.

2. One director shall be appointed by the City Selection Committee's Corridor Transportation Representatives representing the Los Angeles County Metropolitan Transportation Authority ("LACMTA").

3. One director shall be appointed by the Mayor of the City of Los Angeles.

4. One director shall be elected under the authority of the governing boards of the municipal fixed route operators and shall be a governing board member or staff person of any municipal operator that is a member of the corporation.

5. One director shall be elected by the governing boards of the local fixed route operators and shall be a governing board member or staff person of any local operator that is a member of the corporation.

6. One director with a disability within the meaning of the Americans with Disabilities Act shall be appointed by the Los Angeles County Commission on Disabilities through an open public process. “Open public process” shall be defined as follows. The process: a) is one undertaken in the public view and a reasonable effort is made to publicize the opening; b) is open to all qualified candidates; c) and is structured so that the qualifications of the respective candidates are weighed by the appointing agency before it makes its appointment.

7. One director with a disability within the meaning of the American with Disabilities Act shall be appointed by the Los Angeles County Independent Living Centers through an open public process. “Open public process” shall be defined as follows. The process: a) is one undertaken in the public view and a reasonable effort is made to publicize the opening; b) is open to all qualified candidates; c) and is structured so that the qualifications of the respective candidates are weighed by the appointing agency before it makes its appointment.

8. One director shall be appointed by the Board of Directors of the LACMTA and shall be a governing board member or staff person of that organization familiar with transit finance or operations.

9. One director shall be appointed first by the local fixed route operators and then by the municipal fixed route operators and such appointment shall thereafter successively alternate between them. The first
appointment of such a director by the local fixed route operators shall be for the period commencing with the appointment and ending June 30, 2005 and shall not require a nominating committee or the timing set forth in Article VI, Section D of these Bylaws. Thereafter the appointment of a director under this provision shall be for the term and in accordance with the procedures set forth in Article VI Section D of Bylaws.

10. Directors may only be removed by the action of the selecting authority.

C. Restriction on Interested Persons as Directors.

No more than 49 percent of the persons serving on the Board may be interested persons. An interested person is (i) any person compensated by the corporation for services rendered to it within the previous 12 months, whether as a full time or part time employee, independent contractor, or otherwise, excluding any reasonable compensation paid to a director as director; and (ii) any brother, sister, ancestor, descendant, spouse, brother-in-law, sister-in-law, mother-in-law, or father-in-law of such person. However, any violation of the provisions of this paragraph shall not affect the validity or enforceability of any transaction entered into by the agency.

D. Appointment, Election and Term of Office.

1. Within thirty (30) days prior to the expiration of a director’s term of office, the County of Los Angeles, the Los Angeles County City Selection Committee (excluding the City of Los Angeles), the City of Los Angeles, the Los Angeles County Commission on Disabilities, LACMTA and the Los Angeles County Independent Living Center shall notify ASI of their respective appointments to the Board. These directors shall be appointed by the appropriate process in each of these entities.

2. Except as otherwise provide in Section B of this Article VI, the Directors for the Municipal Operators and Local Operators shall be elected through a written ballot and nominating committees shall be selected at the annual meeting. The nominating committees shall prepare a list of all qualified nominees, which shall be distributed to the governing boards of the member representatives in March of each year for election of directors before July 1st of each year.

All directors shall serve two-year terms beginning on July 1st and terminating on June 30th.

The directors shall serve alternate terms as follows:

Terms beginning and ending in even-numbered years:

County of Los Angeles
City Selection Committee's Corridor
Transportation Representative
City of Los Angeles
Los Angeles County Commission on Disabilities

Terms beginning and ending in odd-numbered years:

LACMTA
Municipal Operators
Local Operators
Los Angeles County Independent Living Center
Alternating seat between Local and Municipal Operators

There shall be no limit on the numbers of terms of office of directors.

E. Vacancies on Board.

A vacancy or vacancies on the Board shall exist on the occurrence of the following: (a) the death or resignation of any director; (b) the declaration by resolution of the Board of a vacancy in the office of a director who has been declared of unsound mind by an order of court, convicted of a felony, or found by final order of judgment of any court to have breached a duty under Article 3 of Chapter 2 of the California Nonprofit Public Benefit Corporation Law; (c) removal of a director; (d) the expiration of a director(s) term; and (e) an increase in the authorized number of directors.

Vacancies on the Board of Directors shall be filled in the manner prescribed in these bylaws for regular appointments to that office, provided that in the event the selecting authority fails to make a timely appointment, its representative to the Board shall continue to serve on an interim basis until such time as the selecting authority acts. However, in the event the representative is unwilling or unable to continue to serve on an interim basis, a majority of the directors then in office, (even though less than a quorum), or a sole remaining director may fill the Board vacancy until such time as the appropriate selecting authority makes an appointment.

F. Resignations.

Except as provided below, any director may resign by giving written notice to the chairperson of the Board or to the secretary of the Board. The resignation shall be effective when the notice is given unless it specifies a later time for the resignation to become effective. Except on notice to the Attorney General of California, no director may resign if the corporation would be left without a duly elected director or directors.

G. No Vacancy on Reduction of Number of Directors.

No reduction of the authorized number of directors shall have the effect of removing any director before that director’s term of office expires.
H. Open Meetings.

All meetings of the Board shall be conducted in accordance with the provisions of The Ralph M. Brown Act (California Government Code Section 54950 et seq.).

I. Regular Directors' Meetings.

The Board shall designate, by resolution, a regular time for holding meetings. Meeting may be held at any place that has been designated in the notice of the meetings, or, if not so designated, at the principal office of the corporation.

The Board shall require that the meeting agenda be posted at least 72 hours before a regular meeting in a location that is freely accessible to members of the public.

J. Special Meetings.

A special meeting may be called at any time by the chairperson of the Board or by a majority of the Board members.

K. Manner of Giving Notice.

Notice of the time and place of special meetings shall be given to each director by one of the following methods: by first-class mail, postage prepaid, facsimile, electronic mail, or other electronic means. All such notices shall be given or sent to the director's address or facsimile number as shown on the records of the agency. Notice shall be delivered 24 hours in advance of the meetings. The notice shall state the time of the meeting, the place and purpose of the meeting. The notice shall be publicly posted at a location that is freely accessible to members of the public.

L. Quorum.

A majority of the authorized number of directors shall constitute a quorum for the transaction of business, except to adjourn. Every action taken or decision made by a majority of the directors present at a duly held meeting at which a quorum is present shall be the act of the Board, subject to the more stringent provisions of the California Nonprofit Public Benefit Corporation Law, including, without limitation, those provisions relating to (a) approval of contracts or transactions in which a director has a direct or indirect material financial interest, and (b) indemnification of directors. A meeting at which a quorum is initially present may continue to transact business, despite the withdrawal of directors, if any action taken or decision made is approved by at least a majority of the required quorum for that meeting.

M. Adjournment.
A majority of the directors present, whether or not a quorum is present, may adjourn any meeting to another time and place.

N. Compensation and Reimbursement.

Directors may receive such compensation, if any, for their services as directors or officers, and such reimbursement of expenses, as the Board may determine by resolution to be just and reasonable as to the corporation at the time that the resolution is adopted.

O. Meetings by Telephone or Other Telecommunications Equipment.

Any board meeting may be held by conference telephone, video screen communications, or other communications equipment. Participating in a meeting under this Section shall constitute presence in person at the meeting if all of the following apply:

1. Each director participating in the meeting can communicate concurrently with all other members.

2. Each director is provided the means of participating in all matters before the Board including the capacity to propose or to interpose an objection to, a specific action to be taken by the agency.

3. The Board has adopted and implemented a means of verifying both of the following:
   a. A person communicating by telephone, video screen, or other communications equipment is a director entitled to participate in the Board meeting.
   b. All statements, questions, actions or votes were made by that director and not by another person not permitted to participate as a director.

4. The meeting is noticed, posted and conducted in accordance with the requirements of Government Code § 54953(b) or its successor.