

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 12, 2021

1:00 pm – 3:15 pm

***Webinar - please see note below**

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
8	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of November 10, 2020	Action	5-14
8	3.	General Public Comments	Information	
7	4.	Board Member Report/Theresa DeVera	Information	
15	5.	Emergency Management Update - Matthew Topoozian	Presentation	
15	6.	Member Selection Subcommittee Update - Rycharde Martindale	Information	
15	7.	Operations Update - Jessica Volanos	Information	
12	8.	Member Communications	Information	
15	9.	Goals Retreat Subcommittee Update - Matthew Avancena	Information	15-24
15	10.	Stand Signs Subcommittee - Matthew Avancena	Possible Action	
15	11.	Future Agenda Items - Matthew Avancena	Information	
5	12.	Adjournment	Action	

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

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, CAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - CAC@accessla.org or 2) via US Postal mail by addressing it to - Access Services CAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Tuesday, January 12, 2021 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://zoom.us/j/98234838813>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 982 3483 88133.

3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.

4. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

5. If you cannot use the "raise hand" feature, please submit a written comment as outlined above.

MINUTES

Community Advisory Committee (CAC) Meeting
November 10, 2020
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:10 p.m.

INTRODUCTIONS

CAC Members Present: Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Kurt Baldwin, Maria Aroch, Yael Hagen, Jesse Padilla, Terri Lantz, Marie France Francois, Tina Fofoa, Olivia Almalel, Michael Arrigo and Michael Conrad.

CAC Members Not Present: Wendy Cabil

Board Members Present: Theresa DeVera

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Matthew Topoozian, Mike Greenwood, Josh Southwick, Rycharde Martindale, and Justin Sheldon.

Guests Present: Not available

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the October 13, 2020 minutes.

Motion: Member Fofoa
Seconded: Member Padilla
Abstention: Yael Hagen
Motion: Passed

MEMBER COMMENTS

Member Cardona made the following corrections for the October meeting minutes. He stated that under the Uber presentation, he made the following comment, "he was able to secure an Uber ride going to LAX airport from Alhambra only after Access left him stranded." In the second amendment he stated, "I hope everyone is staying safe."

PUBLIC COMMENTS

Buhmit Shah made a public comment by stating that he works at the Care Campus center with the Dayle McIntosh Center community for people with disability. He is also an LA County resident and is applying for one of the vacancies on this committee and attended the meeting in October as well.

Member Lantz made a comment that everyone applying for the open CAC position should make a public comment. Chair Goeman stated that this information was on the email sent out to them and they are well aware of this.

Scott Darren made a public comment by stating he was with Disability Rights California. He works there and has been with Disability Rights California for 11 years. He is a peer advocate and provides trainings throughout the community. He also provides staff trainings at the Disability Rights California and OCRA.

Wilma Ballew made a public comment that she also applied for the open CAC position. She is on the board of LA Care, is involved in Access, and many other organizations. She is proud that Access is doing the one rider only option during this pandemic and is always open for everything that needs to be addressed. She also assists the seniors in her apartment building by keeping them updated.

BOARD REPORT

Board Secretary Theresa DeVera gave an update of the last Board meeting in October. She stated that the external relations and stakeholder meeting took place on October, 19 2020 via Zoom. The committee reappointed the CAC members for a new two year term beginning, February 1, 2021 until January 2023. A decision was given by Randy Johnson, the Director of Governmental Affairs and Outreach in regards to upcoming legislation that may affect Access. Proposition 22 would allow for leniency and regulation of taxi drivers thus allowing them to apply for an exemption. Another concern facing Access is Metro's Fareless initiative. If this happens, Access may have to follow suit as Access riders are determined by the fixed route system. The fareless system is projected to increase demand. They were joined by Ms. Jennifer Covino from Simon and Company based in Washington, DC, 10. Simon and Company is Access's governmental lobbying company. She briefed them on a \$25 billion proposal for transit agencies across the country. Upcoming meetings will be on Monday, November 16th at 1:00 PM. Another meeting will be on Tuesday, November 17th at 1:00 PM. Both meetings will be via Zoom.

EMERGENCY MANAGEMENT UPDATE

Matthew Topoozian gave an emergency management which included Access' continued COVID-19 response. In terms of the COVID-19 delivery operations, they have implemented one new meal delivery project since the last CAC meeting. The new

project is in partnership with the Kevin Dobson Memorial Food to Life Program and is focused on veterans in Los Angeles County. In this project, Access will be transporting meal coolers from a kitchen facility in Northridge to at least two delivery sites where staff at those facilities will then distribute meals to the recipients. This marks the seventh overall meal delivery project since the beginning of the pandemic. As of last Wednesday, November 4th, Access has completed 271,000 total deliveries of meals, groceries, and paper goods across all active and demobilized projects to date. In terms of the same day service pilot program, Access has completed 24,621 same day trips since the program was implemented in May and a total of 46 curbside pickup trips have been completed since that program was implemented in June. Weekday trip volume for October was 49% of pre-pandemic levels. This was an increase from approximately 46% of pre-pandemic levels for the month of September. The shakeout earthquake drill was conducted on October 15th via Zoom with Access employees. On November 3rd and 4th, the Access Emergency Operation Center or EOC was activated with an additional evening shift and that goes beyond our usual day shift that we have for the COVID 19 pandemic response. This evening shift was focused on situational awareness monitoring for potential service impacts or disruptions related to the 2020 presidential election.

MEMBER DISCUSSION

Member Lantz made a comment by asking, if besides Election Day, there were other days that voters chose to take Access to the early voting vote centers or to drop-off boxes. Matthew Topoozian responded that he only knows of the Election Day numbers and maybe someone from Operations would be able to provide a response.

Mike Greenwood made a comment by stating that they did not track the information she requested but only tracked Election Day.

Member Padilla made a comment by asking how they are making sure the riders are not taking advantage of the same day trip rides by going elsewhere and if anyone was denied. Mike Greenwood, stated they have had some reports of this but not many.

Member Padilla also asked if a same day trip could be booked for picking up something to eat. Mike Greenwood responded by stating that it is not included but that he could do a curbside pickup at a restaurant and take it to his destination.

Member Hagen made a comment by stating that the communication given to riders has to be more widespread since many of them are uninformed. Chair Goeman made a comment by stating that this information is on the website and on hold message. Member Hagen insisted that it is still a problem and information should be better disseminated.

PUBLIC COMMENTS

Wilma Ballew made a public comment by asking if they were still going to continue the one rider per vehicle. Matthew Toopozian responded that as of now, they are.

Buhmit Shah made a public comment by asking that when a rider tried to book a same day service ride for the elections, they were not able to. He wanted to know if they can revisit the program restrictions. Justin Sheldon responded that the same day service was only intended for essential trips such as grocery stores. Voting center rides were not part of this.

Theresa DeVera made a public comment by stating that she had to pick up medication at a pharmacy and they could only offer rides at a time when the pharmacy was already closed. She asked what the same-day time cut off is for those kind of trips.

Victor Dominguez made a public comment by asking if he was to make a ride to go to a grocery store, would that be included. Matthew Topoozian responded that yes that is included in the same day service.

Alfie Bell made a public comment by asking where this same day trip information was located as she was not aware of this. Matthew Topoozian responded by stating that she would need to call to book her trip and this includes essential trips, like the doctor, bank, pharmacy, grocery store, etc. The reservationists have a list of the trips that fits the appropriate criteria. Member Hagen made a comment by stating that grocery trips can be made ahead of time and the same day trips don't need to be utilized for this.

Matthew Avancena made a comment by stating that the CAC members should not respond or engage in the public comments with the guests. This is not in the meeting protocol.

PASSENGER OPINION SURVEY

Eric Haack gave a follow up presentation on developing a customer survey with the technology focus. Access has conducted telephone surveys before and Access has conducted multiple telephone surveys in the past. This is an important tool to determine how well Access is meeting customer needs. He went on to explain the contents and topics of the survey. He asked for feedback from the CAC members on his presentation.

MEMBER COMMUNICATION

Member Francois made a comment by asking if Access has a Facebook page and if so if it would be possible to inform those that are visiting decide about the surveys. She was thinking about using social media survey in informing Access users. Eric Haack responded that there is not Facebook page however, they can put a message on their

on hold message to let people know the survey is available.

Member Baldwin made a comment by stating that they would take public comment prior to their discussion of the items, so that they have that information from the public in the discussion. When asking about how much data they have, he thinks his assumptions are a little bit off. Many times, there is limited data on his cell, he can use a Wi-Fi connection at a public place, the library, or his home which is not indicated there. There is also a question about wearable smart devices, but he doesn't know that information. He might use his Google maps to help him getting around. Those are the things you want to know about. Member Baldwin stated the autonomous vehicles question needs to have more explanation as well. There needs to be more details as to how it would work. He also wondered why there are so many questions on this topic. He also made a comment about the power lift and different riders have different experiences. Ticketing needs to be explained to people. They will need to explain what the where's my ride means. Some explanation on the questions asked needs to be more specific. He also agrees with Member Francois that social media is a tool that could be used. The demographics question is not pertaining to demographics. He will send him all the suggestions in writing so that he has more specifics.

Eric Haack thanked Member Baldwin for all his comments and asked if they should reword the smart watches question. Member Baldwin responded by stating that he doesn't know of anyone that is actually utilizing this mode of technology, like more of an assisted technology.

Member Cardona is glad the survey is distributed via email and is wondering the survey could be available via the website.

Member Conrad asked if the survey will be available in Braille. Eric Haack responded that it would not. It would be via telephone or can be emailed. Member Conrad stated he doesn't have email access.

Member Francois made a comment with regards to the question concerning mental health and the stigma behind that issue. She is not sure they should be asking that question as many might not want to answer.

Member Lantz was curious as to why they are not putting the survey on the Access website since they would get a more broad response. Eric Haack stated that he has no objection to this. He will ask the contractor and see if this can be made available on their website. Member Lantz clarified that the telephone is still necessary.

Member Hagen made a comment by stating that if they allow people to participate in the survey through technology, such as Where Is My Ride.

Member Almalel asked if this was a randomized survey and that it did not go out to all the riders. Eric Haack responded that this is for all active Access customers, prior to the

pandemic. That would then be the pool from which the total number of surveys to make it statistically valid. It would not be available to all active customers, but it would be a statistically valid sample of that group. Member Almalel liked the idea of a link to take an online survey, and add the option of a text box where they could comment or ask questions. It could engage different riders.

Eric Haack explained that the reason why they are having a survey script is that they don't want a surveyor, a person who's making a phone call, to influence the answers or influence the respondent to a certain answer. He wouldn't want the survey to be so conversational that a person may not answer in the way they normally would, or they could be influenced to a certain answer.

Chair Goeman asked if there is a spot on the survey where they can ask a question after the questionnaire to provide information to them. Eric Haack stated that they could add an option at the end that allows the riders to ask a question and receive a call back.

Member Almalel stated that she likes the idea of a link for people to do the survey because she can forward it to anyone who would be interested in it.

Member Hagen stated that if someone doesn't know what Where's My Ride is, then it means people are not being reached out to. If they utilize technology by asking questions about technology, it is a biased survey. There are those who don't have access to technology. It should be a method that everyone can participate in.

Member Padilla made a comment by asking why Access doesn't have a Facebook page. He thinks they could reach a broader audience. Eric Haack stated that he would be able to direct that to someone who could answer this question because he can't.

Member Lantz stated that they should offer a way to do the survey that is accessible to everyone. She does however, support the written version because there are those that are non-verbal and this way is useful to everyone.

Member Hagen made a comment by asking what a person's preferred method of communication is so that they can keep track of this.

Member Arrigo stated that he agrees with Chair Goeman and the alternative formats like Braille or paper options of the survey.

PUBLIC COMMENTS

Victor Dominguez made a comment by asking if this survey will also be in Spanish.

Buhmit Shah made a public comment by stating that they need to identify the target audience of it. A good thing would be to keep the disabled community informed because if they share the link with the public, they might not get the intended objective.

He just wanted them to keep that in mind when developing the project.

MEMBER COMMUNICATION

Member Baldwin stated he was glad to see everyone and glad they are still able to meet.

Member Almalel thanked everyone for making an effort to make the meetings happen.

Member Arrigo made a comment by stating that he didn't have much to add and greeted everyone.

Member Francois made a comment by stating that she is glad to be there and that they are still participating in the meeting.

Member Cardona made a comment by stating that he hopes to see everyone at the Annual meeting next Thursday.

Member Hagen stated that not many Board members are as active in reporting and she is very grateful for her participation each month. She thanked Veronica Guzman-Vanmarcke for always forwarding all the PASC information to the other members.

Member Lantz thanked the Access staff for making the meeting possible. She thanked Theresa DeVera for the report each month. She also thanked Access for the free rides on Election Day. She works with a committee that is taking any comments they might have about the new voting system and new ballot design.

Member Padilla made a comment by stating that he will straighten out his Zoom and connection for the next meeting. He wishes they could keep some of the services offered during the pandemic.

Member Cabil stated that she would be sending out some information to the CAC members so to keep an eye out.

Chair Goeman stated that she is grateful with everyone's patience while she familiarizes herself with how to lead a meeting.

PROPOSED FARE COUPON DESIGN

Josh Southwick presented the new fare coupon design and explained the changes made due to the suggestions that were given to him.

PUBLIC COMMENTS

Wilma Ballew made a public comment by stating that she enjoys hearing the new

things that Access is doing.

Daniel Garcia had a concern about the coupons and wanted them to add Braille to them.

MEMBER DISCUSSION

Member Hagen made a comment by stating that she was confused about the input given at the last presentation. She doesn't see all the input and asked if any of it was incorporated into the new coupon look.

Josh Southwick responded that they did incorporate many changes that were suggested. There was a tactile suggestion that was made and incorporated. Coupon sizes were taken into account.

Member Hagen asked if the base and the zone coupon were changed in size to differentiate them. Josh Southwick stated they were made.

Chair Goeman stated that she never received the coupon samples. She suggests that for visually impaired people they should be very distinguishable. This would be something easy for everyone to use.

Matthew Avancena stated that the flex coupon is the one that will be used in the Antelope valley and Santa Clarita area coupon. Otherwise, the base coupon and the zone coupon have bigger differences.

Member Padilla made a comment by asking how many coupons there are per stack and will it be easier to tear. He also asked if they fit in a wallet. Josh Southwick stated they removed the staple and they made them kind of like a post it note but without the sticky backing on it.

Member Hagen made a comment by stating if riders can recognize the size difference by putting one next to the other. Is it a huge difference between them both. Josh Southwick stated that there are about 5 inches of a difference then he thinks it would be obvious. He suggests that they could maybe switch the notch on the plus coupon and the flex coupon would be the same size as that one but without the notch.

OPERATIONS UPDATE

Justin Sheldon, Operations Service Monitor, gave an update on operations and stated that ridership is at 49% of pre-pandemic levels. He shared some highlights from the month of October. On October 15th, Access participated in the great California shakeout exercise. Access issued Access Strong t-shirts to all of the contractors for their hard work and dedication throughout this pandemic. The t-shirt has the new logo on the front pocket and on the back of the t-shirt, it has our logo much larger with, "Access

Strong 2020" written below it. He added that there is a progress report on the Southern region request for proposal and is still in the proposal review stages. What that means and where they are at is that the site visits have been completed. The bids have been received and the interviews have already been conducted. Lastly, Access staff are in the beginning stages of preparing the Antelope Valley request for proposal, and that is due to the contract with Keolis and the Antelope Valley expiring in April of 2022.

MEMBER DISCUSSION

Member Hagen made a comment by asking when it would go to the Board for approval.

F Scott Jewell stated that this would go to the Board in January.

SUBCOMMITTEE UPDATE

Rycharde Martindale gave an update on the New CAC member subcommittee. He discussed the subcommittee meeting they had and the process in order to review the applications. They are currently in the preliminary stages and stated there were 8 applications received. More information to come in the future.

STAND SIGN GOALS RETREAT

Matthew Avancena gave an update of the subcommittee by stating they did not meet this last month. Regarding their discussion on the businesses legal obligation at the meeting before concerning the drop off zones and stand signs. He reached out to legal counsel and they responded that private businesses are treated in a case by case basis. They have no legal obligation to install a sign if they choose not to. He went into detail on what the legal process was pertaining enforcing stand signs on businesses' property.

MEMBER DISCUSSION

Member Baldwin made a comment by stating that he didn't understand why Matthew Avancena did not understand the question asked by the CAC members. The question he answered was not the question they were asking. Their question was that it had nothing to do with whether or not they had to accept the stand signs. It had to do with whether or not they had an obligation to make their goods and services accessible to people with disabilities. Also, what sort of obligations do they have for reasonable modification of policies when they refuse to let somebody get out of their vehicle, other than where the stand sign is?

Matthew Avancena responded that he believes the businesses are well aware of their ADA obligations. Member Baldwin responded that Access services is barely aware of their obligations.

Member Hagen made a comment by stating that she agrees with Member Baldwin. She also asked Matthew Avancena to organize the next two subcommittee meetings.

Member Hagen also asked if there was not another item to cover. Chair Goeman responded they did not.

PUBLIC COMMENTS

Daniel Garcia made a public comment by suggesting they have signs and benches to sit on.

ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Padilla
Second: Member Francois
Motion passed

The meeting adjourned at 3:04 p.m.

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) GOALS RETREAT

Tuesday, February 9, 2021
10:00 am - 2:30 pm
Virtual Meeting

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
10:00	1.	Opening Remarks - CAC Chair Rachele Goeman		
10:05	2.	Introductions		
10:15	3.	General Public Comment	Information	
10:20	4.	Purpose of the Retreat - Kurt Baldwin	Information	
10:30	5.	Brown Act Introduction and CAC Bylaws	Discussion	
11:30- 12:00	6.	Lunch Break		
12:00- 2:00	7.	Goals - What issues do we want to address to help impact and improve operational policy for Access? - Kurt Baldwin & CAC members	Discussion	
2:00	8.	Next Steps	Discussion	
2:30	9.	Adjournment	Action	

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ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE (CAC) REVISED BYLAWS (May 2020)

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 absences 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. QSS 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.