

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 14, 2020

12:45 pm - 3:00 pm

Los Angeles County MTA

**Plaza View Conference Room, fourth floor**

**One Gateway Plaza**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
8	2.	Introductions		
5	3.	Review & Approval of Minutes of December 10, 2019	Action	3-14
8	4.	General Public Comments	Information	
5	5.	Report from Board of Directors/Theresa DeVera	Information	
15	6.	Jerry Walker Runner-Up Award Presentation ALTA/David Foster	Presentation	
30	7.	L.A. County Registrar's Office - New Voting Locations	Information	
20	8.	Parents with Disabilities Program - Eric Haack/Matthew Avancena	Discussion	
15	9.	CAC Committee update - Draft Bylaws/Matthew Avancena	Possible Action	15-28
5	10.	Conference Room Availability /Matthew Avancena	Possible Action	
10	11.	Operations Update/Alex Chrisman	Information	
8	12.	Member Communications	Information	

5	13.	New Business Raised Subsequent to the Posting of the Agenda	Information
1	14.	Adjournment	Action

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*The CAC 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 CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.*

*["Alternative accessible formats are available upon request."](#)*

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting December 10, 2019 12:45 pm - 3:00 pm</p>
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CALL TO ORDER

Chair Dina Garcia called the meeting to order at 12:46 p.m.

INTRODUCTIONS

**CAC Members Present:** Dina Garcia, Chair; Tina Fofoa, Vice-Chair; Kurt Baldwin, Marie-France Francois, Maria Aroch, Yael Hagen, Gordon Cardona, Liz Lyons, Jesse Padilla, Wendy Cabil, Michael Arrigo, Olivia Almalel and Terri Lantz.

**CAC Members Not Present:** Rachele Goeman, Michael Conrad

**Board Members Present:** Martin Gombert

**Access Services Staff Present:** Matthew Avancena, Mike Greenwood, Eric Haack, Veronica Guzman-Vanmarcke, LaTisha Wilson, Ruben Prieto, Susanna Cadenas, Melissa Mungia, Brian Selwyn, Randy Johnson, Louis Burns, Onnika Payne, David Chia, Faustino Salvador, Megan Mumby, Matthew Topoozian, Rogelio Gomez, Rycharde Martindale, Geoffrey Okamoto.

Guests Present: Jesse Ortiz (MV Transportation), William Zuke (Rider and OSS member), Wilma Ballew (Rider & OSS member), Victor Garate (Global Paratransit), Antonio Garcia (Rider), Cindy Soto (Chair AAC Metro), Michael Sher (Rider), Daniel Garcia (Rider), Monroe Jones (rider), Fayma Ishaq (Metro), Martin Castro (MV Transportation), Tom Irvin (MVTransportation), David Scolvati (Guest), Jose Rodriguez (Regional Center staff) and Eric (Job Coach).

REVIEW & APPROVAL OF MINUTES

Chair Dina Garcia asked for a motion to approve the October 8, 2019 minutes.

Motion: Member Baldwin  
Seconded: Member Hagen  
Abstention: Member Almalel and Member Aroch  
Motion: Passed

### MEMBER COMMENTS:

Member Cabil had a correction on Page 7, right before adjourning the meeting she stated that "visitation to Antelope Valley was an option".

### PUBLIC COMMENTS

Daniel Garcia made a public comment by congratulating his wife, Dina Garcia on her first CAC meeting as Chair. Latisha Wilson read out information for him regarding the Cal Fresh Applications Assistance Food Program. He also gave information on the Housing Empowerment team Committee meeting that is held every second Tuesday of the month.

### BOARD OF DIRECTORS REPORT

Board Vice-Chair, Martin Gombert, reported on the December 2nd Access Board meeting. He reported the Parents with Disabilities contract with MV Transportation for \$21 million for a five year period, was pulled for further review and will be back on the January meeting agenda. He also reported that Andre Colaiace's contract was extended for another three years.

### SUPERIOR SERVICE AWARD

Project Administrator, Megan Mumby, presented Martin Castro from MV Transportation with the Superior Service Award. Martin always goes to work with a neat uniform, a pleasant attitude and a smile. He takes all constructive criticism and coaching with a positive attitude. Martin expressed his happiness in receiving the award.

### RESERVATION HOLD MESSAGES

Chief Operations Officer, Mike Greenwood, presented the CAC members with several recordings of the reservation hold messages and reviewed them individually. He explained each message in detail and opened it up for discussion for any feedback. He also asked if any of the members had already received the postcard describing the new taxi logo. Some CAC members did not receive it so he said that he would email an example of it and make sure they receive a copy in the mail.

### MEMBER COMMENTS

Member Baldwin asked if these were just the new messages. Mike Greenwood responded that there were 22 messages but the ones presented at the meeting were only the new or modified messages. Member Baldwin stated that there seemed to be a lot of rules in the messages. He asked if they had a message that spoke about riders that needed a reasonable modification and the policy that pertains to that. Mike

Greenwood responded that he would add it to his list of additional messages. The beyond the curb and reasonable modification policies could be helpful to other riders.

Member Lantz stated that she feels that having information on reasonable modification would be very helpful. She knows some riders are still not aware that they could ask for door-to-door. She feels this will help not only that rider but all the riders because everybody else can be on time.

Member Hagen mentioned that she was confused about a certain question concerning mobility devices. She asks that a better explanation be given in the message along with some assurance that it will be ok to change the mobility devices. She expressed that there were a lot of rules in the messages but not many positive messages. She also mentioned that the 20 minute window message and 5 minute message could be confusing to some riders. She is not sure why there needs to be a message about the 20 minute window because it is not helpful to the rider. She would also like to hear more about peak travel time so that riders can make better decisions when reserving a ride. She recommended they make a message about the no show verification call and to expect it. This would empower the riders and they need to be aware that it is going to happen so they provide the correct number.

Member Cabil complimented Access for the update call she receives stating that her ride will arrive in some minutes. She is wondering if this is a new feature and specified that she lived in the Antelope Valley. Mike Greenwood referred the question to Ruben Prieto from IT. He stated that they replaced the IVR system that does the call outs for them a couple of months ago so that might have gotten enhanced and that is the reason for the message.

Member Almalel suggested it would be helpful to have a message that tells the Where's My Ride app users, that they still need to be outside at the assigned time because sometimes there's a few minutes delay, so by the time they get the call and start going outside, they might miss their five minute window. She also believes the lost and found message with the phone number is incorrect. Mike Greenwood responded that recording will be modified with the correct number. She was also a little confused with the term used for the "cling on" Access signs in the front window of the cabs.

Member Arrigo stated that he didn't see hear any of the recordings mention the online reservations or the Where's My Ride app. He also commended Mayra Perez-Calderon for doing an excellent job on the recording of the messages. Mike Greenwood stated that there are messages for those two subjects but since they were not modified, they are not included in the presentation.

Member Aroch commended Mike Greenwood for doing a great job on the messages. Member Lyons asked if these messages will be updated often. Mike Greenwood stated that they will eventually remove some messages like the token elimination and other things that might be changed. It is something they will review periodically. She also

mentioned that there was no message that spoke about riding with a service dog. The guidelines of service dogs can bring some problems similar to what Metro has been having. Also, she likes the 20 minute window because she knows that is her timeline for her to call Access and check on her ride. However, some people don't know might tie up the call lines.

Member Padilla stated that he really liked the voice of recording. He also asked for clarification of the taxi logo. Mike Greenwood responded that it was the lowercase "a" which is the secondary logo. It is like the word Access that is spelled out in lowercase letters which is the primary logo. The lowercase "a", that's what the taxi logo will be. It'll be very simple, easy to recognize the logo that's not conflicting with other vehicle logos that are out there on the street.

Mike Greenwood stated that he will make sure the CAC members get a copy of the flyer that has gone out in the mail. He will check their distribution method as well.

Member Padilla asked if there could be some sort of option for them to be able to make an exception for reasonable emergencies that may come up and they don't get a no show. Mike Greenwood responded that there is a process set up with this already. There is not that much detail in the recording but they can modify that.

Member Hagen asked if it was a late cancellation if they call two hours before their ride arrives. She mentioned this because in the recording it says it is considered a no show and if so it needs to be corrected. There were some places where a website is provided in order to locate stands and there needs to be an alternative way for people to get this information. Mike Greenwood took note of these recommendations.

Member Lantz stated that she agrees with Member Lyons that they have riders with all kinds of disabilities and some riders get anxious when their ride doesn't arrive when it is supposed to. It would be reassuring knowing that there's a 20 minute window and they can plan for that. She recommends the message be reworded to address this issue.

### ONLINE BOOKING/RESERVATIONS

Melissa Mungia gave an update on the Online Booking/Reservation changes and showed the "how to video" which is available on the Access website. She also gave an update on demographics and statistics.

### MEMBER DISCUSSION

Member Cardona asked if they would be able to add new addresses to the drop down menu. Similar to the post office website, it checks if the address is correct. Also, sometimes he has trouble going back to change the original requested time and he has to start over.

Melissa Mungia responded that they do need to work on making sure the online reservations will book a ride on new addresses and they are currently looking into this. They are also working on being able to change their requested time. At the moment what they recommend that they book their time and then once they have their reservation booked, they can always go back and edit their request right afterwards.

Member Arrigo asked if the change to the reservation time can be edited right away after booking and Melissa Mungia responded that this was correct.

Member Aroch asked if someone made a mistake on their mobility device when ordering their ride, how they can change it so they are not turned away when the ride arrives. Melissa Mungia responded that the online reservation app will automatically default to what was last selected. All the rider has to do is choose the correct option on the drop down menu at the time of booking. If for some reason a rider makes a mistake and chooses the wrong option, they can change it the day before the reservation and it will be ok. If the change is not made and the driver has arrived but doesn't want to take them, then this would be a question for the Operations department.

Member Aroch asked if this was only for temporary requests or if they could keep changing their mobility devices as they want. Melissa Mungia then referred the question to Geoffrey Okamoto who explained that as long as it is not a permanent change in the mobility device, then it is ok to book a trip with a different device once in a while. If the device then becomes permanent they would have to go and change their status.

Member Aroch also asked how the providers know when a rider books a trip what systems to be used. Melissa Mungia responded that online reservations are available for the Eastern, Southern and West Central region. Those regions use SM so online reservations are built on top of the SM software. It's the same software that the reservations are using to book your trip. So the booking is in the same place. It's just a different user experience. She just wants to know the process of how this works. Melissa Mungia stated that there is a field in SM for the reservation rep to see how the rider booked their ride. Regardless of how the ride was booked it is the same process. Melissa will be speaking one on one with Ms. Aroch to better explain.

Member Lantz stated that she believes the option of editing the booked reservation time is great. She asked if when editing the previous time chosen, would the rider lose their old time slot or would they keep it unless they choose a different one. Melissa Mungia responded that they will keep their original time slot until they actually permanently choose a different one.

Member Hagen asked if there was a field where they could write notes, for any pertinent pick up information the rider might want to add. Melissa responded that there is this option.

Member Cabil stated that she found it difficult to keep up on the instruction video and it was too much information too quickly. She recommends more spacing in the video so it is easier to follow. Melissa explained that it could also be the technical difficulty they were having and also this video is online so it can be viewed at the riders' leisure. Additionally, Member Cabil asked when all other areas will have access to the online reservations. Melissa responded that they are working on expanding it to the Northern and Santa Clarita regions sometime in 2020. They are looking into merging it to the Where's My Ride app since that is already available in those regions. For the Antelope Valley they are waiting until the new software so they can purchase that and they are looking at a timeline of about two years.

Member Almalel provided the Members with a good tip when booking rides on the online app. She suggested that when making a reservation to a new address, if you call it in and decline the trip, because there weren't times that you liked, it's now populated in the software so you can immediately follow up with an on line attempt. She also likes the suggestion Member Cardona mentioned concerning the post office and how they make sure the address requested is correct. In the Northern region, she knows it's not expanded there yet, but when you call to make adjustments to a reservation, you have to cancel your entire trip and then rebook it. When this is available to the Northern, Santa Clarita and Antelope Valley Regions, will they have the same protocol or will they be able to edit like the other regions. Melissa Mungia responded that they are hoping to keep it the same in all regions so that they can build a consensus in terms of booking trips.

#### SUBCOMMITTEE UPDATE

Member Baldwin gave a summary of the ideas and recommendations they are developing to better improve operations. He clarified these were ideas only and not official recommendations. The first is to avoid having to reroute existing routes to pick up somebody that perhaps is stranded or missed a pickup. They are thinking about extra capacity or utilizing the road supervisor but avoiding rerouting an existing dispatched route. They are also exploring a policy that informs riders if their ride is going to be more than a half an hour late, but they are wanting to avoid discouraging riders from taking that trip. They are concerned with the idea that when a rider is called, for their five minute call time, being able to proceed immediately to the vehicle is taken a little bit too literally. If the rider is out to meet the vehicle within the appropriate time then the driver leaves, they are looking into having a connection between the driver and the rider. They are looking at having a more flexible standard with what immediate to proceed means. They are thinking of a way to avoid some of these overly long trips, especially those that are over two hours. One idea is a way of holding the contractor accountable for efficient routing, rather than sending a vehicle to one side of town and then to the other side of the town. They also want to change the way they compare the length of the trip to the regular fixed route. They also think it would be helpful if the rider can somehow communicate directly with the driver so if they can't find each other, they can at least communicate. Making sure that the drivers are actually reading the

notes and making those slight adjustments that might be required to find the rider. They discussed the definition for mismatched trips. Those can be where a vehicle that can't fit a particular mobility device, or if the wrong vehicle is sent out that requires somebody to get off and back on, in order to either let somebody off or board somebody else. They have not had time to discuss the stand signs but it is in future agendas. They would like to know how those are geo located and make them easier to find and add more locations.

Member Baldwin also stated that the discussion on the Bylaws were just about to make recommendations. They wanted to change a part of the Bylaws that talk about voting for the Chair and Vice Chair to be consistent. Requiring an enhanced orientation for the Chair and the Vice Chair on Robert's rules and open meeting requirements. They talked about how the standing committees elect their own Chairperson and defining that, so there's not the confusion that currently exists and how a standing committee we would report to the CAC. Lastly, the order in which they take public comments, because right now, the Bylaws say to take public comments after the internal discussion, and he thinks they want to change that to allow public comment to be heard before the internal discussion. Before, they make decisions. There will probably be recommendations for the bylaws at the next meeting and changes for them to look at and discuss, change or approve. They will also have a series of recommendations on Operations.

Member Lyons asked if they had made a decision on the signage. Member Baldwin responded that they had not but that is something they will be discussing in the near future.

Member Hagen thanked Access staff and everyone involved in the process. She thanked everyone for being so open minded and willing to work together.

Member Padilla stated that he was very glad that they are looking at the issue of overly long rides because it is a huge issue for Access riders.

Member Lantz thanked Member Baldwin for facilitating the Subcommittee meetings and for everyone's' cooperation and comments. It had been a positive time period and this have been a long time coming. She is aware of all the teamwork involved and she is very thankful.

#### MEMBER COMMUNICATION

Member Lyons shared two experiences, one was for the out of zone route that was not part of Access so she had to walk the rest of the way there. She also experienced a very long trip that went completely out of the way because of the routing.

Member Arrigo stated that he would like to add on to Mike Greenwood's presentation on the On Hold messages. The mention of community meetings should be deleted

because the last community meeting took place last Saturday. Most importantly, they need to invite the riders to the meetings and let them know that they can offer free rides to attend for those that are interested.

Member Lantz added that this was just one of many reasons why it is not easy to use these types of programs. She knows that people with mobility devices are not getting transportation as easily as others.

Member Cardona stated that Access should consider changing the luggage policy for trips going and coming to airports. He traveled with a PCA and they had to take a wheelchair charger and their luggage but the driver refused to take them because he also had two rideshares.

Member Almalel thanked everyone's participation. She would also like to see what could be done about expanding the service area to over three quarters of a mile. She knows someone who lives a mile and a half north of her that her address is out of the service area because she wasn't near a bus stop. These are taxpayers, and it's a government program so she doesn't understand why there are limits like these.

Member Cabil is concerned about the public transit AVTA in the Antelope Valley and their lack of disability awareness. The seats in the front which are for people with disabilities are usually taken, but the individuals who sit there from what she can see do not need those seats. She knows that they can't go by visual, but she was coming on the bus with a walker and no one is even attempting to move. She gave the driver a look to see **if** he would say something or would she have to say something. She didn't say anything verbally but asked a colleague of his about the situation. When she asked about that particular person, the staff member told her he was actually in training. She would like some support from CAC member to help her advocate for better service from those drivers. She will be going to the Board meeting at AVTA to make it known, and she has addressed **it** with a customer service supervisor. She knows someone who had a similar situation with boarding a bus and the driver would not even extend the ramp. The supervisor ended up calling her a dial a ride. This driver also gave her a hard time with her previous issue.

Member Cabil also received a letter from dial a ride stating that their PCA had to be identified and had to pay a price. In this letter that she received, it says that her Personal Care Attendant, would need to be qualified and approved and attendant must have and show attendant card to ride free of charge. Additionally, she announced to events the Holiday Giving Day at the Department of Mental Health on December 12, 2019 and the Third Annual Health Fair at Bartz Altadonna Community Health Center on January 25, 2020 from 8am-4pm. They will be offering other free services, audiology, dental, medical, barber, vision and wound care and anything else.

Member Hagen thanked Chair Garcia for a very successful and wonderful first meeting as the Chair. She had a very odd experience with MV transit in the Northern Region.

She has been hearing a lot more reservationists as a house, apartment or medical building. She is disturbed by that because it confuses people because it pushes the line of not going over the trip purpose. As MV's number one champion, she was disappointed by their reaction to her reaching out to them on this issue. She then wished everyone a happy holiday.

Member Lantz wished everyone a happy holiday season and thanked everyone for contributing to making Access a quality service.

Member Baldwin stated that in the past he has tried to bring certain issues to the Executive Director at AVTA and he has not been successful. What transit agencies don't understand is that the better they make their service, the better that Access Services can be able to meet the needs of people that can't use their service. They keep pushing people off of their service, because they're not accommodating what they're required to do for disability access, then those folks end up on the more expensive service paratransit. He thinks that if the cities and the transit agencies did their jobs better, there'd be less demand on paratransit and they would be able to do their job better.

Member Fofoa stated that she was on an Access van at the Disabled Resources Center in Long Beach. She did not appreciate that the driver maneuvered her chair without permission. She had a disagreement with him and feels that these new drivers need more training. She also thanked Dina, and the CAC members and all the things that they accomplished. She thanked Access for all the work they do the whole year as well as Member Baldwin for all his hard work. She also thanks Access for having their community meeting in Lakewood. It was a big turnout and she was happy to be there.

Member Garcia followed suit and thanked everyone and all the advocates for all they do to make the committee happen. She thanked the staff for all they do to make sure the service is good and get them to where they need to go safely. She looks forward to continue their advocacy for the new decade of 2020.

Member Cabil added that she was unfortunately not able to make the annual meeting in November because she left her wallet at the Metrolink and had to go get it. Fortunately, she was able to retrieve it safely.

#### OPERATIONS PERFORMANCE UPDATE

Faustino Salvador, Project Administrator, presented the Operations Performance Report for the month of November 2019. He also provided a transfer trip ridership update for fiscal year 2019/2020 for Santa Clarita and Antelope Valley.

The November highlights included:

Rancho Los Amigos starter from Global Paratransit, Vanessa Angel, was awarded the 2019 Jerry Walker Commitment to Quality Service Award;

Access hosted four community meetings in the Eastern, Northern and Southern Regions and the Antelope Valley.

A site safety and security assessment was conducted on the yards of the Northern Region and the Antelope Valley. This was in collaboration with the Los Angeles County Sheriff's Department.

Additionally, he introduced Access Emergency Management Coordinator, Matthew Topoozian, to continue the presentation on the emergency operations update.

On October 10<sup>th</sup>, the Saddle Ridge fire ignited the Northern San Fernando Valley Region in LA County. Access Emergency Operations Center activated to manage emergency operations for this event. They also deployed a road safety inspector. They sent out an Everbridge Emergency Notification Message to riders in the Santa Clarita and Northern regions to advise them of the situation and posted a website emergency information banner.

They restarted transfer trips immediately the next day on October 12<sup>th</sup> at Olive View Medical Center.

On October 24<sup>th</sup>, the Tick Complex fire ignited in the Santa Clarita area of LA County. They activated the Emergency Operations Center on the evening of October 24<sup>th</sup> and temporarily reconstituted the transfer point between the Los Angeles Basin and Antelope Valley at the Montclair Plaza Mall in San Bernardino County.

On October 28<sup>th</sup>, the Getty fire ignited in the 1-405 corridor. That was between the San Fernando Valley and West Los Angeles area. Access received a resource request from the City of Los Angeles to deploy paratransit vehicles, in case of a potential evacuation operations on October 28<sup>th</sup>, and so they sent four vehicles and stood by for any potential evacuation operations.

In November, LA County was impacted by a historical winter storm, which caused significant snow and ice conditions in the Antelope Valley area. Due to snow and ice conditions on the roadways, which caused unsafe operating conditions, Access suspended service in the Antelope Valley on November 29<sup>th</sup>, but successfully restarted service the following day. Access is updating their severe weather plan to be more prepared for snow and ice situations that may arise in LA County in the future.

In December, Access hosted a severe weather tabletop exercise. They exercised two different scenarios. One was a red-flag weather scenario that led to a major wildfire, and the second was a heavy storm scenario that led to a major flooding. They had observers from partner agencies as well as the Los Angeles County Office of Emergency Management attend that exercise and provided good feedback. They are also working on an update to the Where's My Ride app that would allow them to send emergency alerts to riders who have trips scheduled on the particular day that an emergency occurs.

## MEMBER DISCUSSION

Member Padilla asked what route was taken from the transfer point to Montclair Plaza since Olive View was closed. Member Baldwin gave Member Padilla the response by

stating that there are three ways up to the Antelope Valley. He explained the options to Mr. Padilla.

Member Lyons thanked them for their hard work and asked about the rerouting and the routes they take when freeways are closed.

Member Hagen asked if during the tabletop exercises if they had mock riders. Mr. Topoozian responded that they did not but something to look into for future exercises.

Member Lantz stated that this was a vast improvement. She has served on emergency preparedness committees there have been so many times it hasn't worked out right. She also thinks the fact that they are working on this to make sure it will work right in the future, is commendable. She asked if there was anyone who was truly stuck, where they couldn't get them to their residence. Faustino Salvador responded they were able to get everyone to their destination.

Member Baldwin stated that the AVTA doesn't operate on Thanksgiving. They didn't have to deal with the snow until the next day, and so nobody got stranded in that case. He was glad they were going to update their policies around that.

Chair Garcia thanked them all for their hard work.

#### CONFERENCE ROOM FOR JANUARY

Matthew Avancena announced that starting January 2020, the meeting will be on the fourth floor of the Metro building. It's the Plaza View Conference Room which has restricted access and logistically will be a bit more difficult to maneuver. There will be staff present to help in guiding the members and people attending the meeting. Unfortunately, they were unable to schedule a tour with the CAC members to see the room before meeting there because of availability. The room is already reserved for the February and September 2020 meetings. Therefore, they will need to secure another venue that is free to have their meetings in. He stated that these meetings will be held at Access in El Monte otherwise.

#### MEMBER DISCUSSION

Member Baldwin stated that the AVTA Board meeting is free if they are interested.

Member Lantz pointed out that in January there would be some representatives from the LA County Registrar/Recorder County/Clerk's office doing a presentation on the VSAP (new voting system). She will contact Veronica Guzman-Vanmarcke to provide the information on the meeting room. She also volunteered to call the California Endowment Center for room availability for February and September.

Member Hagen made a motion to ask staff to seek at least two or three rooms within LA County for these types of situations, where they could utilize throughout the year as back up. She amended the motion by stating that they could just provide a list of places where they would be able to meet.

Motion: Member Hagen  
Second: Member Baldwin  
Abstained: Member Lyons  
Opposed: Member Aroch

Matthew Avancena explained that the members needed to keep in mind that the venue must be free of charge. Member Hagen stated that this might be an accommodation issue and she doesn't understand why they can't pay **if** the price is reasonable. Mr. Avancena responded that they will look for reasonable venues.

Member Baldwin stated that most county parks have community rooms and usually if you speak to a supervisor they will waive those fees because it is a public transit.

Member Lyons stated that it would be a bit difficult to reserve dates in February and September with venues if there is no definite date. Usually venues, don't reserve tentatively and it just doesn't make sense to do that. She recommended they maybe meet at McDonald's but that is probably not a good place to have a meeting.

Access Administrative Assistant, Veronica Guzman-Vanmarcke, explained that logistically it's very difficult to find a central place that will do **it** for free. However, she will definitely look.

Member Padilla asked for a list of the venues they found as backups.

Member Cabil asked **if** there was anyone in the audience from the Eastern Region and if so she would like to speak to them afterwards.

#### NEW BUSINESS RAISED

There was no new business raised.

#### ADJOURNMENT

Chair Garcia asked for a motion to adjourn the meeting.

Motion: Member Lyons  
Second: Member Padilla

The meeting adjourned at 3:00 p.m.

JANUARY 14, 2020

**TO: CAC**  
**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION**  
**SUBJECT: CAC SUBCOMMITTEE UPDATE- JANUARY 2020**

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**BACKGROUND:**

On Tuesday March 12, Access' Community Advisory Committee (CAC) held their first Goals Retreat at the Los Angeles River and Gardens. The CAC Goals Retreat, facilitated by current CAC member and former Access Board member Kurt Baldwin, focused on a number of areas.

One of the areas CAC members wanted to discuss was the interrelationship of the Access Board, the Community Advisory Committee (CAC) and the Quality Services Subcommittee (QSS). The CAC is one of two advisory committees created by the Board to advise them on policy matters while the OSS was created by the CAC to monitor the service quality of Access' paratransit services.

On March 21, the CAC Goals Retreat subcommittee comprised of Kurt Baldwin, Yael Hagen, Terri Lantz, Maria Aroch, Tina Fofoa and Access staff, Matthew Avancena held a follow-up conference call to discuss next steps. More specifically, the subcommittee members discussed the suggested goals that came out of the retreat and discussed ways by which the CAC could take action by either creating a subcommittee(s), deferring the issue to the OSS and/or tasking the CAC to take up the issue at future meetings.

At the April 9 CAC meeting, the CAC took action and formed subcommittees and tasked the OSS and the full CAC committee to work on various issues. The subcommittees are as follows:

**1. Bylaws/Process subcommittee** - this subcommittee will be tasked to review issues such as:

- CAC attendance/participation process
- Public participation
- Meeting duration
- CAC agendas and standing items (and its order in the agenda).

- Volunteers for a OSS Liaison

**2. Operations Subcommittee** - this subcommittee will be tasked to review issues such as:

- Missed trips and No shows
- How to avoid long rides
- Routing and miss-matched rides
- Improve stand signs and improve identification e.g. geo locating
- Clear communication to riders and drivers regarding locations
- Expanding locations at key venues

**Discussion topics be included in upcoming agendas:**

- How to improve negotiation of pick up time.
- How to improve provider and rider training.
- The script for the on hold information.
- The video vignettes

**OSS Tasks/Projects** - The OSS has been tasked with the following issues

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day tripservices.
- Expanding the functionality of the Where's My Ride app.

### **SUBCOMMITTEE UPDATE:**

The following is a summary of the Operations and Bylaws/Process subcommittee conference calls courtesy of subcommittee Chair Kurt Baldwin:

**Subject:** Summary of Subcommittee/Operations Meeting May 9, 2019

Of the four issues to make recommendations the subcommittee is tasked with; improved routing and avoid miss-matched rides, expand and improve the stand sign program, minimize missed trips and no shows and, to avoid unreasonably long rides we decided to start with developing a recommendation on avoiding unreasonably long rides.

We discussed what data is available and how to define the problem. We speculated that there may be a variety of issues at play from time of day, to whether the vehicle leaves the contract service area or not, etc. We also discussed getting data on the riders experience regarding the time spent taking the trip. This would be starting with the negotiated pick up time to the time of getting off the vehicle at the destination.

Our next meeting will be on June 5<sup>th</sup> at 2pm and Mike agreed to look into what data can be useful forwarding our discussion and will gather data on rides that last more than two hours, including time of day and whether the destination is inside the contract services area or outside. In addition, how can information be aggregated to look at the riders experience in length of travel time.

**Subject:** Summary of the June 20, 2019 Operations and Bylaws/process subcommittees

In attendance were CAC subcommittee Chairs Hagan and Baldwin, Access staff Mike Greenwood, Matthew Avancena, and Susanna Cadenas

Due to the absence of most subcommittee members, we did not work to develop recommendations, rather for the Operations subcommittee we reviewed the refined data provided by Mike Greenwood and made additional requests for data on long rides. For the Bylaws/process subcommittee we discussed CAC meeting time length and the method to look at potential changes to the bylaws.

**Subject:** Subcommittee summary for July 2019

### Operations Subcommittee

Members in attendance; Kurt Baldwin, Terri Lantz, Yael Hagen, and CAC Chair Maria Aroch, and assigned Access staff Mike Greenwood

Absent; Wendy Cabil, Dina Garcia, Tina Fofoa

Others in attendance; Michael Conrad, Rachelle Goeman, Matthew Avancena, Rycharde Martindale-Essington, Rogelio Gomez, Melissa Mungia, Susanna Cadenas

Mike explained the data that was provided to the subcommittee by first describing the methodology used to determine ratios of location to location distance compared to actual miles traveled from origin to destination. Graphs were provided by Melissa to show how routing can create a 1 to 1 ratio along with examples of higher ratios including a poorly planned routing that produced higher ratios including a 7 to 1 ratio. Mike also explained the graph showing the breakdown of rides over 2 hours and the difference between the ride being a share ride or not, from the April data. The data seems to indicate that it is far less likely a rider will experience a trip time of over two hours when the trip is not a share ride.

Our discussion included other ideas to avoid overly long trips including greater utilization of road supervisors or standby capacity to avoid rerouting other vehicles already dispatched.

### Bylaws Subcommittee

Members in attendance - Yael Hagen, CAC Chair Maria Aroch, Terri Lantz, Michael Conrad, Kurt Baldwin and assigned ACCESS staff Matthew Avancena  
Absent; Tina Foafao

Others in attendance; Rachelle Goeman, Rycharde Martindale-Essington, Susanna Cadenas

We discussed meeting length, we have been informed that 3PM is the latest we have use of the room due to the cafeteria needing to remove refreshments and close. We discussed starting 15 minutes early at 12:45 and agreed by consensus that we would recommend that to the full CAC at our next meeting in August. We discussed how to add additional clarity to the bylaws starting with the CAC membership selection and subcommittee membership selection sections that we decided to focus on at our last meeting. Kurt will include the suggested additions of the subcommittee in our working draft.

#### Operations/Bylaws Subcommittee September 26, 2019 Meeting Summary

Members in attendance: CAC Chair Maria Aroch, Michael Conrad, Terri Lantz, Yael Hagen, Michael Arrigo, Dina Garcia, Kurt Baldwin and assigned Access staff Matthew Avancena and Mike Greenwood

Absent: Wendy Cabil

Others in attendance: Rycharde Martindale-Essington and Susanna Cadenas

Mike Greenwood led us through definitions of "no-shows", "missed trips" and a proposed definition for "miss-matched" trips. The subcommittee is attempting to identify recommendations in these areas in order to improve overall routing and dispatch and avoiding poorly planned routes that are unreasonably long.

We discussed a best practice (that is not always fulfilled) to call a rider when the provider knows they will be a late four, (a little more than an hour late) as a possible area for improvement. The concern was that if the rider declines the trip at that point it would not be counted as a late 4 for KPI purposes. We were assured that missed trips are KPI similar to late four.

We discussed ways to improve the no show process to reinforce the policy at trainings and safety meetings of providers, that the callout is made, and only if the rider cannot proceed to the pickup location the no show is approved as well as assuring a level of reasonableness in the riders ability to proceed to the pickup location.

We also discussed the possibility of creating direct communication between the driver and rider, and some other technology to help riders connect with the pickup vehicle.

We plan to seek more expertise on how that could be accomplished. Additionally, how to make the notes about the trip have more importance.

Our discussion about the definition of mismatched trips included that it was not just a capacity issue but also the order riders are scheduled to embark and disembark so riders do not needlessly have to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.

We concluded this discussion with a short description of how routed trips can go bad and how drivers and dispatchers could avoid this.

We proceeded to our review of the Draft Bylaws recommendations discussing removal of members, election and duties of officers and orientation. We hope to have our recommendations to the full CAC after a couple more subcommittee meetings.

**Subject:** Subcommittee summary for November 2019

Subcommittee members present; Yael Hagen, Kurt Baldwin, Dina Garcia, Maria Aroch, Terri Lantz, and assigned ACCESS staff present; Mike Greenwood

Others present; Rogelio Gomez, Susanna Cadenas, Rycharde Martindale Essington

We are in the process of narrowing our focus on proposed recommendations to improve; missed trips and no-shows, avoiding unnecessarily long rides, routing and miss-matched rides, and direct communication between drivers and riders.

We discussed promoting that when a road supervisor is available, road supervisors will pick up riders whose connections were missed due to provider error or stranding for other reasons, and take the rider to their destination to avoid diverting another vehicle to pick up the rider.

Explore requiring providers to contact a rider if the vehicle is going to arrive 30 minutes after scheduled pick up time. This must be reinforced at regular staff meetings. A rider should be offered the opportunity to decline the trip with no late cancellation penalty but must not be encouraged to cancel by the provider.

Requiring a dispatcher, in order to dismiss a driver on a scheduled pick up; the vehicle must dwell at the pick-up location for 5 minutes. During this dwell time the dispatcher must contact the rider to see if they are ready to proceed to the pick-up location. Ready to proceed has been interpreted to mean "immediately proceed." Depending on the situation "ready to proceed" could include; being transferred into a mobility device or switching from a stationary medical device to a portable device, negotiating a location that is not familiar or complicated to navigate, or having alternate accessible routes of travel that are greater distances, and so on. Ready to proceed should be a flexible standard with the objective to connect the rider with the vehicle to complete the trip from origin to destination. (Or 10 minutes instead of 5 min?)

Develop methodology to be used to hold contractors accountable in efficiency of routing using ratios of location to location distance compared to actual miles traveled from origin to destination. (This could be like the information provided by Melissa to show how routing can create a 1 to 1 ratio, an efficient routing, to a poorly planned routing that produced higher ratios including 7 to 1 ratio. (or **limit** share rides over two hours) include report to CAC and encourage provider.)

Recommend comparable travel time to fixed route should include the wait time from the negotiated pick up time to the destination instead of from the time rider boards the vehicle and the vehicle departs.

Continue to explore creating direct communication between the driver and rider, and other technology to help riders connect with the pickup vehicle. We plan to seek more expertise on how that could be accomplished.

Make the notes the driver has about the trip have more importance. (It was suggested the dispatcher should verify the driver read the notes prior to determining a no-show and allowing the driver to proceed to next destination.)

The definition of mismatched trips should include, not just capacity issues, but also the order riders are scheduled to embark and disembark so riders do not needlessly have to get off and back on the vehicle and for those that need to transfer to a passenger seat from a mobility device.

The Bylaws discussion included defining the Chair's role in relationship to the Board of Directors and developing the CAC agenda, adjusting the language in Section 5 from a majority vote to requiring 51% of CAC present to elect officers and includes requiring enhanced orientation on Roberts Rules and Open Meeting requirements.

We also discussed how subcommittee's and Standing Subcommittees elect their own Chairperson and/or Vice Chairperson, How a Standing Committee reports to the CAC, and the order in which we take public comment on agenda items.

**Subject:** Subcommittee summary for January 2020

Access staff and subcommittee members discussed the draft bylaws which is included in the agenda packet.

## **ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE (CAC) BYLAWS**

### **Draft Proposed Changes**

#### ARTICLE 1 - NAME

Section 1 - The name of the committee shall be the Access Services Community Advisory Committee (CAC).

#### ARTICLE 2 - PURPOSE

Section 1 - The CAC provides community input and advice to Access Services Board of Directors and staff concerning operational policy issues to impact and improve the Access Services transportation program.

Section 2 - While CAC is not intended to be a complaint resolution or appeals board, it does allow for public input at the regularly scheduled CAC meeting.

#### ARTICLE 3 - REPRESENTATION

Section 1 - The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of; persons with disabilities who are frequent riders of Access Services, residents who demonstrate broad knowledge of the transportation use and needs of people with disabilities, or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and using the process outlined in Article 3.1. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Services.

#### Section 2 - Removal of Representatives

2.1 - Representatives serve at the pleasure of the Access Services Board of Directors and may be removed at any time by a majority vote of the Access Services Board of Directors.

2.2 - A representative who misses three (3) meetings during each year of their term may be subject to removal from the CAC.

2.2.1 - The representative shall be requested to provide justification for continued service to a CAC subcommittee formed to review such justification.

2.2.2 - The subcommittee made up of two CAC members and an Access Services staff member not associated with the CAC will decide that those absent are justified or unjustified, or in the case that no justification is provided, a determination that the CAC member abandoned their position.

2.2.3 - The CAC Chairperson will forward the subcommittee's recommendation to the Access Services Board of Directors.

2.2.4 - The Access Services Board of Directors will then make the final determination whether to remove the representative.

#### ARTICLE 3.1 - MEMBERSHIP APPLICATION PROCESS

Section 1 - Any CAC Membership opening will be posted publicly on the agency website along with distribution to interested stakeholders such as: the Los Angeles County Independent Living Center Collaborative and the Los Angeles City and County Commissions on Disabilities.

Section 2 - Applicants will be required to have attended at least two (2) meetings of the CAC as a member of the general public within a recent six-month period.

Section 3 - All applications for CAC membership received prior to, or subsequent to, the posting of an opening will be kept on file in accordance with provisions in Article 3 Section 6. Applications will be reviewed by a CAC Member Selection subcommittee of no less than three (3) CAC members and the Access Services CAC staff liaison. The subcommittee will ensure that the basic qualification requirements of CAC meeting attendance and CAC diversity needs, as described in Article 3 Sections 1 and 2, are met.

Section 4 - Applicants that meet the basic qualifications as determined by the CAC Member Selection subcommittee will be offered the opportunity to attend an in-person interview with the CAC Member Selection Subcommittee and Access Services staff liaison. Applicants who do not meet the basic qualifications will be informed in writing of the subcommittee's decision and will be extended an offer to apply for future open positions.

Section 5 - Following the application review process for qualifications and after any in-person interviews as specified in Article 3, Section 4, the CAC Member Selection subcommittee will meet in person or through other means, such as by teleconference, to select the subcommittee's member recommendation(s) for ratification by the full CAC to fill the vacant position(s).

Section 6 - Applicants who meet the basic qualifications but who are not selected by the CAC Member Selection subcommittee, as specified in Article 3, Section 5, will be offered the option to have their application kept on file and maintained for three (3) years. When a CAC vacancy occurs, these qualified applicants will be contacted to affirm their continued interest in serving on the CAC. If applicants are still interested in serving on the CAC, they will be given the opportunity to update their application for the review process as outlined in Article 3, Section 2.

Section 7 - Applicant(s) ratified by the full CAC will be forwarded to the Board of Directors for final review and approval. The Applicant must attend this Board meeting.

Section 8 - Orientation. New members approved by the Board of Directors will be provided an orientation which includes: ADA paratransit regulations, open meeting rules, Robert's rules of order, and recent developments.

#### ARTICLE 4 - TERMS

Section 1 - There shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a two-year term (known as Group B). Group A members have term expiration dates which occur on even numbered years. Group B members have term expiration dates which occur on odd numbered years. Members will be reappointed every two years on the date of the Board of Directors meeting.

Section 2 - Representatives who are unable to complete their terms may submit their resignations to the Committee through the Access Services staff liaison. The Access Services staff liaison and the Committee will recommend any new members as vacancies occur. Access Services staff will provide nominations to the Board of Directors for all vacancies. There shall be no limit to the number of terms an individual may serve.

#### ARTICLE 5 - OFFICERS

Section 1 - The CAC will have a Chairperson and a Vice-Chairperson.

Section 2 - Officers Election Process

2.1- A nominations subcommittee consisting of 3-5 CAC members shall be appointed by the CAC during one of its regular meetings but no later than July 30.

2.2 - Nominations subcommittee members cannot be nominated for officer positions

2.3 - The nominations subcommittee will contact each CAC member and determine if they wish to nominate themselves or another CAC member.

2.4 - The nominations subcommittee will then contact those CAC members nominated by another member to determine if they wish to run for election.

2.5 - Any CAC members can also submit their nomination from the floor on the day of the election.

2.6 - Each nominee will present either a written or verbal platform speech/presentation at the September CAC meeting, or the next scheduled CAC meeting and officers shall be chosen by private ballot of 51% of the CAC present.

2.7 - New officers will be provided specific enhanced orientation on Robert's Rules or Order and open meeting requirements prior to being seated.

### Section 3 - Terms and Appointment Process

3.1 - Officer Terms are one year and will be limited to no more than two consecutive terms served by any one individual.

3.2 - Committee members will recommend the elected Chairperson and Vice-Chairperson for consideration by the Board of Directors Chairperson. If ratified by the Board Chair, the term is one year from September.

### Section 4 - Duties of the Chairperson

4.1 - Preside at the CAC meetings.

4.2 - Develop an Agenda, in collaboration with Access Services staff liaison, based on Access Services staff requests for agenda items to discuss and CAC Member requests for agenda items to discuss.

4.3 - Represent the CAC at meetings of the Access Services Board of Directors as an ex-officio Board Member

4.4 - Reports to the Access Services Board actions taken by the CAC including the establishment of subcommittees, policy and operational recommendations, CAC concerns and potential agenda items for the next CAC meeting.

### Section 5 - Duties of the Vice-Chairperson

5.1 - Perform the duties of the Chairperson in the absence of the Chairperson.

### Section 6 - Vacancies of Officer Positions

6.1 - A Vacancy of an Officer position shall exist in the following circumstances: (1) The resignation or death of an officer; (2) The removal of an officer by a ROLL CALL VOICE VOTE of a majority of the committee; or (3) The removal of an officer as a representative on the CAC by the Board of Directors as provided in Article 3, Section 2 of these Bylaws.

### Section 7 - Filling Vacancies of Officer Positions

7.1 - In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair Officer will automatically assume the role of Chair.

7.2 - There will be an election conducted for the vacant Vice-Chair position by using the process in Article 5 Section 2.

## ARTICLE 6- SUBCOMMITTEES

Section 1 - The CAC may establish subcommittees which will be charged with a specific purpose or task.

1.1- Subcommittee membership will be appointed by the CAC Chairperson or in the absence of the Chairperson the Vice- Chairperson.

1.2- Subcommittee Officers; A Chairperson and Vice-Chairperson will be elected by the subcommittee. Standing subcommittee's Chairperson and Vice-Chairperson will be elected by the Standing Subcommittee using the process outlined in Article 5. Officers shall be presented to the CAC for approval serving for a one-year term.

1.3 - Members will include CAC members.

1.4 - Members may include non-CAC members who have expertise, insight, knowledge, or specific interest in the specific purpose or task.

1.5 - Subcommittees will encourage open discussion and dialogue with all persons attending their meetings.

1.6 - All subcommittee meetings that are standing subcommittees or which comprise a quorum of CAC members shall be posted according to the Brown Act. An Access Services staff person will be assigned to each subcommittee and will attend subcommittee meetings.

1.7 - Subcommittees shall report their activities to the CAC on a regular basis. The CAC shall take recommendations under advisement and determine further action, if appropriate.

Section 2 - The CAC shall have a standing subcommittee called the Quality Services Subcommittee (QSS).

2.1 - The purpose of the Quality Services Subcommittee (QSS) is to monitor the quality of service of Access Services and to make comment and recommendations to the CAC.

2.2 - Composition -

2.2.1 - One Access Services rider from each existing service region appointed by the CAC.

2.2.2 - One additional appointment from each existing service region appointed at the discretion of the CAC.

2.2.3 - Access Services staff from Operations and Customer Service appointed by Access Services Executive Director (non-voting members).

2.2.4 - A representative from each transportation contractor appointed by Access Services Executive Director.

2.2.5 - A member of the Board of Directors of Access Services appointed by the Board of Directors.

2.2.6 - At least one member from the CAC appointed by the CAC.

2.3 - Terms shall be for one year commencing in \_\_\_\_ with a \_\_\_\_ appointment.

2.4 - The Quality Services Subcommittee shall meet at least quarterly. OSS will select a member to report activities/recommendations at the next following CAC meeting using format developed by the CAC.

## ARTICLE 7 - MEETINGS

Section 1 - The CAC shall meet once a month on the second Tuesday of every month at a location approximately centralized to the population of the County of Los Angeles, adjacent to public transportation and in an Americans with Disabilities Act (ADA) compliant venue.

Section 2 - CAC meetings are subject to the Ralph M. Brown Act (Government Code Section 54952.3), requiring that all meetings involving CAC deliberations are open to the public, with advance posting of agenda(s).

Section 3 - CAC meetings shall be conducted under Roberts Rules of Order, except where these Bylaws provide other provisions.

Section 4 - Special meetings of the CAC may be called by Access Services staff or at the request of the Chairperson.

Section 5 - To facilitate full discussion of issues by the CAC, members of the public will be given the opportunity to comment prior to CAC discussion.

5.1 - Public comment will be limited to brief comments, as directed by the Chairperson, on each agenda item. As appropriate, the Chairperson may suggest staff

contact the member of the public making comment directly regarding specific questions.

Section 6 - Change in meeting location, date or special meeting requires representatives to be notified at least seven (7) days in advance and follows the required posting procedure.

Section 7 - Alternative formats are available, upon request, by contacting Access Services three (3) business days prior to the date of a meeting to assure availability.

Section 8 - Minutes of the Committee shall be recorded by Access Services staff and returned to the Committee for review and approval. Approved Minutes of the Committee shall be forwarded to the Access Services Board of Directors in a format that is accessible to individual Board Members.

#### ARTICLE 8 - VOTING/QUORUM

Section 1 - A majority of the representatives currently appointed must be present at a meeting for a quorum.

Section 2 - An affirmative vote of a majority of the representative's present is required for any action items.

Section 3 - A representative must be present at the time of a vote to vote on a particular issue.

Section 4 - An absent representative cannot authorize a proxy vote.

Section 5 - Representatives are expected to actively participate in regularly scheduled CAC meetings and Subcommittee meetings.

#### ARTICLE 9 - COMPENSATION AND REIMBURSEMENT

Section 1 - Per the Access Services Board of Directors, CAC Representatives may receive such compensation, if any, for their services as committee representatives or officers, and such reimbursement of expenses.

Section 2 - Per the Board of Director's action, CAC Representatives are provided stipend FOR EACH meeting in which their attendance is requested by Access Services staff or Board of Directors.

Section 3 - Compensation is limited to two (2) stipends monthly for CAC Representatives.

## ARTICLE 10 - AMENDMENTS

Section 1 - These Bylaws may be amended at any regularly scheduled Committee meeting as defined by Articles 7 and 8 above, subject to final approval of the Access Services Board of Directors.