

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 8, 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>
5	1.	Call to Order/Roll Call	Action	
5	2.	Review & Approval of Minutes of May 11, 2021	Action	5-12
10	3.	General Public Comments	Information	
8	4.	Board Member Report/Martin Gombert	Information	
10	5.	How to call into the meeting - Matthew Avancena/F Scott Jewell	Information	
20	6.	FY 2022 Budget - Hector Rodriguez	Presentation	
15	7.	No Show Policy - Rycharde Martindale	Information	13-15
10	8.	Officer Nominating Subcommittee- Rycharde Martindale	Possible Action	16-18
15	9.	Operations Update - Karina Abrica	Presentation	
15	10.	Goals Retreat Subcommittee - Matthew Avancena	Possible Action	
15	11.	Member Communications	Information	
5	12.	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 agenda 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

### 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](mailto: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, June 8, 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](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/93624939744>
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](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 +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 936 2493 9744

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.

<p><b>MINUTES</b> Community Advisory Committee (CAC) Meeting May 11, 2021 1:00 pm - 3:15 pm</p>
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CALL TO ORDER

Chair Rachelle Goeman called the meeting to order at 1:04 p.m.

INTRODUCTIONS

**CAC Members Present:** Chair; Rachelle Goeman, Vice-Chair; Gordon Cardona, Maria Aroch, Yael Hagen, Terri Lantz, Tina Fofoa, Wendy Cabil, Bhumit Shah, Scott Barron, Jesse Padilla, Olivia Almalel, Michael Conrad and Michael Arrigo.

**CAC Members Not Present:** Marie France Francois

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, F Scott Jewell, Art Chacon, Matthew Topoozian, Mike Greenwood, Jessica Volanos, Myra Perez, Rycharde Martindale.

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES

Chair Goeman asked for a motion to approve the April 13, 2021 minutes.

Motion: Member Fofoa  
Seconded: Member Hagen  
Abstained: None  
Motion: Passed

MEMBER DISCUSSION

Member Hagen stated that on page 9 the wording needed to be changed from autonomous vehicle to electric vehicles. Also she stated that in her “where’s my ride app” comment, she recommended an app that was used for dictation and that it was a good example for them to look into if they would like to use that in the future.

## GENERAL PUBLIC COMMENTS

Kimberly Hudson made a public comment by stating that she was present in the meeting.

Mel Bailey made a public comment stating that he was not aware that Access has gone back to full shared rides. He stated that things should not be going back to a normal state as it relates to shared rides. They are not in a normal state of being, evident by the fact that they are on the zoom call instead of in-person. He would really like it if they can assess the way they are conducting business. It seems like there's a lot of retaliatory practices and a lot of vindictive procedures that are being implemented. Since he has been very outspoken he feels he is being targeted with late rides, no rides, and letters of warning. They also need to do some type of progressive discipline with their employees because it appears that Access does not do that.

## BOARD REPORT

Board Secretary Theresa DeVera gave a presentation on the last Board of Directors meeting in April. She stated that CAC Vice Chair, Gordon Cardona, gave a brief report on the CAC retreat and the committees. There was also a Superior Service Award presented by Megan Mumby, which was given to Albert Gastine. The Board approved the following: renewal of employee health and benefits contract, renewal of self-insured retention auto liability, commercial business package contract, coupon printing contract, increasing funds for language interpretation and increasing funds for onboard camera video recording. Eric Haack presented the customer satisfaction survey that the CAC had already reviewed. Mike Greenwood gave a presentation on the role of shared rides.

## SUPERIOR SERVICE AWARD

Project Administrator Myra Perez-Calderon, presented the Superior Service Award to Daisy Lojero from Alta Resources.

## NEW MEMBER RATIFICATION

Rycharde Martindale gave a presentation on the member selection subcommittee that met after the vacancy of Kurt Baldwin on February 9. They met to plot out a strategy of fulfilling the vacancy and interviewed three candidates. The person that garnered the most points and best met the qualifications, was Ms. Kimberly Hudson.

## PUBLIC COMMENTS

Kimberly Hudson introduced herself and expressed her excitement in joining the CAC. She stated she had over 30 years' experience working within the disability community as an advocate and a social worker. She also stated she was an Access rider and served

on the CAC in the early 2000's. She is deeply and firmly committed to working within the disability community and thinks that transportation is essential for everyone to stay active and be vital members of the community.

Kimberly Hudson was then voted in by all CAC members. This decision will now be presented at the next Board of Directors meeting for ratification.

### GOALS SUBCOMMITTEE

Matthew Avancena presented the goals subcommittee item by stating that they looked through all 21 of the goals. They first discussed the agenda items that they thought would be appropriate for a future CAC discussion. And then after that, they will go through some of the items that were placed under the various subcommittee to be formed. There are three subcommittee formed called the Operations subcommittee, Communications subcommittee and the Same Day subcommittee. They need CAC members to volunteer for these subcommittees.

The following CAC members volunteered to be on the subcommittees as follows.

Operations Subcommittee: Wendy Cabil, Maria Aroch, Michael Conrad, Jesse Padilla, Scott Barron, and Gordon Cardona with alternate members: Terri Lantz and Yael Hagen

Communication Subcommittee: Gordon Cardona, Michael Arrigo, Terri Lantz, Wendy Cabil and Yael Hagen

Same Day Subcommittee: Rachele Goeman, Yael Hagen, Michael Conrad, Michael Arrigo, Bhumit Shah and Tina Fofoa

### MEMBER DISCUSSION

Member Hagen stated that she disagreed with the order of people that volunteered to the Operations subcommittee and wanted the recording reviewed for accuracy.

Chair Goeman responded that she heard the others speak up before Member Hagen and additionally she would like to give others a chance to join the subcommittees.

Member Shah asked when the meetings were and Veronica Guzman-Vanmarcke responded that they take a poll of the participants and work with their schedules.

### OPERATIONS UPDATE

Senior Operations Service Monitor, Jessica Volanos presented the Operations update and statistics. She stated that Access staff had begun planning the community meetings scheduled for July 2021. The meetings will be taking place virtually via zoom

tele-conference. Additionally, Global Paratransit's dispatcher Reina Espinosa received the Superior Service Award for March, and Access is in the process of finalizing the answers to the questions for the prospective bidders for the Antelope Valley Request for Proposals.

### MEMBER DISCUSSION

Member Hagen made a comment by asking for more elaboration on the valid no-shows. What's being considered a valid no-show and how is it distinguished from an operator error. She asked how that works with inbounding no-shows. Jessica Volanos responded that she would be contacting her with the answer after the meeting to more accurately respond to her question.

Vice Chair Cardona asked why there were so many late trips in July. Jessica Volanos responded that excessively late trips, which is what was presented on, totaled 116 trips, and that was just out of the 166,000 total completed trips for that month.

Member Hagen made a comment by stating that when they are talking about excessively late, they're talking about 45 minutes plus 20 minutes, which is an hour and five minutes. She just wanted make sure that that's a realistic number, because their experience looks like 45 minutes, but the riders experience is an hour and 5 minutes.

Member Cabil asked Jessica Volanos to please respond to all the CAC members when she finds the answer to Member Hagen's questions. Member Hagen stated that she would call Member Cabil with the answers when she gets them.

### EMERGENCY MANAGEMENT UPDATE

Matthew Topoozian presented this item by discussing the updates on their continued response to and the recovery to the COVID 19 pandemic. He stated that they updated the communications platforms with information on service restoration measures that were implemented on May 1st. These platforms included banners on the main accessla.org website, the online booking site and on the Where's My Ride app. Additionally, Access supported a vaccination event at the Covina Transit Center, by sending staff and volunteers. On April 30th, the final two-meal and grocery delivery programs concluded. On May 1<sup>st</sup>, Access restarted shared-rides and concluded the same day service pilot program. Additionally, all trips to vaccination appointments, including both the drive-through and drop-off appointments will remain non-shared rides. He continued by giving statistical results on rides.

### PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he is visually impaired and was really nervous when he was going through the slides, but he thanked him for capturing the data out loud. He made a comment concerning the drivers being better prepared for

emergency situations. He was on a van and had a panic attack and the driver called the police on him because he asked her to ask her supervisor questions. A miscommunication occurred and the driver called the police on him and he was not happy about that. When someone calls the police on a black man, the situation can become dangerous and doesn't always end well. He asks that the emergency training for the drivers be improved.

Fernando Roldan made a public comment by asking how many Access vehicles they have compared to the Metro buses. He is asking because he is concerned about COVID-19 and shared rides. He suggests they use the big vans to have maybe two or three passengers. His wife uses with a big blue bus in Burbank and that helps to separate the customers.

### MEMBER DISCUSSION

Member Lantz made a comment by stating that she is happy that they are distancing people in shared rides and trying to do non shared rides when possible. She knows a lot of people she works with that are very concerned with shared rides because of the proximity in the seating and also in the cleaning of the vehicles. She hopes Access is as careful as possible and she hopes they hear the community's concerns.

Member Padilla made a comment by stating that he understands how to physically distance people in vans but how they distance people in cars. Matthew Topoozian responded they try the best to space out the riders and they still have safety measures in place such as mask wearing.

Member Almalel made a comment by stating that a driver told her that he had four riders on his vehicle and that some of the riders don't want to wear their masks anymore if they are vaccinated. She pointed out that they should wear their masks because there are people out there that cannot get the vaccine and this is the only way to stay protected.

Member Lantz made a comment by stating that people can still get COVID 19 even with a vaccine and it can also be spread. She hopes people understand they still need to wear a mask and the drivers should be able to reinforce it. She thanked Access for responding so well to the pandemic in terms of emergency preparedness.

### MEMBER COMMUNICATION

Member Cabil made a comment by stating that May is mental health awareness month, and the Department of Mental Health is sponsoring free virtual events. She will be sharing links via email with the CAC members.

Member Hagen made a comment by stating that PASC is having a wonderful webinar the next day. They can look on the website, which is [www.P-A-S-C-L-A.org](http://www.P-A-S-C-L-A.org) or they can

call their number. If they want that number it can be put on the chat.

Member Lantz made a comment by thanking Access for all their hard work and helping riders get to their immunization appointments.

Member Conrad thanked everyone for their thoughts and prayers.

Member Arrigo made a comment by stating that he was happy Member Conrad is doing better. He stated that he recently was introduced to the Disability Community Restart Center and he is going to his first appointment next Thursday and help him with many programs and services. He is very happy to be working with them. He recommends they speak at one of the CAC meetings in the future as a new business item.

Member Aroch made a comment by stating that if anyone needs PPE supplies or needs resources for COVID 19, to contact her. She has many supplies to give out and this offer is open to the public.

Vice Chair Cardona made a comment by stating that he noticed the online reservation system was down for maintenance over the weekend. He recommends Access announce the shutdown a few days in advance on the online reservations and website. He also said he had a shared ride from Alhambra to Santa Fe Springs first, which is way east, then go back west to downtown Long Beach.

Member Shah made a comment by complimenting Access Services for everything.

Member Fofoa made a comment by thanking Access for everything they do. She thanked the members and the public for everything.

Chair Goeman made a comment by stating that she had five people share a ride and they were in the minivan. It has been resolved and fixed but she wanted to show people that, unfortunately it is something that happens to everybody. She left San Pedro at 11:35am and didn't get home until almost 2pm. She thanked everybody for all their thoughts and prayers while Mike Conrad was in the hospital. She is so happy to have him home and every day he's getting better and better.

#### STAND SIGN SUBCOMMITTEE

Matthew Avancena presented on the stand sign subcommittee by announcing that they have completed their work. They met on April 28th to discuss the remaining issues that needed to be resolved. The stand sign sub-committee was formed after the CAC held their first retreat back about a year and a half ago. The main purpose of the stand sign sub-committee was to address issues related to the location identification of stand signs. A more detailed summary of the issues and the recommendations, are attached to the agenda packet.

## PUBLIC COMMENTS

Mel Bailey made a public comment by stating that with the location evaluation, the taxis are all over the place but not the Access vehicles. He asked if there was a way this can be communicated to the sedan drivers and vans. There are many drivers do not speak English and there is a big miscommunication on this.

Kimberly Hudson made a public comment by stating that at UCLA or the Staples Center the stand signs are not always easy to spot. She asked if there was a way where the driver can be notified exactly where the rider is to avoid confusion. This happens a lot at the Hollywood Bowl as well. She also wanted to add that because shared rides are increasing she wondered if the rider could be informed prior to their ride if it is a shared ride. This way they can decide to take it or not.

Zebreda Dunham made a public comment by stating that a lot of people get a courtesy call. Maybe they could have an option on it saying something like press one if you are at the location already. Also, can they better educate the drivers about larger locations because there are locations that the drivers always have trouble finding.

## MEMBER DISCUSSION

Member Almalel made a comment by stating that they need to do evaluations on stand signs or just locations in general, for pickups that are safe for Access pickups. These evaluations should be done with a mobility device, like a walker, a wheelchair, and a cane. Some entrances have a lot of dangerous terrain for a wheelchair user because the tree roots or other obstacles. It would be dangerous for anyone walking or using a walker as well. This is something to consider when setting up a stand sign.

Member Hagen made a comment by thanking Member Padilla for heading this sub-committee, and for all of those who participated. A lot of great work was done by both the riders participating and by staff. Large locations that have multiple exits or multiple entrances, such as malls and colleges, medical facilities, are awful as far as accessibility. She thought it was amazing, that if there's a stand sign or a certain location that they pick up at a location, they do not have to be just dropped off there. A rider can be dropped off at any location within that address. Her suggestion to riders is to make sure that they are noting as much information in the details of the notes when making a reservation. If they realize that the pickup is kind of tricky or the drop-off was tricky, call the provider and let them know where the pickup will be.

## ADJOURNMENT

Chair Goeman asked for a motion to adjourn the meeting.

Motion: Member Padilla

Second: Member Arrigo

Motion passed

The meeting adjourned at 2:45 p.m.

JUNE 8, 2021

TO: ACCESS COMMUNITY ADVISORY COMMITTEE (CAC)

FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR CUSTOMER RELATIONS

RE: TALKING POINTS REGARDING THE ACCESS SERVICES NO-SHOW POLICY

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ISSUE:

At the May 11, 2021 CAC meeting, Item #7: Goals Retreat Update for May 2021, referenced two points to be taken up by the recently established Communications Subcommittee and the CAC. The Communications Subcommittee is to look at educating customers and others about No-Shows and the CAC is to look at the current No-Show policy. To familiarize both groups about the topic to be discussed, presented at the end of this item are two documents: the revised 2015 No-Show policy and the notification letter which is sent to customers receiving a second through fifth No-Show occurrences in a calendar month. The overall aim of the policy and program is to educate customers on how to reduce the number of excessive No-Show incidents.

RECOMMENDATION:

For the purposes of this overview, talking points should focus on:

The reason behind a comprehensive No-Show policy and program, cost and resources management;

A method to assure that both customers and service provider's reasons for No-Show occurrences are balanced when resolved;

Several methods by which customers can quickly remove No-Show incidents from their record; and

Further steps the CAC may take concerning the No-Show policy and program.

BACKGROUND:NO-SHOW SUSPENSION POLICYPOLICY:

A customer who has five (5) or more no-shows or late cancellations in a calendar month and their no-shows exceed more than 10% of their overall trips taken within the same

calendar month may be suspended from using Access.

The following situations are considered Rider No-Shows:

- When a customer cancels a trip less than two (2) hours before the scheduled pick-up time.
- When the driver arrives within the 20-minute on-time window, waits 5 minutes, and is unable to locate the customer at the scheduled pick-up.

Cancellations for subscription trips will be regarded as no-shows when a customer cancels less than two (2) hours before the scheduled pick-up time;

A 10-day suspension will be given for first offence followed by a 30-day suspension for every occurrence thereafter. After six (6) months of suspension inactivity, the duration of a subsequent No-Show suspension is reset to ten (10) days.

#### NOTIFICATIONS:

Access will send a notification letter after each no-show starting with the second no-show in a month. Customers who have met the requirements for a No Show Suspension will be notified by mail before the 15th of the following month and will be given 15 days to appeal their no-show.

#### RIGHT TO APPEAL:

If the failure to show up or cancel in time was not the customer's fault, the customer can call Access Customer Service to explain what happened. The customer also has the right to appeal or dispute any No-Show decision, which can be sent in as a written letter, fax, e-mail, or by phone within 15 days from the date the notice was sent.

#### SUNSET PROVISION:

After six (6) months of suspension inactivity, the duration of a subsequent No-Show suspension is reset to ten (10) days.

#### NO-SHOW CALCULATION PROCESS:

Access uses automated reporting to calculate a customer's eligibility for a no show suspension. Data is aggregated to calculate valid events of no-shows and late cancelations, by customer, and divides that count by the number of completed trips.

SAMPLE NO-SHOW OUTREACH NOTICE:

RE: Access Services Excessive No-Show/Late Cancelation Incident Alert

Dear [Customer Name]:

I am writing to you about the high number of No-Show and Late Cancellation incidents appearing on your Trip History during [month and year]. Your individual trip data indicates that you may be experiencing difficulties scheduling and keeping reservation appointments. If this is so, we want to help you reduce the number of these incidents appearing on your record. Remember, if these incidents are being caused by service issues, please call Access Customer Service at: 800-827-0829, Option 5 to report such problems or Option 2 if you are experiencing immediate service problems while out in the community.

Things to Do

If you have scheduled a trip the day before and then find yourself unable to take your trip, remember to cancel the trip at least two (2) hours before your scheduled pick-up time. Calling early can allow a vehicle to perform another trip for a customer. Note that a letter is sent to you whenever a No-Show incident is determined to be valid. A No-Show happens when a driver and customer cannot find each other at the time and place of a scheduled pick-up. You can always contact Customer Service to explain why a No-Show occurred and have it removed.

Follow-Up

As we periodically check the trip records of those having excessive No-Shows and Late Cancellations, I hope this reminder will remove you from this particular list. If it does not, we may contact you by phone to personally discuss the reasons why you may be having difficulty with No-Show and Late Cancellation issues. Please, let's work together to achieve this goal.

Sincerely,

[Signature]  
Access Services

JUNE 8, 2021

TO: CAC  
FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR  
CUSTOMER RELATIONS  
SUBJECT: OFFICER NOMINATING SUBCOMMITTEE

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ISSUE:

Article 5 of the revised May 11, 2020 CAC Bylaws (provided at the end of this item) requires the selection of a Chairperson and a Vice-Chairperson. Article 5 also describes the steps involved in how to do this. The CAC is thus asked to put together a nominations subcommittee to begin this process.

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.

BACKGROUND:

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

June 8, 2021: CAC selects nomination subcommittee members;

July 13, 2021: the subcommittee contacts potential candidates and screens who is running for office;

August 10, 2021: the CAC holds an election and selects its officers.

August 10, 2021-September 2021: Board Chair approves CAC nominees who take their office immediately.

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.