ANNUAL MEMBERSHIP MEETING
TUESDAY, OCTOBER 30, 2018
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

2. WELCOME/INTRODUCTIONS

3. LUNCH

4. REVIEW & APPROVAL OF NOVEMBER 30, 2017 ANNUAL MEMBERSHIP MEETING MINUTES (page 4)
   [Staff Recommendation: Approve]

5. ESTABLISHMENT OF NOMINATING COMMITTEES - BOARD ELECTIONS (page 12)
   [Staff Recommendation:
   1) Appoint Joyce Rooney from Beach Cities Transit to the Nominating Committee for the selection of one Director to represent the Municipal Fixed Route Operators.
   2) Appoint Kathryn Engel from the city of Glendale to the Nominating Committee for the selection of two Directors to represent the Local Fixed Route Operators.
   3) Allow additional members to volunteer until December 28, 2018.
   [Vote Required: Majority of members present in person or proxy of two of the three classes by voice vote]
6. **FINANCIAL REPORT** PRESENTATION

7. **OPERATIONS REPORT** PRESENTATION

8. **INFORMATION TECHNOLOGY UPDATE** PRESENTATION

9. **2018 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD** PRESENTATION

10. **2018 SPIRIT OF ACCESSIBILITY AWARD** PRESENTATION

11. **GENERAL PUBLIC COMMENT** INFORMATION

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

13. **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.
1. **CALL TO ORDER**

The Access Services Annual Membership meeting convened at 11:35 a.m. on Monday, November 30, 2017 at the California Endowment Center, 1000 North Alameda Street, Los Angeles, California. The presiding Board Member was Secretary Theresa DeVera. The following Members of Access Services were present, constituting a quorum:

**LOCAL FIXED ROUTE OPERATORS PRESENT**

<table>
<thead>
<tr>
<th>Representatives and Proxies</th>
<th>Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chau L Vu</td>
<td>City of Bell Gardens</td>
</tr>
<tr>
<td>Cynthia Doss</td>
<td>City of Cerritos</td>
</tr>
<tr>
<td>Jordan Catanese</td>
<td>Los Angeles County Dept. of Public Works</td>
</tr>
<tr>
<td>Silva Baghdanian</td>
<td>City of Glendale</td>
</tr>
<tr>
<td>Thomas Uwal</td>
<td>City of Inglewood</td>
</tr>
<tr>
<td>Thomas Uwal - Proxy</td>
<td>City of Rosemead</td>
</tr>
<tr>
<td>Aurora Carranza</td>
<td>City of Monterey Park</td>
</tr>
<tr>
<td>Martin Gombert</td>
<td>Palos Verdes Peninsula Transit Authority</td>
</tr>
<tr>
<td>Valerie Gibson</td>
<td>City of Pasadena</td>
</tr>
</tbody>
</table>

**ITEM 4**

STATEMENT OF PROCEEDINGS FOR THE ANNUAL MEMBERSHIP MEETING

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

Monday, November 30, 2017
11:25 a.m.
<table>
<thead>
<tr>
<th>MUNICIPAL FIXED ROUTE OPERATORS PRESENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Representatives and Proxies</strong></td>
</tr>
<tr>
<td>Norm Hickling</td>
</tr>
<tr>
<td>Antelope Valley Transit Authority</td>
</tr>
<tr>
<td>Joyce Rooney</td>
</tr>
<tr>
<td>Beach Cities Transit</td>
</tr>
<tr>
<td>Joyce Rooney - Proxy</td>
</tr>
<tr>
<td>City of Commerce</td>
</tr>
<tr>
<td>Joyce Rooney - Proxy</td>
</tr>
<tr>
<td>Culver City Bus</td>
</tr>
<tr>
<td>Kevin Parks-McDonald</td>
</tr>
<tr>
<td>Foothill Transit</td>
</tr>
<tr>
<td>Luz Echavarria</td>
</tr>
<tr>
<td>Los Angeles Department of Transportation</td>
</tr>
<tr>
<td>Aida Douglas</td>
</tr>
<tr>
<td>Long Beach Transit</td>
</tr>
<tr>
<td>Giovanna Gogreve</td>
</tr>
<tr>
<td>Metro</td>
</tr>
<tr>
<td>Jose Medrano</td>
</tr>
<tr>
<td>Montebello Bus Lines</td>
</tr>
<tr>
<td>Adrian Aguilar</td>
</tr>
<tr>
<td>Santa Clarita Transit</td>
</tr>
<tr>
<td>Ed King</td>
</tr>
<tr>
<td>Santa Monica’s Big Blue Bus</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BOARD MEMBERS PRESENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theresa DeVera, Secretary</td>
</tr>
<tr>
<td>City of Los Angeles Mayor’s Office</td>
</tr>
<tr>
<td>Dolores Nason</td>
</tr>
<tr>
<td>Los Angeles County Board of Supervisors</td>
</tr>
<tr>
<td>Martin Gombert</td>
</tr>
<tr>
<td>Los Angeles County Local Fixed Route Operators</td>
</tr>
<tr>
<td>John B. Troost</td>
</tr>
<tr>
<td>Los Angeles County Commission on Disabilities</td>
</tr>
</tbody>
</table>
Angela Nwokike Los Angeles County Independent Living Centers

MEMBER AGENCIES NOT PRESENT

The following Board members were not in attendance: Chair Nalini Ahuja, Vice Chair Art Ida, Treasurer Kim Turner and Director Doran Barnes.

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 Lynwood, City of El Monte, City of Huntington Park, City of Bellflower, City of Sierra Madre, City of Burbank, City of West Covina, City of La Canada Flintridge, City of Paramount, City of Lawndale, City of Westlake Village, City of Cudahy, City of Alhambra, City of Carson, City of Duarte, City of Bell, and City of Arcadia.

The following Municipal Fixed Route Operators were not in attendance: City of Commerce, City of Norwalk, and Torrance Transit.

2. WELCOME/INTRODUCTIONS

Access Services Board of Directors Secretary, Theresa DeVera, welcomed everyone to the Annual Membership meeting. Secretary DeVera also introduced the members of the Access Services Board of Directors: Director Dolores Nason, representing the Los Angeles County Board of Supervisors; Director Martin Gombert from Palos Verdes Peninsula Transit Authority, representing the 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 stated that the following Board members were unable to attend: Chair Nalini Ahuja, representing the Los Angeles County Metropolitan Transportation Authority; Vice Chair Art Ida from Culver City Bus, representing Los Angeles County Municipal Fixed Route Operators; Treasurer Kim Turner from Torrance Transit, representing the Municipal Fixed Route Operators and Director Doran Barnes from Foothill Transit, representing the City Selection Committee Corridor Transportation Representatives.

She also introduced the Board Ex-Officios CAC Chair Michael Conrad, TPAC Chair Gracie Davis and our special guests from the Federal Transit Administration, Ray Tellis and Adam Stephenson and finally Access Services Executive Director, Andre Colaiace.

Mr. Colaiace welcomed everyone and stated that in fiscal year 2017 the passage of Measure M sales tax meant that for the first time Access would have a
dedicated source of funding. Mr. Colaiace thanked the Metro Board of Directors, Metro’s CEO Phil Washington and Access Chair Nalini Ahuja and her staff for making this a reality.

Mr. Colaiace spoke of the “Where’s My Ride” software application that integrated multiple software systems and taxi subcontractors to help the Access customers track their rides in real time. He also mentioned that for the first time Access became the leaseholder on a facility when Access opened their new eligibility center in the City of Commerce.

Mr. Colaiace also stated that in addition to these and other accomplishments, Access continues to plan for the future. He thanked everyone for attending today’s meeting.

4. REVIEW AND APPROVAL OF NOVEMBER 28, 2016 ANNUAL MEMBERSHIP MEETING MINUTES

Recommendation: Approve the minutes from the Annual Membership Meeting held on November 28, 2016 Annual Membership Meeting Minutes.

Motion made by Access Services Board of Director John Troost, seconded by Access Services Board of Director Dolores Nason. Via voice vote the majority of membership and Board were in favor, motion passed.

5. FINANCIAL REPORT

Access Services Deputy Executive Director of Finance Hector Rodriguez provided a brief overview of the Financial Report for 2017, noting that compared to last year there has been a 6% increase in expenses due to operating costs and trips. He also stated that the FY17 funding sources were comprised of federal funds, Prop C discretionary funds, disposal of retired vehicles and farebox revenue. In regards to expenses, paratransit operations consumed most of the budget at 88.3% with eligibility at 6.8%. Administrative expenses and Consolidated Transportation Services Agency programming rounded out the rest of the budget.

Mr. Rodriguez continued his presentation by going over the ridership which only increased by 1.3% compared to the previous year. He stated that he expected a similar increase for the next year, however this is tempered by rising expenses due to minimum wage increases.

6. OPERATIONS REPORT

Access Services Deputy Executive Director of Operations and Safety Mike Greenwood provided a brief overview of Operations by stating that fiscal year 2017 was an exciting and busy year for Operations at Access and they saw progress made in a number of areas. Mr. Greenwood went over the six major
Key Performance Indicators (KPIs) by stating that the on-time performance was met at the standard of 91.0% or better, excessively late trips not to exceed 0.10% was met at 0.08%, and the complaint standard of 4 complaints per thousand trips was met. He stated the one standard that was not met was the preventable collision rate of 0.50% but Access was significantly lower than the industry standard. Mr. Greenwood stated that the final two KPIs pertained to reservation phone calls where Access has a standard not to exceed 5% for calls on hold for over 5 minutes and to be under 120 seconds for average initial hold time. Access met both of those KPIs.

Mr. Greenwood also noted that liquidated damages were added to Access contracts and that staff added a number of technical tools to aid with contract compliance. He emphasized the work that the road safety inspector staff accomplished over the year and the ongoing emergency preparedness process.

7. **STRATEGIC PLAN/COMPREHENSIVE OPERATIONAL REVIEW**

Access Services Special Projects Administrator Alfredo Torales provided an overview of the Comprehensive Operational Review. A revised fleet allocation formula and increased staffing for additional oversight were a couple of short-term recommendations. Assuming control of operating facility leases, a centralized call center, a single software platform and monitoring non-ADA alternative services were some of the longer term recommendations.

Access Services Strategic Planner Eric Haack provided a brief overview on the Strategic Plan by stating that the plan was meant to provide ideas for dealing with a number of challenges over the next five years. These challenges include improving the customer service experience, safety, cost containment, and coordination.

8. **2017 JERRY WALKER COMMITMENT TO QUALITY SERVICE AWARD**

Access Services Project Administrator Faustino Salvador introduced the 2017 Jerry Walker Commitment to Quality Service Award recipient, Princess Craig. Mr. Salvador briefly went over the history of Jerry Walker and the qualifications for receiving this award. He also provided a little background on the recipient Princess Craig.

Ms. Craig added a few words by thanking everyone for recognizing her for this award and she appreciated it. She concluded her acceptance of this award by stating that she was blessed to be of service for others.
9. 2017 SPIRIT OF ACCESSIBILITY AWARD

Access Services Senior Manager of Planning and Coordination Matthew Avancena introduced the 2017 Spirit of Accessibility Award recipient, Terri Lantz. Mr. Avancena briefly went over the history of this award, when it was established and the qualifications for receiving this award. He also provided a little background on Terri Lantz.

Ms. Lantz added a few words by thanking the Board, Access staff and everyone in the room. She stated that it did not matter if you are at a desk, driving a vehicle or a call taker the riders need everyone and we all need to be on the same page. Ms. Lantz stated that she really looked forward to continuing to work with the CAC on whatever capacity she could help with. She stated that she had some health issues and may become an Access rider in the future and if we all live long enough we may all be Access riders in the future.

Ms. Lantz concluded her acceptance of this award by stating that the humanity in this room was overwhelming and she wanted everyone to know that everyone in this room was the spirit of accessibility, everyone working together.

10. GENERAL PUBLIC COMMENT

Ms. Olivia Almalel made a public comment by congratulating the award recipients. She also stated that in the Eastern and Western regions, the square tiles that are imprinted on the new tablets, the charging cables did not allow the drivers to swipe the riders ID cards and if they tried to turn the tiles, they would pop out so she requested that someone look into adjusting the placement of the tiles.

Ms. Almalel stated that she also had a safety issue by mentioning that customer pickups are purposely scheduled to arrive 20 minutes past the 20 minute window. She stated that she was scheduled for a pick-up and her ride was given to a driver that just started his lunch break, which she felt was not fair to the driver or the rider. She also stated that there was no communication with the rider on how long they had to wait so they could choose to wait indoors in case the weather was bad or if it was late at night.

Ms. Wendy Cabil made a public comment by thanking staff for this annual event that allowed her to socialize with others that are part of the agency. She also went over her disability and explained her passion for bringing mental health awareness to others.

Ms. Cabil stated that there was definitely a need for more drivers and vehicles. There was also a fear among the riders and drivers of losing their service or jobs if complaints are made. She stated that issues with the transfer system need to be addressed to see if there was a more efficient way of doing this. She added
that she would also like to be a part of the driver trainings so she could provide an accurate account of what takes place when she is riding Access vehicles.

Wilma Balew ceded her time to Ms. Cabil. Ms. Cabil stated that another issue she would like to see addressed is emergency protocols and how it would be handled between Access and the Antelope Valley Transit Authority because during the time when AVTA was on strike it put an enormous burden on the Access riders, drivers and others, so better communications would be more helpful. Ms. Balew concluded her public comment by stating that when the community meetings take place in the different regions the representatives for that particular area should be acknowledged. She also asked what entity was in charge of the mechanics and how are they supervised because she had some concerns in that area.

Mr. Michael Arrigo made a public comment by congratulating the Jerry Walker Commitment to Quality Service Award recipient, Princess Craig and Terri Lantz the recipient of the Spirit of Accessibility Award. He stated that they could not have picked a better person for this award.

Mr. Arrigo concluded his public comment by stating that this time of year was meant for expressing our gratitude and thanks but let us not forget the rest of the year particularly the two staff members, Sharon Astier and Sherry Kelley, who make their CAC meetings run so smoothly. He also wished everyone Happy Holidays and New Year.

Ms. Tonni Yee-Hemphill made a public comment by stating that when a reservation is being made, the call taker should provide a vehicle number and color to the rider. She also stated that drivers should not be talking on their cell phones or looking at the tablet on the dashboard.

Mr. Jesse Padilla congratulated Ms. Lantz on her award. He also commented positively on a driver for assisting a rider at Rio Hondo. Mr. Padilla requested more information on the “Where’s My Ride?” application.

Ms. Liz Lyons wanted to thank staff at the MTA for working on vehicle access at Union Station as some taxi cabs were not being let up to the plaza.

Ms. Theresa DeVeria wished to express her gratitude for Access as it enabled her to go to her undergrad and graduate school as well as to go to work. She emphasized that she understood what every rider experiences on Access and that she was on the Board to speak for them.

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**

Secretary DeVera thanked everyone for attending the Access Services Annual Membership meeting and wished everyone Happy Holidays and a Happy New Year.

**Motion made by Access Services Board Member Director Gombert, Seconded by Access Services Board Member Dolores Nason. Via voice vote all the members of the three classes were in favor. The meeting adjourned at 1:01 p.m.**

Approval

__________________________

Theresa DeVera, Secretary  

Date
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 one Director to represent the Municipal Fixed Route Operators.

2) Appoint Kathryn Engel from the city of Glendale to the Nominating Committee for the selection of two Directors to represent the Local Fixed Route Operators.

3) Allow additional members to volunteer until December 28, 2018.

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 1st, 2019.

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, 2019. The new term begins July 1, 2019 and ends June 30, 2021. The rotating seat on the Board will be held by the Local Fixed Route Operators until June 30, 2021.

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