

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 10, 2024

1:00 pm - 3:15 pm

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

Remote Public Link (click on this link) -
<https://us06web.zoom.us/j/85088200795>

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

Meeting Number - is 850 8820 0795

***Please see note below.**

| <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 August 13, 2024 | Action | 5-14 |
| 10 | 3. | General Public Comments | Information | |
| 8 | 4. | Board Member Report | Information | |
| 10 | 5. | Executive Director's Report - Andre Colaiace | Information | |
| 10 | 6. | Modification of CAC Officer Terms - Matthew Avancena | Action | 15-16 |

| | | | | |
|----|-----|--|--------------|-------|
| 10 | 7. | CAC Officer Elections - Rycharde Martindale | Action | 17-19 |
| 15 | 8. | Driver and CSR Training - Mike Greenwood/Rogelio Gomez | Presentation | |
| 8 | 9. | Operations Report - Kristi DeHaro | Presentation | |
| 10 | 10. | Strategic Plan Kick-off - Eric Haack/Grace Clement (Intern) | Presentation | |
| 7 | 11. | Future Agenda Items - Yael Hagen | Information | |
| 8 | 12. | Member Communications | Information | |
| 8 | 13. | Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Garrett Rodriguez, 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 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**

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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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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

August 13, 2024

1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 p.m.

CAC Members Present: Chair Yael Hagen, Vice-Chair Terri Lantz, Olivia Almalel, Gordon Cardona, Bhunit Shah, Jan Johnson, Scott Barron, Wendy Cabil, Jesse Padilla

CAC Members Not Present: Rachele Goeman, Michael Conrad, Maria Aroch

Board Members Present: Giovanna Gogreve

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Hector Rodriguez, Susanna Cadenas, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace, Rycharde Martindale, Gina Breceda, Alex Chrisman, Mayra Calderon-Perez, Karen Gilbert

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JULY 9, 2024

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

Motion: Member Hudson

Seconded: Member Padilla

Abstention: Member Cabil, Member Cardona

Motion: Passed

MEMBER DISCUSSION

Member Hudson stated that her husband's name is incorrect and to change it to Tom Hershey.

Chair Hagen stated that her correction last month was "the newsletter was junk mail if it was twice a month" and that is not correct. She asked it to be changed to "twice a year is junk mail."

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he went to the evaluation facility in Commerce with his wife who is also his care attendant, and he was disappointed that Access does not let them choose their appointment times. Many people have to work and prefer to choose the time and day of appointments.

BOARD MEMBER REPORT

Director Giovanna Gogreve gave the report on the Board of Directors meeting in July. They had their Board elections and elected Theresa De vera as Chair, and Doran Barnes for Vice Chair. For the Treasurer's position it is Lee Burner, and for the Secretary's position it is Dolores Nason. They awarded a contract for the language interpreting services contract to Language Arts LLC for interpreting and translation services for American Sign Language, video, virtual interpreting, also written documentation, translation and more. The key function for those services involves the facilitation of Access services or contractor staff to provide assistance in the preferred language of the rider that either calls in or needs assistance anywhere with Access. They also approved the triennial DBE goal for the Federal fiscal year 2025 through 2027 as mandated by the Federal financial requirements. The DBE goal has been set at 4%, which is 1.9% higher than the previous year's goal at 2.1%. Access is required to develop and submit a DBE overall triennial goal for DBE participation as a condition of receiving federal assistance. They heard the 2024 customer satisfaction survey results and thanked the CAC's Ad Hoc Committee on behalf of the Board for their help with the development of the survey questions. This is vital information, and they receive this from the customers and use this to improve the service and any pilot programs. The August Board meeting is cancelled, and next meeting will be September 23rd.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that the report was great, and he would like to see more involvement from Metro. He is trying to be a part of the AAC committee of Metro Bus, and in four years they're going to have the Olympic Games and the Paralympics. He thinks they should build better relationships between the agencies.

MEMBER DISCUSSION

Member Padilla asked about the extension to the northern region and Giovanna responded they would be discussing this information in September to approve a contract extension.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace gave his report and wanted to discuss an item that occurred in closed

session. They discussed and approved staff recommendation to look into purchasing a six-acre parcel in Gardena as a new home for the southern region contractor. This site would be a significant improvement over Global Paratransit's current lease facility, which is substantially smaller and really looking to the future can't accommodate the projected growth and paratransit demand. They will hopefully bring an item to the Board in September to purchase the property. The CAC should care about the agency owning its own facilities from an operational standpoint, since many of the contractors' lease facilities are too small and won't be able to properly house the vehicles needed to accommodate future increases in paratransit demand. It is also a possibility that one of the contractors could lose their lease to one of the facilities they operate from, which could cause a serious operational disruption in paratransit operations. Land is very scarce in Los Angeles County and it's really difficult for a competing contractor to find a facility to bid against an incumbent. They know this project will be beneficial in the future.

Mel Bailey made a public comment by asking where the new building would be located exactly. He asked if the riders would have to pay for this or if they would be using a grant. Will there be fuel accessible at the site.

Andre Colaiace stated they will provide additional details in September. They do have onsite fueling as well.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he is glad that Andre Colaiace is making sure that they have their own building. This is an important issue to address as well as something that could help out the contractors.

MEMBER DISCUSSION

Member Cabil asked them to consider getting input, feedback and insight from the perspectives of the drivers and the riders.

Vice Chair Lantz stated that she has been to a contractors yard, and they have outgrown the place that they're in. It is important that the providers have something more secure and with more space.

Member Johnson asked if they would install charging stations on the site to accommodate future hybrids or electric vehicles that Access might acquire. Andre Colaiace responded they will talk about that when the time comes.

Jesse Padilla asked if there was a possibility to get a tour of the facilities.

Chair Hagen is looking forward to seeing the positive effects this will have on the service. She thinks this is a benefit to everyone.

Wendy Cabil asked to be added to any tours that will be offered in the future especially if it's to the Antelope Valley.

POST ELIGIBILITY CALLS

Eric Haack, Manager of Strategic Planning gave an oral presentation concerning the post-eligibility calls that are performed by Access's partner, Mobility Management Partners, a contractor with Access. The calls are made when an applicant to Access services completes the eligibility process, either through an in-person visit to the eligibility center, or they are a customer renewing their eligibility by mail, they may receive a telephone call from Access's contractor, Mobility Management Partners. The purpose of the calls is to address two issues. One to receive feedback on their experience at the eligibility center and the other if the customer is interested in any other transportation options.

PUBLIC COMMENT

None

MEMBER DISCUSSION

Member Padilla asked what the eligibility process is like now. Since he was previously an Access rider, what would be the process to reapply for the service. Eric Haack stated there is an application process and can begin by calling customer service. Member Hagen asked if someone from eligibility could contact Member Padilla.

Vice Chair Lantz stated she applied for Access during COVID, and she was given a one-year pass and would need to reapply after that again. She received a phone call from the Mobility Management Partners service, and she was taken aback by the phone call she received. She felt like they approached her in a way where they were offering other transportation options. It made her doubt whether she was eligible for Access and if she needed to find other options of transportation. When she asked questions about other transit for people with disabilities and seniors, they were not knowledgeable of that. She called Norma at Access, and she reassured her that she had Access. She also got feedback from another rider and heard the same feedback concerning these calls.

Member Hudson stated she did not experience these calls personally, but suggested they have a script, and that they don't call someone unless they've received their eligibility. This could cause anxiety and confusion for riders.

Chair Hagen stated that they are confusing people by giving them more information before they're ready to receive it. She received a call and received information for a bulletin board for Dial-a-Ride. If this program is going to work, they need to do a better job when reaching out to riders by identifying themselves and explaining who they are.

Otherwise, the riders will panic and think they are no longer eligible. She has spoken to people who have been confused and upset after the calls because they didn't understand what the call was about. She doesn't see the point of these phone calls. Nobody even asked her about her experience with Access and wondered if they even have the expertise to answer Access questions.

Eric Haack responded that the focus of the questions is different for each rider. If she had not experienced the eligibility process, they would not ask her about it. The purpose of call is to give information and give them options. He appreciates everyone's comments, and the goal is not to frighten the riders.

Member Padilla stated that when they call riders and give them the other options of transportation, it sounds like they don't want them to use Access. It insinuates that they don't want them to use the service, even though they are eligible.

Member Almalel stated that the goal for these phone calls will not be met if the script is not updated to preface this. They should state that they are a partner of Access Services and that it is just a courtesy phone call to ask about their experience and offer a list of other services, but it in no way impacts your eligibility. It is not appealing to offer other transportation to new riders after they just went through the whole process of applying to Access.

Vice Chair Lantz stated that this should not be attached to eligibility at all. Access should just send the options of available modes of transportation to riders and leave it at that.

Member Barron is concerned that a rider does not always answer the phone. Sometimes the caregiver may answer the phone and then relay the message wrong, and the rider has no recourse to call back.

Chair Hagen stated that she was upset that she only received one option and that was Dial-a-Ride and the bus. She had already made it clear that she wasn't able to take any fixed route. She asked for a supervisor, and she was told they were not experts on the other options and the overwhelming number of resources out there. She would like a report at a future meeting about what questions are being asked, what questions are being answered, and at what level of competency they are being answered. She asks why they are paying for another program that is not useful.

Member Padilla stated that if they are not expertise in that field, then why are they even in that field or in that position to begin with in the first place?

Member Barron asked for a preview of that report in the operations subcommittee meeting so they can go through it a little more closely before they present it in a big meeting. Chair Hagen will verify which subcommittee this will pertain to and get back to him.

Member Hudson stated that the takeaway is that there are many changes to be made to this service and although it's not their intention, this service is provoking anxiety in riders.

OPERATIONS REPORT

Gina Breceda presented the numbers for the operation report and presented some highlights. She stated the riders using "Where's My Ride" app are also able to give feedback regarding their trips. The rating will allow riders to rate the quality of the service and the trip in three different categories, which are safe ride, courteous, driver, clean vehicles using the star rating ranging from one to five with five being the best. In addition, the riders have the ability to leave comments such as "Great trip." We had a total of 163,937 "Where's My Ride" ratings throughout the past fiscal year. The average rating for each category are were as follows: clean vehicle, 4.8: courteous driver, 4.84: safe ride, 4.73.

PUBLIC COMMENTS

Patrick Shati made a public comment by asking what the increase in the average trips month to month was. Are they looking to expand or get more vehicles because it seems like they are constantly going up on the riders and trips, and it seems like they are always lacking vehicles.

Mel Bailey made a public comment by stating that there is a high number of reservation calls, but some regions only allow you to make one or two reservations at a time. He understands the way the calls are distributed, and the results are skewed in his opinion. Dispatch does not often coincide with the map according to him. Is there a better way to streamline this. He suggests the drivers not drive so fast, so they don't break the vehicles so hard.

Fernando Roldan made a public comment by stating that he would like to see more reports about clients' positive or negative effects when it comes to shared rides. He also agrees that the app is not always accurate and instead of getting better, it is getting worse. He would like to see Access app based on the technology used by Uber and Lyft, and if they could do a collaboration with them.

MEMBER DISCUSSION

Member Cabil was happy to see great things happening in Antelope Valley. She hasn't used the Where's my ride app but she is happy to test it out and provide feedback.

Member Cardona stated that, "Technically, that picture of the stand sign is closer to Pierpoint Landing in Long Beach."

Gina Breceda stated that there are three stand signs. They are in front of the aquarium just across from Bubba Gump Shrimp and the parking structure. The other one is Pierpoint Landing and Shoreline by Adequate Park and then the Lion's Lighthouse. And then Stand three is located near the restaurants such as P. F. Chang, Outback Steakhouse and Gladstones.

Vice Chair Lantz asked if on the picture example she saw the Access van pulled up and there are public scooters, which are parked side by side the whole distance from the front of the van going to the end of the van. Entering the van would be difficult with the scooters being in the way of the ramp of the vehicles.

Mike Greenwood responded that depending on time of day, and how many scooters are there versus anywhere else in the general area, there could be a challenge for both the rider and the driver to board. The driver's going to have to use their discretion on exactly where they parked the vehicle and deploy the ramp. He can contact the city and see if they have a suggestion or have any experience with scooters being an impediment to pedestrians in that area. Many times, the scooters are just laying around on the floor and it's something that is unregulated.

Member Almalel stated that the online reservation totals include the northern region as well. Gina Breceda responded it was only for online reservations.

EMERGENCY MANAGEMENT UPDATE

Alex Chrisman presented the emergency management update. The EOC was activated to monitor a winter storm in late February 2023 where the State route 14 was closed in both directions. Disclosure impacted transfer trip service preventing transfer trips from taking place during the closure period. Metrolink was not available as a transfer alternative due to debris on the tracks leading to the closure of the Antelope Valley line. Riders were advised of the possibility of difficulty completing their trips during the reservation process. Transfer trip service was restored the following day, and riders either stayed at home or canceled their trips during this event. No riders were left stranded. August of that same year they had another activation for a significant weather event built as the first tropical storm in Los Angeles in 84 years after initially being reported as a potential hurricane. The bulk of the storm passed east of Los Angeles and struck the desert areas of Southern California. They did monitor the recent earthquake that occurred carefully and assed the contractors. The Eligibility Center ended up with early transportation because the building was evacuated, and it was reoccupied once it was deemed safe by the fire department. Tabletop exercises are discussion-based scenarios where participants discuss their roles during an emergency and their responses to a particular emergency situation and share what actions they will take in response. They have simulated cyber-attacks, civil unrest, wildfire, and the evacuation of a nursing home. Staff have been traveling to the contractors providing an onsite demonstration regarding the amount of food and water needed in a serious emergency. The emergency management program at Access works to ensure a

maximum level of preparedness among staff and contractors. To that end, staff attended contractor driver training to review emergency preparedness material. Finally, back in April 2024, Access and MV staff participated in a training exercise at the Los Angeles City Fire Department training center near Dodger Stadium, where they provided two Access compressed natural gas field vehicles for the purpose of training firefighters. Events like this not only provide education, but it's an example of Access having a presence with the fire department in advance.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they do not have emergency kits on vehicles like water or food or even medicine. He thinks all vehicles should be provided with emergency kits in case of situations like this since they are prone to earthquakes in the area.

MEMBER DISCUSSION

Member Hudson stated she was the earthquake preparedness counselor for independent living centers throughout the state at one time. One thing she suggests adding to the rider's guide or handbook is that people carry extra medication with them just in case of emergency.

Member Cabil asked if they could have those resources linked on the Access website if it's not already there. She is part of the video communication subcommittee and asked if that something they should consider adding as a topic. She asked if they have training for staff on emergency preparedness.

Alex Chrisman stated that the LA County survival act is linked on our website as emergency preparedness. There are resources available there. The kits in vehicles takes a lot of preparation to go into, especially when it comes to medication.

Vice Chair Lantz stated that she used to do emergency preparedness training at UCP, and they got materials from American Red Cross. Some were just general materials, but some were for individuals with disabilities, and they were very helpful. LA City Fire Department had some really great things as well. She created notebooks for individuals living independently at the UCP apartments and they are still being used. Alex Chrisman stated that there are various resource links on the Access website.

Member Johnson stated that to carry extra medication they need daily, the pharmacies won't give you extra medication. The insurance company won't pay for this. Chair Hagen stated that they cannot carry extra medication to keep in case of an emergency because of this.

Member Hudson stated that she has always kept a weeks' worth of her medication on her when she is out and about.

Alex Chrisman stated there is water on the vehicles. Chair Hagen stated that there isn't always water in the vehicles, and she has seen drivers use their own water in certain situations where it's needed which is not really fair.

Member Barron stated that the DDS (Department of Developmental Services) also has emergency preparedness materials. They can get them off their website and can order them and they'll send the materials for free.

Member Cabil asked if they would accept the riders to bring their emergency tote bag in the allowance of the vehicle. Chair Hagen stated that they would have a discussion of this in the future.

OMC TEXT TO CHAT

Project Administrator for Customer Relations, Mayra Perez-Calderon presented a new feature they are piloting with the operations monitoring center called text-to-chat. Text-to-chat is a new feature that allows a customer to speak with a live representative via text. This could predominately support customers who are non-verbal or have other speech impediments. They are currently piloting this program with a live launch set for late September or early October. If they are interested in becoming a test user for this program, they should contact customer service via email at cserv@accessla.org, also displayed here on the screen.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that this is an amazing opportunity for those with speech impairments and vision impairments as well. He is concerned about the ETA feature and also how many texts they will be allowed to send.

MEMBER DISCUSSION

Chair Hagen loves this feature, and she is very excited for this pilot.

Member Cardona stated, "I tested it once and waited 15 minutes for a live representative. By that time my ride came. Overall, it was easy to use, and the options were helpful."

GOALS RETREAT SUBCOMMITTEE

Matthew Avancena presented this item by asking about a future goals retreat. They do need to form a subcommittee so that they can come up with suggested topics for the retreat. Chair Hagen, Vice Chair Lantz, and Member Almael with Member Hudson as an alternate volunteer.

FUTURE AGENDA ITEMS

No items were suggested.

MEMBER COMMUNICATION

Member Cardona asked if the automated vehicle demonstration was cancelled in February and if it was going to be rescheduled for a future date. Matthew Avancena stated they have not rescheduled but will let him know if they do.

SUBCOMMITTEE UPDATES

This item was tabled until the next meeting.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Cardona motioned to adjourn the meeting and Vice Chair Lantz seconded the motion. The meeting was adjourned at 3:17 p.m.

SEPTEMBER 10, 2024

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

SUBJECT: BYLAW MODIFICATION OF OFFICER TERMS

ISSUE:

The CAC formed a nominations subcommittee to contact other committee members to determine their availability in running for either the Chairperson and/or Vice Chairperson position. The nominations subcommittee reported that no active member in good standing has the availability and/or time commitment to serve as an officer.

RECOMMENDATION

Effective September 10, 2024, allow the current officer, be they the Chairperson and/or Vice-Chairperson who is set to be termed out to serve another one-year term until the next officer election. This provision can only take effect if there are no active members in good standing runs for office due to unavailability and/or time commitment.

IMPACT ON BUDGET

None

BACKGROUND

Per the bylaws, the CAC formed the nominations subcommittee at the May 12, 2024 CAC meeting. The subcommittee comprised of members Bhumit Shah, Gordon Cardona and Maria Aroch contacted other committee members to determine if they want to nominate themselves or another CAC member. If a member nominates another CAC member, the subcommittee will also contact the member to determine if they wish to run for election. As of the release of the September 10, 2024 CAC meeting agenda, no active member has the availability and/or time commitment to serve as an officer.

The duties of the Chairperson require a considerable commitment of time and energy. The Chair presides at monthly CAC meetings, actively collaborates with Access staff to develop the meeting agenda, represents the CAC at meetings of the Access Services Board of Directors as an ex-officio Board member. The Chair also reports to the Access Board any actions taken by the CAC including the establishment of subcommittees,

policy and operational recommendations, member concerns and potential agenda items for the next CAC meeting. Therefore, any CAC member who desires to run for an officer position must be mindful of the time commitment and meet the minimum qualification described below.

An active member in good standing. A member who has been on the CAC for at least one year. A member who consistently attends CAC meetings on a regular basis and actively participates in discussions. To be considered an active member in good standing, a member must not have missed more than three meetings during each year of their term and notify staff or other CAC members of the reasons for their absence.

SEPTEMBER 10, 2024

TO: ACCESS SERVICES COMMUNITY ADVISORY COMMITTEE

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

RE: SEPTEMBER 10, 2024, CAC OFFICER ELECTIONS

ISSUE:

To comply with Article V: Officers, in the CAC Bylaws, presented here. Today is an opportunity to hear from those CAC members desiring to be placed in nomination as candidates from the floor for the Election to the position of CAC Chair and/or Vice Chair. Verbal presentations (rather than written candidate statements) will be put forth to the CAC.

BACKGROUND:

At the May 12, 2024, CAC meeting, three to five (3-5) volunteers were solicited with three (3) members selected to serve on the Officer's Nomination Subcommittee. Over the next few months, the Subcommittee sought recommendations from those interested in seeking the Chair and Vice Chair positions. Taking into consideration that very few recommendations were solicited, a floor vote and decision from a quorum of the full CAC is recommended. The CAC's current practice of holding virtual meetings in the wake of the post-COVID Pandemic protocols will continue. A direct election will be held by Zoom Meeting conference.

Note, According to Article V: any CAC member can also submit their nomination from the floor on the day of the election. Also, Section 3 of the same Article states: Officer Terms are one year and will be limited to no more than two consecutive terms served by any one individual.

The names of those nominated from the floor for either office, on the day of the election, will have an opportunity to make a short campaign presentation to CAC members before the voting begins.

Voting will be accomplished by use of Zoom's Chat Room feature and through phone call by those who are not able to use the Zoom platform's enhanced features.

RECOMMENDATION:

After floor nominations for candidates for each officer is submitted by the CAC, members are encouraged to listen to these statements before voting at the September 10, 2024, election.

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.