

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 11, 2024

1:00 pm - 3:15 pm

3449 Santa Anita Avenue  
3<sup>rd</sup> Floor Council Conference Room  
El Monte, CA 91731

**Remote Public Link** ([click on this link](#)) -  
<https://us06web.zoom.us/j/82843701295>

**Dial In - 888 788 0099 (Toll Free) or  
669 900 6833**

**Meeting Number - is 828 4370 1295**

**\*Please see note below.**

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<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of May 14, 2024	Action	5-15
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	FY'25 Draft Budget - Hector Rodriguez	Presentation	

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8	7.	Establish Officer Nomination Subcommittee - Rycharde Martindale	Action	16-18
10	8.	No Show process - Garrett Rodriguez	Presentation	
10	9.	Rider Newsletter - Randy Johnson	Information	
10	10.	Operations Report - Anthony Santiago	Presentation	
7	11.	Future Agenda Items - Yael Hagen	Information	
8	12.	Member Communications	Information	
8	13.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information	
1	14.	Adjournment	Action	

*Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.*

*Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding that item*

*and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.*

*The 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."*

#### **\*NOTE**

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

#### Online

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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 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, then 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 in the video.

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Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)  
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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, then please submit a written comment as outlined above.

**MINUTES**

Community Advisory Committee (CAC) Meeting

May 14, 2024

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:04 p.m.

**CAC Members Present:** Chair; Yael Hagen, Vice-Chair; Terri Lantz, Olivia Almalel, Gordon Cardona, Bhumit Shah, Wendy Cabil, Kimberly Hudson, Jan Johnson, Maria Aroch

**CAC Members Not Present:** Rachele Goeman, Michael Conrad, Scott Barron, Jesse Padilla

**Board Members Present:** Director Martin Gombert

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Brian Lopez, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES OF APRIL 9, 2024

Chair Hagen asked for a motion to approve the April 9, 2024 minutes.

Motion: Member Cardona

Seconded: Member Cabil

Abstention: Member Hudson, Member Shah

Motion: Not Passed

MEMBER DISCUSSION

Chair Hagen and Vice Chair Lantz commented on how the minutes were not accurate and there were some mistakes throughout. Chair Hagen suggested they use the recording to do the minutes instead of the transcript. Veronica Guzman-Vanmarcke told them she would set up a meeting with them to discuss any changes and comments they had.

## GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he thinks they should make all the corrections when they receive their agendas have it done in advance, or even during the meeting. The proper motion is to make a motion with corrections when voting. He isn't sure if it's different for this committee, but he doesn't think they can say yes with corrections. They should just vote yes, no, or abstain from the minutes and send the corrections to amend. He also asked if the drivers were being made aware there were CAC meetings they could attend.

Fernando Roldan made a public comment by stating that he attended the last Metrolink Board meeting and mentioned them in a positive way to the Disability Advisory Council. At some point, he hopes Metrolink and Access Services can connect to work together. He is concerned about all the violence that is going on with drivers and passengers in transit. He stated he is concerned about the safety of Access Services in terms of the drivers and riders as it is a very serious situation. Chair Hagen made a comment by clarifying that the incidents happening are on fixed routes not within Access Services.

## BOARD MEMBER REPORT

Director Martin Gombert gave an update for the April Access Board of Director's meeting. He reported they have a new consultant, Hollingsworth Consulting, which prepares estimated future ridership numbers for Access. The ridership estimation models that were used pre-pandemic, don't really work as much post-pandemic, so they are using what's called a long short-term memory model, LSTM. They're estimating that ridership was 4.3 million and FY24 will be 6.9 million 10 years later in FY34, that's an over 60% increase. There are some big implications for funding, vehicles, facilities. Now, in defense of that number, as the years go by, that model will have more years to validate the ridership increases. He reported there were over 111 new vehicles delivered and in service. Next month the FY '25 budget will be presented to the Board.

## MEMBER DISCUSSION

Member Lantz said she was interested in the projected increase and doesn't know if they will take into consideration all the things they should look at to project forward. She stated that a 60% increase is quite high and doesn't sound accurate. Director Gombert responded that if she looks at the presentation that staff made it provides a little bit more detail. The staff member that presented the information would be able to give more detail on the increase.

Andre Colaiace offered to have the new consultant present it to the CAC at a future date so that they can ask their questions then.

## EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace presented the report by stating that the Board approved the zero-emission bus rollout plan that was submitted for approval to the California Resources Board. The State of California has prioritized the implementation and deployment of zero emission vehicles. Access has to prioritize quality service above this priority and at the moment they don't see any vehicles that are suitable for them to use. They are looking at different types of vehicles that may meet CARB rules. They have in development an electric vehicle that's undergoing federal safety testing in Altoona, Pennsylvania. They are working with a congressional office on an earmark for a hydrogen vehicle as well. He stated that the Access Board is an independent federal agency that promotes equality for people with disabilities through leadership and accessible design and development of accessibility guidelines and standards. The Access Board had its quarterly meeting in Los Angeles in mid-April and spent time looking at accessibility in the city of Los Angeles as it prepares for the Olympic Games. He participated in a panel discussing the accessibility of transportation and transportation facilities in Los Angeles. He spoke on the role that Access Services plays in LA, and how they are unique in the United States. They talked about some of their concerns, like the new infrastructure, the bike lanes and how they really need to consider paratransit and the needs of Access Services customers, in their design. He mentioned to the Access Board that the current federal Buy America laws are making it increasingly difficult to develop accessible paratransit vehicles. He also spoke about the Parents with Disabilities program and was approached by several members of the Access Board to discuss that further. They are requesting \$20 million for the Antelope Valley paratransit operations and maintenance facility through the federal bus and bus facilities program. The Antelope Valley Transportation Authority has agreed to submit the grant on their behalf. The grant is in addition to a similar submission to the federal RAISE grant program and the \$3 million earmark they received for this project a few months ago.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should look at that zero-emission program closely because Metro and other bus companies in LA County have zero-emission vehicles. He recommends they speak to Metro director Armando to find out how they're getting their zero emission vehicles. While they are creating projects at Antelope Valley, they should consider extending the weekend schedules of their buses.

## MEMBER DISCUSSION

Member Hudson encouraged them to begin planning now, for the Olympics in some year and try to make more seamless transfer options. A lot of the Olympic venues, in 1984, were outside traditional service areas and some were hard to get to. She asked if they were already making plans for that. She is concerned with the newer vehicles of

the lack of room for rider's mobility devices.

Andre Colaiace responded that they have had several meetings with both Metro and LA28. The meetings are preliminary now and he will note her comments for future feedback.

Vice Chair Lantz thanked Andre Colaiace and appreciates him bringing up the bike lanes, and how that affects Access riders. She is concerned about the challenges they face in making vehicles accessible to all people. She is concerned that the vehicles have raised floors and asked if there was a plan to test the vehicles and get input once they are running for a while. Andre Colaiace responded that they are at the mercy of vehicle manufacturers as far as the types of chassis, and the minivan category. The choices have decreased, and they have made changes and continue to make changes to the vehicles to make them adequate.

Vice Chair Lantz asked if with all the accessible vehicles needed to meet ADA regulated agencies throughout the United States, they would be willing to provide the vehicles they want. She asked if companies would be interested in building vehicles that would be adaptable for the paratransit service. Andre Colaiace stated that many agencies don't use minivans but cutaway vehicles which are not low floor. Access uses vehicles that others don't have but they will work with other agencies to try to get more feedback.

Mike Greenwood stated that most paratransit agencies are buying cutaways which is not necessarily what they want to operate in Los Angeles. They are looking for other vehicles, like the Ram ProMaster. They are making progress with a new design that requires a lot of engineering, and the vehicle will then need to be crash tested. The vehicle has a low floor all the way to the rear bumper, there would be no steps in the rear. Unfortunately, that vehicle is not available to order for about two more years, but that is an engineering challenge to make happen.

## TRIP RESERVATIONS

Rogelio Gomez spoke on trip reservations and Title 49 of the Code of Federal Regulations, which pertains to both the Department of Transportation and Department of Homeland Security. The federal regulations provide a clear definition for negotiating pick-up times, which is part of the reservation process with Access. For the Federal Transit administration Section 37131B2, while a transit agency may negotiate pick-up times with the individual, it may not require an ADA paratransit eligible rider to schedule a trip to begin more than one hour before or after the individual's desired departure time. He explained that in the reservation procedures, the contractors use more than one software system to process reservations. Access staff do over 500 remote observations on the reservation process for all the regions. When complaints come in, they investigate, and confirm if procedures were followed. The contractors also receive liquidated damages for every denial captured.

## PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that when booking a ride with Access, they sometimes don't always get the ideal times requested. He suggests that those kinds of policies change because instead of being one hour for a reservation, it should be half an hour before, half an hour after. Another part of his concern on the policy is some of the questions need to change, because he is asked the same question each time he makes a reservation. He is asked if he has a child or dog each time and this should already be noted on his file.

Alan made a public statement by saying that they should make the pick-up times more flexible. Instead of just choosing a pick-up time, have a more varied pick-up time range. When making a round trip, it's better to select time you want to return first, before making a round trip out. As an alternative, they could also have something like a minimum amount of time they want to stay at a location so that the time pickup is not interfering with that.

Mel Bailey made a public comment by stating that he agrees with the previous points as it relates to the time slots. Reservation making is different in all regions so that does get a bit confusing. There should be consistency, and there should be modifications allowed in all regions, as it would increase efficiency. The Rider 360 is a really great way to make a reservation, but he wishes that his password could be saved for easier log in.

## MEMBER DISCUSSION

Member Hudson finds that requesting a reservation time, is such a confusing and frustrating aspect of using Access. She isn't sure what the solution is, but it is strange that you can request a time, and you're given two options, one within the hour before, and one within the hour after. If neither of those work then if you call back, suddenly there is a time in the window, and you can't use it anymore. Rogelio Gomez responded that the system is looking for best solutions for different routes. If calls come in, and you book a trip, and they start a route on that, where before there was a route with that specific timeframe, then the slot for that time will disappear. If they call 10 minutes later, after the trip is booked, a different reservation slot opens. He doesn't want to make this complicated, but that's really what it comes down to with how the system works.

Member Shah made a comment by asking if they could get a demonstration of how the system finds a client, so they have a better understanding of what the system looks like, and the limitations of the system and how things are routed. Rogelio Gomez responded that he would make a note of that suggestion and maybe make it an item at a future meeting.

Vice Chair Lantz stated that she remembers a time she dealt with over 50 riders and

tried to reserve rides for them. They were all in different regions and she had to speak to two different providers. It took her over two hours, and when she tried to finalize the reservations, then time was up, and they were closed. The suggestion of having all regions allow modification to the original trip ride would be a good start. It would save the number of calls that are coming into reservations. It would benefit not only the riders but the staff at the various reservation areas.

Rogelio Gomez asked how long ago was the incident that Vice Chair Lantz mentioned. Vice Chair Lantz responded it was over a year ago. She stated that each provider had different rules so that made it so complicated.

Rogelio Gomez stated that the inconsistency in reservations negotiation is on the different software platforms. As of last week, the Northern Region is now providing two reservation times when requested. They made a change in their software, and he congratulated Elmer Contreras for making that change. The other contractors are basically the same process from a customer service perspective. If this is an item that the subcommittee wants to continue to touch on, the operations subcommittee will be happy to continue with that discussion.

Chair Hagen stated there was definitely a problem in the Northern Region, where this happened to her three times in one day with three different reservationists. She stated that when you want to modify your trip, you lose your entire reservation. With the 5M system, you can see if there is a better trip but will not lose your current trip.

Member Almalel confirmed the 5M reservations will save the time you searched and will allow you to look for a new time. She switched her workdays to evenings because of the high-volume travel times. She asked if it would be possible to standardize each call to have three minutes to make any changes within that time. During high call volume it can take up to 30 minutes to get a reservation. She would like the possibility of standardizing the process across the board.

Member Shah knows it's a bigger county than most but if they can have a better reservation system it will help with some of the issues they have.

Member Almalel asked if there was an ETA with online reservations. Mike Greenwood spoke to Director of IT, Bill Tsuei, and he responded that reservations will be made available via web portal to the Northern region around September 2024.

Chair Hagen stated that the reason they are discussing this topic is because there is a tremendous amount of frustration with the whole reservation system. She feels the system is designed to cater to the provider's needs, and not the riders' needs. The ADA says that at the very least, someone who is looking to ride the next day must have at least the flexibility of that window of an hour before, and after the requested time. It is meant to protect riders, so they don't call the day before and find out that there are rides only hours before, or that they would have to stay at a destination for hours

afterwards. They need to find solutions that will benefit riders' needs and riders' ability to be able to go where they need to go. Just because the regulations allow that flexibility doesn't have to mean that is the minimum that riders should have. They will take this to the Operations subcommittee. She encouraged everyone to please bring examples of scheduling situations to future meetings, so they know what they have experienced.

## OPERATIONS REPORT

Brian Lopez presented the Operations report with the statistics and shared the highlights by stating that the Antelope Valley region hired a new general manager, Victor Garate. Victor has worked in the Southern Region of Access in the past, and most recently as the Antelope Valley Operations Manager before becoming the new Antelope Valley General Manager. Access attended the Los Angeles Disabilities and Aging Collaborative on April 11 and connected with a diverse group of professionals, advocates, and individuals with lived experience. Additionally, their senior road and safety inspector had been working with the City of Long Beach and Long Beach Transit in adding a total of three stand signs at the Aquarium of the Pacific. Furthermore, these stand signs will be added to their stand directory list under the "I'm A Rider" tab in the Access website. Lastly, they had two rounds of Board member visits with two contractors. The visit occurred at the Eastern Region Contractor, San Gabriel Transit, and the Southern Region Contractor, Global Paratransit.

## PUBLIC COMMENT

Parshva Shah made a public comment by stating that getting a proper reservation time was super frustrating. His wife goes to school in Long Beach, and she sometimes has to be on a ride for two hours. She gets home super late, and she doesn't always have help from relatives. They are both visually impaired and they do not have a standing order in place. Although they have had standing orders before, and it didn't make a difference.

Fernando Roldan made a public comment by stating that he can see excessive shared rides on this presentation, and he appreciates it. He agrees with the issue of reservation times and booking. It is like finding a needle in haystack, and that is something that Access services needs to work on.

Mel Bailey made a public comment by stating that he has experienced an increase in improved rides. There has been an increase with on-time rides and travel time as well. Another thing is they are oftentimes told, "When something is happening, file a complaint". He has filed them with the Access admin, but he has noticed over the past quarter that he hasn't heard anything back. He did get a phone call back saying they will reach out, but they haven't, and it would be nice if someone reached back in writing.

## MEMBER DISCUSSION

Member Johnson stated that the problem with the time situation is that you may have the times that you wanted, and then when you are on the ride, they drop in two or three shared rides and that throws arrival time off. She had to call and change her return ride because that happened, although it has been a couple of years now.

## FUTURE AGENDA ITEMS

Vice Chair Lantz stated that when looking at the minutes from the last meeting there were some suggestions made on same day reservations. They need to either deal with it in the subcommittee or bring it back to CAC as an agenda item and update it. Member Barron stated at the last meeting something about callouts. Someone else mentioned sensitivity training and while they can't tell providers how to train their drivers, they can help find solutions. She added that they should add reservation modifications to the original reservation as a subject and maybe add that to the operations subcommittee.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should discuss an extension on the weekends between Santa Clarita and the Antelope Valley. There are two big events coming up before the Olympics, one being Copa America and the other one is the Soccer World Cup including Mexico, Canada and North America and they should be considered in the planning.

Mel Bailey asked if they could get an update on the Uber Pilot program and it's possibility of expansion to other regions.

## MEMBER DISCUSSION

Member Aroch asked if the status of the no-shows was increasing from previous months or decreasing. She would love to see that report. She would like to see how many no-shows they have now, compared to previous years. To see how they can address this and can better educate the community. Chair Hagen stated that no-shows happened for different reasons so that would be something they need to investigate. She would also like to add the vehicles that have been ordered for the future agenda items.

Member Almalel agreed with Chair Hagen and added they should focus on the ProMaster design. They should have able-bodied people sitting in the vehicle to see what it's like in the middle seat.

Chair Hagen encouraged feedback from the member's communities so that they can bring any ideas back to them for discussion.

## MEMBER COMMUNICATIONS

Vice Chair Lantz thanked everyone that participated and especially the public. They will consider those issues in future agenda topics, and in their subcommittee meetings.

Member Almalel deeply appreciates everyone involved and encouraged them to keep inviting people to the meetings so they can have their voices heard. She added that the World Cup was to take place on 6/12/2026. The Super Bowl is in Los Angeles in 2027, ahead of the Olympics.

Wendy Cabil stated there were a couple of events coming at the end of the month in Antelope Valley. One is directed towards seniors; another one is from Faith and Community Empowerment Organization. The target population is 14 years and older and they are offering a \$50 stipend for doing the feedback survey. On May 21st, she will be one of three panelists speaking on mental health with the DRC, Disability Rights California. She will share all this information with them all via email.

Member Hudson thanked the public and everyone on the committee as well as staff who participated throughout the month. She is honored to be a part of the committee and thinks they make a difference for riders throughout the county. She invited everyone to give more feedback because it just helps validate some of the points that the committee members make and gives staff a wider range of opinions for riders.

Member Johnson stated that she is happy to be back and wanted to reiterate her reservation scheduling comment earlier in the meeting.

Chair Hagen congratulated Victor Garate on being a general manager in Antelope Valley. She also thanked Elmer for being extremely responsive and doing a great job in making changes to the system. She is also very happy to have Member Johnson back and appreciates the public comments and all the comments from the committee members.

## SUBCOMMITTEE UPDATES

Matthew Avancena presented on behalf Karen Gilbert. He stated the Eligibility subcommittee requested to remove the language regarding oversized mobility devices from the application. There was a request to add the title of case manager or disability specialist to the list of providers that can complete the professional verification forms. The subcommittee members will review and finalize all the requested and suggested updates to the application and submit them for final consideration at their next meeting.

Susanna Cadenas presented the Customer Service subcommittee where they continued discussions on improving the operations monitoring center. Primarily they wrapped up the discussion on the essential questions needed to be asked by the OMC

agent when speaking with provider staff for estimated time of arrivals. It was suggested that OMCs should also confirm if there are any expected delays that could increase the ETA time and just have that discussion with dispatch in case there is any relevant information to share. If OMC is on the phone with dispatch, any activity about the trip should freeze until all efforts to connect with the rider are made. The idea here is that OMCs should advocate for the rider to ensure that they're not missed or disregarded.

Mike Greenwood gave an update on the Operations subcommittee. The entire meeting concentrated on the topic of excessively long trips, which includes the topic of shared rides. So that is a subcomponent of excessively long trips and at the meeting they discussed the regulatory requirements for monitoring patterns and practices of substandard service, which includes trips with excessive trip lengths. They also discussed some of the data and measurements that staff use to monitor excessive trip lengths. They have a KPI as well as some other performance measures with liquidated damages in their operating contracts to address the subject. They discussed some new data, which staff just recently acquired that pinpoints down to the rider level which riders might be receiving more than their fair share of excessively long trips.

Eric Haack spoke on the video communication subcommittee where they continued to work on developing a script for the next proposed video on how to avoid a no-show. It will focus on the steps customers can take to reduce their chances of being no showed when using Access for their travel needs. In 2023, the operations team provided presentations to the CAC and at a community meeting that touched on steps customers could take to connect with their Access rides. The subcommittee members reviewed that script as well as the PowerPoint presentations that had been previously developed by the operations team. They are going to move to late cancellations and missed trips at the next meeting.

Matthew Avancena gave an update on the FAQ section of the website. Josh Southwick proposed some questions or possible topics that can be added to the frequently asked questions. He presented some preliminary design changes and a sitemap for final review. However, there was a concern from one of the members regarding the news ticker. There were some concerns about the banner that scrolls on the top, and the subcommittee will revisit that at the next meeting. They are trying to finalize the actual ranking and the location of that. There was a request from the committee members before the website is launched to have it tested by riders that are blind or low vision-sighted and with other disabilities. In the next couple of months, they'll be able to present at least a pilot or a preliminary design to the full CAC once the subcommittee approves the final design.

## MEMBER DISCUSSION

Vice Chair Lantz stated that Access needed to review the eligibility application because it needs to be updated. She probably wanted to have it removed for now until they have the updated information. This version should no longer be used for eligibility.

Chair Hagen stated there was a place on the application that didn't belong, and it needs to be revised. She advised staff to add this to the feedback to the rider's guide as well.

Member Hudson stated that what she recalls from the subcommittee meeting is that the text can be considered derogatory, offensive and discriminating so it needs to be reviewed and updated or it might lead to legal action by someone.

Chair Hagen stated there is a lot of work to be done and she encouraged the CAC members to join the subcommittees.

### ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Vice Chair Lantz made the motion to end the meeting. There was a second by Member Johnson. The meeting was adjourned at 3:15 p.m.

JUNE 11, 2023

TO: COMMUNITY ADVISORY COMMITTEE (CAC)  
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS  
RE: REQUEST FOR CAC OFFICER NOMINATING SUBCOMMITTEE MEMBERS

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ISSUE:

Article 5 of the current CAC Bylaws (see at the end of this item) requires the selection of a Chairperson and a Vice-Chairperson to serve as officers for the CAC. Article 5 also describes the methods for doing this. The CAC is asked to put together a nominations subcommittee to begin this process.

BACKGROUND:

Here is a quick overview and estimated schedule of what will happen according to Article 5:

- June 11, 2024: CAC selects nomination subcommittee members
- July 9, 2024: the subcommittee contacts potential candidates and screens who is running for office
- August 13, 2024: the CAC holds an election and selects its officers
- August 2024-September 2024: Board Chair approves CAC nominees who take their office immediately.

RECOMMENDATION:

The CAC Chair calls for 3-5 CAC member volunteers and if not enough members volunteer, appoint CAC members to such a nominating subcommittee to begin this process. Please recall that under the current bylaws, there are no term limits preventing any CAC member from serving on this subcommittee. However, a member running for an officer position may not serve on this subcommittee for it would be a conflict of interest.

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 with 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.