AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, July 11, 2013
9:30 a.m. – 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd Floor, Conference Room
El Monte CA, 91731

TPAC MISSION STATEMENT
Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations.

TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

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<tbody>
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<td>Call to Order</td>
<td>Action</td>
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<td>Introductions</td>
<td>Information</td>
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<td>3.</td>
<td>Chairperson’s Report</td>
<td>Information</td>
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<td>7.</td>
<td>Report from Board of Directors</td>
<td>Information</td>
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<tr>
<td>10</td>
<td>8.</td>
<td>Access FY 2014 Budget and Follow-up Actions by MTA Board</td>
<td>Information</td>
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<td>15</td>
<td>9.</td>
<td>FTA State (Grantee) Management Review</td>
<td>Information</td>
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<td>20</td>
<td>10.</td>
<td>Parents with Disabilities Pilot Program</td>
<td>Presentation</td>
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<td>20</td>
<td>11.</td>
<td>Sheriff’s Contract Update</td>
<td>Presentation</td>
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<td>10</td>
<td>12.</td>
<td>Safety Program Update</td>
<td>Presentation</td>
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<td>13.</td>
<td>TPAC Officer Nominating Subcommittee</td>
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<td>14.</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Possible Action</td>
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Access Services does not discriminate on the basis of 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 aids and services to facilitate communication. In determining the type of auxiliary aids 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 aids 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 aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board 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 to the board both initially and supplementary prior to the meeting at the agency’s offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at http://asila.org. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board 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 Secretary to the Board. 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 Chairperson. 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 Board of Directors 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 board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY, MAY 9, 2013

CALL TO ORDER
Chairperson Wayne Wassell called the meeting to order at 9:36 a.m.

INTRODUCTIONS
TPAC members and alternates in attendance: Wayne Wassell, Diane Amaya, Ian Dailey, Gracie Davis, Linda Evans, Giovanna Gogreve, Shirley Hsiao, Jesse Valdez, Darren Uhl, Kathryn Engel, Evelyn Galindo and Kevin McDonald.

TPAC Members absent: Jose Barrios, Ernie Crespo, Valerie Gibson and Jose L. Medrano.

Guest: David Howie-Jones, CARE Evaluators; Nader Raydan, MV Transportation; Juan Jimenez, Global Paratransit; Ashley Koger, Torrance Transit and Mike Culver, MMP.


CHAIRPERSON’S REPORT
No Chairpersons report at this time.

APPROVE March 14, 2013 TPAC MEETING MINUTES
Motion: Chair Wassell entertained a motion to approve the March 14, 2013 minutes.

First: Ms. Engel
Second: Ms. Evans
Vote: All members were in favor and the motion passed.

STAFF REPORT
Mr. Avancena reported the following:

- Access Services has two new employees:

  Jack Garate, is Access’ newest project administrator from Global paratransit where he used to handle community outreach. William Kim is working in the Access Services fleet services department where he
will be assisting Rick Streiff, fleet administrator. Mr. Kim comes from San Gabriel Transit.

GENERAL PUBLIC COMMENT
No General Public Comment heard at this time.

REPORT FROM BOARD OF DIRECTORS
No report was given at this time.

Preliminary 2014 Budget Overview
F. Scott Jewell presented the following:
Access has developed its FY 2014 budget. The draft budget will be presented to the Access Board of Directors meetings in May. The finalized budget will be submitted for approval at the June Board of Directors meeting.

Access’ projected budget for fiscal year 2013-2014 is $135 million. This is an increase of 5% over last year.

Access will receive $67 million from Proposition “C” Local Sales Tax discretionary funds. Another $60 million will come from Federal (FTA/STP) funds. Access projects another $7 million will come from fare recovery, grants, interest and recovery from vehicle sales make up the remaining of the budget.

This coming fiscal year Access is set to replace 53 vehicles. Access’ current fleet has 148 vehicles with 200,000 -300,000 miles which is above the FTA replacement mileage standard and 166 vehicles between 301k-399k.

The fare increase taken into effect on January 1, 2013 was to increase revenue to increase funding for additional vehicles.

Ms. Evans asked have you seen any effects of the fare increase?

Mr. Scott responded, stating there was a small dip in ridership in January, February, March and in April there was a slight increase above what was projected.
Social Service Transportation Survey and Focus Groups

Mr. Avancena presented the following:

The firm Nelson/Nygaard Consulting Associates has been retained to conduct the SSTI survey.

Every 5 to 6 years the State requires Consolidated Transportation Service Agencies (Access functions as the CTSA for L.A. County) to conduct a comprehensive inventory and survey of social service, municipal and local agencies that provide specialized transportation services to County residents.

There are two goals of the survey:

- The purpose of this survey is to add available service alternatives to the public in Los Angeles County who do not qualify for Access.
- The second goal is to provide how many trips are currently being provided in Los Angeles County.

In addition to the state mandate, FTA regulations require that an assessment of transportation needs for individuals with disabilities, older adults, and people with low income earnings be conducted, including available services that identify current transportation providers (public, private, and non-profit).

Data gathered from the inventory and survey will be used by Access’ Mobility Management Program to update its directory of specialized transportation providers. Access will also use survey data to update its listing of all fixed route service operators and any Dial-a-Ride services provided in the County to increase the mobility options for persons with disabilities, older adults, and people with low income earnings.

The survey is attached for feedback for TPAC members to review; the timeframe for survey revision will be by the end of May 2013. The survey will be made available on surveymonkey.com

Ms. Engel asked how is Access coordinating with 211?

Mr. Avancena responded 211 was aware that Access is administering the survey.
Ms. Engel stated all these agencies respond to 211 for specialized resource providers. 211.org connects people quickly and effectively to existing health and human service programs in L.A. County.

Ms. Engel asked who is the lead for Metro for the coordinated plan? Mr. Avancena responded Cosette Stark.

Ms. Engel stated that the 211 database should be part of the Coordinated Plan and would be a good place to start and that they have over 45,000 resources.

Mr. Avancena responded Nelson/Nygaard, in conjunction with Arrellano and Associates, will also be conducting focus groups with various stakeholders and other interested parties. The focus groups are meant to get feedback from social service and specialized transportation providers on issues related to transportation funding, coordination, limited service and un-met needs.

Mr. Uhl recommended that everyone in TPAC should attend 211.org LA County meetings.

Mr. Avancena asked TPAC members to review and provide comment on the SSTI draft survey by Friday, May 17th. Staff also requested TPAC and CAC to identify potential stakeholder groups within their respective agencies to help Access facilitate the regional focus groups.

**Free Fare Update**
Mr. Haack presented the following:

Access’ Free Fare program allows Access eligible customers to ride fixed route service on multiple agencies without the need to pay a fare.

The Free Fare program has now been in operation for just over a decade.

- The main purpose is to reduce costs to operate Access Services.
- An additional benefit is it allows customers eligible for Access, to have access to other public transit modes in Los Angeles County.

At present Access is observing approximately 2.5 million Access free fare “TAPs” every month on free fare.
Ms. Gogreve asked what percentages of Access riders have TAP enabled cards?

Mr. Haack responded most all Access customers do. If they were not going to use free fare, they did not need to replace their old I.D. with a TAP I.D. but as they reach their renewal date all cards will eventually be TAP cards.

Mr. Uhl stated that he was curious from an eligibility standpoint about the 37% of people only using fixed route transit. In a 3 year period you have thousands of clients who only take fixed route and they use it often and it raises the question should they not be eligible.

Mr. Haack responded that this is a good point of discussion that we have this data. Access does not have a “got you” policy where if you use fixed route that we are going to use it against one in their eligibility with Access.

Mr. Culver responded saying that what he thinks the 37% of people solely using fixed route is that this program is really assisting Access to function as a paratransit system is supposed to. It is supposed to act as a safety net. The 37% represents those folks, who haven’t needed the safety net, but that it is available to them, should they need it.

Mr. Haack responded that in the area of 27%, customers that haven’t used fixed route or Access, haven’t used it because they have other resources available to them and Access is their last choice of transportation.

Ms. Davis stated that a customer’s eligibility depends on an individual’s functional assessment, so if a customer cannot use transit independently they can use fixed route with a PCA. It is a win-win all around because you are giving the customer transit options.

Ms. Evans asked how much money did you spend last year on free fare?
Mr. Haack responded that free fare for last year was $3.8 million dollars for approximately 3.4 million trips on 17 free fare partners requesting reimbursement.
Mr. Avancena noted that half of that reimbursement is actually for Metrolink. Of the $4 million about half of the reimbursement is for Metrolink because they are reimbursed about on average $7 each trip and unlike other fixed route trips that use TAP cards it is based on a sample. The funding source for the free fare comes out of our budget source we get from Metro.

Ms. Evans asked is there a special funding source? Mr. Haack responded no.

Mr. Valdez asked is there any additional data in regards to that big group of people who don’t use Access or fixed route? Mr. Haack responded no, it could be they are deceased or moved outside of L.A. County. It is important to note they have made the effort of recertifying within the last 3 years to remain eligible. We will never know more information regarding this group, but we won’t be able to take them off our list until the end of their 3 years has ended.

Ms. Galindo added that at the East L.A. regional center requires all clients to apply for Access and that many times clients do not want to use Access because the regional center acts as a more “mom and pop” transport service. By law they have to apply for Access, but they do not have to use it, if they do not want to. There is a big population that doesn’t want Access, but are asked to apply and be made eligible.

Ms. Engel said regarding the 37% of customers only using fixed route transit that those are only the TAP numbers and they do not include Glendale Beeline services. On a weekly basis Glendale has a lot of people coming in and asking for the “free green bus pass”. At two of the Glendale senior centers they print out at least 300 Access applications a month. The 37% is not surprising, but is of concern because of fare evasion issues. The concern is that this number could really skyrocket if we do not take a good look at the TAP data on eligibility of people. Ms. Engel added that Glendale Beeline is seeing doctored Access green cards, where the face is smaller and the white background is larger.

Ms. Engel asked if Access has staff to do spot checks on board with fare
issues?

Mr. Haack responded that Access partners with the L.A. County Sheriff’s Department, finding folks who are misusing Access passes. There is a staff person who works with the L.A. County Sheriff’s Department.

Ms. Gogreve asked if Access has done a campaign or flyer that addresses the concern of fraudulent behavior stating that the card is intended for your own use solely and cannot be shared or used fraudulently. Ms. Gogreve made note it may be expensive to do, but it may be worth it to educate the customer letting them know Sheriffs are out there and fines will be enforced.

Ms. Engel responded we need to make sure that on all Access materials there is a penal code, that if you use the card fraudulently that you are subject to a fine and 48 hours community service, along with suspension from Access Services.

Mr. Haack responded I cannot think of an active marketing campaign we did on fraudulent behavior.

Chair Wassell added is there a punishment if a customer is caught misusing the card? Could they be terminated from the service?
Mr. Haack responded, yes.

Ms. Hsiao stated I think it is important to emphasize the benefits of using Access and not to abuse it.

Mr. Haack responded that this program is being used in ways to where it is benefitting many customers, saving the organization and the region money.

Ms. Hsiao responded that TPAC supports the free fare program and we are here to see how we can improve the quality of it.

**Volunteer Driver**
Mr. Garza presented the following:
The Volunteer Driver Coalition and proposed Access Volunteer Driver Program is to create and operate an alternative transportation program that can eventually divert a large quantity of ADA Paratransit trips to the new program.

Basic formula:
- A person needs transportation somewhere.
- They ask a friend or neighbor whom they know for this trip.
- Where Access gets involved, is that Access will be the agency doing the reimbursement for the trip.

Mr. Valdez asked how much will reimbursement be?
Mr. Garza responded $.32 cents per mile to begin; then increase the mileage a few cents incrementally.

Mr. Valdez asked as far as funding, where will it be coming from?
Mr. Garza responded that Access will do the pilot program with its own funds and then pursue other grants.

Ms. Evans asked if there were a limited number of rides a customer can take?
Mr. Garza responded that Access is in the process of making up rules, but it could be something to implement.

Ms. Evans stated that this could be something great and there is nothing like a client being able to have family or friends being motivated to transport them.

**Rancho Los Amigos Shuttle Service Evaluation**
Mr. Torales presented the following:

The Access Rancho Shuttle was a pilot program started in 2007. The original goal of the shuttle was to provide same day trips to and from Rancho Los Amigos, one of the largest trip generators, to local Metro Rail lines. The combination of paratransit and fixed route would offer patients same day flexibility on their trips to and from Rancho Los Amigos. To this date, the shuttle has not sufficiently performed the original goal of the project, and
currently, serves a limited number of customers in the immediate area at a
cost higher than projected.

Although the Rancho Los Amigos Shuttle contract was only an informational
item a consensus of TPAC members responded in favor of eliminating the
service.

**Roadeo**

Mr. Rodriguez gave a presentation on the Fourth Annual Access Roadeo.
The one day event will take place July 13, 2013 at the Pomona Fairgrounds
from 8 a.m. to 2 p.m. It will be open to all active Access drivers. Drivers that
demonstrate excellent safety skills will have the opportunity to compete at
the national level on behalf of Access.

Mr. Rodriguez asked TPAC members for their participation and stated that he
will keep them updated on the progress of the Roadeo.

**New Business Subsequent to the Posting of the Agenda**

None.

**ADJOURNMENT**

Motion: Chair Wassell made a motion to adjourn.

Meeting was adjourned 11:42 a.m.
BACKGROUND:

The proposed FY2013/14 budget is based on demand projections, available funding, existing programs and capital needs. The proposed budget was reviewed by an ad hoc Board Committee consisting of Board Members Baghdarian, Gombert and Stitcher. Overall the budget is based on a funding level of $136.7 million of which purchased transportation represents 71.1% of the total budget. The budget will provide for delivery of 3.6 million passengers and 25.5 million contract revenue miles, a 3.5% increase over the FY2012/13 budget.

The following provides a high level narrative of funding and program expenses by cost center. Additionally the final section of this item discusses developments related to the delay of funding approval by Metro. Full budget detail is available for download at www.accessla.org/about_us/publications.html.

Funding

Funding sources include $59.4 million from a Federal (FTA) Section 5310 grant funded through monies flexed from the Surface Transportation Program, $7.0 million from passenger fare revenues, $4.2 million from Call for Projects/JARC grants, $531,000 from other grants, and $300,000 from sale of depreciated vehicles and earned interest on cash in bank. The
remaining $65.3 million comes from the Proposition “C” Local Sales Tax discretionary fund account allocated to Access pursuant to its approved business plan under an annual MOU with LACMTA. The subsidy proposed by LACMTA for FY2013/14 meets the mean expected results for the level of transportation service projected by HDR’s demand analysis as well as the other Access Services’ programs and administrative costs.

Paratransit Operations

The total cost of $111.1 million for this program (81.2% of total funding) is a 3.6% increase ($3.9 million) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Purchased Transportation - $94.4 million ($90.7 million FY2012/13)
- Insurance - $4.8 million ($4.7 million FY2012/13)
- Free Fare Program - $2.8 million ($4.0 million FY2012/13)

Eligibility Determination

The total cost of $7.1 million for this program (5.2% of total funding) is a 10.0% increase ($648,000) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Eligibility and Appeals Contracts - $3.1 million ($2.9 million FY2012/13)
- Certification Trips - $1.9 million ($2.0 million FY2012/13)
- Publications/Printed Material - $551,000 ($151,000 FY2012/13)

RiderID/TAP card production is now treated as an expense category

Consolidated Transportation Services Agency

The total cost of $0.48 million for this program (0.35% of total funding) is a 31.4% increase ($114,248) from the FY2012/13 budget.

The primary cost impacts within this program are:
Salaries and Related Benefits - $363,551 ($252,303 FY 2012/13).

The primary cost increase is related to staff FTEs added to outreach and training.

Administration

The total cost of $5.5 million for this program (4.0% of total funding) is a 3.9% decrease ($225,601) from the FY2012/13 budget.

The primary cost impacts within this program are:

- Salaries & Related Expenses - $3.3 million ($3.5 million FY2012/13)
  - Staffing - With the additional allocation of customer service calls to an outside contract the number of Access FTEs required for that function was reduced and, in the subsequent work load analysis for the upcoming year, reallocated to other departments. This includes a planning position, an outreach position, and a data analyst position. Overall the total FTEs will reduce from 81 in FY2012/13 to 79 in FY2013/14. The budget also calls for a 3% salary increase. The table below documents the number of FTEs and budgeted salary merit increases for the last five years.

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- Professional Services - $1.3 million ($1.3 million FY2012/13)

Capital Projects

The total cost of $12.5 million (9.2% of total funding) is a 331.5% increase ($9.6 million) from the FY2012/13 budget. Capital projects include -

- Vehicle Replacement (170 vehicles) $8,234,550
- Vehicle Expansion (Access to Work) (65 vehicles) $3,832,500
- Other $438,650
The expansion vehicles associated with the Access to Work program will only be procured based upon program-related demand.

**Impact of Metro Prop C funding**

While the Metro Board of Directors approved Prop C funding for FY2013/14 a number of conditions were set that will address issues related to the delay of funding. These conditions, as assigned to Metro staff, include -

- Ensure that any future discussions regarding changes to any fixed-route service include a thorough cost benefit analysis of the impact to ADA paratransit services.

- Closely coordinate with local transit providers, including municipal dial-a-rides and other paratransit service to assist patrons

- Identify supplemental federal and state funds, including grants, to augment the Access budget that can be used in the near-term to Grandfather-In current Access clients that now find themselves out of the service area.

- Return at the December Metro Board Meeting with an independent review using an outside contractor that includes the following:
  
  o Customer satisfaction survey of Access patrons;
  
  o Review and analysis of projected demand for Access for the next five years;
  
  o Listing of all federal and state funds eligible for Access and their projected uses;
  
  o Funding plan, including cost and demand mitigation strategies;
  
  o Performance and financial review of Access, including review of their eligibility certification criteria, Access service provided compared to the ADA requirements; and

  o Longer term strategy and options to apply future service changes to current Access clients.
• Work with Access to incorporate findings and recommendations of the above review.

JULY 11, 2013

TO: TPAC

FROM: MATTHEW AVANCENA, MANAGER OF PLANNING AND COORDINATION

RE: TPAC OFFICER NOMINATION SUBCOMMITTEE

ISSUE:
In accordance with TPAC Bylaws, it is necessary for TPAC to establish an officer nomination subcommittee to recommend nominees for the Chairperson and Vice-Chairperson position.

RECOMMENDATION:
Establish a 2 to 3 member nominating subcommittee to recommend nominees for each officer position.

BACKGROUND:
The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12 month terms effective September 2013 through October 2014. In addition to the slate of officers developed by the subcommittee, nominations may also be received from the floor.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

Article 5 - Officers
Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a **ROLL CALL VOICE VOTE** of the majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual, subject to Board chair ratification.

**Duties of the Chairperson**

The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

**Duties of the Vice Chairperson**

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

**Vacancies of Officer Positions**

A vacancy of an officer position shall exist in the following circumstances:

(a) the resignation or death of an officer;

(b) the removal of an officer by a **ROLL CALL VOICE VOTE** of the majority of the Committee;

(c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

**Filling Vacancies of Officer Positions**

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **ROLL CALL VOICE VOTE** of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.

In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative **ROLL CALL VOICE VOTE** of members present at a
regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.

**Article 6 - Subcommittees**

**Officer Nomination Subcommittee**

The Chairperson may establish a two to three member nominating subcommittee at its June meeting to recommend nominees, preferably two or more, for each officer position. In addition to the slate of officers developed by the subcommittee, nominations may be received from the floor. The nominating subcommittee report shall be presented in writing to the members in August prior to the election of officers.