

ACCESS SERVICES
LOS ANGELES COUNTY

TITLE VI REPORT

OCTOBER 2016 - SEPTEMBER 2019

I. Introduction

This document was prepared pursuant to FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and reflects the policies of Access Services.

Access Services is a state mandated local public agency created by Los Angeles County's public transit agencies to administer and manage the delivery of complementary Americans with Disabilities Act (ADA) paratransit service and to coordinate human service transportation agencies as the Consolidated Transportation Services Agency (CTSA). Currently there are forty-three (43) public transit operators serving Los Angeles County that are the member agencies and formal stakeholders of Access Services. The members are listed under **Appendix A**. Access Services is a public agency within the meanings of the California Fair Political Practices Act and the California Open Meetings and Records Act (Brown Act).

Access Services is governed by a nine-member Board of Directors appointed by:

- The County of Los Angeles Board of Supervisors
- City Selection Committee's Corridor Transportation Representatives
- Mayor of the City of Los Angeles
- Governing boards of the municipal fixed-route operators
- Governing boards of the local fixed-route operators
- Los Angeles County Commission on Disabilities
- Los Angeles County Independent Living Centers
- Los Angeles Metro staff
- Local fixed-route operators and municipal fixed-route operators (rotating appointment)

The Board has created two advisory committees, the Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee (TPAC). Both CAC and TPAC have 15 voting members. The Chairperson positions of CAC and TPAC serve as ex-officio members of the Board of Directors.

Access Services executive management team is comprised of an Executive Director (Interim Executive Director at the time of this writing), Deputy Executive Directors and the directors or managers of the following departments: Business Analytics, Customer Relations, Eligibility, Finance Planning & Analysis, Fleet Design, Operations, Planning &

Government Affairs, Procurement & Contract Administration and Training & Development. Access currently employs seventy-three (79) individuals.¹ An organization chart presenting the variety of positions and departments operated by Access Services is included in **Appendix B**. Paratransit dispatch and transportation operations are operated by several contractors (service providers) and eligibility determination services are provided by one contractor. Access Services staff manage the paratransit and eligibility contracts.

II. General Title VI Requirements and Guidelines for Providers of Paratransit Services

The Title VI requirements that Access Services must follow are contained in Chapter III (General Requirements and Guidelines) of FTA Circular 4702.1B.

Access Services' Title VI requirements are not spelled out in Chapter IV – Requirements and Guidelines for Fixed Route Transit Providers as Access service is exclusively paratransit (demand-response) service with no Fixed Route service. As stated in Chapter IV of the Circular "Providers of public transportation that only operated demand response service are responsible only for the requirements in Chapter III. Demand response includes general public paratransit, Americans with Disabilities Act complementary paratransit, vanpools and Section 5310 non-profits that serve only their own clientele (closed door service)."

Access is responsible to produce certain documents/reports to demonstrate their compliance with Title VI. As contained in Chapter III, section 2 "In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations." Further, contained in Chapter III, section 4, "FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional Civil rights officer once every three years or as otherwise directed by FTA."

Following the guidance of Chapter III of FTA Circular 4702.1B, there are a series of requirements that Access must meet:

- 1) Title VI Program must be approved by Access' Board of Directors;
- 2) Requirement to Notify Public of Protection Under Title VI;

¹ Employment data used in the Utilization Analysis of this report draws from employment data gathered in September 2016.

- 3) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- 4) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- 5) Requirement to Promote Public Participation (Develop a Public Participation Plan);
- 6) Requirement to Provide Meaningful Access to Limited English Proficiency (LEP) Persons;
- 7) Requirement to Have Minority Representation on Access' Board of Directors and Advisory Boards(Committees); and
- 8) Requirement to Monitor Subrecipients (Contractors) Title VI Compliance;

A. Title VI Approval by Access' Board of Directors

As contained in FTA Circular 4702.1B, Chapter III, section 4, FTA requires that "the Title VI Program must be approved by the recipient's (Access') Board of Directors . . ."

Access must "submit a copy of the board resolution, meeting minutes or similar documentation with the Title VI Program as evidence that the board of directors . . . has approved the Title VI Program."

Access' Title VI Program and associated Title VI reports will be brought before the Access Services Board of Directors on Monday, October 24th, Contained in **Appendix C** of this report is a copy of the Board of Directors agenda. **Appendix D** will have a copy of the Board of Directors minutes showing the approval of this Title VI Program and its associated Title VI reports.

B. Requirement to Notify Customers of Protection under Title VI

As per guidance in FTA Circular 4702.1B, Chapter III, Section 4, recipients are required "to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc."

1. Access Services Website

Access provides information about its commitment to Title VI non-discrimination rules on its website at the following location:

http://accessla.org/about_us/title_vi.html

A printed copy of these pages is contained in **Appendix E**.

Included in the narrative is the statement that Access is “committed to providing services without regard to race, color or national origin.” There are also instructions provided where a person may go to request additional information about Access’ Title VI policies and practices. Finally, if a person wishes to file a Title VI complaint there is a link to Access’ Title VI Complaint Form – a copy of which is included in **Appendix F** – and instructions as to how to file a Title VI complaint with Access and Access’ Title VI complaint process.

2. Access Services Customer Rider’s Guide

Each of Access’ eligible customers receives a copy of a Rider’s Guide which provides guidance as to how to effectively utilize paratransit service in Los Angeles County. Contained in the Rider’s Guide is one page dedicated to Access’ Title VI commitment. A copy of the text of this page from the Rider’s Guide is contained in **Appendix G**.

Similar to what is contained on Access’ website, the text included in the Rider’s Guide also states that Access Services is “committed to providing services without regard to race, color or national origin.” The Rider’s Guide also directs customers as to how to request more information about Access’ Title VI nondiscrimination requirements and the means as to how to file a Title VI complaint.

By including Access’ Title VI information in its Rider’s Guide, is the most effective means to reach all of the agency’s customers. All Access customers who may make use of Access paratransit service receive a copy of the Rider’s Guide, whereas Access does not have any bus shelters or stations where Title VI policies could be posted. Also, although Access does have contractors operate its fleet of minivans, during peak times, Access contracts with independent taxi providers. In-vehicle postings would be a less effective means of reaching our customer population.

3. Posting of Title VI Policy in Public Spaces

Access currently posts its Title VI Policy Access' "public" spaces, this includes the reception area of its administrative offices in El Monte, California and at its Eligibility Center, which is operated by its contractor C.A.R.E. Evaluators.

A copy of the posted policy statement is contained in **Appendix H**.

4. Translation of Title VI Policy into Non-English Languages

Access' Rider's Guide is available in English and in Spanish, as per Access' Limited English Proficiency (LEP) Plan. Access' website has an internal link to the on-line Google Translate service, so information posted on Access' website can be reviewed in over 70 different languages through Google Translate and the Title VI information is also available for translation for members of the public who do not read English.

C. Requirement to Develop Title VI Complaint Procedures and Complaint Form

FTA Circular 4702.1B Chapter III, Section 6 requires that Access Services "develop procedures for investigating and tracking Title VI complaints filed against [the agency] and make [the] procedures for filing a complaint available to members of the public."

1. Title VI Complaint Form

Access developed a Title VI complaint form, which is available to the public (as presented in Access' Title VI procedures above) either by telephoning or mailing Access Services or by accessing the Complaint Form in the Title VI section of Access' website. A copy of Access' current Title VI Complaint Form is available for review in **Appendix F**.

The Title VI Complaint Form contains spaces where a customer may fill out all of the information necessary for Access' Complaints Division to conduct an investigation and allows the customer an opportunity to provide a narrative description of his or her experience that is prompting the complaint.

2. Title VI Complaint Investigations

Part of Access' Customer Service staff is dedicated to investigating and responding to complaints. Once a Title VI complaint is received, the Complaints Division will

gather the facts associated with the complaint and conduct an investigation on the matter.

As an added step involved in the handling of Title VI complaints, when Title VI complaints are received, copies of these complaints are sent to the Planning and Human Resources Department. The Human Resources Department is to receive copies of all Title VI complaints, while the Planning Department conducts oversight of the complaint investigation process.

The Planning Department will review all Title VI complaints received and also review the investigations conducted by the Complaints Division to ensure that the matter has been resolved effectively.

The Planning Department also tracks the number of Title VI complaints that are received by the agency so as to report such information to the FTA and also to determine if there are possible patterns of behavior occurring in Access' service area which is to be prohibited by Title VI protections.

3. Title VI Complaint Investigation Procedure

When a Title VI complaint is received by Access, this initiates an extensive investigatory process to both respond to the customer's concern as well as to understand the severity (if any) of possible Title VI violations.

- a. Any person who believe that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with Access Services. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Human Resources Manager for review and action.
- b. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a. The date of alleged act of discrimination; or

- b. Where there has been a continuing course of conduct, the date on which the conduct was discontinued

In either case, Access Services may extend the time for filing or waive the time limit in the interest of justice, as long as Access Services specifies in writing the reason for so doing.

- c. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of Access Services, the person shall be interviewed by the Human Resources Manager. If necessary, the Human Resources Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to Access Services' investigative Procedures.
- d. Within 10 days, the Customer Support Center will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation and to advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA).
- e. Upon request by FTA, Access can advise FTA of the details associated alleged in the complaint. Generally, the following information will be included in every notification to the FTA:
 - a. Name, address and phone number of the complainant.
 - b. Name(s) and address(es) of alleged discriminating official(s)
 - c. Basis of complaint (i.e. race, color, national origin or sex)
 - d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by the recipient
 - f. A statement of the complaint
 - g. Other agencies (state, local or Federal) where the complaint has been filed
 - h. An explanation of the actions Access Services has taken or proposed to resolve the issue in the complaint.
- f. Within 60 days, the Customer Support Center will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director. The complaint should be resolved by informal means wherever possible.

Such informal attempts and their results will be summarized in the report findings

- g. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the FTA, if they are dissuaded with the final decision rendered by Access Services. The Human Resources Manager will also provide the FTA with a copy of the decision and summary of findings upon completion of the investigation.
- h. Contacts for the different Title VI administrative jurisdictions are as follows:
Federal Transit Administration, Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, S.E.
Washington D.C. 20590

D. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits

FTA Circular 4702.1B, Chapter III, Section 7 states that a recipient of Federal assistance must “prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin: Active investigations conducted by entities other than the FTA; lawsuits and complaints naming the recipient. This list shall include the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response or final findings related to the investigation, lawsuit or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.”

Access Services has recently revised its complaints procedures as they applied to complaints alleging Title VI violations. In addition to performing full investigations on Title VI complaints as Access’ Complaints Division performs on all complaints received against Access, the following added steps have been included to ensure proper tracking of such complaints:

“All Title VI complaints will be addressed to the Human Resources Department to confirm receipt. The complaint will then be entered by an assigned Customer

Care Specialist. An e-mail notification will automatically be generated and addressed to Government Services, the Project Administrators and the Customer Care Department. Within 60 days, an investigation of the allegation will be conducted and based on the information obtained; the Customer Care Department will render a recommendation for action in a report of findings to the Executive Director. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the disposition of the matter.” (Customer Care policies, September, 2013).

In the past three years, Access has received a total of four (4) complaints that alleged Title VI issues. The table included in **Appendix I** summarizes the complaints that were filed and their resolution.

E. Promoting Inclusive Public Participation

FTA Circular 4702.1B, Chapter III, Section 8 sets forth that each recipient must establish a “public participation plan or process (i.e. a document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient’s public participation activities).”

Access is committed to reaching out to its customers to both receive input from our customers about Access’ service and also to educate our customers about changes taking place with Access’ paratransit operations.

To fully capture the extensive public engagement efforts that Access has pursued, the agency has created a separate Public Participation Plan document. This Public Participation Plan has been attached to this document as **Appendix J**.

F. Requirement to Provide Meaningful Access to LEP (Limited English Proficiency) Persons

FTA Circular 4702.1B, Chapter III, Section 9 encourages recipients to “take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).”

To comply with FTA Circular 4702.1B and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” Access has introduced a number of processes to ensure that individuals are able to effectively access the paratransit resources that Access offers the Los Angeles County community.

As there have been extensive efforts undertaken by Access and for the purpose of providing a thorough analysis of the required four-factor analysis, Access has created a separate Limited English Proficiency Plan. Access’ Limited English Proficiency Plan has been attached to this document as **Appendix K**.

G. Minority Representation on Planning and Advisory Bodies

FTA Circular 4702.1B, Chapter III, Section 10 states that “a recipient may not, on the grounds of race, color or national origin, ‘deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.’ Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees.”

Table 1 is based off of the table contained in FTA Circular 4702.1B and presents the percent minority and non-minority of the members of Access’ three governing bodies, our Board of Directors, Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee. Due to some CAC members having stepped down over the past months from their role in the Committee, there are fewer than fifteen voting members currently on that committee.

As demonstrated in **Table 1**, Access has minority representation on each of its governing bodies, which is a reflection of the Los Angeles County community which Access serves.

Access employs a variety of methods to encourage persons active in the paratransit, transit and disability communities to apply for positions on Access’ governing bodies. Below are the means used to encourage individuals to volunteer for our governing bodies and how those means also encourage minority representation on the Board and advisory committees.

TABLE 1
MINORITY REPRESENTATION ON ACCESS BOARD AND ADVISORY COMMITTEES

Governing Body	Total Members & TPAC Alternates	Percent White	Percent Latino	Percent African-American	Percent Asian-American	Percent Two or More Races
Access Services Board of Directors	9	55.56%	0.00%	22.22%	22.22%	0.00%
Community Advisory Committee (CAC)*	15	60.00%	20.00%	13.33%	6.67%	6.67%
Transportation Professionals Advisory Committee (TPAC)*	24	12.50%	29.17%	29.17%	16.67%	4.17%

1. Access Services Board of Directors

The selection process for Access' Board members is performed apart from Access Services. Access works with the below County-wide/local organizations to have the most qualified representatives on Access' Board representing the interests of Access and its customers.

When a vacancy is approaching for the Board, Access will inform the appointing body of the upcoming vacancy and that agency will begin a selection process, out of Access' influence, to determine the most qualified person to fill the vacancy position.

Below are the different County-wide/local bodies which appoint one person to Access' Board of Directors.

- The County of Los Angeles Board of Supervisors
- City Selection Committee's Corridor Transportation Representatives
- Mayor of the City of Los Angeles
- Governing boards of the municipal fixed-route operators
- Governing boards of the local fixed-route operators
- Los Angeles County Commission on Disabilities
- Los Angeles County Independent Living Centers
- Los Angeles Metro staff
- Local fixed-route operators and municipal fixed-route operators (rotating appointment)

2. Community Advisory Committee (CAC)

As contained in the CAC Bylaws, diverse representation is encouraged as an element in selecting voting representatives to the committee.

"The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview with by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities

and regional diversity across the geographic area being served by Access Paratransit.” (CAC Bylaws, Page 1).

3. Transportation Professionals Advisory Committee (TPAC)

Access’ TPAC is draws its membership from across Los Angeles County and surrounding counties, seeking professionals with very diverse backgrounds in the fields of transit, paratransit and social service. The TPAC Bylaws present how members are selected for the committee.

“The Committee consists of 15 voting members [plus alternates (currently 22 total voting members and alternates)] comprised of transit, paratransit and social service transportation professionals representing all regions of Los Angeles and surrounding counties. Members are approved by the Access Services Board of Directors according to criteria that ensures the committee represents the public transportation community. . . .”

“Applications to TPAC membership are submitted to [Access] staff for review. A membership subcommittee comprising of two to three TPAC committee members will review and consider the application and may forward to the Board for approval. “(TPAC Bylaws, Page 1)

H. Requirement to Monitor Subrecipients

Access Services does not oversee any subrecipients of Federal funds. Access, however, does maintain contracts with different private transportation providers to perform the transportation and eligibility functions of Access’ services. These contractual relationships do not require separate Title VI documents to be prepared by the different providers of services, but it does require that Access thoroughly investigate any Title VI complaints brought against their drivers or staff as if it were brought against Access itself.

All complaints of Access’ different service providers are routed through Access Services’ Complaints Division. Any Title VI complaints that are received against a service provider of Access Services would receive the same scrutiny as though it were filed against Access Services itself.

For a review of Access’ Title VI complaints investigation procedures, please refer to Section C, 2 of this Title VI Program report.

APPENDIX A
ACCESS SERVICES
MEMBER AGENCY LIST

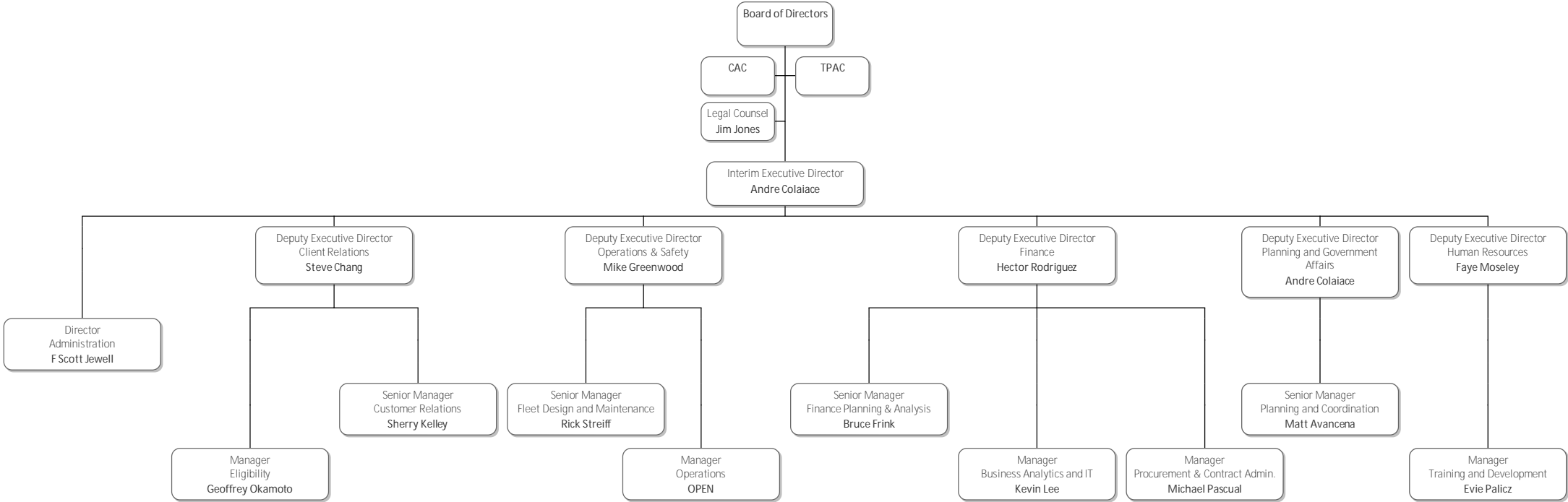
**Access Services Member Agencies
FY 2016-2017**

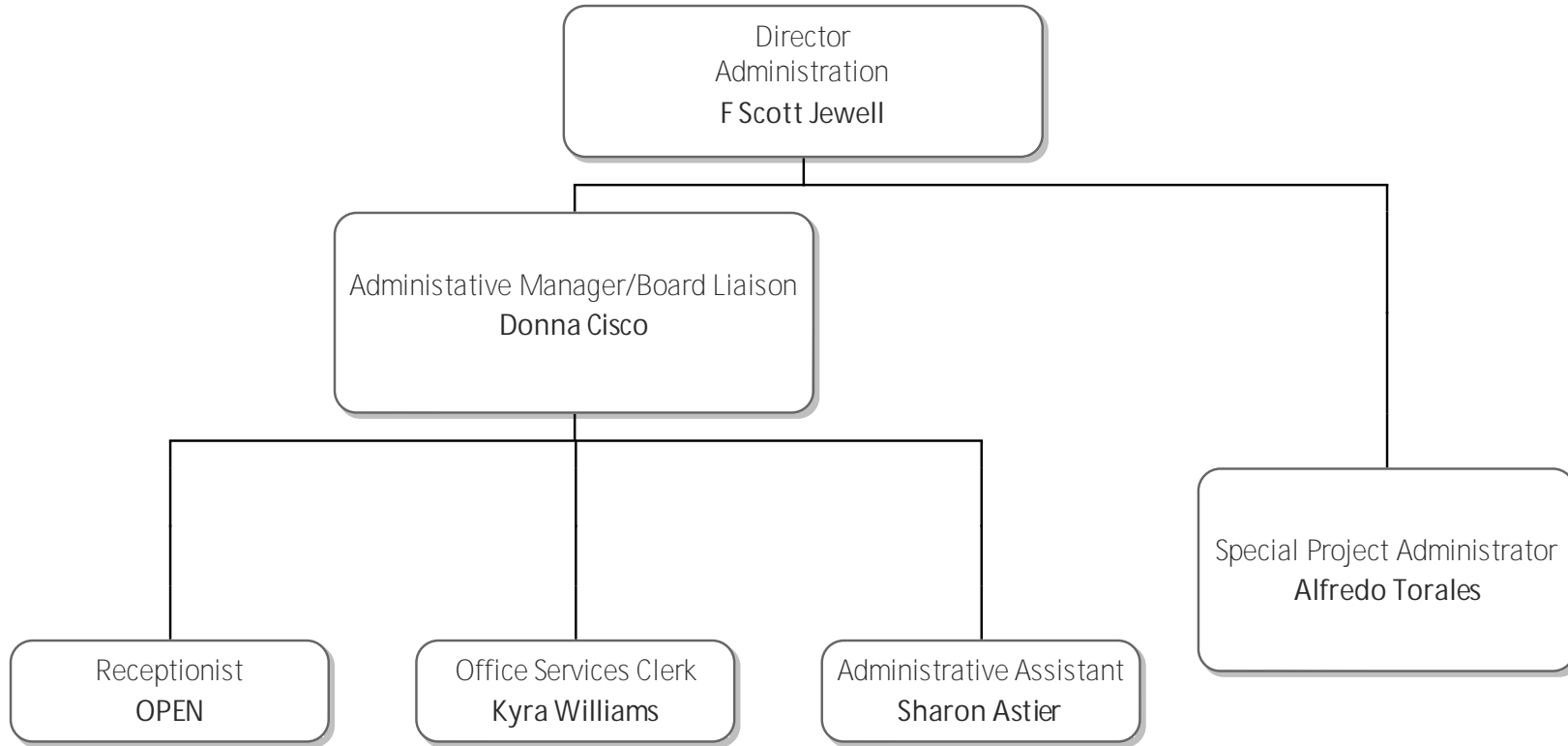
- | | | | |
|-----|------------------------------|-----|---|
| 1. | City of Alhambra | 27. | City of West Covina |
| 2. | City of Baldwin Park | 28. | City of West Hollywood |
| 3. | City of Bell | 29. | City of Westlake Village |
| 4. | City of Bell Gardens | 30. | <u>Antelope Valley Transit Authority</u> |
| 5. | City of Bellflower | 31. | <u>Beach Cities Transit</u> |
| 6. | City of Burbank | 32. | <u>Culver CityBus</u> |
| 7. | City of Calabasas | 33. | <u>Foothill Transit</u> |
| 8. | City of Carson | 34. | <u>Gardena Municipal Bus Lines</u> |
| 9. | City of Cerritos | 35. | <u>Long Beach Transit</u> |
| 10. | <u>City of Commerce</u> | 36. | <u>Los Angeles City Department of
Transportation</u> |
| 11. | City of Compton | 37. | Los Angeles County Department of
Public Works |
| 12. | City of Cudahy | 38. | <u>Los Angeles County Metropolitan
Transportation Authority (METRO)</u> |
| 13. | City of Downey | 39. | <u>Montebello Bus Lines</u> |
| 14. | City of Duarte | 40. | <u>Norwalk Transit</u> |
| 15. | City of El Monte | 41. | Palos Verdes Peninsula Transit
Authority |
| 16. | City of Glendale | 42. | <u>Santa Clarita Transit</u> |
| 17. | City of Huntington Park | 43. | <u>Santa Monica's Big Blue Bus</u> |
| 18. | City of Inglewood | 44. | <u>Torrance Transit</u> |
| 19. | City of La Cañada Flintridge | 45. | Arcadia Transit |
| 20. | City of Lawndale | | |
| 21. | City of Lynwood | | |
| 22. | City of Monterey Park | | |
| 23. | City of Paramount | | |
| 24. | City of Pasadena | | |
| 25. | City of Rosemead | | |
| 26. | City of Sierra Madre | | |

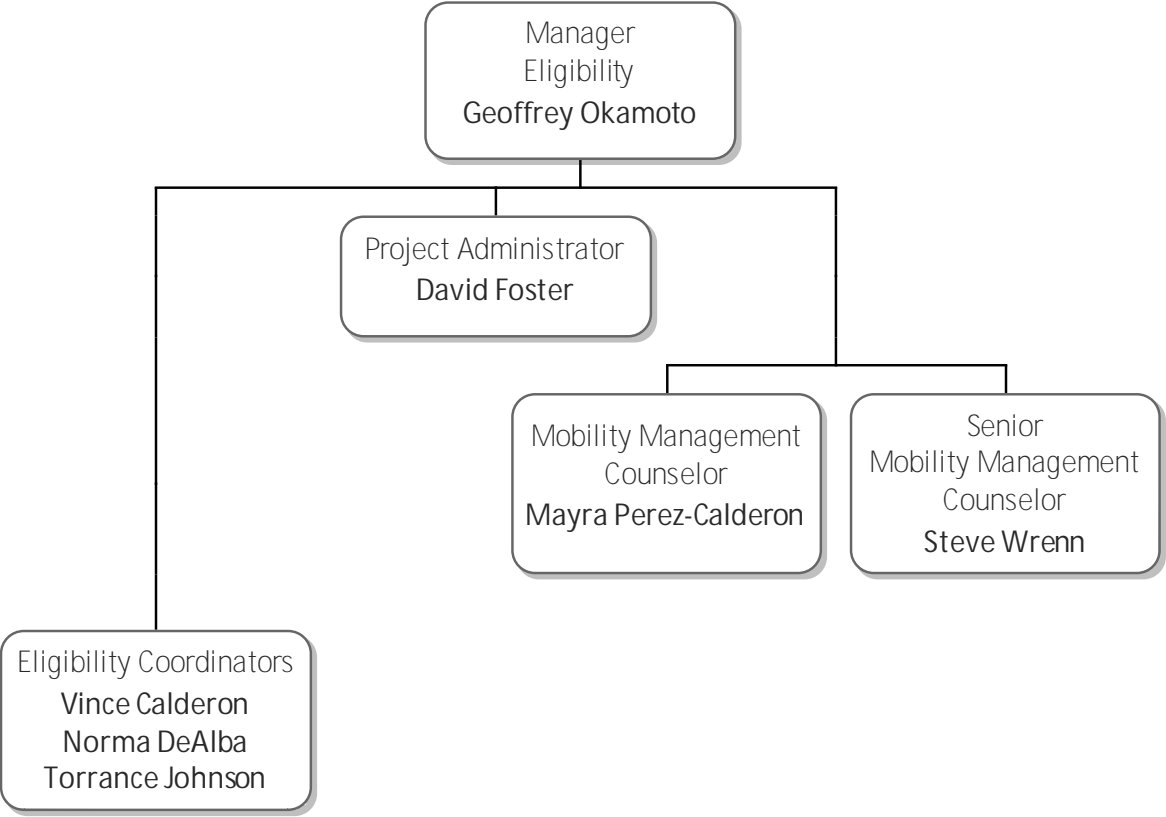
Underlined denotes FTA grantee
Rev. 9/2016

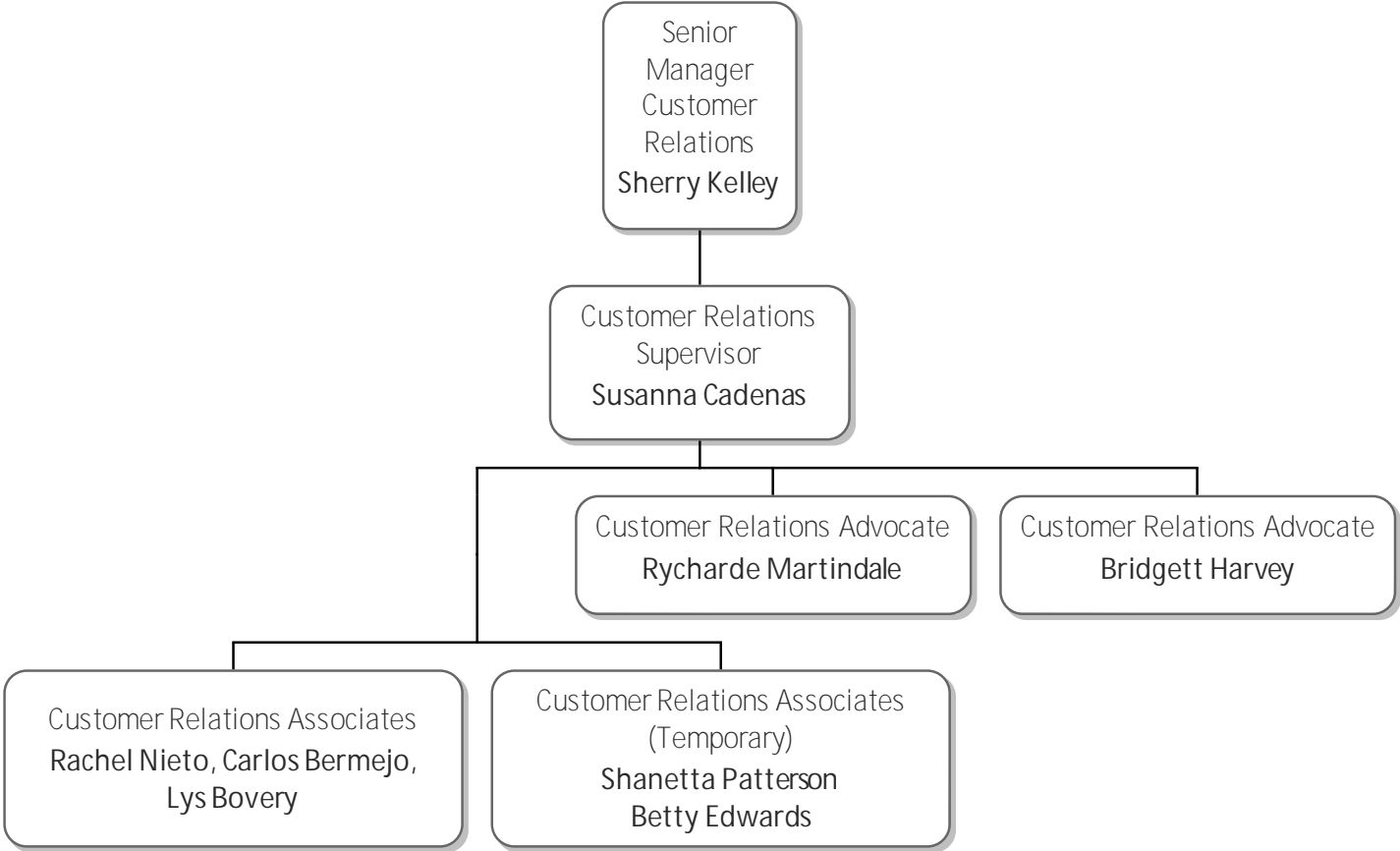
APPENDIX B
ACCESS SERVICES
ORGANIZATION CHARTS

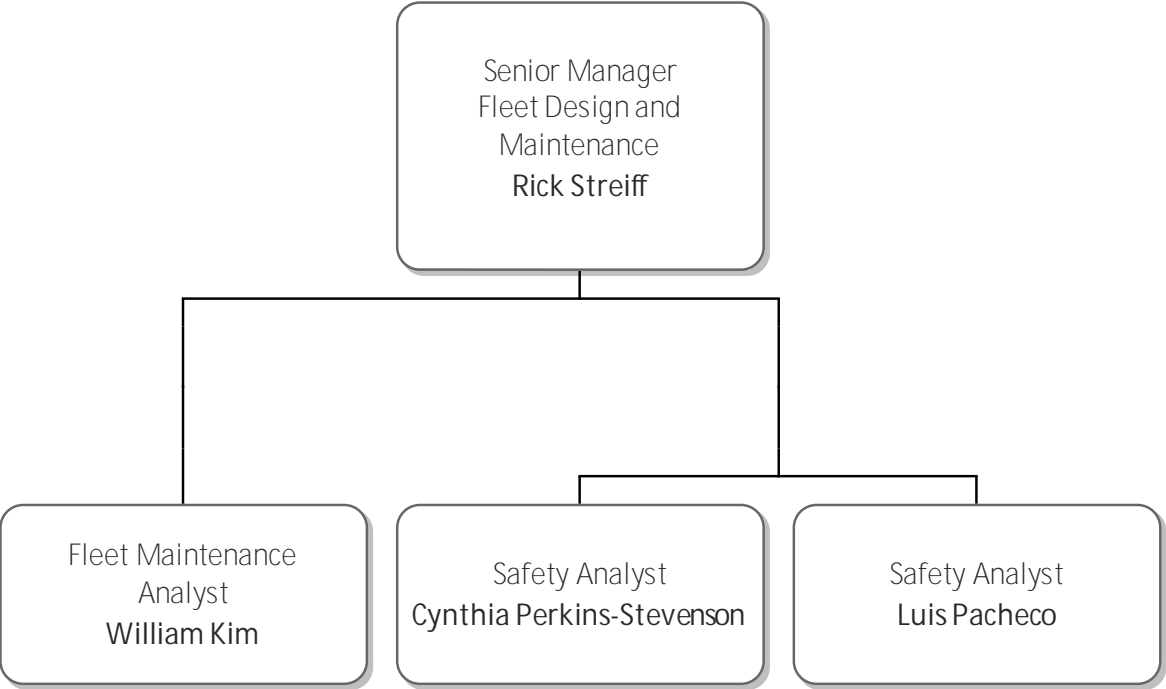
access

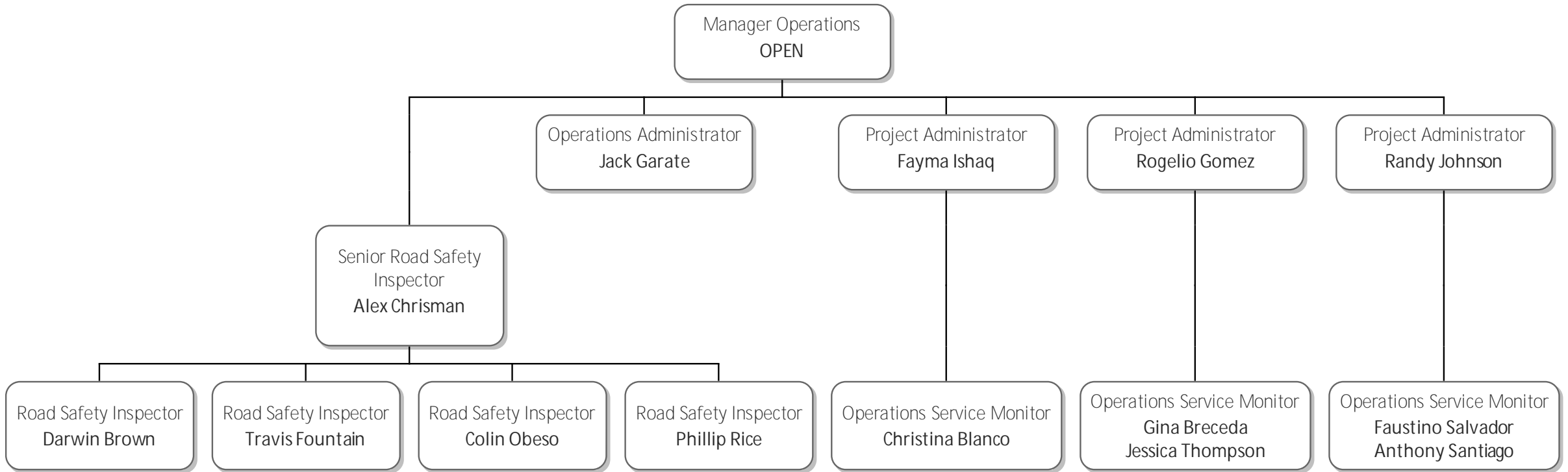












Senior Manager
Finance Planning & Analysis
Bruce Frink

Accounting Supervisor
Rene Arrieta

Senior Accountant
Deon Siu

Accountant
Elizabeth Mayor

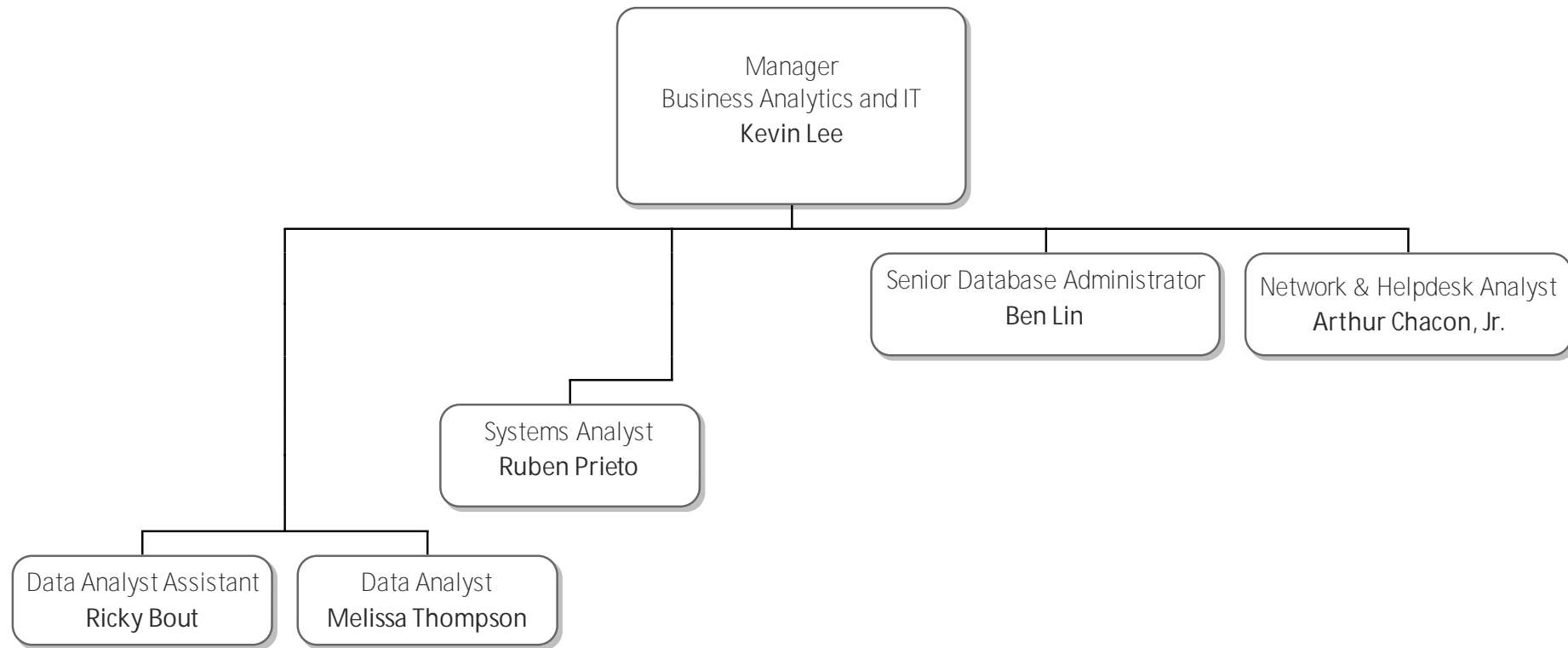
Accounting Clerk
Audrey Cervantes

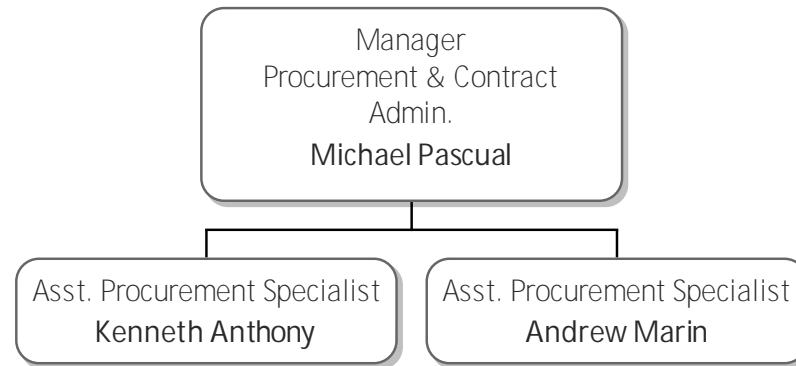
Senior Auditor
Jose Gonzales

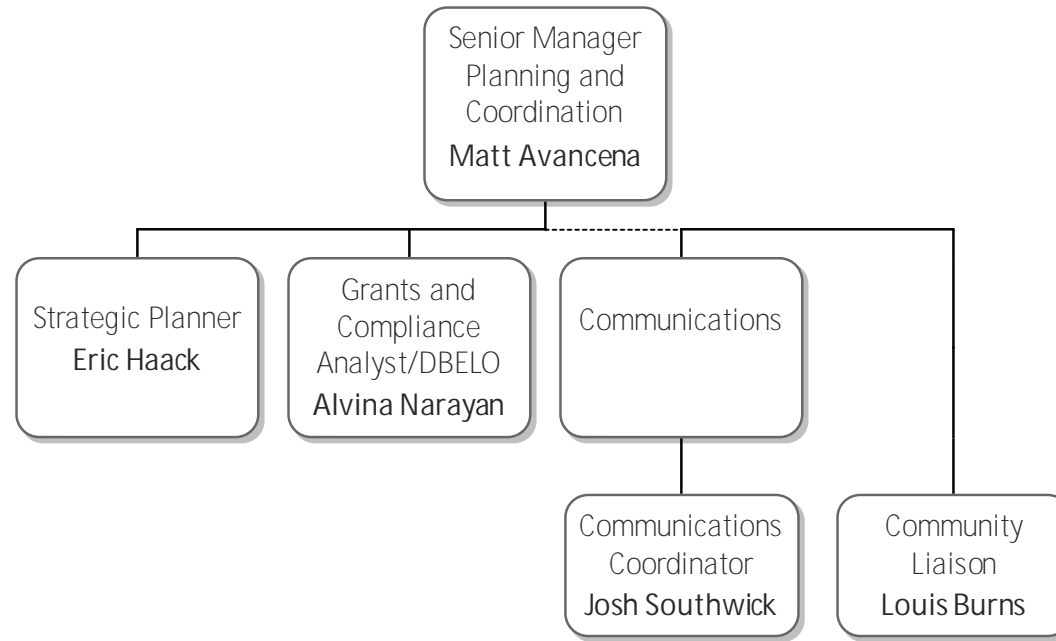
Auditor
Victoria Moore

Risk Management Analyst
Steve Montes

Risk Management Coordinator
Elisa Diaz







Manager
Training and
Development
Evie Palicz

Training and Development
Coordinator
Sherri Adams



APPENDIX C
ACCESS SERVICES
BOARD OF DIRECTORS AGENDA
OCTOBER 24, 2016

access

BOARD OF DIRECTORS MEETING
MONDAY, OCTOBER 24, 2016
Closed Session: 12:00 p.m.
General Session: Immediately Following
The meeting is expected to end by or
before 3:00 p.m.

Los Angeles County Metro Board Room
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012

MISSION STATEMENT

Access Service promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

7233 La Palmas Drive
Fontana, CA 92336

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS	
3. CLOSED SESSION	DISCUSSION/ POSSIBLE ACTION
A) <i>CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9</i>	
1. <i><u>Anticipated Litigation:</u> Gov. Code §54956.9 (b)</i>	

- (i) *Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9*
- (ii) *Initiation of Litigation pursuant to subdivision (c) of Gov. Code §54956.9*

2. Pending Litigation:

(b) a situation where, based on the advice of counsel taking into account "existing facts and circumstances" there exists a "significant exposure" to litigation;"

- | | | |
|----|--|---|
| 4. | SUPERIOR SERVICE AWARD | PRESENTATION |
| 5. | REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 19, 2016 (page 5)

[Staff Recommendation: Approve minutes as written.] | ACTION
[Vote Required: majority of quorum by voice vote] |
| 6. | REPORT FROM EX-OFFICIO BOARD MEMBERS | INFORMATION |
| 7. | GENERAL PUBLIC COMMENT | INFORMATION |
| 8. | CONSENT CALENDAR | ACTION
[Vote Required: majority of quorum by voice vote] |
| | a) Consideration to Extend Term and Increase Funds - Telecommunications Consulting Services Contract (AS-3419) (page 13) | |
| | b) Consideration to Amend Scope of Work for Eligibility Determination Services Contract (AS-2441) (page 15) | |
| | c) Consideration to Approve Severance Policy (page 17) | |
| | d) Consideration to Approve Renewal of Agency Insurance Policies for 2016-2017 (page 21) | |
| | e) Consideration to Approve Service Provider Scope of Work and Rate Changes - Emergency Operations (page 23) | |
| | f) Consideration to Approve Equal Employment Opportunity (EEO) Plan (page 27) | |
| | g) Consideration to Approve Title VI (Non-Discrimination) Plans (page 29) | |
| | [Staff Recommendation: Approve Consent Calendar] | |

- | | |
|---|--------------------------------|
| 9. LANGUAGE LINE REVIEW | INFORMATION |
| 10. ELIGIBILITY DETERMINATIONS AND APPEALS PROCESS
(page 33)
[Staff Recommendation: Receive and File] | INFORMATION |
| 11. COMMERCE REAL ESTATE UPDATE | INFORMATION |
| 12. UPCOMING BOARD ITEMS (page 39) | INFORMATION |
| 13. INTERIM EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 14. BOARD MEMBER COMMUNICATION | INFORMATION |
| 15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE
AGENDA | DISCUSSION/
POSSIBLE ACTION |
| 16. ADJOURNMENT | ACTION |

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 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: Access Services 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 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://accesssla.org>. Documents, including Power Point handouts distributed to the 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 agenda 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 of 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 at 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 may respond to all public comment in writing prior to the next Board meeting.

Alternative accessible formats available upon request.



STATEMENT OF PROCEEDINGS FOR THE
MEETING OF THE ACCESS SERVICES
BOARD OF DIRECTORS

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012
Monday, September 19, 2016
12:05 p.m.

1. CALL TO ORDER

Meeting called to order by Chair Nalini Ahuja at 12:05 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Nalini Ahuja, Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert and John Troost. Ex-Officio's CAC Chair, Chaplain Dov Cohen, TPAC Vice Chair, Linda Evans and Access Services Legal Counsel Jim Jones.

BOARD MEMBER(S) VIA TELECOMMUNICATION

Present Via Telecommunication: Director Angela Nwokike.

BOARD MEMBERS EXCUSED FROM THE MEETING

Not Present: Director Valerie Gibson.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation. The Board also met under code §54957 (b), Personnel Issues - investigation of public employee, no reportable action was taken with respect to this matter.

Access Services legal counsel, Jim Jones stated that all items on the agenda would be done by voice vote due to Director Nwokike's telecommunication for this meeting.

4. SUPERIOR SERVICE AWARD

Superior Service Award Presentation:

MV Transportation Utility Specialist Charles Berger, Superior Service Award recipient for the month of June 2016.

5. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON AUGUST 22, 2016

Approval of the minutes from the Board of Directors meeting held on Monday, August 22, 2016.

Motion made by Vice Chair Nason to approve the minutes as corrected, seconded by Treasurer Turner. Via Voice Vote all were in favor, motion passed.

6. REPORT FROM EX-OFFICIO BOARD MEMBERS

Chaplain Dov Cohen, Chair of the Community Advisory Committee (CAC) informed the Board that the CAC was unable to complete their election of officers at their last meeting, so the process should be completed at the October 11, 2016 CAC meeting. He also thanked the Board for the opportunity of serving as the Ex-Officio of the Board and for allowing him to take the information back to the CAC for discussion. CAC Chair Cohen concluded his report by encouraging everyone to attend a CAC meeting in the future.

Linda Evans, Vice Chair of the Transportation Professional Advisory Committee (TPAC), provided a brief report on the TPAC meeting held on Thursday, September 8, 2016 where the following discussions took place. The Interim Executive Directors Report, provided by Andre Colaiace, the TPAC Officers Elections, an update on the new Eligibility Facility, an update on the "Where's My Ride" app, Regional Performance Data, Eligibility Survey Results, Customer Service Transition Update and the CTSA Training Schedule for the upcoming year.

7. GENERAL PUBLIC COMMENT

Access Services Legal Counsel Jim Jones, went over the procedures for making public comment.

Rene Madera made public comment by commending the cab drivers for the good service they provided on her recent trips. She also stated that there were a few issues that she wanted to bring up; drivers still not approaching, a driver who smelled of alcohol, and very uncomfortable extended shared rides in taxis. Ms. Madera added that she did not mind the taxi rides but when a rider had back problems and needed to stretch out, it was impossible to do that in a taxicab.

Ms. Madera concluded her public comment by stating that along with being blind she now had a debilitating disability in her lower spine.

Access Services Project Administrator, Randy Johnson was assigned to assist Ms. Madera.

John Randall made public comment by thanking the Board for allowing him to address his concerns. He stated that he was a member of the San Gabriel/Pomona Valley Regional Center Board and an Access rider for over 15 years and during that 15 years he received good service and did not like to complain about anything but recently one of his drivers smelled of alcohol when he was buckling his seatbelt. He stated that this was a serious matter and he felt that Access staff should look into this before it was too late.

Mr. Randall concluded his public comment by stating that most of the drivers take pride in their job and know what they are doing and others need more training.

Access Services Deputy Executive Director of Operations & Safety Mike Greenwood, was assigned to assist Mr. Randall.

8. CONSENT CALENDAR

Recommendation: Approval of all items on the consent calendar, (list of items provided below):

- 8-a Consideration to Reappoint Transportation Professionals Advisory Committee (TPAC) Members
- 8-b Consideration to Approve Telephone Interpreting Services Contract (AS-4022)
- 8-c Consideration to Approve Extension of Term and Increase of Funds - Agency Telephone System Maintenance Contract (AS-3032)

8-d Consideration to Award Contract for Passenger Opinion Survey Services (AS-4021)

8-e Consideration to Approve Agency Severance Policy

8-f Consideration to Assign Intelenex Contract to EMTEC for Enterprise Resource Services (AS-3753)

Treasurer Turner asked that Item 8-e be pulled for purposes of discussion.

Motion made by Secretary DeVera to approve the remaining items, 8-a through 8-d and 8-f on the consent, Seconded by Director Troost. Via Voice Vote all were in favor, motion passed.

Item 8-e, Treasurer Turner thanked Ms. Faye Moseley, Access Services Deputy Executive Director, Human Resources for codifying the policy. She stated that she found the previous severance policy to be inconsistent, subjective and the Board wanted to ensure that staff was moving in the right direction. She recommended that staff review other severance policies in transportation industry and bring this item back to the Board for consideration at a future Board meeting.

Motion made by Treasurer Turner to table Item 8-e until the staff had explored other severance policies in the transportation industry and that there be flexibility in the policy, Seconded by Director Barnes. Via Voice Vote all were in favor, motion passed.

9. EXECUTIVE SEARCH AD HOC SUBCOMMITTEE STATUS REPORT

Recommendation: The Board should consider defining the scope of the tasks to be undertaken by the Subcommittee and its authority. Some potential categories are as follows:

- Define position and desired attributes
- Recommend a procurement process for an Executive Search Firm
- Develop and recommend recruitment strategy
- Upon approval of a search firm, launch recruitment (advertise, post, etc.)
- Determine or recommend candidate screening and selection process
- Determine interview panel members and conduct in-person interviews with candidates

Term for the Ad-Hoc Sub-committee:

Motion made by Treasurer Turner to initiate an Ad-Hoc Sub-Committee for six months from the date that the search firm for the Executive Director had

been identified, Seconded by Director Barnes. Via Roll Call Vote all were in favor, motion passed.

Procurement Authority for Search Firm:

Motion made by Director Barnes for the Ad-Hoc Sub-Committee to proceed with respect to the procurement of a search firm presuming that the cost fell within the authority of the Executive Director and if not the Ad-Hoc Sub-Committee would have the authority to authorize a negotiated procurement through the normal methods for a search firm for the Executive Director. Seconded by Treasurer Turner. Via Roll Call Vote all were in favor, motion passed.

10. ADA PARATRANSIT ELIGIBILITY UPDATE

Recommendation: Receive and File.

Chair Ahuja reminded the Board that this was an information item only and no action was needed.

11. OVERVIEW OF FINANCIAL PROCESSES AND POLICIES

Recommendation: Receive and File.

Chair Ahuja reminded the Board that this was an information item only and no action was needed.

12. UPCOMING BOARD ITEMS

Chair Ahuja reminded the Board that this was an information item only and no action was needed.

Secretary DeVera asked if staff could provide a presentation at the next Board of Directors on the Appeals and Denial process with the current evaluator. She stated that she felt that there were too many riders being denied service when they should not be. Access Services Director of Administration, F Scott Jewell replied that staff would schedule something for either October or December 2016.

Director Gombert also requested an electronic copy of the Comprehensive Operational Review RFP. Mr. Jewell replied that he would send a copy to him.

Vice Chair Nason stated that the Board approved the Telephone Interpreting Services Contract on the consent calendar but she did not recall ever receiving a report from the language line services that staff had done for the past three years.

She would like to see a report on the number of transactions, videos, transactions of documents, and the different languages requested. The information would be interesting to review. Mr. Jewell replied that staff would provide that information at next month's Board meeting.

13. **INTERIM EXECUTIVE DIRECTOR'S REPORT**

Access Services Interim Executive Director, Andre Colaiace began his report by stating that the American Public Transportation Association (APTA) held their Annual conference in Los Angeles and was a great success. He congratulated Metro, Foothill Transit, and all of the other agencies that helped to make it a great success. Mr. Colaiace stated that Access was well represented. He also congratulated Director Barnes for assuming the APTA Chairmanship. Mr. Colaiace also announced that F Scott Jewell graduated from Leadership APTA and added that he was the fourth Director from Access that graduated from this program. Access staff members Faustino Salvador, Cynthia Perkins-Stevenson and Jessica Thompson received scholarships from APTA's Scholarship Foundation. Access staff member Eric Haack participated in a session that discussed Access Services eligibility process and a national survey that Access conducted on eligibility practices. Mr. Colaiace stated that it was a two-person panel and the second person was from Metro.

Mr. Colaiace also reported that he participated in a mobility management panel and discussed how important taxis were to Access Services and whether other program such as Uber and Lyft could be used in the future to deliver ADA paratransit, which he felt would be a hot topic. Mr. Colaiace stated that Access Services was going to continue to participate in APTA conferences and Mr. Haack would participate with the various groups to ensure that there was good paratransit information moving forward. Mr. Colaiace concluded his report by stating that the staff was working internally on a scope of work for a Comprehensive Operational Review that would look into Access Services' structure and operations. He stated that this was the final report requested by Metro which would complement the reports already completed on Eligibility and Customer Service.

14. **BOARD MEMBER COMMUNICATION**

CAC Chair Dov Cohen reminded the Board that on November 5th and 6th there was going to be a program with amazing guests for veterans and Veterans Day, which was also open to the public. He stated that the VA property has a thirteen hundred seat theater in West Los Angeles, so if anyone was interested they could contact him or go on seniorstarpower.org.

TPAC Vice Chair Linda Evans stated that she looked forward to her continuing support of this amazing Board and thanked them for the opportunity.

Director Barnes stated that it was a great honor to serve as chair of the American Public Transportation Association (APTA) and he was looking forward to a very exciting year. He stated that he often heard that APTA did not pay enough attention to paratransit issues and if there was ever a year to elevate Access profile, this would be the year to do so.

Treasurer Turner congratulated Director Barnes on his Chairmanship with APTA and stated that if there was anything she could do to assist him to let her know. She also commended and thanked Access staff for assisting with the National Federation of the Blind group. Treasurer Turner stated that she submitted a complaint on behalf of the group and staff did an excellent job with following up and meeting with the group on Friday, September 2, 2016 at Norman O Houston Park. She stated that the individuals were Michael Richardson with two of their members, the Access team which consisted of Interim Executive Director, Andre Colaiace, Louis Burns, Randy Johnson and Colin Obeso. They did an excellent job listening to their concerns, addressing their issues and coming up with some great solutions.

Vice Chair Nason also congratulated Director Barnes. She stated that he has worked very hard, studied, took courses and she did not know of anyone that was more deserving of the position.

Secretary DeVera also congratulated Director Barnes for his appointment as APTA's new Chair.

Director Troost also congratulated Director Barnes on his appointment as Chair of APTA and he also congratulated F Scott Jewell for completing the APTA Leadership Program. Director Troost reminded the Board that the Los Angeles County Commission on Disabilities was having their Annual Access Awards Luncheon on Monday, October 17, 2016 at the Omni Hotel in Downtown, Los Angeles.

Director Gombert also congratulated Director Barnes on his appointment as the Chair of APTA. He also congratulated F Scott Jewell for completing the APTA Leadership Program. Director Gombert stated that it was great to see so many of the Access Services staff at the APTA Annual Meeting.

Chair Ahuja stated that the Board would take Director Barnes up on his offer regarding getting Access profile out there because Access was looking for more support and funds. She congratulated Director Barnes on his appointment as Chair of APTA.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

No new business was heard subsequent to the posting of the agenda.

16. ADJOURNMENT

Motion made by Chair Ahuja, no second or voice vote was made. The meeting adjourned at 2:17 p.m.

Approval

Theresa DeVera, Secretary

Date

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS

FROM: KEVIN LEE, MANAGER, ANALYTICS AND PROCESS OVERSIGHT
MICHAEL PASCUAL, MANAGER, PROCUREMENTS AND
CONTRACTS ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS -
TELECOMMUNICATIONS CONSULTING SERVICES CONTRACT (AS-
3419)

ISSUE:

Board approval is necessary to exercise the second option year of contract AS-3419 with The RTP Group for telecommunications consulting and services.

RECOMMENDATION:

Authorize an additional \$120,000 in funds and an extension in the period of performance for one year from May 1, 2017 through April 30, 2018.

IMPACT ON BUDGET:

This action will result in an increase in the previously approved contract amount of \$500,000 to \$620,000, with no changes to the current rates of payment. The contract rates will be accommodated by the budget for FY 2016/2017 and FY 2017/2018.

ALTERNATIVES CONSIDERED:

No alternatives were considered. Staff is confident that the contractor has met the terms of the Contract and thus merits consideration for an extension of its term.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff would be authorized, but not required, to negotiate and amend the written contract with the RTP Group for telecommunication consulting and services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound to the exercise of the extension period unless and until it is incorporated

into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The telecommunications consulting and services contract covers a range of tasks that ensures the stability of Access Services' telecommunications and data network. These tasks include capacity planning, network optimization, and prefix updating of the toll-free 800 phone network as well as crisis/troubleshooting and consulting services. The RTP Group also provides wide area network and firewall configuration labor and consulting services.

The contract was competitively solicited and awarded to the RTP Group for a base three-year term in May 2013 and has five (5) one-year options available subject to Board approval.

The RTP Group has been providing telecommunications maintenance services for Access Services since 1994, and to date, its performance has been exemplary. RTP has consistently provided highly responsive and superior service to ensure that the Access telecommunication network functions reliably. It has been available 24 hours a day, 7 days a week to solve problems.

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER, ELIGIBILITY
HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE

RE: CONSIDERATION TO AMEND SCOPE OF WORK FOR ELIGIBILITY
DETERMINATION SERVICES CONTRACT (AS-2441)

ISSUE:

Board approval is necessary to amend contract AS-2441 with C.A.R.E. Evaluators, LLC. for Eligibility Determination Services due to a change in the scope of work.

RECOMMENDATION:

Authorize a change in the Scope of Work to include the collection of Medi-Cal numbers and issuance dates at no cost to Access Services and authorize an addition to the indemnification section of the contract allowing for Access to indemnify the Contractor as it relates to the collection of Medi-Cal information.

IMPACT ON BUDGET:

None. The Contractor proposes to provide the service without any change in cost.

ALTERNATIVES CONSIDERED:

No alternatives were considered.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and amend the written contract with C.A.R.E. Evaluators, LLC, for Eligibility Determination services on terms and conditions set forth in the existing contract and modified as in this item proposed. Access Services would not be legally bound by the proposed changes in the Scope of Work unless and until it is incorporated into a formal written amendment to the contract executed by all parties thereto and approved as to form by this entity's legal counsel.

BACKGROUND:

The Eligibility Determination contract provides professional services necessary to conduct in-person transit evaluations, determine the functional ability of applicants with disabilities to use accessible fixed-route transit and make determinations as to the appropriate eligibility of persons to receive complementary ADA paratransit services.

Access Services may be entitled to request reimbursement from the federal government for individuals that receive Medi-Cal benefits. In order to do so, Access Services will need to ascertain which clients are receiving Medi-Cal benefits. One way to obtain individual Medi-Cal information is to solicit the information during the functional assessment test administered as part of the eligibility determination process. C.A.R.E. Evaluators, LLC had agreed to collect the information and provide it to Access Services at no added cost. However, CARE has requested additional indemnification language related to this information. Access Legal Counsel has reviewed this language below and deemed it acceptable.

“Contractor, its subsidiaries and its directors, officers, agents and employees from and against any and all liability and expenses including defense costs and legal fees and claims for damages of any nature whatsoever, arising out of or in any way specifically related to the performance or lack of performance pertaining to the collection of Medi-Cal numbers and Medi-Cal issue dates in cases where unauthorized disclosure of Medi-Cal information occurs provided that Contractor exercises commercially reasonable methods to protect the confidentiality of Medi-Cal numbers and issuance dates.”

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS
FROM: FAYE MOSELEY, DEPUTY EXECUTIVE DIRECTOR OF HUMAN RESOURCES
RE: CONSIDERATION TO APPROVE SEVERANCE POLICY

ISSUE:

At the September Board meeting, this item was requested to be brought back in order to include information on severance policies followed by peer transit agencies. That information is now included in the Background section of this item.

The recent transition of Access' in-house Customer Service Department to an outside third party highlighted the need to formally codify a severance policy. Approval of this policy will define the severance methodology and provide an overview on how individual severance pay will be calculated.

RECOMMENDATION:

Approve the attached severance/transition policy.

IMPACT ON BUDGET:

There is no immediate impact on the budget due to the creation of the new policy. Each separation will be reviewed on a case-by-case basis to determine if it is eligible for severance/transition pay.

BACKGROUND:

It is not mandatory under the Fair Labor Standards Act (FLSA) to provide a severance package to an employee at the time of separation/termination of employment, except under certain specific circumstances. However, there can be a mutual agreement between the employee and management regarding an amicable parting of ways, and a severance package can be agreed upon by both sides. If the company has a policy or a tradition of providing severance packages to employees under specific situations, it can enhance the company's image as a fair employer. A severance package is a way

of telling the employees that the company cares for its employees. There must be a bond of mutual respect and concern even when the employer and employee have to part ways due to unavoidable circumstances. Such gestures have an underlying positive impact on issues such as employee loyalty and employee motivation levels, which are critical to the company's long-term productivity. In the past, Access has paid severance/transition to employees based upon business needs and budgetary allowances. The agency recently experienced its first reduction in force due to the outsourcing of the Customer Service Department.

PEER AGENCY REVIEW:

Access reviewed the following five local peer transit agency severance policy practices and the feedback is as follows:

Culver City - Does not have a formal severance policy. When they have paid out severance, it has been one week of pay and benefits for each year of service, regardless of level. The Redevelopment Group has a 6-week max payout on severance. Dispatchers have no payout on severance. The City Manager/City Attorney has a 9-month cap/max of severance pay and benefits.

Foothill Transit - Does not have a formal severance policy. No consistent formula is currently utilized. When severance has been offered, it has been based upon hours worked. (i.e. 16 weeks of severance offered for several years of service) and determined by the Board; no cap/maximum on severance payout.

Long Beach Transit - Does not have a formal severance policy. They have not had group lay-offs, reductions in force, etc. They have had isolated situations and have dealt with them on a case-by-case basis.

Metrolink - Provides a one month of severance pay without a signed release, regardless of level in organization or tenure. The Board has offered additional enhanced severance with a signed release. The enhanced severance includes the continued payment of the employee portion of healthcare during the severance period. The most that they have paid out is three months on the enhanced severance.

OCTA - Provides severance based upon tenure as follows - less than 3 years = 2 weeks of severance; 3-5 years = 3 weeks; 5-10 years = 4 weeks; and 10+ years = 5 weeks. Also provides continuation of health coverage as follows - less than 3 years = 1 months of health coverage; 3-5 years = 2 months; 5-10 years = 3 months; and 10+ years = 4 months. Do not have a cap/maximum on severance payout. Will be reviewing their Severance Policy next year and most likely moving to a financial payout of 1 week for each year of service.

access

Severance/Transition Policy

Prepared By

Document Owner(s)	Agency Role
Faye Moseley	Deputy Executive Director, Human Resources

Policy/Program Version Control

Version	Date	Authorizer	Change Description
1.0	8/10/2016	Faye Moseley, DED Human Resources	Original document

Access reserves the right, with or without prior notice, from time to time and in its sole discretion, to change, rescind or add to any policies, programs, benefits or practices described herein, other than the employment-at-will policy and the arbitration policy. The employment-at-will policy and/or the arbitration policy may only be changed by a fully executed written agreement between Access and the affected parties. Access will advise employees of material changes in its policies within a reasonable time.

I. PURPOSE

Access Services (hereinafter "the Company") has adopted this Access Severance/Transition Policy to provide severance/transition pay under the circumstances described below to eligible employees (hereinafter "Eligible Employees") of Access Services.

II. ELIGIBILITY

This policy applies to all exempt and nonexempt, full-time staff employees on Access Services payroll. You are not eligible to receive severance/transition pay if you are a temporary, intermittent, contract or "leased" employee.

III. POLICY

In the event of an involuntary termination due to a reduction in force and/or downsizing, change in company direction and/or job elimination, the Company reserves the right to provide severance/transition pay for the affected eligible employee upon receipt of a voluntary, fully executed severance/transition agreement. This does not apply to terminations for cause and/or refusal to be reassigned.

IV. PAYMENT AMOUNT

The rate of severance/transition is based on length of service as a full-time, staff employee (i.e., the number of consecutive full 12 month periods of an eligible employee's employment with the Company) and base salary at time of separation. The Company does not have a bridging of service policy and any prior employment is not recognized for purposes of calculating severance/transition pay.

Based upon business need, economic conditions and budgetary constraints, the severance/transition pay will be one week for each year of service for non-exempt/hourly, full-time employees; and two weeks for each year of service for exempt/salaried, full-time employees. Applicable deductions will be withheld as required by federal and/or state requirements. The maximum severance/transition pay is six months and/or 26 weeks. Severance is calculated on base pay only. The Company reserves the right to elect to pay the severance payment in a lump sum or as a salary continuation (continue payments on scheduled biweekly paydays). The severance policy does not apply to any employee subject to an employment contract.

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS
FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR, FINANCE
RE: CONSIDERATION TO APPROVE RENEWAL OF AGENCY
INSURANCE POLICIES FOR 2016-2017

ISSUE:

Board approval is requested to purchase various Agency insurance policies for the policy year beginning November 1, 2016.

RECOMMENDATION:

Approve the purchase of various Agency insurance policies, including property, general liability, executive **management liability and workers' compensation insurance** for a not to exceed amount of \$600,000.

IMPACT ON BUDGET:

The approved budget for Fiscal Year 2016/17 includes the cost of these policies.

ALTERNATIVES CONSIDERED

No alternatives were considered. In order to protect the agency from liability, it is necessary to purchase these policies on an annual basis.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to purchase the above policies at terms no less favorable to Access than those proposed above.

BACKGROUND:

SullivanCurtisMonroe (SCM), Access' insurance broker, is in the process of soliciting quotes for Property, Difference in Conditions, Crime, General Liability, Automobile - Staff Vehicles, Professional Liability, Executive Management Liability, and Cyber Liability. Upon Board approval, staff will authorize SCM to purchase the policies with

an effective date of no later than November 1, 2016, and December 1, 2016 for the Workers' Compensation policy.

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS

FROM: MIKE GREENWOOD, DEPUTY EXECUTIVE DIRECTOR, OPERATIONS & SAFETY

RE: CONSIDERATION TO APPROVE SERVICE PROVIDER SCOPE OF WORK AND RATE CHANGES - EMERGENCY OPERATIONS

ISSUE:

Board approval is needed to approve scope of work changes for the transportation service contracts for emergency management training and for the reimbursement rate for providing emergency service transportation trips.

RECOMMENDATION:

Authorize staff to execute an amendment to incorporate changes to the scope-of-work and management training requirements and reimbursement rate in the scope of work for the following contracts and contractors:

Contract	Contractor
AS-2364 (West/Central Region)	California Transit, Inc.
AS-2967 (Southern Region)	Global Paratransit, Inc.
AS-3341 (Northern Region)	MV Transportation
AS-3421 (Eastern Region)	San Gabriel Transit

CURRENT RATE	PROPOSED RATE
Per trip rate +20%	\$50.00 per vehicle hour

IMPACT ON BUDGET:

For the four contracts under consideration, there will be no increase in the rates of compensation other than under the special circumstances arising out of a declared emergency. This action will not impact the FY17 budget or the total contract amounts of the respective contracts. In the event of a state or federal emergency, Access could be reimbursed by the California Office of Emergency Services or the Federal Emergency Management Agency.

ALTERNATIVES CONSIDERED:

None. The current contract language is outdated and does not provide a sufficient incentive to contractors to provide resources in an emergency. Furthermore, the current management training requirements are excessive. Only the Access contractors in the Los Angeles Basin area were included as that is where most (93%) of the agency's vehicles are allocated.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If this staff recommendation is approved by the Board, staff will be authorized, but not required, to negotiate a written amendment to the existing contracts, upon terms that are no less favorable to Access than those proposed herein. Access would not be legally bound to the amendment proposed herein unless and until it is incorporated into a formal written agreement executed by all parties and approved as to form by this entity's legal counsel.

BACKGROUND:

Following natural, technological or human-caused emergencies, local emergency management may request evacuation resources from Access. Access depends upon its service contractors to fulfill requested support to emergency response operations. Additionally, in some cases Access may request emergency assistance from one contractor to assist another contractor.

Each service contractor will keep adequate and separate records and will provide invoice(s) to Access for emergency services in a timely manner. The invoices for emergency services shall be billed at the rate of \$50.00 per service hour. Such invoices will be provided in formats as may be required for reimbursement by the relevant emergency management agency. Requests will be vetted through Access' Emergency Operations Center (EOC) and assigned by both resource availability and regional responsibility.

As emergency service can include a fair amount of deadhead and waiting time, a per hour rate is fairer and acts as an incentive to bring drivers in on overtime and not affect regular revenue service.

In support of needed emergency operations, each contract includes a provision that the contractor's management team be trained in Incident Command System (ICS) practices and terminology. The development of Access' EOC in recent years has allowed for a reduction in the contractor's training requirements.

If approved, and depending on the contract, the contract amendment will replace language in the scope-of-work or a previous contract amendment. The scope of work changes are as follows:

Scope-of-work Requirements for Provider Emergency Preparedness Training and Response Assistance

Following natural, technological or human-caused emergencies, local emergency management may request evacuation resources from Access. Access in turn depends upon its service contractors to fulfill requested support to emergency response operations.

1. Emergency Preparedness Training

a) The following preparations are required to respond to a request for Emergency Resources:

- i. The Contractor key staff will implement a key staff training program, focused on emergency operations, including, but not limited to: Incident Command System (ICS) ICS-100, ICS-200, ICS-700, ICS-702a (public information officer only), and any other ICS training deemed mutually necessary. Training must be completed within three months of being assigned a key staff role.
- ii. The Contractor will designate key staff to fill critical roles of the ICS Organization. The key positions are: Incident Commander, Public Information Officer, Safety Officer, Liaison Officer, Agency Representatives, Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. In addition, the Contractor will identify persons who will act as alternate or backup personnel to these key ICS position in case of the absence of the primary.
- iii. Once key staff are identified, named to the key ICS Organization roles, and complete training, the Contractor will maintain current call down information which will include but not be limited to direct phone line and cell phone numbers, for use by Access during business hours, after hours, and on weekends/holidays for the purpose of alert notification and mobilization of resources.
- iv. The Contractor will provide appropriate staff training so as to maximize availability and capability of essential personnel to support operational continuity and respond to emergency service requests. Staff critical to support emergency services requests include but are not limited to drivers, call takers, dispatchers, mechanics, and any other staff that may be needed.
- v. Contractor must provide proof of completion of training to Access' Project Administrator when requested.

2. Emergency Assistance Response

- a) The following procedures are required in order to respond to a request for emergency resources:
 - i. In the event of a regional emergency requiring paratransit resources, Access will activate its Emergency Operations Center (EOC) to coordinate response activities.
 - ii. If it is anticipated that resources of the Contractor will be needed to support response activities, Access will notify the Contractor to activate its Incident Command Post (ICP) in order to coordinate response activities.
 - iii. Upon activation and throughout response to emergency situations, the Contractor ICP will advise the Access EOC regarding resource availability and resource limitations.
 - iv. The Contractor will leverage all available resources to support service continuity while also responding to emergency service requests, up to and including ongoing 24-hour operations.
 - v. The Contractor resources used during emergency response will remain under the control and authority of the Contractor.
 - vi. The Contractor will provide separate invoice(s) to Access for emergency services based on a rate of \$50.00 per vehicle hour. Such invoices will be provided in formats as may be required for reimbursement by the Los Angeles Office of Emergency Management, the California Emergency Management Agency and/or the Federal Emergency Management Agency.
 - vii. All liability and responsibility for Contractor personnel and equipment remains under the authority of the Contractor per the terms and conditions of their contract with Access

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS
FROM: ERIC J. HAACK, STRATEGIC PLANNER
RE: CONSIDERATION TO APPROVE EQUAL EMPLOYMENT
OPPORTUNITY (EEO) PLAN

ISSUE:

Access Services must update its Equal Employment Opportunity (EEO) Plan once every three years. This EEO Plan examines Access' current employee population to determine if women and/or minority employees are underrepresented in certain job categories and develops future goals for Access' employee population to remove conditions of underrepresentation.

RECOMMENDATION:

Staff requests the Board approve the Equal Employment Opportunity Plan.

IMPACT ON BUDGET:

None

BACKGROUND:

Access Services is required to prepare an EEO Plan once every three years. The new EEO Plan will be effective from October 2016 to September 2019.

The proposed EEO Plan before the Board of Directors is written following the recently updated guidance of FTA Circular 4704.1A (going into effect, October 31, 2016) "Equal Employment Opportunity (EEO) Requirements and Guidelines for Federal Transit Administration Recipients."

The EEO Plan analyzes Access' current employee population to determine if and where there may be tendencies of employment underutilization of women and/or minority employees in certain job categories.

If it is determined that underutilization exists, the EEO Plan sets forth goal and timetable guidelines for new employee hiring to remove areas of underutilization. These

guidelines are designed to be used as an additional factor to consider during the hiring process of employees, and to be used in conjunction with other factors during the interview process to ensure that Access hires the most qualified applicants for open positions.

A PDF copy of the EEO Plan can be located at the following web-link: http://accessla.org/about_us/publications.html - Board Meeting Attachments

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS
FROM: ERIC J. HAACK, STRATEGIC PLANNER
RE: CONSIDERATION TO APPROVE TITLE VI (NON-DISCRIMINATION)
PLANS

ISSUE:

Federal regulations require that Access Services update its Title VI Plan every three years and must receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan.

RECOMMENDATION:

Staff requests the Board approve the Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan

IMPACT ON BUDGET:

None

BACKGROUND:

Title VI is a Federal law that was enacted to ensure that government-funded services provide such services to communities in a non-discriminatory manner. Specifically, "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (FTA C 4702.1B, II-1-2).

Following the guidance of FTA Circular 4702.1B (October, 2012) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Access Services is required to update its current Title VI reports in 2016. Also, per requirements set forth in FTA Circular 4702.1B, Access must have Board approval for

its Title VI documentation as part of the final submission of these reports to FTA's Office of Civil Rights.

Access' Title VI documentation is separated into three distinctive categories, which together make up Access' Title VI required documents. Each of these separate reports is described below.

Title VI Report

The Title VI Report demonstrates that Access complies with the separate elements contained in FTA Circular 4702.1B.

- a) Approval of Agency Title VI Policies by Access Board of Directors;
- b) Notification of Customers of Protection Under Title VI;
- c) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- e) Requirement to Record Minority Representation on Planning and Advisory Boards;
- f) Requirement to Monitor Subrecipients.

Public Participation Plan

The purpose of Access Services' Public Participation Plan is to (a) illustrate how Access reaches out to its customers and to the larger disability community through Community Meetings and Outreach meetings; (b) how Access' public outreach methods serve to educate minority as well as non-minority communities about the services Access offers to the public and (c) to develop recommendations going forward as to how Access could improve its outreach activities in order to continue to ensure that agency services are available to all persons irrespective of race or gender throughout the agency's service area.

Access' PPP highlights many of the new and on-going public outreach efforts conducted since the last PPP update.

- 1) Ongoing community outreach conducted by Access' Customer Service, Mobility Management and Operations Departments;

- 2) Examples of Community Meetings conducted ahead of proposed Fare Changes.
- 3) Customer notification of upcoming meetings through Access Services' website and directed mailings;
- 4) Access' 2011/2012 Customer Satisfaction telephone survey;

Limited English Proficiency Plan

Access' Limited English Proficiency Plan recognizes that there are many existing and potential Access customers who may not be proficient in English, but still need information about the services that Access provides to persons with disabilities. As per Federal guidance, Access must conduct a "four-factor analysis" and perform analyses of the population it serves as well as the overall community in Access' service area.

The Limited English Proficiency Plan then presents features that Access offers in order to effectively communicate with its customers and members of the public about the services that Access provides.

Access' LEP Plan provides information about the variety of services that Access provides to remove barriers to persons who may have limited proficiency in speaking or reading English. Among some of the services that Access provides for LEP persons discussed in the report are as follows:

- 1) Telephone interpreter services are available to be accessed by Access' contracted call center staff; provider staff; Eligibility and Eligibility appeals staff. This allows persons to communicate effectively even if a language barrier would exist without the interpreter service;
- 2) Google Translate embedded feature on Access website. Information posted on the Access website can be viewed in English or - through a Google Translate link on the Access website - can be translated into any of dozens of languages, including the text of Access' Rider's Guide;
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at CARE and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through these portable speaker phones (i.e. cell phones), the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course;
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, Community meeting announcements are provided in both English and

Spanish (the most common language spoken by Access customers as well as County residents next to English);

A PDF copy of Access Services' Title VI, Public Participation Plan and Limited English Proficiency Plan can be downloaded at the following web link:

http://accessla.org/about_us/publications.html - Board Meeting Attachments

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY
DAVID FOSTER, PROJECT ADMINISTRATOR

RE: ELIGIBILITY DETERMINATIONS AND APPEALS PROCESS

ISSUE:

During the September 2016 Access Board of Directors meeting, Director De Vera requested that staff provide the Board with an overview of Access' eligibility and appeals processes.

RECOMMENDATION:

Receive and file.

BACKGROUND:

Eligibility Category Overview

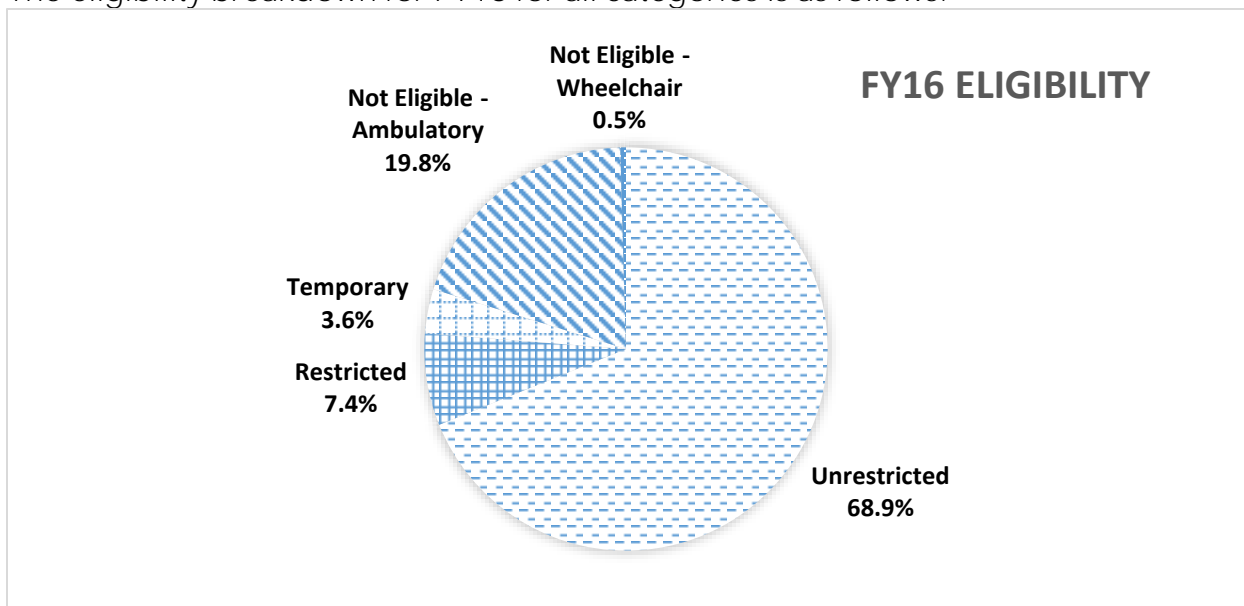
The eligibility categories that Access uses, as outlined in Access' Eligibility and Appeals Policies and Procedures, are as follows:

- Unrestricted - granted to persons who appear to be unable to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route. While they may be able to occasionally use regular transit, their overall transit skill functioning is limited which prevents them from effectively utilizing fixed rail and bus services.
- Restricted - granted to persons who appear to be able to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route bus service, but are prevented from using public fixed route service due to a specific functional barrier.

- Temporary - granted to persons who appear to be unable to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route services, but the condition or circumstance(s) leading to eligibility is reasonably expected to change within a specifically determined time frame of 18 months or less.
- Not Eligible - granted to persons who appear to be able to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route services.

FY 16 Eligibility Results

The eligibility breakdown for FY16 for all categories is as follows:



In FY16, Access' eligibility contractor, CARE Evaluators, conducted 71,890 evaluations which included both in-person and paper evaluations which are defined as follows:

- In Person evaluations include all new applicants as well as existing customers that are Unrestricted and indicate some change in condition as well as all Restricted and Temporary customers.
- Paper Evaluations have two components:
 - Recertification Application: The Recertification Application Form is required to be completed by every customer with Unrestricted eligibility, except those eligible for Auto Renewal. (Customers with Restricted and Temporary eligibility fill out this form but ultimately have an in-person evaluation.)

- Auto Renewal: The Information Update Form is for those who have been assigned Auto Renewal. Auto Renewal is assigned to those individuals previously determined to be Unrestricted and who are 75 years or older.

FY 16 Eligibility Trends

In 2015, Access conducted an outside, independent review of its eligibility process, which suggested a number of improvements that were subsequently implemented to ensure that in-person functional assessments were fair and accurate. These improvements included:

- Implementing of more detailed questions, follow up questions and documentation regarding the applicants' current travel modes, including fixed route transit use.
- A more functional assessment with an increased emphasis on an applicants' self-reported public transit use in conjunction with other factors identified during the evaluation process.
- Expanded file auditing and quality assurance review processes to provide regular feedback and communication to the eligibility contractor regarding initial evaluations.

After these changes were implemented, a trend was noticed in the second half of FY 16 that showed an increase in determinations stating that individuals (mainly ambulatory) were not eligible for Access Services, mainly because they self-reported fixed-route use during the eligibility process and often self-reported that they wanted to obtain an Access ID card to use the fixed-route transit system free of charge.

In response to this trend, Access staff sought to further verify that the decisions being made by CARE Evaluators were fair and accurate. In addition to the regular random audits staff conducts, Access recently conducted a statistically valid review of eligibility files for the months of May, June and July 2016 to further assess the quality and accuracy of the evaluations conducted and found that the determinations made by CARE were appropriate based on the customers' self-reported use of fixed route as well as other factors noted in the eligibility files.

However, this trend also pointed to the need to better educate potential Access customers about their transportation options before they made the decision to apply for Access Services. This goal is consistent with Access Services' dual mandate as both a paratransit provider and a Consolidated Transportation Services Agency (CTSA), which is charged with ensuring customers are aware of the various transportation options available to them in Los Angeles County.

Going forward Access will be implementing the following initiatives:

- Access staff has been working with ALTA Resources, our customer service phone center provider, to develop a script that, when people call to ask for information about applying for Access Services, will now include a discussion of the various transportation options that are available in Los Angeles County. It is anticipated that this new script will go into effect on November 1st.
- In October, Access will be releasing a Request for Proposals (RFP) for eligibility services. This RFP proposes to hire an Eligibility and Mobility Evaluation Contractor (EMEC) whose role will be to not only provide fair and accurate evaluations of potential paratransit applicants but also to provide transportation options to potential customers during the eligibility process as well.

Overview of Appeals Process

The federal regulations for ADA paratransit require that applicants are offered an opportunity to appeal their determination in the event they are granted anything other than full eligibility for ADA paratransit. Applicants granted anything other than Unrestricted eligibility (i.e. Restricted, Temporary or Not Eligible) have the right to appeal. Those who wish to appeal have 60 days from the receipt of their determination letter to appeal the decision.

Access has had the same appeals process since its inception and our process is seen as a national model because of its reliance on medical and other qualified professionals to handle appeals cases. Moreover, most of our existing appeals specialists have been conducting appeals evaluations for more than 10 years and some for more than 20 years. This lack of turnover and longevity helps to provide consistency in the decision making process as our appeals specialists assess the appellants' ability to board, ride and disembark bus and rail services. All appeals specialists must meet the following criteria before being selected to participate as part of Access Eligibility and Appeals Policies and Procedures:

1. Access shall contract with highly qualified specialists to evaluate appeals of eligibility determinations.
2. Contracted specialists will have a minimum of five years clinical, teaching, or direct experience working with persons with disabilities.
3. Contracted specialists shall have an appropriate degree and a valid license or certification in their professional specialty.
4. Contracted specialists shall have experience and qualifications appropriate for working with at least one of the following disability classifications:
 - Physical Disabilities
 - Medical Disabilities
 - Cognitive Disabilities

- Developmental Disabilities
- Visual Disabilities

Appellants are referred to specialist(s) by Access staff based on the information provided on the person's appeal form, and more specifically, the reason(s) the appellant states why he/she is unable to use the bus or rail.

There are currently seven contractors providing appeals with four types of appeals providers:

- Medical Specialists
- Orientation & Mobility Specialists
- Physical Therapy Specialists
- Psychiatric Specialist

Medical Specialists

We currently have three medical appeals specialists, and the bulk of the appeal referrals are sent to the medical appeals specialists because most customers cite reasons directly related to their medical condition(s) in their appeal form that prevent them from using the bus or rail.

Orientation & Mobility Specialists

We currently have two Orientation & Mobility Specialists (O&M), both of whom have been providing appeals evaluations for Access since the inception of the service.

Most appellants referred to the O&Ms are those with some type of visual impairment or those who claim that environmental barriers prevent or interfere with their functional ability to use the bus or rail. The O&Ms, unlike the other appeals specialists that have offices where appeals are conducted, visit with the appellant at their residence or other agreed upon location out in the field to assess their ability to navigate the fixed route system.

Physical Therapy Specialists

Access currently has one Physical Therapy (PT) specialist. In most cases, appellants are referred to the PT specialist when they claim that they have difficulty walking, walking distances, or navigating hills. Additionally, appellants in both manual and power mobility devices who claim that their inability to maneuver their devices prevents them from using the bus would be referred to the PT specialist.

Psychiatric Specialist

Access currently has one specialist in psychological and cognitive conditions. As one would expect, most individuals referred to this specialist cite psychological or cognitive issues as the reason they lack or have limited functional ability to use the bus or rail.

Access contract oversight of the appeals specialists includes a number of activities. First, every appeals decision is reviewed by Access staff before being sent to the customer. The staff in the Eligibility department that conducts this quality assurance process has more than 50 years of combined experience and specific knowledge of the requirements for ADA paratransit eligibility, appeals and Access policies and procedures. Additionally, Access holds an Appeals Specialist meeting bi-annually with all of the appeals specialists to discuss issues and challenges related to the process, as well as any new guidance from the Federal Transit Administration.

.

OCTOBER 17, 2016

TO: BOARD OF DIRECTORS
 FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION
 RE: UPCOMING BOARD ITEMS

ISSUE:

The following items are tentatively scheduled to be addressed by the Board through December 2016 at the regularly scheduled Board meetings.

November 14, 2016
Board Meeting - Metro

Agenda Items:	Disposition:
Consideration to Extend Information Technology Services Contract (PDSA)	Action
Consideration to Extend Facility Security System Maintenance Contract (MCM)	Action
Consideration to Approve Access Administrative Facility Lease	Action
Consideration to Amend Service Provider Contracts (wage compression)	Action
Consideration to Amend Service Provider Contracts (software)	Action
Consideration to Extend Eligibility Services Contract	Action

November 28, 2016

Annual Membership Meeting - California Endowment Center

Agenda Items:	Disposition:
Operations Report	Information
Fiscal Year 2015/2016 Financial Report	Information
2015 Jerry Walker Award Commitment to Quality Service Award	Information
2015 Spirit of Accessibility Award	Information
Establishment of Nominations Committee - Board Elections	Information

December 12, 2016

Board Meeting - Metro

Agenda Items:	Disposition:
Consideration to Award Comprehensive Operational Review Contract	Action
Consideration to Extend Legal Services Contract	Action
Consideration to Extend Travel Training Contract	Action
TAP Production Agreement	Action

APPENDIX D
ACCESS SERVICES
BOARD OF DIRECTORS
OCTOBER 24, 2016 MINUTES



STATEMENT OF PROCEEDINGS FOR THE
MEETING OF THE ACCESS SERVICES BOARD
OF DIRECTORS

Metro
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012
Monday, October 24, 2016
12:01 p.m.

1. CALL TO ORDER

Meeting called to order by Vice Chair Dolores Nason at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Vice Chair Dolores Nason, Treasurer Kim Turner, Secretary Theresa DeVera, Directors Doran Barnes, Martin Gombert, Valerie Gibson and John Troost. Ex-Officio CAC Chair, Michael Conrad and Legal Counsel Jim Jones.

BOARD MEMBER(S) VIA TELECOMMUNICATION

Present Via Telecommunication: Director Angela Nwokike.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Chair Nalini Ahuja.

2. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

No public comments.

3. CLOSED SESSION REPORT

No reportable action was taken with respect to any pending or threatened litigation and potential initiation of litigation.

Access Services legal counsel Jim Jones stated that all items on the agenda would be done by roll call vote due to Director Nwokike's telecommunication for this meeting.

4. **SUPERIOR SERVICE AWARD**

Superior Service Award Presentation:

Diversified Transportations Lead Dispatcher Noemi Mejia was the Superior Service Award recipient for the month of July 2016

5. **REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON SEPTEMBER 19, 2016**

Approval of the minutes from the Board of Directors meeting held on Monday, October 24, 2016.

Correction to the September 19, 2016 Minutes: Vice Chair Nason stated that on page nine and ten, under Upcoming Board Items she requested that staff provide a report on the phone translations, video translations, translations of documents and the different languages that were requested. Mr. Colaiace replied that staff would clarify that for the record. Vice Chair Nason also asked for clarification where it was mentioned during the Interim Executive Directors report that Mr. F Scott Jewell was the fourth Director to graduate from Leadership APTA. She asked if Mr. Jewell was considered a Director because she thought all Directors were members of the Board. Mr. Colaiace replied that Mr. Jewell's staff title was Director of Administration.

Motion made by Director Nwokike to approve the minutes as corrected, seconded by Treasurer Turner. Via Roll Call Vote six were in favor with one abstention from Director Gibson, motion passed.

6. **REPORT FROM EX-OFFICIO BOARD MEMBERS**

Michael Conrad, Chair of the Community Advisory Committee (CAC) provided a brief report on the CAC's meeting held on Tuesday, October 11, 2016. Mr. Conrad stated that the CAC Officers Election took place and Maria Aroch was elected as the new Vice Chair of the CAC and he was elected as the Chair. Mr. Conrad stated that he was honored to serve as the Chair of the CAC and thanked Mr. Dov Cohen for doing an excellent job when he was Chair.

Mr. Conrad concluded his report by stating that the following discussions took place at the last CAC meeting. Alex Chrisman provided a presentation on the Stand Signs, Vice Chair Nason provided a report from the last Board of Directors meeting and the Free Fare Subcommittee provided a report on the Free Fare Program.

7. GENERAL PUBLIC COMMENT

Chaplain Dov Cohen made public comment by thanking the Board for letting him be a part of the Board of Directors. He stated that it was a privilege and honor to be able to participate as the Ex-Officio of the Board. He also congratulated the new Chair of the CAC, Michael Conrad. Mr. Cohen concluded his public comment by reminding the Board about the upcoming program for Veterans and Seniors and stated that he had free tickets to the event if anyone was interested in attending.

Renee Madera made public comment by stating that there were a couple of issues that she wanted to bring up; drivers still not approaching, drivers not picking her up where they are supposed to because they say that she was not where she was supposed to be. Ms. Madera stated that she would like to talk to someone about this after the meeting. She concluded her public comment by stating that the drivers tend to get upset with her because she requests certain accommodations. Ms. Madera stated that she was being sent a lot of taxicabs and she would like to know why this was happening.

Access Services Project Administrator Randy Johnson was assigned to assist Ms. Madera.

Rachele Goeman made public comment by stating that service has improved but there was still a lot of work to be done. She added that she would not be able to have the busy life that she has without Access Services so she was thankful for that. She also stated that the drivers were still having problems trying to find the drop-off and pick-up location at Metro now that the construction was completed and if it wasn't for Alex Chrisman, she would have not made it to today's meeting. She concluded her public comment by stating that the driver did not have any information on how to get to the drop-off location at Metro, she suggested that staff look into this issue.

Access Services Project Administrator Rogelio Gomez was assigned to assist Ms. Goeman.

Mr. Charles Hale distributed a handout to the Board members and stated that his complaint was regarding the inaccurate information being provided to callers. The inaccurate information was not only related to fare issues but also related to this meeting. He stated that when he called the call center last week, he spent 22 minutes on the phone and was told that closed session would be from 12:00 to 3:00 p.m. and the Board meeting would be afterwards, which was inaccurate information and meant that he could not book a trip home.

Mr. Hale also stated that he was told that the fare to the Board meeting was a normal fare but it was his understanding that for community meetings and Board meetings there was no charge. Mr. Hale stated that when he called to book his ride to the Board meeting there was an issue again with the fare. He added that there were also issues with the minivans. He stated that he had a discussion with Rycharde Martindale so maybe someone could pull

that recording to listen to the conversation. Mr. Hale concluded his public comment by stating that he had an issue with a conflict of interest. He stated that he was told that if an individual was a rider, that individual could not work for Access because it would be considered a conflict of interest, so he would like this issue addressed.

Access Services Community Liaison Louis Burns was assigned to assist Mr. Hale.

Sharon Astier read Myrna Cabanban's public comment that was submitted via email. Ms. Cabanban stated in her letter that she called the Operations Monitoring Center (OMC) for an estimated time of arrival (ETA) and location for her 1:30 pick-up in Cypress and was told that it would be 20 more minutes. Ms. Cabanban asked for the vehicle location and was told that they did not have that information. She stated that she insisted that they provide that information and the operator was annoyed by her request. Ms. Cabanban stated that this was the same issue that she had complained about a month ago and the same issue she had been writing about for years and she was tired of bringing this issue up because clearly no one cared. She requested that this complaint be read at the Board meeting during public comment because she had been trying to resolve this issue with upper management at Access but it was time the Board realized how something so simple but very crucial to customer service was not being rectified.

Wilma Ballew made public comment by welcoming Michael Conrad to the Access Services Board of Directors. Ms. Ballew stated that she attended the CAC meetings and she wanted to attend one of the Board meetings to see how they were conducted because she wanted learn how these meetings are done. Ms. Ballew stated that she had an issue that happened today and it was resolved today in a prompt and timely manner. Fayma Ishaq and Randy Johnson both Access Services Project Administrators spoke with her and resolved the issue. She thanked Ms. Ishaq and Mr. Johnson for their help and wanted the Board to know that there were also positive things that took place and issues that were resolved on the spot.

Patty Hyland made public comment by requesting that staff clean up the Eastern region. She stated that the Northern and other regions were doing a lot better but she would like to see the Eastern region doing better as well.

Access Services Project Administrator Randy Johnson was assigned to assist Ms. Hyland.

8. CONSENT CALENDAR

Recommendation: Approval of all items on the consent calendar, (list of items provided below):

- 8-a Consideration to Extend Term and Increase Funds – Telecommunications Consulting Services Contract (AS-3419).

8-b Consideration to Amend Scope of work for Eligibility Determination Services Contract (AS-2441)

8-c Consideration to Approve Severance Policy

8-d Consideration to Approve Renewal of Agency Insurance Policies for 2016-2017

8-e Consideration to Approve Service Provider Scope of Work and Rate Changes – Emergency Operations

8-f Consideration to Approve Equal Employment Opportunity (EEO) Plan

8-g Consideration to Approve Title VI (Non-Discrimination) Plans

Vice Chair Nason asked that Items 8-a, 8-b, 8-d and 8-g be pulled for purposes of discussion.

Motion made by Treasurer Turner to approve the remaining Items, 8-c, 8-e and 8-f on the consent calendar, Seconded by Secretary DeVera.

Alternative motion was made by Treasurer Turner to approve Items 8-e and 8-f on the consent calendar and to pull Item 8-c for purposes of discussion. Secretary DeVera agreed to withdraw the original motion and Seconded the alternative motion. Via roll call Vote all were in favor, motion passed.

Item 8-a: Vice Chair Nason asked if there was a decrease in the use of the toll free 800 number since many of the rider used cell phones and the calls were free. Mr. Lee replied that the riders were still dialing the 800 number and staff had not seen any decrease in calls to the 800 number.

Motion made by Treasurer Turner to approve Item 8-a, Seconded by Secretary DeVera. Via roll call Vote all were in favor, motion passed.

Item 8-b: Vice Chair Nason asked why the indemnification clause was necessary in the scope of work. Hector Rodriguez replied that it was necessary because C.A.R.E. Evaluators would be collecting medical numbers on Access Services' behalf and it was going to be done free of charge. So Access Services would be indemnifying C.A.R.E Evaluators for their work on this project. C.A.R.E Evaluators requested that Access Services take the responsibility for them collecting the data which was not included in the original scope of work.

Motion made by Director Nwokike to approve Item 8-b, Seconded by Director Barnes. Via roll call vote all were in favor, motion passed.

Item 8-c: Treasurer Turner thanked Ms. Moseley for fulfilling the Board's request to go back and look into what other agencies were doing with their severance policies. Treasurer Turner stated that she noticed that Ms. Moseley interviewed five other agencies. She

asked how Ms. Moseley made her selection of those agencies and what was the criteria for the selection. Ms. Moseley replied that they were similar peer transit agencies in Southern California.

Treasurer Turner asked Ms. Moseley to provide clarification as to how Access Services provided severance. Ms. Moseley replied that Access Services did not have a formal policy that was codified but ever since she had been on staff Access had consistently provided to eligible severance recipients one week for each year of service for the non-exempt employees and two weeks for each year of service for the exempt employees. Treasurer Turner asked if Ms. Moseley found that to be consistent with what she found with the survey. Ms. Moseley replied that it was consistent with industry standards.

Motion made by Treasurer Turner to approve Item 8-c, Seconded by Director Gombert. Via roll call vote all were in favor, motion passed.

Item 8-d: Vice Chair Nason asked what was last year's amount for approval because she did not see it mentioned in the item. Mr. Rodriguez replied that there were six different policies that fell under this umbrella and last year's numbers came in close to \$540,000 due to the worker compensation insurance which was much higher than anticipated, and in anticipation of those numbers, staff requested \$600,000. Mr. Rodriguez added that he met with Access Services broker SullivanCurtisMonroe and they expected the numbers to be well under that amount. Vice Chair Nason stated that she did not see the Directors and Officers or professional liability insurance coverage included in the item, she asked if it was included. Mr. Rodriguez replied yes it was included.

Motion made by Treasurer Turner to approve Item 8-d, Seconded by Director Gibson. Via roll call vote all were in favor, motion passed.

Item 8-g: Vice Chair Nason stated that Item 8-g discusses the requirement to notify consumers about Title VI. She asked how would you notify the consumers. Mr. Haack replied that one of the requirements of the FTA was Access Services as an agency should have a Title VI plan that would show that Access would investigate any claim of discrimination. Access would have to make it publicly noted or noticed to individuals that Access had a policy and there was a way an individual could complain to our agency if they felt there was a violation of their Title VI rights. Mr. Haack stated that at Access Services in El Monte, there was a notice in English and Spanish at the reception desk and if you went to C.A.R.E. Evaluators, there is an area open to the public where a posting is displayed. He also stated that the Title VI notification was also in the Rider's Guide, which is provided to each of our customers upon being found eligible for the services and it was also posted on our website.

Motion made by Secretary DeVera to approve Item 8-g, Seconded by Director Troost. Via roll call vote all were in favor, motion passed.

9. LANGUAGE LINE REVIEW

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

10. ELIGIBILITY DETERMINATIONS AND APPEALS PROCESS

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

11. COMMERCE REAL ESTATE UPDATE

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

12. UPCOMING BOARD ITEMS

Vice Chair Nason reminded the Board that this was an information item only and no action was needed.

13. INTERIM EXECUTIVE DIRECTOR'S REPORT

Access Services Interim Executive Director Andre Colaiace began his report by providing an operational update. He stated that since the start of the year up until October 15, 2016 service has been good. Total booked trips have increased by 4% and on time performance was above Access Services standards at 91.2%, which was a full percentage higher than the comparable time last year. Late 4s were also meeting the standard. He congratulated Mike Greenwood, the operations department, all of the providers and their employees that do all of the hard work out on the roads.

Mr. Colaiace informed the Board that another round of community meetings will be coming up in November. Staff holds two sets of community meetings, one in the Spring and one in the Fall. Staff will be sending the information out to the Board regarding these community meetings. The first community meeting is scheduled for Monday, November 7, 2016 in Santa Clarita followed by Thursday, November 10, 2016 in the Southern Region. Staff tries to have one community meeting in each of the service regions with an English and Spanish meeting. Staff will also distribute the information on the vehicles as handouts, include it on our website and it will be added to the reservation lines.

Mr. Colaiace concluded his report by stating that staff attended the Los Angeles County Commission on Disabilities Annual Access Awards Luncheon where one of our own, Louis Burns, was awarded the Chairpersons award for his work with the community and

providing excellent customer service to Access customers over the years. He also congratulated Director Troost for an excellent event.

14. BOARD MEMBER COMMUNICATION

Treasurer Turner welcomed CAC Chair Michael Conrad to the Board as the Ex-Officio.

Michael Conrad thanked the Board for welcoming him to the Board.

Secretary DeVera congratulated Mr. Burns for receiving the Los Angeles County Commission on Disabilities recognition. She stated that Mr. Burns was always present at the City Commission meetings and he is considered the face of Access and customer service. Secretary DeVera also thanked Chaplain Dov Cohen for serving as the Chair of the CAC for the past two years. She also thanked him for all he does for the veterans and welcomed Mr. Conrad to the Board of Directors.

Secretary DeVera concluded her comments by thanking Renee Madera for attending the Board meetings and pointing out what needed to be done. Secretary DeVera stated that it seemed as if nothing had been done to resolve Ms. Madera's issues because she attends every Board meeting expressing the same concerns. She asked staff to look into Ms. Madera's concerns because there should not be any reason why someone would come to every Board meeting to complain about the same issues over and over again.

Director Troost stated that he concurred with Secretary DeVera's comment regarding Ms. Madera's complaints. He asked if it was possible to add something to the agenda below general public comments where staff could come back and report the results for each of the public comments made at the Board meetings and let the individual that made the public comment make their comments again.

Director Gombert welcomed Michael Conrad as the new Chair of the CAC and thanked Mr. Burns for his excellent service. He also thanked Access staff for some of the detailed presentations made at today's Board meeting. Director Gombert added that he understood how much work was behind each presentation.

Vice Chair Nason concurred with everything Secretary DeVera stated and she felt Director Troost had an excellent idea. She added that she felt that the Board should be receiving feedback on the issues that are made during the public comment segments of the Board meetings. Vice Chair Nason stated that usually by the time someone comes to the Board meeting they already made their formal complaints but if they are not resolved she felt that it was a good idea that the Board received the feedback on these complaints.

15. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGEDNA

No new business was heard subsequent to the posting of the agenda.

16. ADJOURNMENT

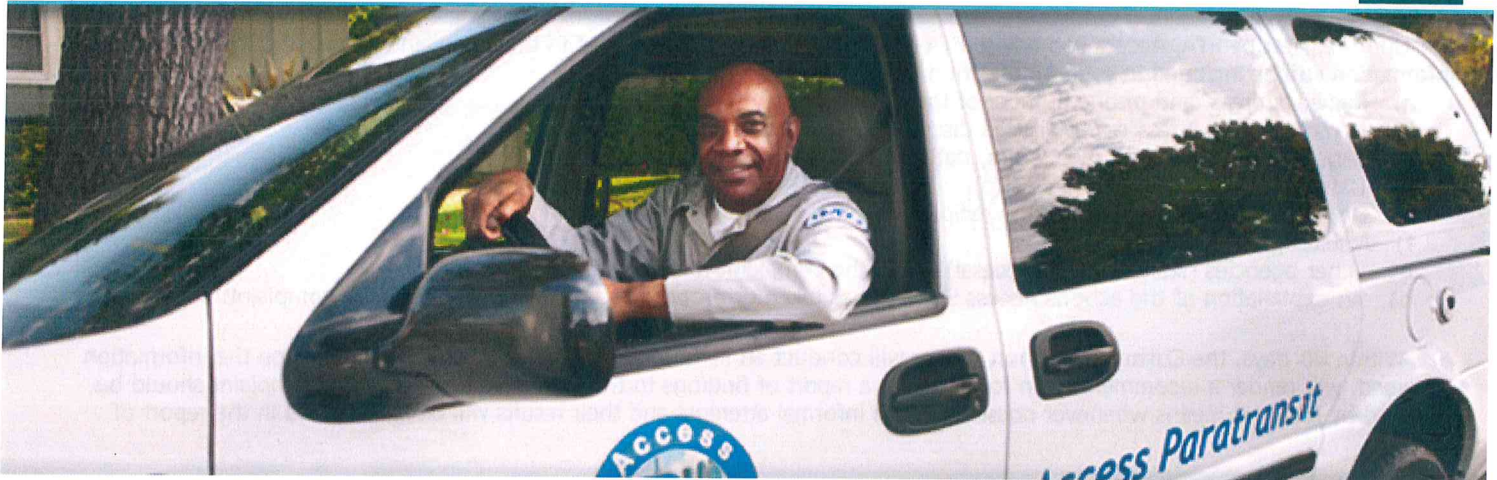
Motion made by Treasurer Turner, Seconded by Secretary DeVera. Via Voice Vote all were in favor, motion passed. The meeting adjourned at 2:41 p.m.

APPENDIX E

TITLE VI INFORMATION CONTAINED ON

ACCESS SERVICES' WEBSITE

WWW.ACCESSLA.ORG



search Access

:: About Us :: [Title VI](#)

Access Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987. Access Services is committed to providing services without regard to race, color or national origin.

If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at 213-270-6000 or in writing at:

Access Services
Human Resources Manager
P.O. Box 5728
El Monte, CA 91734
Email address: hr@accessla.org

To view a copy of the complaint form: [TITLE VI COMPLAINT FORM](#)

If you would like to file a discrimination complaint against Access and/or its contractors, please follow the procedures listed below in Access Services Discrimination Complaint Procedure.

Access Services Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with Access Services. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Human Resources Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a. The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, Access Services may extend the time for filing or waive the time limit in the interest of justice, as long Access Services specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of Access Services, the person shall be interviewed by the Human Resources Manager. If necessary, the Human Resources Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to Access Services' investigative procedures.

4. Within 10 days, the Customer Support Center will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA).

5. Upon request by FTA, Access can advise FTA of the details associated alleged in the complaint. Generally, the following information will be included in every notification to the FTA:

- a) Name, address, and phone number of the complainant.
- b) Name(s) and address(es) of alleged discriminating official(s).
- c) Basis of complaint (i.e., race, color, national origin or sex)
- d) Date of alleged discriminatory act(s).
- e) Date of complaint received by the recipient.
- f) A statement of the complaint.
- g) Other agencies (state, local or Federal) where the complaint has been filed.
- h) An explanation of the actions Access Services has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the Customer Support Center will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

7. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the FTA, if they are dissatisfied with the final decision rendered by Access Services. The Human Resources Manager will also provide the FTA with a copy of this decision and summary of findings upon completion of the investigation.

8. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5th Floor – TCR

1200 New Jersey Ave., SE

Washington, DC 20590



Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County

©2016 Access

Professional Website Design by Trinet Internet Solutions

APPENDIX F
ACCESS SERVICES
TITLE VI COMPLAINT FORM



ACCESS SERVICES
TITLE VI COMPLAINT FORM

Access Services is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Access Services' Human Resources Manager by calling (213) 270-6000. The completed form must be mailed, faxed or delivered to:

Access Services
Human Resources Manager
P.O. Box 5728
El Monte, CA 91734
Fax: (213) 270-6055

1. Personal Information

Access Services Customer ID Number

Last Name First Name Middle Initial

Home street address City State Zip Code

() ()

Home phone number Alternate phone number

Name(s):

Person(s) discriminated against (if someone other than complainant):

Street address, City State Zip Code

2. Alleged Discrimination Information

Date of Incident Location of Incident

Which of the following best describes the reason the alleged discrimination took place? (Circle one)

- Race
- Color
- National Origin (example: Limited English Proficiency)

3. Description of Incident

Please describe the alleged discrimination incident. Provide the names and title of all Access Services employees involved if available. Explain what happened and who you believe was responsible. Please use the back of this form if additional space is required.

Complete on reverse side of form

Signature

_____/_____/_____
Date

APPENDIX G

ACCESS SERVICES

TITLE VI LANGUAGE FROM RIDER'S GUIDE

Title VI

Access Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987. Access Services is committed to providing services without regard to race, color or national origin.

If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at 213.270.6000 or in writing at:

Access Services
Human Resources Manager
PO Box 5728
El Monte, CA 91734

Email: cserv@asila.org

If you would like to file a discrimination complaint against Access and/or its contractors, please see our website at http://www.asila.org/about_us/title_vi.html for our complaint procedures.

APPENDIX H

ACCESS SERVICES

TITLE VI POLICY STATEMENT FOR PUBLIC SPACES

(El Monte Offices & C.A.R.E. Eligibility Center(s))



Access Services
PO Box 5728
El Monte, CA 91734
213.270.6000
asila.org

August 26, 2013

Access Services' Title VI Policy

Access Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1987. Access Services is committed to providing services without regard to race, color or national origin.

If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at (213) 270-6000 (information is available in multiple languages) or please write or email:

Access Services
Human Resources Manager
P.O. Box 5728
El Monte, CA 91734

Email: cserv@accessla.org

If you would like to file a discrimination complaint against Access and/or its contractors, please see our website at http://accessla.org/about_us/title_vi.html for our complaint procedures and a Title VI complaint form.

APPENDIX I
ACCESS SERVICES
TITLE VI COMPLAINT TRACKING TABLE
FOR COMPLAINTS ALLEGING TITLE VI VIOLATIONS
FROM 2013 TO 2016

**APPENDIX I
LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

	Date Filed (Month/Day/Year)	Access Ticket Number	Access Contractor Involved	Access Rider I.D.	Summary of Facts (Basis of Complaint; Race, Color or National Origin)	Status	Action(s) Taken
Investigations							
Lawsuits							
Complaints							
1	11/24/2013	299348	GPI	480229	Access customer exited vehicle to change seats and driver left before customer re-entered vehicle. The complaint was filed by customer using a Title VI form, but did not allege any Title VI violation, only poor decision-making by driver staff.	Closed	Letter sent responding to customer complaint, with explanation of inappropriate driver behavior. Customer was also sent trip coupons, and offer to participate in "Secret Rider" program. Matter settled to customer's satisfaction.
2	1/1/2014	305079	Access Services	135522	Access customer (135522 and 120769) attempted to use paratransit to attend a college football game at the Rose Bowl in Pasadena on Jan 1, 2013. Although Access was able to transport the customers to the Rose Bowl, parking staff at the Bowl would not permit the customers to alight their paratransit vehicles without paying an additional fee. Customers had difficulty reaching the event site from the point	Closed	This complaint (legal claim) was not filed with Access until over 13 months following the alleged incident. Access' posted policy is complaints must be submitted within 180 days of the incident or if it is a continuing action, that it is filed no later than six months after it has stopped, per Government Code law. This claim was denied due to it being submitted so long after the single incident.
3	1/1/2014	305096	Access Services	120769	Complaint/claim is same as above as the customers (135522 and 120769) were traveling together and filed their claim together.	Closed	Complaint/claim resolution is same as above as the customers (135522 and 120769) were traveling together and filed their claim together.
4	4/27/2016	387311	-	639845	Customer alleged that was found not eligible for paratransit service. When she appealed that decision, the appeals specialist who she was sent to see did not consider the full breadth of disability issues she had, but upheld Access' initial decision to deny her eligibility based on very cursory information.	Closed	Customer was contacted via telephone and a follow-up letter sent describing details of the conversation. Customer's eligibility appeal was rescheduled with a different appeals specialist. She has since been found eligible for Access paratransit.

APPENDIX J
ACCESS SERVICES
PUBLIC PARTICIPATION PLAN

ACCESS SERVICES
LOS ANGELES COUNTY

PUBLIC PARTICIPATION PLAN

OCTOBER 2016 - SEPTEMBER 2019

PUBLIC PARTICIPATION PLAN

I. Introduction

In accordance with Title VI of the Civil Rights Act of 1964, Executive Orders 12898 and 13166 and Federal Transit Administration (FTA) Circular 4702.1B, Access Services of Los Angeles County has developed this Public Participation Plan (PPP) to guide public involvement efforts and improve the ability of public involvement in Access Services' decision making process by low-income, minority and Limited English Proficiency (LEP) communities.

Purpose

Access Services' primary goal in developing this program is to ensure that all individuals who rely upon Access Services either as direct customers, family members, personal care assistants, care center or hospital staff, etc. are able to have a voice in the decision-making processes of Access Services' projects and programs. It is also a goal of Access Services to ensure that individuals and communities who may have historically had difficulty participating in public decision-making are able to participate in future decision-making, including low-income, minority and Limited English Proficiency (LEP) communities. To this end, Access Services conducts various meetings and community outreach with the hope of empowering low income, minority, and LEP communities throughout Los Angeles County in playing an active role in Access Services planning process.

FTA Circular 4702.1B states that with respect to planning public involvement measures:

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient public participation activities). Recipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Recipients of Federal funding should make determinations based on the composition of the population affected by the recipient's actions, the type of public involvement process planned by the recipient and the resources available

to the agency. Efforts to involve minority and low-income people in public involvement activities can include both comprehensive measures, such as placing public notices at all stations and in all vehicles, and measures to overcome linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and low-income people and populations from effectively participating in a recipient's decision-making process (FTA C 4702.1B, p III-5).

The Public Participation Plan describes the overall goals, guiding principals and methods that Access Services uses regularly to reach out to low-income, minority and LEP communities. The Public Participation Plan aims to offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at Access Services.

Ways to do this include the scheduling of meetings aimed at accommodating minority and LEP communities, coordinating closely with community- and faith based organizations, educational institutions, and other organizations in conducting outreach targeted at minority and LEP communities, the consideration of a marketing strategy using various media sources that cater to LEP populations, and utilizing other means of communication other than writing, including the use of audio or video recording.

This Public Participation Plan is a tailored plan that describes how Access Services will undertake public involvement, information, education, participation and/or outreach activities.

Background

Access Services is a local public entity responsible for the administration of the American with Disabilities Act (ADA) mandated Los Angeles County Coordinated Paratransit Plan on behalf of forty-five public fixed route operators including both bus and rail. Access Services provides next-day reservations for curb-to-curb transportation services for eligible riders who, due to a disability, are unable to utilize fixed route public transportation. The work that Access Services performs is on a very "human scale", as each rider interactively arranges their reservation for transport and the vehicles Access Services utilize carry a small number of passengers. Perhaps because of Access Services' closeness to its customers, Access Services has a wide variety of avenues by which the customers/the public have an opportunity to communicate with and

influence changes and improvements made to the service, as well as voice any of their concerns.

II. Access Services Public Involvement Opportunities

Access Services has a variety of committees that are designed to take comments from the public and from community organizations and are open for public comment. Also, Access Services ensures that all meetings held by these committees are held at locations that are accessible for individuals with disabilities and in locations that are accessible to public transit routes (as well as easily accessible by Access' own service). Furthermore, every effort is made to schedule ALL meetings at convenient times to the maximum extent practicable.

Access Services Board of Directors Monthly Meetings

As presented in the Organization Chart in **Appendix A**, overall guidance of Access Services is provided by its Board of Directors. The Board of Directors of Access Services has nine voting members selected from a variety of community associations throughout the County of Los Angeles invested in either local fixed route public transportation (4 seats), city and County government (3 seats) or the disability community (2 seats).

All meetings of the Access Services Board of Directors are open to the public and are held on the 4th Monday of each month at a location central for all of Los Angeles County and accessible both from a disability perspective as well as from the perspective of being close to public transportation options.

Also on the board, as non-voting members are chairs of the Community Advisory Committee and Transportation Professionals Advisory Committee (both mentioned below). Upcoming Board of Directors' Meetings are posted on Access Services' website (accessla.org) along with meeting agendas.

Community Advisory Committee

The Community Advisory Committee (CAC), which meets on the second Tuesday of each month, was formed to provide input and advice to Access Services concerning operational policy issues for Access Services transportation program and to make

recommendations to the Access Services Board and staff concerning the Access Services transportation program. CAC members play a very active role in the disability community and have experience, education and expertise in areas dealing with paratransit in Los Angeles County. Members include Los Angeles County residents with disabilities or, where needed, persons with knowledge of specific disabilities relevant to Access Services. Meetings for the CAC are, like the Access Services Board, held in locations central to Los Angeles County and in accessible locations. Upcoming CAC meetings are posted on Access Services' website (www.accessla.org) along with meeting agendas.

The CAC consists of fifteen (15) members. To become a CAC member, customers must first submit an application. Applications are available in both English and Spanish on Access Services' website (www.accessla.org). Received applications are reviewed by a subcommittee consisting of two Board members and the Manager of Customer Support Services, who then choose the new CAC member. To market the CAC, "seat drops" are distributed in vehicles at least once every calendar year. Furthermore, CAC materials, including applications, are made available at every annual Community Meeting.

Transportation Professionals Advisory Committee

The Transportation Professionals Advisory Committee (TPAC), which meets on the second Thursday of each month, was formed to provide input and advice to the Access Services Board of Directors on operational and policy issues. The Committee consists of 15 voting members comprised of transit, paratransit, and social service transportation professionals representing all regions of Los Angeles and surrounding counties. Members are approved by the Access Services Board of Directors according to criteria that ensures the committee represents the public transportation community in Los Angeles County.

When a seat on TPAC is vacated, all stakeholders, including Access Services' member agencies and other specialized transportation organizations, are notified. All applications for TPAC membership are submitted a member subcommittee made up of two to three TPAC committee members. The applications are reviewed by the subcommittee and considerations are then forwarded to the Board of Directors for approval. If the membership subcommittee receives applications from potential members and there are no vacancies in the committee, the applicant will be placed on the waiting list.

Just as the Board of Directors and CAC meetings, the meetings of the Transportation Professionals Advisory Committee are open to the public and members of the public may make public comment to this committee. Upcoming TPAC meetings are posted on Access Services' website (www.accessla.org) along with meeting agendas for individuals to attend.

Annual Regional Community Meetings

Access Services' County-wide service is broken down into six separate service regions. Annually, Access Services hosts community meetings in each of the six regions (See **Appendix B** for a service area map for Access Services). Six separate meetings are held at accessible community centers (libraries, community centers, government centers) to both present to the Access Services customer community recent changes and improvements that have taken place with Access Services' service and also to hear comments and concerns from the ridership of the system.

These meetings are regularly scheduled to take place in early summer and are held regardless of whether or not changes have been implemented with Access Services that affect the customers of a region. These meetings are held to keep customers informed of the work that Access Services is doing as well as to respond to issues raised by members in the community. Each meeting is headed by a Senior Project Administrator attached to that particular service region, who first discusses recent changes to the service and any other noteworthy items. After the Project Administrator's address, the meeting is opened up to allow customers to ask questions and voice their comments or concerns. There is a Spanish translator at every meeting and an American Sign Language translator is available upon request. **Additionally, in order to accommodate low income customers and encourage their attendance, free trips to and from the regional community meetings are provided.**

Notification of the annual community meetings is posted on the Access Services website (www.accessla.org) and each of the van-operating providers for each of the six regions place copies of flyers of the upcoming events in "take one" slots inside of the Access vans. Additionally, post cards may be mailed out to customers notifying them of the date and locations of upcoming meetings. **Appendix D** contains copies of flyers Access Services prepared for the most recent round of Regional Community Meetings (**January 2016**).

In early 2016, the community meetings were not held at their usual summer time, but were held in January as there had been some actual and proposed changes to Access in which it was important to Access staff to share with customers long before the more traditional summer period.

As a living document, Access Services' Public Participation Plan is intended to help customers play an active role in the shaping of Access Services' decision and policy making. More importantly, the PPP is meant to specifically target communities that have been left out of the process due to linguistic, institutional, cultural, economic, historic or other barriers.

During the last round of Annual Community meetings (January 2016), three meetings were held in cities with exceedingly large minority and LEP populations, including El Monte (San Gabriel Valley), Encino (San Fernando Valley), Los Angeles (West Los Angeles/Central Los Angeles). All Community Meetings have either a Spanish interpreter or have separate meetings scheduled in English and in Spanish. Fliers for the Community Meetings are placed in vehicles along with postcards of the events are mailed out to customers and are available in both English and Spanish.

Additionally, the most recent Community meetings were conducted in areas with large minority and LEP populations (see section IV), including El Monte, Van Nuys, Long Beach, North Hollywood, Glendale, East Los Angeles, Inglewood, Huntington Park, Montebello, Arcadia and Los Angeles' Chinatown community.

The dates and locations of the most recent (January 2016) round of Regional Community Meetings are as follows:

- 1) **Santa Clarita:** Jan. 8th, Old Town Newhall Library, Santa Clarita
- 2) **Northern:** Jan. 13th, Encino Community Center, Encino
- 3) **Antelope Valley:** Jan. 8th, Lancaster Library, Lancaster
- 4) **Southern:** Jan. 5th, Veterans Memorial Building, Culver City
- 5) **West/Central:** Jan. 9th, Westchester Senior Citizen Center, Los Angeles
- 6) **Eastern:** Jan. 15th, Lambert Park, El Monte

III. Access Services Ad Hoc Public Meetings for Fare Changes

Access Services provides only ADA-complimentary paratransit service following the fixed route service areas and hours of Access Services' 45 fixed route public transit providers. Access Services generally does not undertake changes to the way it provides its service, hours of operation and does not coordinate any construction projects. The most recent change impacting customer ability to use Access Services was a proposed fare increase (2012). Due to the importance of this and how it would affect Access Services customers, Access Services hosted a series of special public meetings. As described below, efforts were made to ensure that Access Services' customers were not only aware of the upcoming change but that they also had an opportunity to voice their opinions and concerns.

Fare Change Public Meetings

When Access Services is considers implementing a fare change for its service, as was done in 2012, a variety of methods are performed to ensure that Access customers are informed both of the possible change and also that they may share their comments and concerns at one of many public meetings to discuss this matter.

In 2012, Access Services conducted extensive outreach to its customers with respect to the proposed fare change. Some of the means designed to notify Access Services' customer base in advance of any change was to conduct direct mailings to customers of Access Services' newsletters. Eleven ad hoc community meetings were held to discuss the proposed fare increase with stakeholders in addition to one public hearing.

Appendix C contains copies of flyers Access Services prepared for the ad hoc fare increase meetings.

In 2012, Access Services encouraged public comments and even developed an online web-survey and opened a dedicated telephone line for comments and concerns. Customers were also informed of the fare increase by customer service representatives when they called in to the customer service department. **Access Services' customer service department utilizes a language services provider which ensures that all customers are guaranteed accurate information about the fare change, regardless of the language in which they speak.** Access Services also accepted comments via mail and fax. "Seat drops" were placed inside all vehicles informing customers of the fare increase.

Public Meetings Associated with Introduction of Origin-to-Destination and Coordinated Fare Proposals

In 2015, Access Services expanded services available to eligible customers by adopting Origin to Destination service (Access called its service, 'Beyond the Curb'). Although this service would not negatively impact customer ability to utilize the existing paratransit service, Access conducted a series of community meetings and a public hearing in the same way that it had for the previously mentioned fare change issue from 2012.

Also, in 2015, Access conducted a series of community meetings and a public hearing to discuss the possibility of adopting a Coordinated Fare system, which would have been a change from its historic two-tiered fare system. Using the same methods, mentioned above, for fare changes, Access reached out to its customers with respect to the possible fare change to ensure that customers would be familiar with the implications of this type of fare change. Ultimately, Access did not adopt the proposed coordinated fare system following clarifying language incorporated into the Federal FAST Act, however, to ensure that Access' customers were familiar with the potential impacts they may have faced, Access conducted the series of public meetings.

IV. Access Services Community Outreach Meetings

Due to the importance of the transportation service that Access Services provides the disability community in Los Angeles County, Access Services' Operations, Customer Service and Mobility Management staff coordinate with community based organizations and attend multiple community group meetings to share information about what Access Services is and how individuals can utilize paratransit.

These outreach meetings are held at a variety of community centers throughout Los Angeles County ranging from transitional high schools, senior centers, community centers, libraries, local churches and other religious centers.

The outreach meetings are attended by Operations, Customer Service, and/or Mobility Management staff and are designed to either educate potential or existing customers on what Access Services is or respond to particular questions or concerns a particular community may have about an element of Access' paratransit service. Access Services does not charge a fee for making presentations at these community centers, but rather staff members make

presentations and hand out applications and other information related to the Paratransit service that Access Services provides.

The Table in **Appendix D** lists the over 100 Outreach events that Access staff have participated in during 2015 and through August of 2016. **Appendix E** provides a map showing an overview of all of the public outreach meetings conducted during the same period, covering much of the urbanized area of Los Angeles County which Access serves.

V. Methods of Notifying Customers of Upcoming Meetings

Access Services utilizes a variety of methods to reach out to the community to both inform the community as to the work that Access Services is doing and also to inform Access Services' own customers about changes that may come to the service that they rely upon.

Website

In the digital age, Access Services' website (accessla.org) is an invaluable tool and source of information for its customers. Dates, times and locations of upcoming meetings are all posted on the front page of the website, including any important notifications such as a fare change. In addition, there is a plethora of information to be found on the website, including the Rider's Guide, application for the service, agendas, calendar, stand sign information directory, rider alerts, travel training information and other transit resources. Customers can also use the website to register to receive e-mail notifications. Access Services' website can be viewed and/or translated in over seventy (70) different languages using Google translate.

Seat Drops & Mail-outs

Inserting **flyers in Access Services vehicles** is customary as a method for announcing upcoming meetings to the customers who regularly utilize Access Services. All Access Services minivans are equipped with "take one" drop sleeves where customers can pull a sheet from the sleeve. Access Services prints multiple flyers and shares copies with each of the service providers of the different regions for such information to be put into each of the minivans by their drivers. Access Services may also mail out postcards to every customer notifying them of upcoming regional community meetings.

Advertisement with Partner Organizations

Access Services, due to its nature of providing specialized transportation to individuals with disabilities, has a variety of partner organizations in the human services and transportation services divisions of Los Angeles County. When Access Services wishes to share information throughout the County, it can **advertise with managers of these human service and transportation service partners**. Access Services' information can thus be presented as posted flyers at centers or by center staff sharing such information directly with their customer base.

VI. Customer Satisfaction Survey

Access Services conducted a customer satisfaction survey in late 2011. The purpose of the survey was to gauge customers' perceptions of the entire transportation process provided by Access Paratransit service. Access Services contracted with the Fairfax Research Group to conduct the survey and to organize a finalized report detailing the findings. To facilitate reliable comparisons between the six service regions, Fairfax Research attempted to complete 200 interviews in each of the six service regions. Because the distribution of customers is uneven with disproportionately larger or smaller numbers of customers in the six service regions, quota sampling was employed to ensure that the telephone interviewing would obtain at least 200 interviews in each of the six regions.

To ensure that the respondents were all active riders, only customers who had received transportation from Access at least once in the previous six months were included in the survey. Access Services intends to continue conducting customer satisfaction surveys going into the future with the goal of better understanding customers' perceptions of the Paratransit service that Access provides and providing customers with yet another opportunity for voicing their opinions and concerns.

VII. Media

Access Services' principal form of marketing is done through customer outreach conducted by the Operations and Mobility Management Departments along with our various partnerships with community based organizations. As shown throughout this Public Participation Plan, these outreach meetings take place in communities throughout Los Angeles County and frequently in minority communities.

At this time, Access Services does not conduct marketing through large media outlets such as newspapers, radio or television, but instead relies on its partnership with resource centers for individuals with disabilities and community health fairs and expos where Access staff attend and more fully educate potential applicants and customers about the paratransit services that Access provides to members of the disability community.

At this time, Access Services' outreach efforts have permitted the agency to explain its' service and eligibility process on a more personal level to communities who would most likely utilize the service.

VIII. Helping Hands

The Helping Hands program was initiated in 2010 and is overseen by Access Services' Operations Supervisors. The program awards customers who have made contributions to making our service safer and more efficient. Recipients are presented with a custom Helping Hands pin along with balloons and flowers. All customers are eligible for the program, and recipients are chosen based upon their record of cancelling trips within policy, and preventing unnecessary no-shows and late standing orders. The program plays an important part in Access Services' community outreach as it helps to recognize our customers and celebrate their dedication in helping Access Services provide the best Paratransit service possible. The Helping Hands program puts a face to Access Services and lets the community know that we truly care about our customers.

IX. Evaluation

The Access Services Public Participation Plan will be evaluated and updated by Access staff on a triennial basis. However, if there are major changes to the service or in any of our public participation policies, members of the Planning Department at Access Services will update the PPP accordingly. Furthermore, the Planning Department will continue to track all meetings and community outreach conducted by Access Services every six months going forward. A Microsoft Excel spreadsheet will be used, which will contain the type of meeting, region, location, date and city. **Appendix E** contains a copy of the template spreadsheet used to track all community outreach

X. Future Partnerships

Access Services should continue to maintain and strengthen its partnerships with the variety of transportation and human service agencies throughout Los Angeles County and even in the counties that neighbor Los Angeles County.

By partnering with fixed route operators throughout the County, Access Services will be able to attend additional community meetings hosted by these different service providers throughout the County and work to ensure that as many residents of Los Angeles County who wish to find out about Access Services are able to do so. Additionally, Access Services will ask customers themselves what community based organizations (CBO's) that they want Access Services to partner with in an attempt to reach more minority and LEP populations throughout Los Angeles County.

XII. Conclusion

In large measure, because of the very "human scale" of Access Services' paratransit model, Access Services already has a large variety of means of communicating with both its own customer base of individuals as well as share information about Access Services at public meetings throughout the County.

Access Services' Public Participation Plan is meant to be a living document promoting broad, active participation by our customers, including the targeting of low income, minority and LEP populations. Our policies were created with the goal of engaging our customers, the public and all other stakeholders and providing them with opportunities to voice their concerns and offer their input in matters of policymaking and project planning. To summarize, Access Services utilizes the following strategies to achieve the aforementioned goals:

- Information regarding all meetings is posted on Access Services' website, accessla.org, which can be viewed in over 70 languages
- Public involvement opportunities include the Annual Regional Community Meetings, Community Center/Information Meetings, the Board of Directors Meetings, CAC and TPAC meetings. All are open to the public and provide invaluable opportunities for customers to play an active role in the Access Services decision-making process.
- In order to assist those with low income, free trips are offered to and from the Community Meetings

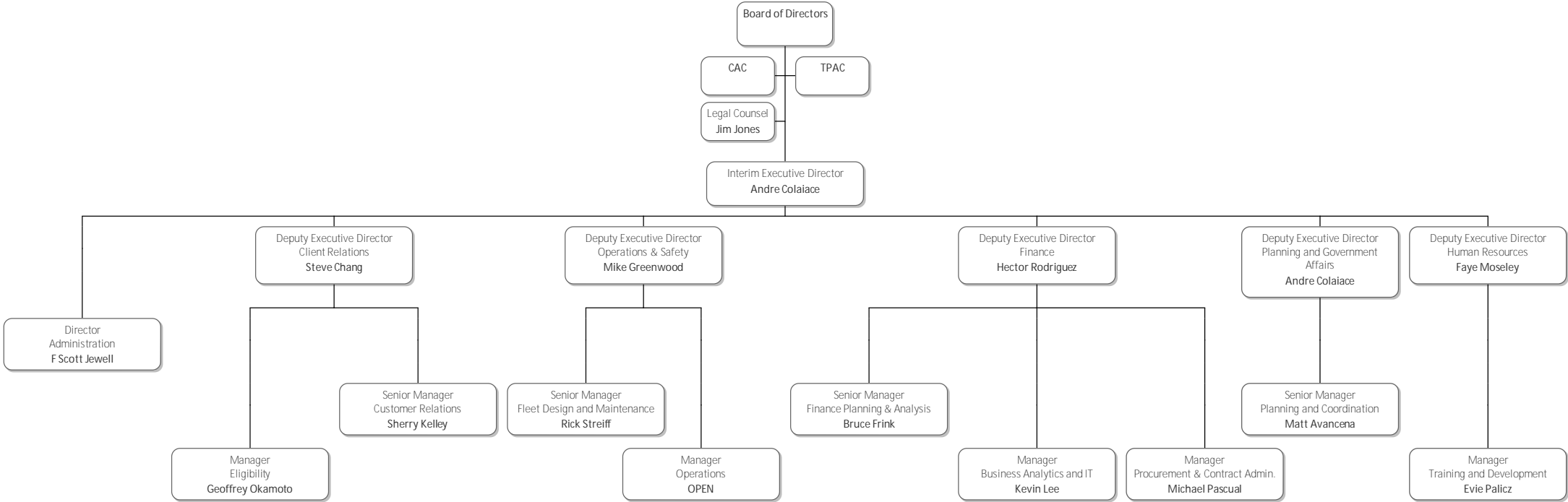
- All meetings and outreach are conducted at accessible locations and planned with the intent of accommodating minority and LEP populations (See **Appendix F** for a map of all meeting locations)
- A customer satisfaction survey was conducted, providing an opportunity for customers to voice their concerns and to let Access Services know what changes they wanted for the service

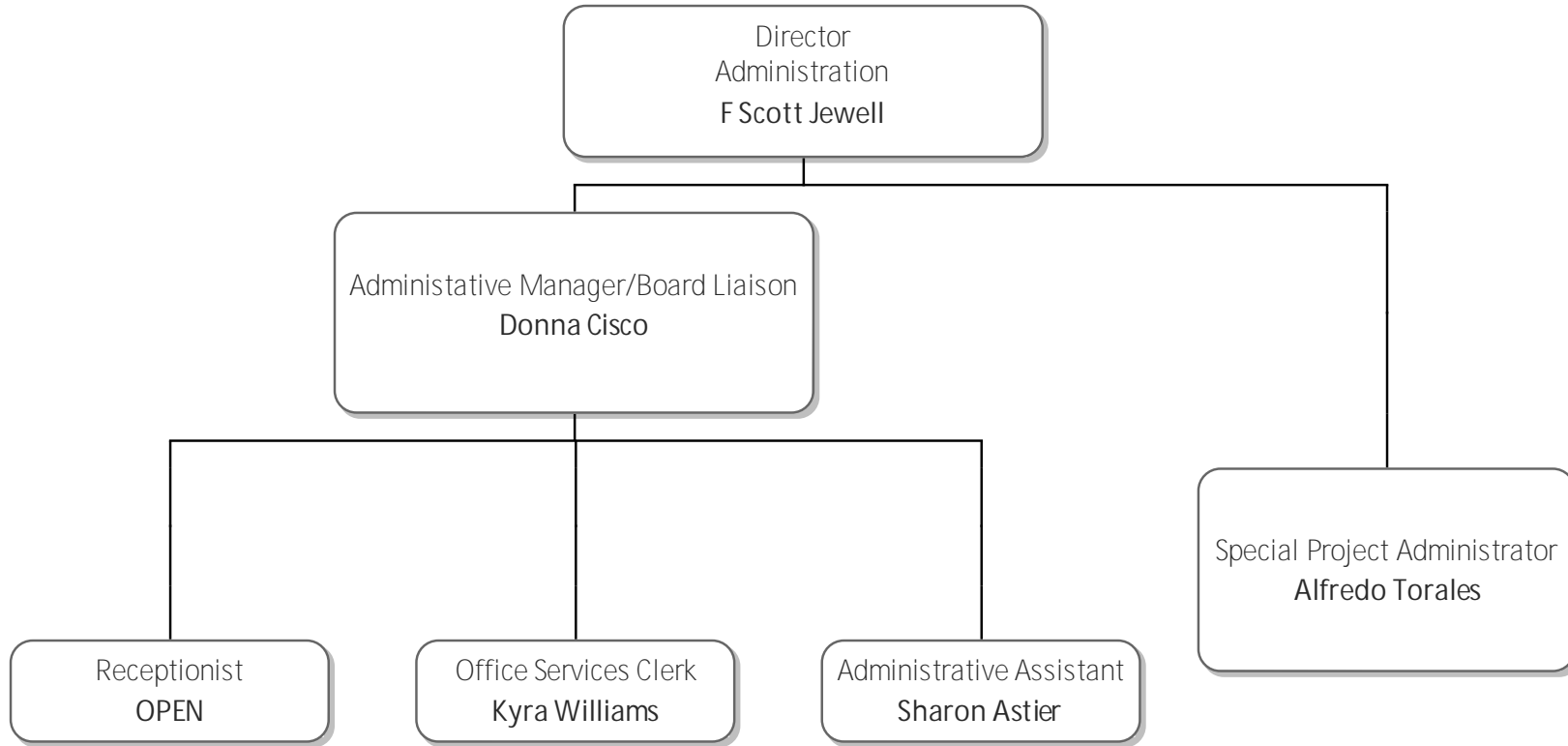
Access Services is open to additional suggestions as to how it can better provide service to the citizens of Los Angeles County and ensure that all communities in Los Angeles County have the opportunity to provide input on projects and policymaking.

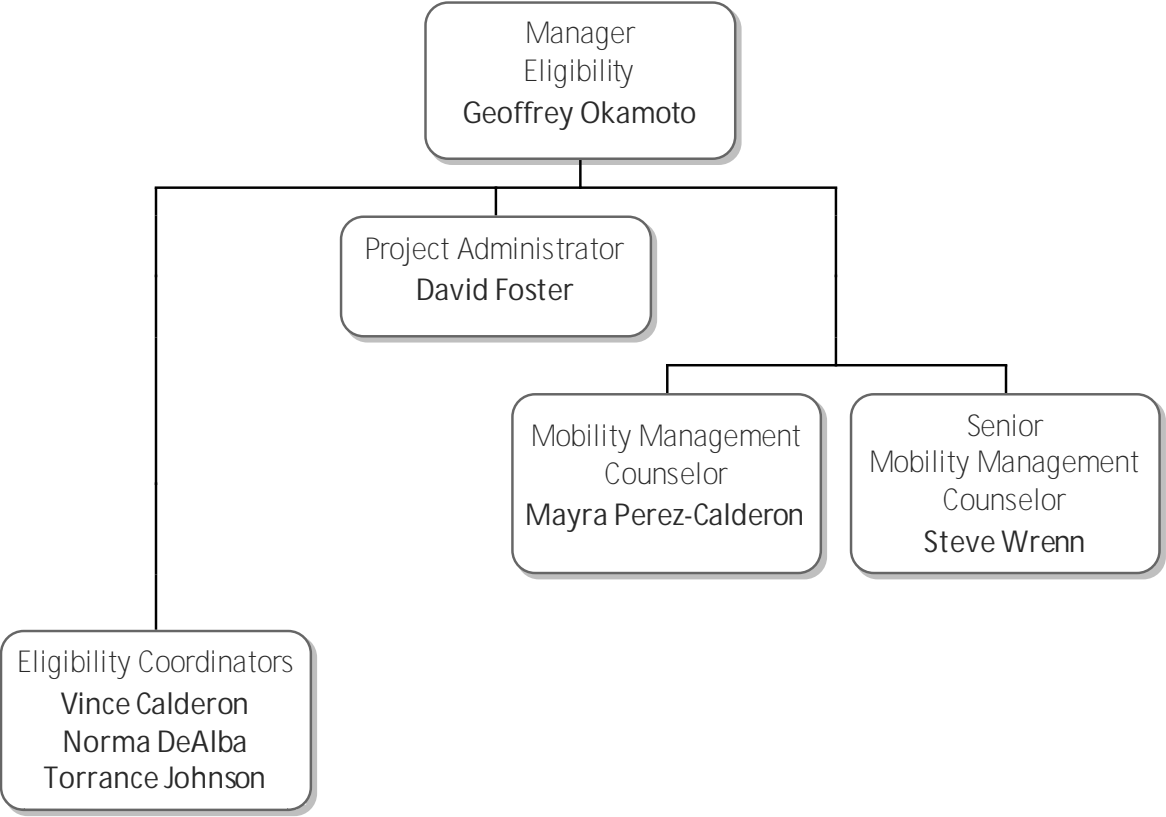
PUBLIC PARTICIPATION PLAN

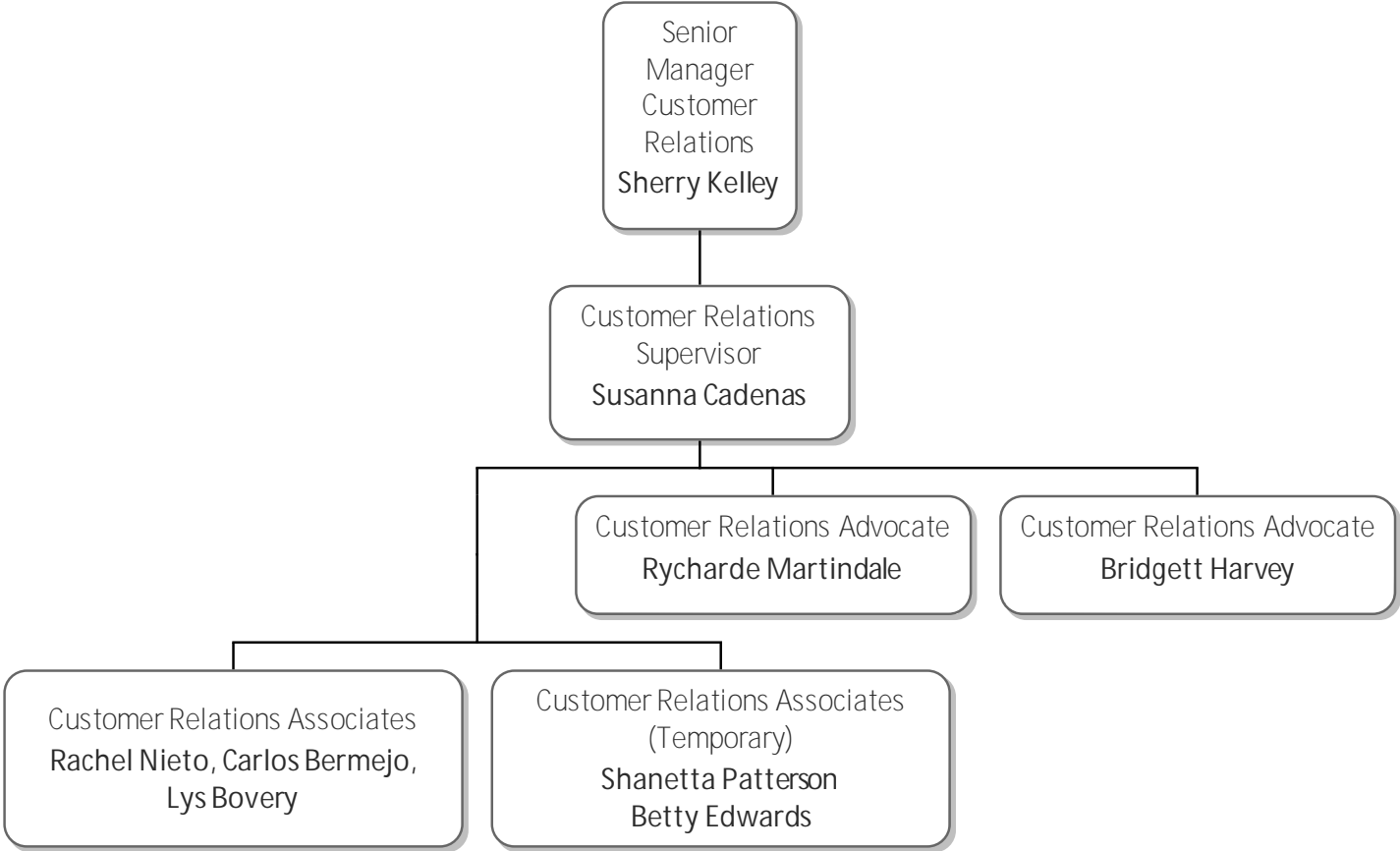
APPENDIX A ORGANIZATION CHARTS

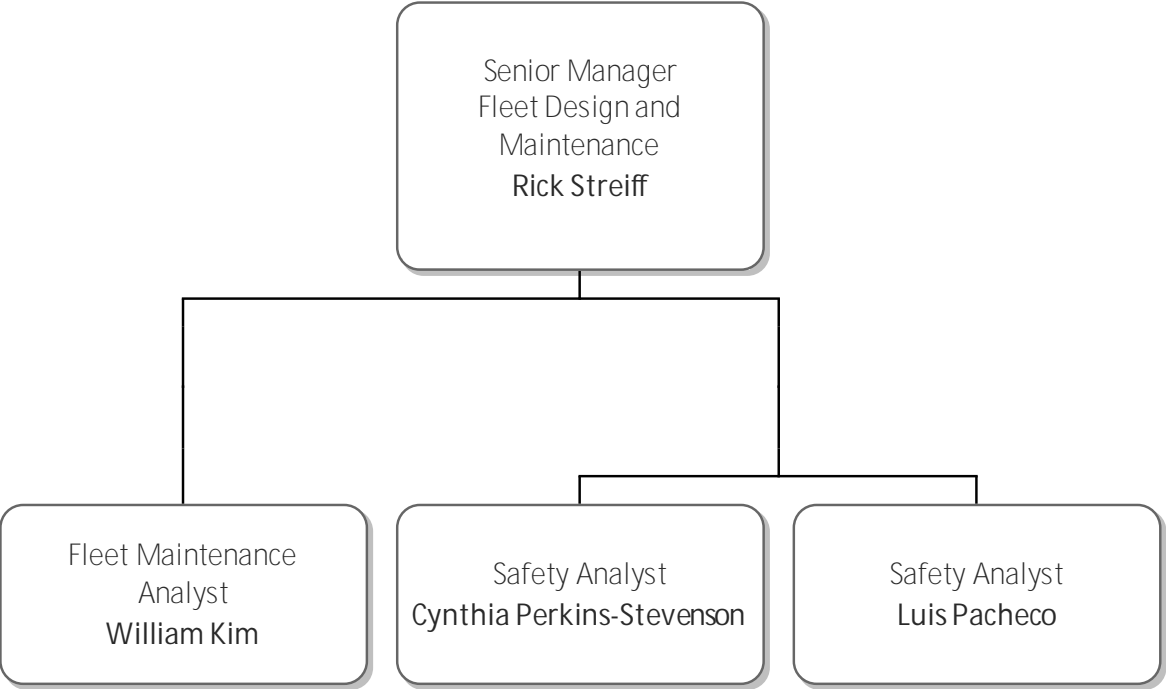
access

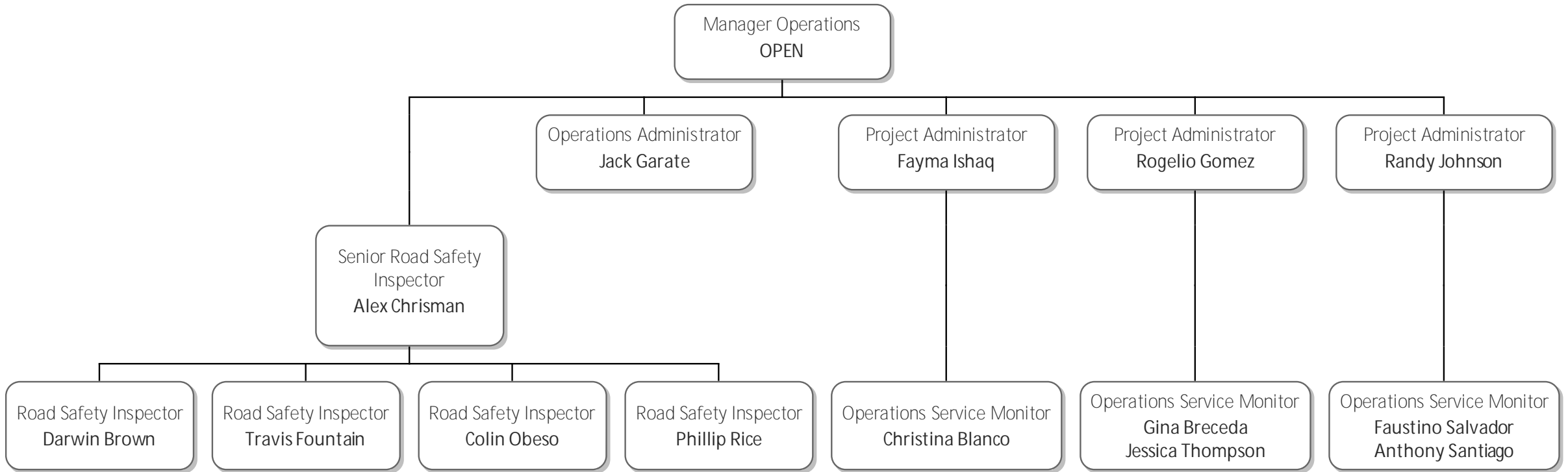












Senior Manager
Finance Planning & Analysis
Bruce Frink

Accounting Supervisor
Rene Arrieta

Senior Accountant
Deon Siu

Accountant
Elizabeth Mayor

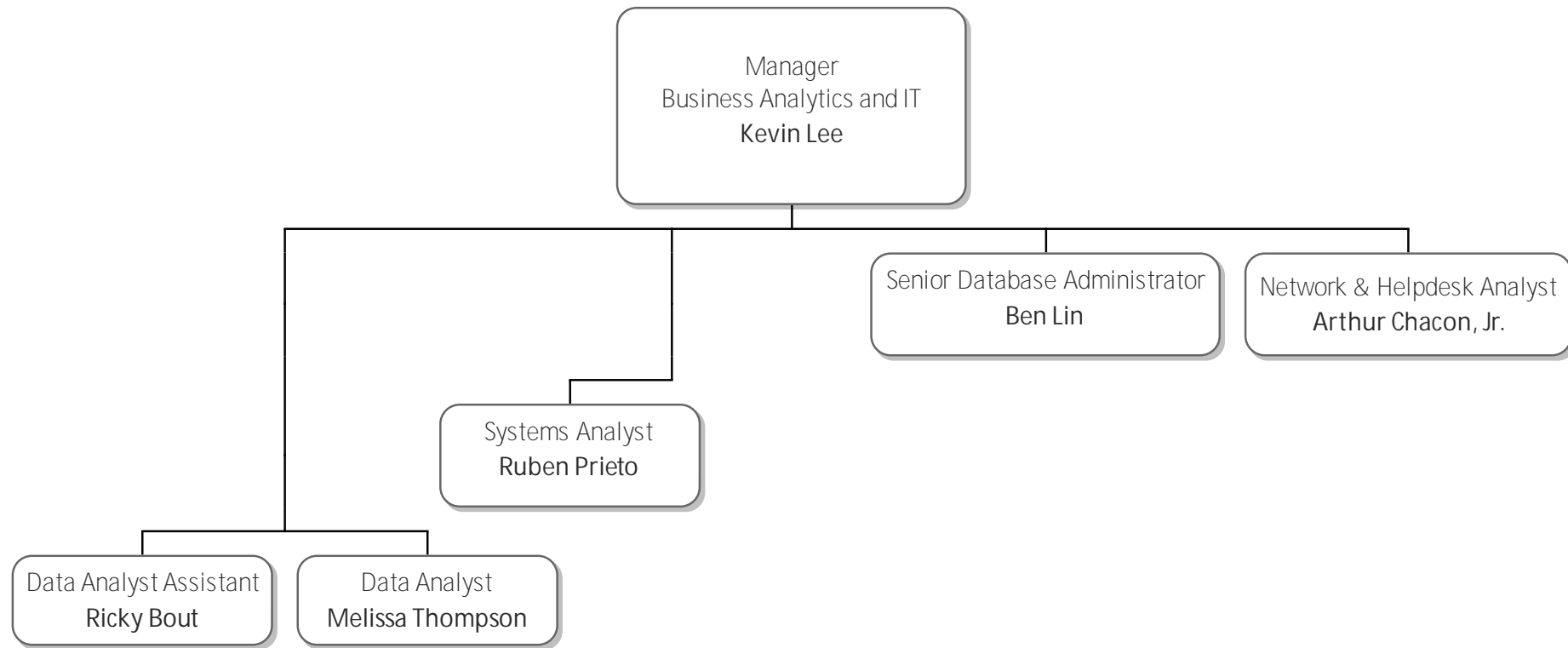
Accounting Clerk
Audrey Cervantes

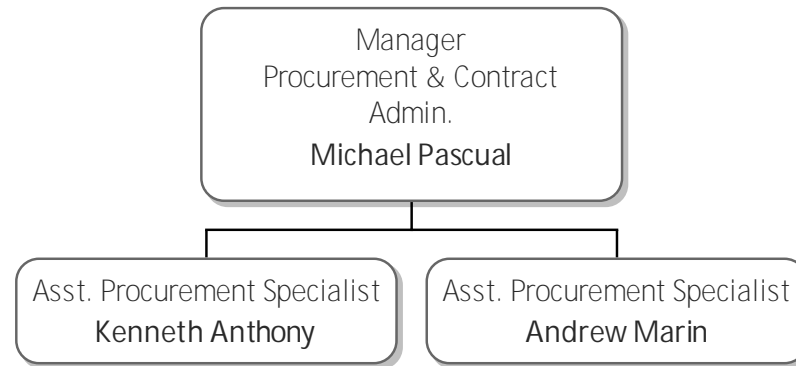
Senior Auditor
Jose Gonzales

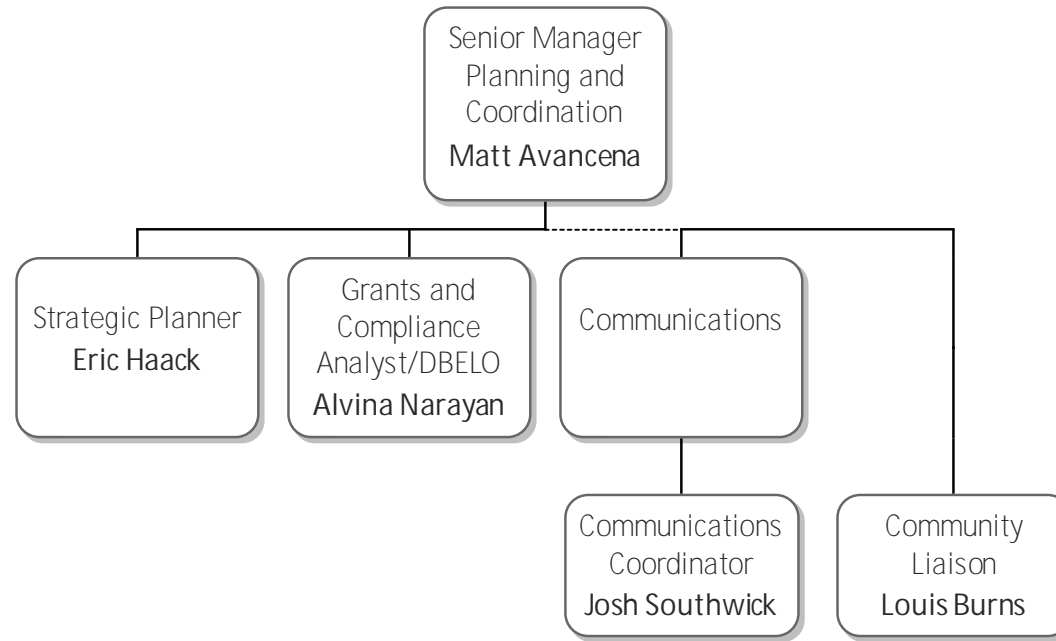
Auditor
Victoria Moore

Risk Management Analyst
Steve Montes

Risk Management Coordinator
Elisa Diaz







Manager
Training and
Development
Evie Palicz

Training and Development
Coordinator
Sherri Adams

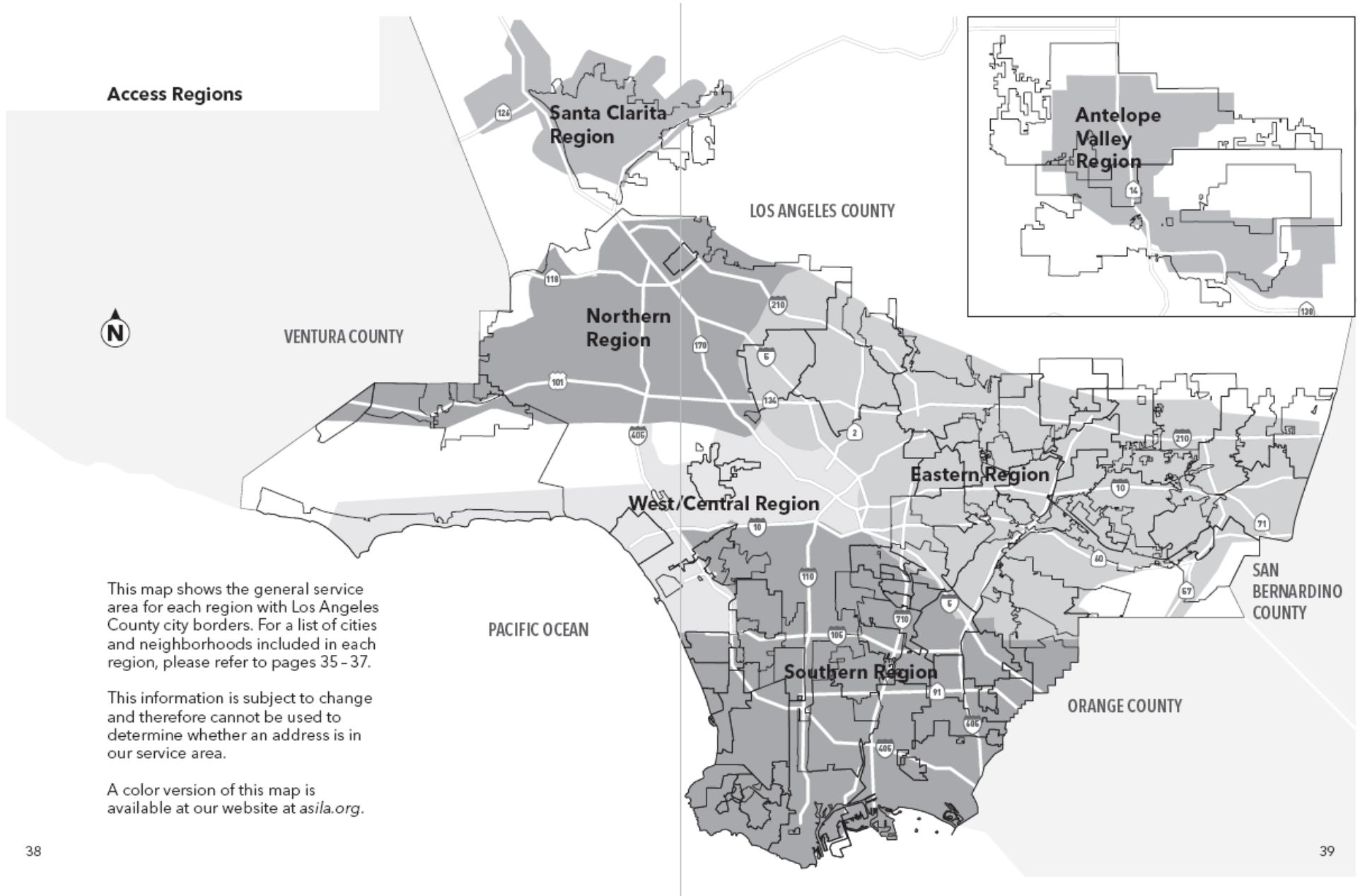


PUBLIC PARTICIPATION PLAN

APPENDIX B

ACCESS SERVICE AREA MAP

Access Regions



This map shows the general service area for each region with Los Angeles County city borders. For a list of cities and neighborhoods included in each region, please refer to pages 35 - 37.

This information is subject to change and therefore cannot be used to determine whether an address is in our service area.

A color version of this map is available at our website at asila.org.

PUBLIC PARTICIPATION PLAN

APPENDIX C

FARE CHANGE COMMUNITY MEETING FLYERS



Access Services Summer '12 Community Meetings

Come to your Community Meeting.

We want to hear your thoughts on Access Services proposed fare and service changes.

You may request a free ride to any of the Community Meetings when you make your reservation. To request special accommodations including Braille, Sign Language or Spanish translation, call Access Customer Support at **1.800.827.0829, TDD 1.800.827.1359** at least three (3) business days in advance of your meeting.

Information is also online at asila.org.

Southern Region

- > **Saturday, August 25**
12:30pm-2:30pm
- > **Thursday, September 6**
2pm-4pm
Barbara J. Riley
Community and
Senior Center
7810 Quill Dr
Downey, CA 90242

West/Central Region

- > **Thursday, August 23**
5pm-7pm
Plummer Park Fiesta Hall
- > **Thursday, August 30**
1pm-3pm
Plummer Park Great Hall
7377 Santa Monica Bl
West Hollywood, CA
90046

Northern Region

- > **Friday, August 24**
1pm-3pm
- > **Wednesday, August 29**
6pm-8pm
Encino Community Center
4935 Balboa Bl
Encino, CA 91316

Eastern Region

- > **Tuesday, August 21**
6pm-8pm
Glendale Library
Central Auditorium
222 East Harvard St
Glendale, CA 91205
- > **Friday, August 31**
10am-noon
South Coast Air Quality
Management District
(AQMD) Main Auditorium
21865 Copley Dr
Diamond Bar, CA 91765

Santa Clarita Region

- > **Wednesday, August 22**
6pm-8pm
- > **Friday, September 7**
1pm-3pm
Valencia Library
Meeting Room
23743 West Valencia Bl
Santa Clarita, CA 91355

Antelope Valley Region

- > **Wednesday, September 5**
1pm-3pm
Lancaster Public Library
Community Meeting Rm
601 West Lancaster Bl
Lancaster, CA 93534



Access Services Verano '12 reuniones comunitarias

Asista a su reunión comunitaria.

Nos gustaría conocer su opinión sobre los cambios de tarifa y servicio propuestos por Access.

Usted puede solicitar un viaje gratis a cualquiera de las reuniones comunitarias al hacer su reservación. Para solicitar adaptaciones especiales, incluyendo braille, lenguaje de señas o traducción en español, llame al Servicio para el Cliente al **1.800.827.0829, TDD 1.800.827.1359**, por lo menos tres (3) días hábiles antes de su reunión.

La información también está disponible en nuestro sitio web asila.org.

Región sur

- > **Sábado, agosto 25**
12:30pm-2:30pm
- > **Jueves, septiembre 6**
2pm-4pm
Barbara J. Riley
Community and
Senior Center
7810 Quill Dr
Downey, CA 90242

Región oeste/central

- > **Jueves, agosto 23**
5pm-7pm
Plummer Park Fiesta Hall
- > **Jueves, agosto 30**
1pm-3pm
Plummer Park Great Hall
7377 Santa Monica Bl
West Hollywood, CA
90046

Región norte

- > **Viernes, agosto 24**
1pm-3pm
- > **Miércoles, agosto 29**
6pm-8pm
Encino Community Center
4935 Balboa Bl
Encino, CA 91316

Región este

- > **Martes, agosto 21**
6pm-8pm
Glendale Library
Central Auditorium
222 East Harvard St
Glendale, CA 91205
- > **Viernes, agosto 31**
10am-12 del medio dia
South Coast Air Quality
Management District
(AQMD) Auditorio Principal
21865 Copley Dr
Diamond Bar, CA 91765

Región Santa Clarita

- > **Miércoles, agosto 22**
6pm-8pm
- > **Viernes, septiembre 7**
1pm-3pm
Valencia Library
Cuarto de Juntas
23743 West Valencia Bl
Santa Clarita, CA 91355

Región Antelope Valley

- > **Miércoles, septiembre 5**
1pm-3pm
Lancaster Public Library
Cuarto de Juntas de
la Comunidad
601 West Lancaster Bl
Lancaster, CA 93534

access

Access Services PO Box 5728 El Monte, CA 91734-1728 asila.org

PUBLIC PARTICIPATION PLAN

APPENDIX D

REGIONAL COMMUNITY MEETING FLYERS

2016 Community Meeting Schedule

Southern Region

Tuesday, January 5

10am-12pm (English)

1:30pm-3pm (Spanish)

Veterans Memorial Building

4117 Overland Ave

Culver City, CA 90230

Antelope Valley Region

Friday, January 8

10am-12pm

Lancaster Library

601 W Lancaster Blvd

Lancaster, CA 93534

Santa Clarita Region

Friday, January 8

2pm-4pm

Old Town Newhall Library

24500 Main St

Santa Clarita, CA 91321

West Central Region

Saturday, January 9

10am-11:30am (Spanish)

1pm-3pm (English)

Westchester Senior

Citizen Center

8740 Lincoln Blvd

Los Angeles, CA 90045

Northern Region

Wednesday, January 13

9:30am-11am (Spanish)

12pm-2pm (English)

Encino Community Center

4935 Balboa Blvd

Encino, CA 91316

Eastern Region

Friday, January 15

10am-12pm (English)

1:30pm-3pm (Spanish)

Lambert Park

11431 McGirk St

El Monte, CA 91732

Access Services

2016 Community Meetings

Access Services

PO Box 5728

El Monte, CA 91734-1728

Non-Profit Org

U.S. Postage

PAID

El Monte, CA

Permit No. 34

Come to a Community Meeting in your area.

Come hear the latest about Access, including an update on the fare system.

Free rides will be provided. To request special accommodations including braille or sign language, call Access Customer Service at **1.800.827.0829, TDD 1.800.827.1359** at least three (3) business days in advance of your meeting.

Information is also online at accessla.org.

access

Región del Sur

Martes, 5 de enero

10am-12pm (inglés)

1:30pm-3pm (español)

Veterans Memorial Building

4117 Overland Ave

Culver City, CA 90230

Región de Antelope Valley

Viernes, 8 de enero

10am-12pm

Lancaster Library

601 W Lancaster Blvd

Lancaster, CA 93534

Región de Santa Clarita

Viernes, 8 de enero

2pm-4pm

Old Town Newhall Library

24500 Main St

Santa Clarita, CA 91321

Región del Oeste/Centro

Sábado, 09 de enero

10am-11:30am (español)

1pm-3pm (inglés)

Westchester Senior

Citizen Center

8740 Lincoln Blvd

Los Angeles, CA 90045

Región del Norte

Miércoles, 13 de enero

9:30am-11am (español)

12pm-2pm (inglés)

Encino Community Center

4935 Balboa Blvd

Encino, CA 91316

Región del Este

Viernes, 15 de enero

10am-12pm (inglés)

1:30pm-3pm (español)

Lambert Park

11431 McGirk St

El Monte, CA 91732

Access Services

Reuniones comunitarias 2016

Access Services

PO Box 5728

El Monte, CA 91734-1728

Non-Profit Org

U.S. Postage

PAID

El Monte, CA

Permit No. 34

Ven a una reunión comunitaria en su área.

Venga a escuchar lo último acerca de Access, incluyendo información sobre el sistema de tarifas.

Se proporcionarán viajes gratis. Para solicitar ayuda especial, incluyendo braille o lenguaje de señas, llame al Servicio al Cliente al **1.800.827.0829, TDD 1.800.827.1359** por lo menos tres (3) días hábiles antes de su reunión.

La información también está disponible en nuestro sitio web accessla.org.

access



Access Services 2016 Community Meetings

Come to a Community Meeting in your area.

Come hear the latest about Access, including an update on the fare system.

Free rides will be provided. To request special accommodations including braille or sign language, call Access Customer Service at **1.800.827.0829, TDD 1.800.827.1359** at least three (3) business days in advance of your meeting.

Information is also online at accessla.org.

Southern Region

Tuesday, January 5
10am-12pm (English)
1:30pm-3pm (Spanish)
Veterans Memorial Building
4117 Overland Ave
Culver City, CA 90230

Antelope Valley Region

Friday, January 8
10am-12pm
Lancaster Library
601 W Lancaster Blvd
Lancaster, CA 93534

Santa Clarita Region

Friday, January 8
2pm-4pm
Old Town Newhall Library
24500 Main St
Santa Clarita, CA 91321

West Central Region

Saturday, January 9
10am-11:30am (Spanish)
1pm-3pm (English)
Westchester Senior Citizen Center
8740 Lincoln Blvd
Los Angeles, CA 90045

Northern Region

Wednesday, January 13
9:30am-11am (Spanish)
12pm-2pm (English)
Encino Community Center
4935 Balboa Blvd
Encino, CA 91316

Eastern Region

Friday, January 15
10am-12pm (English)
1:30pm-3pm (Spanish)
Lambert Park
11431 McGirk St
El Monte, CA 91732



Access Services

Reuniones comunitarias 2016

Ven a una reunión comunitaria en su área.

Venga a escuchar lo último acerca de Access, incluyendo información sobre el sistema de tarifas.

Se proporcionarán viajes gratis. Para solicitar ayuda especial, incluyendo braille o lenguaje de señas, llame al Servicio al Cliente al **1.800.827.0829**, **TDD 1.800.827.1359**, por lo menos tres (3) días hábiles antes de su reunión.

La información también está disponible en nuestro sitio web accessla.org.

Región del Sur

Martes, 5 de enero
10am-12pm (inglés)
1:30pm-3pm (español)
Veterans Memorial Building
4117 Overland Ave
Culver City, CA 90230

Región de Antelope Valley

Viernes, 8 de enero
10am-12pm
Lancaster Library
601 W Lancaster Blvd
Lancaster, CA 93534

Región de Santa Clarita

Viernes, 8 de enero
2pm-4pm
Old Town Newhall Library
24500 Main St
Santa Clarita, CA 91321

Región del Oeste/Centro

Sábado, 09 de enero
10am-11:30am (español)
1pm-3pm (inglés)
Westchester Senior Citizen Center
8740 Lincoln Blvd
Los Angeles, CA 90045

Región del Norte

Miércoles, 13 de enero
9:30am-11am (español)
12pm-2pm (inglés)
Encino Community Center
4935 Balboa Blvd
Encino, CA 91316

Región del Este

Viernes, 15 de enero
10am-12pm (inglés)
1:30pm-3pm (español)
Lambert Park
11431 McGirk St
El Monte, CA 91732

PUBLIC PARTICIPATION PLAN

APPENDIX E

COMMUNITY OUTREACH TRACKING SPREADSHEET

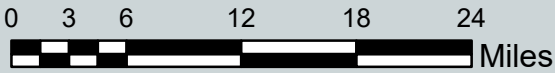
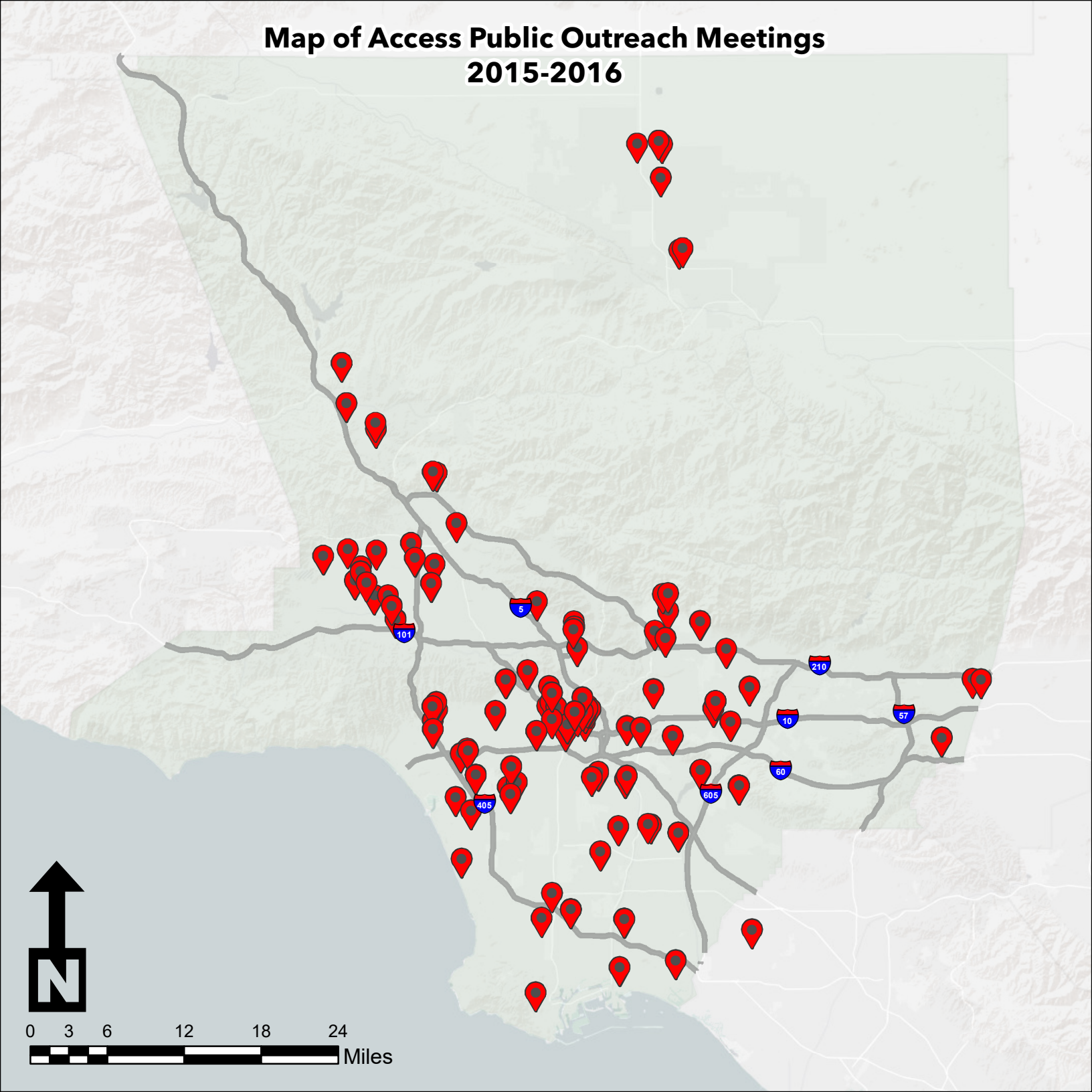
TABLE 5
PUBLIC OUTREACH MEETINGS CONDUCTED BY ACCESS SERVICES
THROUGHOUT LOS ANGELES COUNTY
(2015 TO 2016)

No.	Meeting Type	Region	Location	City	Month/Year	No.	Meeting Type	Region	Location	City	Month/Year	No.	Meeting Type	Region	Location	City	Month/Year	No.	Meeting Type	Region	Location	City	Month/Year
1	Annual Community Meeting	Eastern	Lambert Park	El Monte	Jan-16	35	Operations Outreach Event	Northern	After High School Fair, Miller Career and Transition Center	Reseda	Mar-16	69	Customer Service Outreach Meeting	Southern	Linda Marquez High School	Huntington Park	Apr-15	103	Mobility Management Outreach Event	West/Central	2016 Abilities EXPO	Los Angeles	2/5/2016
2	Annual Community Meeting	Southern	Veterans Memorial Building	Culver City	Jan-16	36	Operations Outreach Event	Antelope Valley	Kaiser Permanente Hospital	Lancaster	Mar-16	70	Customer Service Outreach Meeting	Eastern	Padena Senior Center	Padena	Aug-15	104	Mobility Management Outreach Event	West/Central	2016 Abilities EXPO	Los Angeles	2/6/2016
3	Annual Community Meeting	Antelope Valley	Lancaster Library	Lancaster	Jan-16	37	Operations Outreach Event	Southern	Prairie Place ADHC	Inglewood	Apr-16	71	Customer Service Outreach Meeting	West/Central	Los Angeles City Dept Facilities	Los Angeles	Oct-15	105	Mobility Management Outreach Event	West/Central	2016 Abilities EXPO	Los Angeles	2/7/2016
4	Annual Community Meeting	Santa Clarita	Old Town Newhall Library	Santa Clarita	Jan-16	38	Operations Outreach Event	Santa Clarita	Transitional Learning Center School	Santa Clarita	Apr-16	72	Customer Service Outreach Meeting	West/Central	CALF's Outreach & Fund Raiser-Shafo Lines	Los Angeles	Nov-15	106	Mobility Management Outreach Event	West/Central	Los Angeles Unified School District Charter Operated Programs - Parents Summit	Los Angeles	3/2/2016
5	Annual Community Meeting	West/Central	Westchester Senior Citizen Center	Los Angeles	Jan-16	39	Operations Outreach Event	Southern	Rancho Los Amigos National Rehabilitation Center	Downey	Apr-16	73	Customer Service Outreach Meeting	West/Central	Christman Outreach	Chinatown, Los Angeles	Dec-15	107	Mobility Management Outreach Event	Northern	UCLA Medical Center Social Work Month Resource Fair	Sylmar	3/9/2016
6	Annual Community Meeting	Northern	Encino Community Center	Encino	Jan-16	40	Operations Outreach Event	Northern	Audrey's Day Care Facility	Encino	Apr-16	74	Customer Service Outreach Meeting	Eastern	Superior Market	East Los Angeles	Dec-15	108	Mobility Management Outreach Event	West/Central	Villas at Government Center - Access Presentation	Los Angeles	3/10/2016
7	Operations Outreach Event	Santa Clarita	Santa Clarita Senior Center	Santa Clarita	Jul-15	41	Operations Outreach Event	Eastern	OPARC Adult Development Center in Montclair	Montclair	Apr-16	75	Customer Service Outreach Meeting	West/Central	Los Angeles City and County Emergency Preparedness Training Outreach	Los Angeles	Jan-16	109	Mobility Management Outreach Event	Northern	Lokranz Center - Access Workshop	Reseda	3/11/2016
8	Operations Outreach Event	Southern	Carson Center	Carson	Sep-15	42	Operations Outreach Event	Eastern	Pomona Valley Regional Center 5th Annual Emergency Preparedness EXPO	Claremont	Apr-16	76	Customer Service Outreach Meeting	West/Central	Los Angeles City and County Commissions Training Outreach	Los Angeles	May-16	110	Mobility Management Outreach Event	Northern	Regional County Center - Life After High School Fair	Reseda	3/31/2016
9	Operations Outreach Event	Southern	Vista ADHC	Maywood	Sep-15	43	Operations Outreach Event	Southern	Long Beach V.A.	Long Beach	May-16	77	Customer Service Outreach Meeting	Southern	PAC - Patient Advisory Council Meeting - Training	Downey	May-16	111	Mobility Management Outreach Event	Southern	City of Lynwood Coffee with Mayor - Access Presentation	Lynwood	4/5/2016
10	Operations Outreach Event	Northern	One Generation	Van Nuys	Jan-16	44	Operations Outreach Event	West/Central	MS Achievement Center at UCLA	Los Angeles	May-16	78	Customer Service Outreach Meeting	West/Central	East End North African Delegation - Collaborative Meeting	Los Angeles	Jun-16	112	Mobility Management Outreach Event	West/Central	Special Needs Network - tools for Transformation X Conference	Los Angeles	4/9/2016
11	Operations Outreach Event	Southern	Cole Vocational Center	Long Beach	Jan-16	45	Operations Outreach Event	Eastern	Veterans Village of Glendale	Glendale	May-16	79	Customer Service Outreach Meeting	Eastern	SCDD - State Council on Developmental Disabilities	Glendale	Jun-16	113	Mobility Management Outreach Event	Eastern	Morning Star Baptist Church - 5th Annual First Ladies Health Initiative Day (Health Fair)	Pasadena	4/10/2016
12	Operations Outreach Event	Southern	South L.A. Regional Center	Los Angeles	Jan-16	46	Operations Outreach Event	Northern	Babytown Adult Day Care in Reseda	Reseda	May-16	80	Customer Service Outreach Meeting	West/Central	County Commission on Disability Scholarship Program	Los Angeles	Jun-16	114	Mobility Management Outreach Event	Eastern	San Gabriel/Pomona Regional Center 5th Annual Emergency Preparedness EXPO	Pomona	4/20/2016
13	Abilities EXPO	All	Los Angeles Convention Center	Los Angeles	Jan-16	47	Operations Outreach Event	Eastern	California Children Services	El Monte	May-16	81	Customer Service Outreach Meeting	West/Central	Angel City at UCLA	Los Angeles	Jul-16	115	Mobility Management Outreach Event	West/Central	LAUSD Perez Educational Center Resource Parents Fair	Los Angeles	4/22/2016
14	Operations Outreach Event	West/Central	Better Life Adult Day Care Center	Los Angeles	Jan-16	48	Operations Outreach Event	Eastern	Lincoln Training Center in South El Monte	South El Monte	May-16	82	Mobility Management Outreach Event	West/Central	Americans with Disabilities Act 25th Anniversary Celebration - Resource Fair	Los Angeles	Jul-15	116	Mobility Management Outreach Event	Eastern	Arcadia Retirement Village - Meeting	Arcadia	5/5/2016
15	Operations Outreach Event	Southern	Cole Vocational Center	Long Beach	Feb-16	49	Operations Outreach Event	Eastern	Senior Health & Fitness Day in Pico Rivera	Pico Rivera	May-16	83	Mobility Management Outreach Event	Southern	City of Carson Community Center - Senior Information/Resource Fair	Carson	7/23/2015	117	Mobility Management Outreach Event	West/Central	West Hollywood - Senior Health Fair	Santa Monica	5/11/2016
16	Operations Outreach Event	Northern	Northern Regional Center's Vendor Advisory Committee Meeting	Van Nuys	Feb-16	50	Operations Outreach Event	Southern	19th Annual Senior Resource Fair in Whittier	Whittier	May-16	84	Mobility Management Outreach Event	Southern	Los Angeles City Council District 15 Senior Scam Resource Fair	Torrance	8/13/2015	118	Mobility Management Outreach Event	West/Central	Los Angeles City Councilmember's Mike Bonin & Paul Koretz - Los Angeles Senior Fraud Awareness Day	Los Angeles	5/12/2016
17	Operations Outreach Event	West/Central	Braille Institute, best practice training session	Los Angeles	Feb-16	51	Operations Outreach Event	Eastern	Pasadena USD Transition Fair	Pasadena	May-16	85	Mobility Management Outreach Event	Northern	County of LA Assemblymember or Admin Nazarian & Congressman Tony Cardenas 39th Annual Gov't Day Resource Fair	Panorama City	8/15/2015	119	Mobility Management Outreach Event	Northern	ONEgeneration - 8th Annual Senior Symposium	Reseda	5/14/2016
18	Operations Outreach Event	West/Central	Los Angeles International Airport	Los Angeles	Feb-16	52	Operations Outreach Event	Southern	South Central Los Angeles Regional Center Information and Resource Fair in Bell	Bell	May-16	86	Mobility Management Outreach Event	Eastern	Service Center for Independent Life Disability Awareness - Health and Wellness Expo	Claremont	10/16/2015	120	Mobility Management Outreach Event	Eastern	California Children Services - Nursing Education Forum	El Monte	5/18/2016
19	Operations Outreach Event	Northern	Lokranz Special Education Center	Reseda	Mar-16	53	Operations Outreach Event	Eastern	Alta-Dena New Freedom Transportation Fair	Alta-Dena	May-16	87	Mobility Management Outreach Event	Northern	Family Focus Resource Center - Special Needs Resource Fair	Northridge	10/17/2015	121	Mobility Management Outreach Event	Southern	City of Compton Commission on Aging - National Senior Health and Fitness Day	Compton	5/25/2016
20	Operations Outreach Event	Northern	Golden Acres	North Hollywood	Mar-16	54	Operations Outreach Event	Southern	California Children's Services Education Fair	Downey	Jun-16	88	Mobility Management Outreach Event	Southern	City of Culver City Parks, Recreation & Community Services - 13th Annual Kids Carnival	Culver City	10/18/2015	122	Mobility Management Outreach Event	Southern	City of Pico Rivera - Senior Health and Fitness Day	Pico Rivera	5/26/2016
21	Operations Outreach Event	Antelope Valley	Ultra Day Care	Palmdale	Mar-16	55	Operations Outreach Event	Southern	Westside Regional Center in Culver City	Culver City	Jun-16	89	Mobility Management Outreach Event	West/Central	Los Angeles Board of Supervisors and the Los Angeles County Commission on Disabilities - 24th Annual Access Awards Luncheon and ADA 25th Anniversary Celebration	Los Angeles	10/19/2015	123	Mobility Management Outreach Event	Southern	City of Whittier - Information and Resource Fair	Whittier	5/26/2016
22	Operations Outreach Event	Antelope Valley	Lancaster Senior Center	Lancaster	Mar-16	56	Operations Outreach Event	Northern	ADHC in Paocima	Paocima	Jun-16	90	Mobility Management Outreach Event	Southern	City of Whittier - 13th Annual Abilities Awareness Fair	Whittier	10/20/2015	124	Mobility Management Outreach Event	Eastern	Pasadena USD Transition Fair	Pasadena	5/27/2016
23	Operations Outreach Event	Antelope Valley	Fresenius Medical Care (Dialysis Services)	Lancaster	Mar-16	57	Operations Outreach Event	Southern	OC Deaf, best practice training session	Santa Ana	Jun-16	91	Mobility Management Outreach Event	Southern	City of Long Beach Department of Human Resources Citizens Advisory Commission on Disabilities - Disability Employment Awareness Month Fair	Long Beach	10/22/2015	125	Mobility Management Outreach Event	Eastern	Community Services & Services - New Freedom Transportation Fair	Alta Dena	6/2/2016
24	Operations Outreach Event	West/Central	Los Angeles Unified School District - Charter Operated Programs - Parent Summit	Los Angeles	Mar-16	58	Operations Outreach Event	West/Central	CA Promise LLC Workshop in Los Angeles	Los Angeles	Jun-16	92	Mobility Management Outreach Event	Southern	Inglewood Senior Center - Transportation Information Day	Inglewood	10/28/2015	126	Mobility Management Outreach Event	Southern	South Central Los Angeles Regional Center Information and Resources Summer Fair	Bell	6/3/2016
25	Operations Outreach Event	Southern	South Central Los Angeles Regional Center	Los Angeles	Mar-16	59	Customer Service Outreach Meeting	Antelope Valley	Chamblee Cultural Center	Palmdale	Oct-14	93	Mobility Management Outreach Event	West/Central	Los Angeles Trade Technical College - Disability Awareness Day (Disability Student Programs & Services Event)	Los Angeles	10/29/2015	127	Mobility Management Outreach Event	West/Central	CaPROMISE LAUSD - Workshop	Los Angeles	6/8/2016
26	Operations Outreach Event	Northern	North L.A. Regional Center	Van Nuys	Mar-16	60	Customer Service Outreach Meeting	Southern	California Employment Support	Hawthorne	Oct-14	94	Mobility Management Outreach Event	Northern	25th District Assemblymember Matt Dababneh - Senior Town Hall Meeting Resource Fair	Reseda	11/4/2015	128	Mobility Management Outreach Event	Eastern	Community Services & Services - New Freedom Transportation Fair	El Monte	6/10/2016
27	Operations Outreach Event	Northern	VA Hospital in North Hills	North Hills	Mar-16	61	Customer Service Outreach Meeting	Southern	Downey Unified Adult Transition	Downey	Nov-14	95	Mobility Management Outreach Event	Northern	Valley Care Community Consortium (Roundtable #2: Road to Nowhere) - Presentation	Sylmar	11/19/2015	129	Mobility Management Outreach Event	Eastern	Schum High School SH-SDC Classes - 3 Presentations	Monterey Park	6/13/2016
28	Operations Outreach Event	Southern	Daylight ADHC in Los Angeles	Los Angeles	Mar-16	62	Customer Service Outreach Meeting	Northern	Los Angeles City Department on Aging	Van Nuys	Dec-14	96	Mobility Management Outreach Event	West/Central	Downey Women's Center - Access Transportation Assistance Presentation	Los Angeles	11/23/2015	130	Mobility Management Outreach Event	Southern	Care 1st Health Plan Informational Resource Center - Health & Fitness Resource Fair	Huntington Park	6/18/2016
29	Operations Outreach Event	Eastern	Foodforthe Blind in Glendale	Glendale	Mar-16	63	Customer Service Outreach Meeting	Southern	Manhattan Beach Older Adults	Manhattan Beach	Nov-14	97	Mobility Management Outreach Event	Southern	Church's Justice Center - Welcome Home Celebration Resource Fair	Inglewood	11/28/2015	131	Mobility Management Outreach Event	Southern	California Children Services - Downey Downey Medical Treatment Unit Education Fair	Downey	6/21/2016
30	Operations Outreach Event	Santa Clarita	Santa Clarita Accessible Advisory Committee	Santa Clarita	Mar-16	64	Customer Service Outreach Meeting	Eastern	Easter Seals	Glendale	Jan-15	98	Mobility Management Outreach Event	West/Central	Chris Town Community Health & Resource Fair	inatown, Los Ang	12/5/2015	132	Mobility Management Outreach Event	Eastern	State Council on Developmental Disabilities Los Angeles - Access-SCDD LA Regional Advisory Committee Meeting	Glendale	6/27/2016
31	Operations Outreach Event	West/Central	PATN Ventures in L.A.	Los Angeles	Mar-16	65	Customer Service Outreach Meeting	Eastern	Disabilities Collaborative of San Gabriel Valley	San Gabriel	Feb-15	99	Mobility Management Outreach Event	Eastern	East Los Angeles Community Health & Resource Fair	East Los Angeles	12/12/2015	133	Mobility Management Outreach Event	Southern	Regional Center Self Advocacy Group Meeting	Culver City	6/28/2016
32	Operations Outreach Event	Northern	Olive View Medical Center in Sylmar	Sylmar	Mar-16	66	Customer Service Outreach Meeting	Northern	Captain of National Federation of the Blind	Burbank	Mar-15	100	Mobility Management Outreach Event	West/Central	Duke Ellington Society - Holiday Party/Access Presentation	Los Angeles	12/19/2015	134	Mobility Management Outreach Event	West/Central	UCLA Health System Faculty Practice Group	Culver City	6/28/2016
33	Operations Outreach Event	Northern	New Horizons in North Hills	North Hills	Mar-16	67	Customer Service Outreach Meeting	West/Central	UCLA Health System Faculty Practice Group	Los Angeles	Mar-15	101	Mobility Management Outreach Event	Northern	Coffee/Knash Lecture Series - Canoga mobiles Equities	Canoga Park	1/20/2016	135	Mobility Management Outreach Event	Northern	Access Presentation - Easter Seals of San Diego	San Pedro	2/3/2016
34	Operations Outreach Event	Southern	California Rehabilitation Services	Downey	Mar-16	68	Customer Service Outreach Meeting	West/Central	Southern California Gas Company	Los Angeles	Apr-15	102	Mobility Management Outreach Event	Southern	Access Presentation - Easter Seals of San Diego	San Pedro	2/3/2016	136	Mobility Management Outreach Event	Southern	Access Presentation - Easter Seals of San Diego	San Pedro	2/3/2016

PUBLIC PARTICIPATION PLAN

APPENDIX F MAP OF PUBLIC MEETING/PUBLIC OUTREACH LOCATIONS

Map of Access Public Outreach Meetings 2015-2016



APPENDIX K
ACCESS SERVICES
LIMITED ENGLISH PROFICIENCY PLAN

ACCESS SERVICES
LOS ANGELES COUNTY

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

AND

LANGUAGE ASSISTANCE PLAN

OCTOBER 2016 TO SEPTEMBER 2019

I. Introduction

Access Services is the Americans with Disabilities Act (ADA) Paratransit provider for Los Angeles County. Access Services, provides transportation services throughout the Los Angeles County basin, the San Gabriel and San Fernando Valleys as well as the north-county desert communities of the Santa Clarita Valley and the Antelope Valley. In providing the paratransit service for a County with approximately 10 million residents, Access Services does interact with individuals with varying degrees of ability to speak and/or understand English. For this reason, Access Services has developed this Limited English Proficiency Plan and Language Assistance Plan.

Persons, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP." In Los Angeles County, according to U.S. Census records and as will be presented later in this Plan, approximately 26% of the County's residents would describe themselves as not able to communicate in English very well.

This Limited English Proficiency Plan and corresponding Language Assistance Plan are drafted in accordance with the requirements of FTA's Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 1, 2012) as well as Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency (August 16, 2000).

As stated in FTA Circular 4702.1B, ". . . recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP)."

The U.S. Department of Transportation handbook, titled *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)"* (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (*Handbook, page 5*).

The *Handbook* further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (*Handbook, page 5*).

Recipients of FTA assistance are encouraged to use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. (*Handbook, page 6*)

For many LEP individuals, public transit is a principal transportation mode used. It is extremely important that Access Services is able to communicate effectively with all of its riders, both LEP and non-LEP individuals alike. When Access Services is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible for all of the agency's customers. For these reasons, Access Services is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's paratransit services.

This Plan will demonstrate the efforts that Access Services has undertaken to make its service as accessible as possible to all persons irrespective of their ability to communicate using the English language. Additionally, Access Services does welcome any comments or suggestions that would further improve the effectiveness of this Plan and/or our ability to communicate more effectively with our customers.

II. FOUR-FACTOR ANALYSIS

The analysis provided in this report has been developed in order to ensure that Access Services provides language assistance to Limited English Proficient (LEP) persons. FTA Circular 4702.1B spells out the steps necessary to prepare a comprehensive LEP plan. The circular recommends a four-factor analysis be performed. The sections that follow constitute Access Services' Four-Factor Analysis.

A. Factor 1: The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient

Guidance from executive Order 13166 (65 FR 159) states "... A factor in determining the reasonableness of a recipient's efforts is the number or proportion of people who will be excluded from the benefits or services absent efforts to remove language barriers." In essence, "the greater the number or proportion of LEP persons from a particular language group served

or encountered in the eligible service population, the more likely language services are needed.”

1. Factor 1, Step 1: Identify How LEP Persons Interact with the Recipient’s Agency.

Access Services is the ADA complementary paratransit provider for Los Angeles County. There are a variety of ways that Access staff comes in contact with applicants for the service, customers of the service and Personal Care Attendants and guests of the customers.

- 1) Application Process: For a person to receive paratransit eligibility, that person must first request an Access application form, from Access’ Customer Service Division. This interaction is performed through a telephone call with the Customer Service Division.

Currently, for customers who are unable to speak or understand English, a majority of Customer Service Representatives employed by Access’ customer service contractor (Alta at the time of this writing), are bi-lingual in both English and Spanish and beyond those languages, Access contracts with a telephone interpreting service agency (“Language Line Solutions” at the time of this writing) who serve as a telephone interpreter service which an Access Customer Service Representative can conference-call in to a conversation and an interpreter representative can serve as the bridge between the caller and the representative of Access, so that the customer service representative need not speak the caller’s language, but the caller is still able to speak and receive information in the language they are most comfortable using.

- 2) In-Person Evaluation Process: Following the completion of the application an applicant for Access will attend an in-person eligibility evaluation at Access’ Eligibility Center in Downtown Los Angeles. There are satellite eligibility centers are in the North County communities of Lancaster and Santa Clarita, where Downtown Los Angeles is a very distant destination. The purpose of this in-person evaluation is to determine if the applicant’s disability is sufficiently severe that they would not be able to ride the County’s fixed route transit, but would be better served by paratransit transport.

If a person speaks a language other than English, CARE – the contractor who handles Access’ in-person eligibility evaluations – takes certain steps. Many of CARE’s evaluation staff are proficient in Spanish as well as English. If, however, the

applicant speaks a language other than English or Spanish, CARE is able to contact the telephone interpreter service. During the in-person evaluation, in which the applicant must physically walk along a course inside of the CARE facility, the evaluator and applicant may listen to the interpreter representative through a mobile speaker-phone on a phone. The telephone interpreter service representative is able to translate what the applicant is saying to the evaluator and vice versa.

Access previously used telephone headsets for the evaluator and the applicant, however, this technology proved problematic and not as reliable as the current speaker-phone approach which is available on multiple devices.

- 3) Eligibility Appeals: If an applicant, following the in-person eligibility evaluation is determined to be ineligible for paratransit services, the applicant may appeal that determination. If the applicant is a LEP person, the appeals specialist is able to make use of the same telephone interpreter service that the CARE eligibility center can. Access pays the expense for the call (as it does for calls made by CARE and its service providers) and allows the appeals specialist to concentrate on evaluating the applicant's argument to be found eligible for paratransit services.
- 4) Making Reservations and/or contacting Access: Once an applicant is found eligible for Access Services and is able to use the services of Access, much of their future communications with Access will be to make reservations for transportation. Trip reservations are made via telephone with one of six contractors Access retains in different parts of Los Angeles County. A map of Access' Service area is contained in **Appendix A**. Each of Access' contractors has a number of call-taker/reservation staff members who speak both English and Spanish. For individuals wishing to make trip reservations, but they do not speak English or Spanish, then the contractor staff can also contact Access' telephone interpreter service, for translation assistance, similar to the methods listed above.
- 5) Traveling On Access: The principal service that Access provides its customers is paratransit transportation, which is a Next Day curb-to-curb service. During transit, there should be no need for a customer to communicate with an operator as the trip is already in process and the starting point and ending point are automatically transmitted to the van operator's onboard computer (MDT). Nevertheless, if the customer has an emergency or for another reason the Customer, their Personal

Care Attendant or guest needs to communicate with the operator or with Access, Access can effectively respond to this event.

Assuming that the van operator does not speak the language the customer is speaking; they can telephone their dispatch office and request the Language Line service to help with communicating with/for the customer.

As shown above, Access has developed a variety of methods for reaching out to all of our customers, including those with limited English proficiency.

2. **Factor 1, Step 2: Identify LEP Communities, and Assess the Number or Proportion of LEP Persons from each Language Group to Determine the Appropriate Language Services for each Language Group.**

Access Services provides paratransit services throughout Los Angeles County. Please see **Appendix A** for a map of Access' service area. This section will draw data from the U.S. Census to show the variety of languages spoken in Los Angeles County.

Using the U.S. Census' American Community Survey 5-Year Estimates (2007-2011), and drawing from the Report "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" for Los Angeles County, there are approximately 40 recognized languages (or language groups) spoken in Los Angeles County.

Table 1 summarizes the variety of languages in use in Los Angeles County and the percentage and number of people who reported speaking English less than "very well" to the U.S. Census.

Of the variety of languages spoken in Los Angeles County, there is a single non-English language that is represented in the County and that is Spanish, with approximately 39% of the County household population speaking Spanish. A reported 18.77% of the total Los Angeles County population or 1.7 million people, who speak Spanish, speak English in what the Census terms "less than 'very well'."

The next largest language groups spoken in Los Angeles County are Chinese, Korean and Tagalog with a small percentage of the population who speak English "less than 'very well'" (2.20% Chinese; 1.28% Korean and 0.79% Tagalog).

**TABLE 1
LOS ANGELES COUNTY LANGUAGES SPOKEN
AND POPULATION THAT SPEAKS ENGLISH
LESS THAN "VERY WELL"**

Los Angeles County, California		
Language Spoken & English Proficiency	Number	Percent
Total Population	9,329,565	100.00%
Speak Only English	4,032,116	43.22%
Spanish or Spanish Creole		
Speak English less than "very well"	1,656,302	17.75%
French (incl. Patois, Cajun)		
Speak English less than "very well"	6,081	0.07%
French Creole:		
Speak English less than "very well"	433	0.00%
Italian		
Speak English less than "very well"	3,021	0.03%
Portuguese or Portuguese Creole:		
Speak English less than "very well"	3,400	0.04%
German		
Speak English less than "very well"	2,817	0.03%
Yiddish		
Speak English less than "very well"	288	0.00%
Other West Germanic languages		
Speak English less than "very well"	771	0.01%
Scandinavian languages		
Speak English less than "very well"	685	0.01%
Greek		
Speak English less than "very well"	1,522	0.02%
Russian		
Speak English less than "very well"	26,589	0.28%
Polish		
Speak English less than "very well"	1,497	0.02%
Serbo-Croatian		
Speak English less than "very well"	1,465	0.02%
Other Slavic languages		
Speak English less than "very well"	2,273	0.02%
Armenian		
Speak English less than "very well"	86,432	0.93%
Persian		
Speak English less than "very well"	30,391	0.33%
Gujarati		
Speak English less than "very well"	2,818	0.03%
Hindi		
Speak English less than "very well"	5,567	0.06%
Urdu		
Speak English less than "very well"	2,830	0.03%
Other Indic languages		
Speak English less than "very well"	10,634	0.11%
Other Indo-European Languages		
Speak English less than "very well"	3,747	0.04%
Chinese		
Speak English less than "very well"	212,843	2.28%
Japanese		
Speak English less than "very well"	25,095	0.27%
Korean		
Speak English less than "very well"	112,411	1.20%
Mon-Khmer Cambodian		
Speak English less than "very well"	17,561	0.19%
Hmong		
Speak English less than "very well"	329	0.00%
Thai		
Speak English less than "very well"	14,109	0.15%
Laotian		
Speak English less than "very well"	1,362	0.01%
Vietnamese		
Speak English less than "very well"	49,598	0.53%
Other Asian languages		
Speak English less than "very well"	9,805	0.11%
Tagalog		
Speak English less than "very well"	73,492	0.79%
Other Pacific Island Languages		
Speak English less than "very well"	9,539	0.10%
Navajo		
Speak English less than "very well"	13	0.00%
Other Native North American languages		
Speak English less than "very well"	98	0.00%
Hungarian		
Speak English less than "very well"	1,607	0.02%
Arabic		
Speak English less than "very well"	16,916	0.18%
Hebrew		
Speak English less than "very well"	4,762	0.05%
African Languages		
Speak English less than "very well"	5,948	0.06%
Other and unspecified languages		
Speak English less than "very well"	2,219	0.02%

Data Source, U.S. Census American Community Survey 5 year Estimates (2010-2014)
Data Set: "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over"

For all of these language groups listed above, and several more, Access provides telephone translation services so that customers and members of the public can receive information about Access from applying for the service to requesting transportation.

3. **Factor 1, Step 3: Identify the Literacy Skills of LEP Populations in Their Native Languages, in Order to Determine Whether Translation of Documents will be an Effective Practice.**

Access has made information about its service available in a variety of ways and in multiple languages. For Los Angeles County, the U.S. Census American Community Survey provides information about “spoken” language skills, but not about literacy skills in English or other languages.

Despite not having information regarding literacy levels, Access has already developed means by which Access customers and/or members of the public may read Access’ information in a great variety of methods.

All documents important for customers of Access to review are available in English and also in Spanish, this includes Access’ application, Rider’s Guide and Community Meeting notices.

Additionally, Access’ Rider’s Guide and Community Meeting notices are available through Access’ website (www.accessla.org). Notices of community meetings and the text of the entire Riders’ Guide is available on Access’ website and can be translated (using a link contained on the Access website) through “Google Translate” into over 70 languages.

Information about applying for Access is also available through Google Translate in a variety of languages, and it instructs potential applicants to telephone Access for further information. And, as mentioned above, then operators can communicate with a customer through Access’ telephone interpreter service.

4. **Factor 1, Step 4: Identify Whether LEP Persons Are Underserved by the Recipient Due to Language Barriers.**

Access recognizes the importance of its transportation services to its customers and has used a variety of technology improvements to ensure that individuals who benefit from Access’ services do not face barriers to receive such services and effectively receive the benefits they need.

Telephone Interpreter Service: Access provides a telephone translation service which allows customers to apply for service, go through the in-person eligibility process, reserve transportation and ask questions in their native language without facing a barrier due to being Limited English Proficient.

Physical and On-Line Translation of Documents: Additionally, all of Access' important customer documents are printed in English and Spanish and Access' important customer documents are also available on-line and can be translated through an on-line "Google Translate" service (an example of an important customer document would be the Access Services Riders' Guide).

At this time, Access believes that its work has removed the language barriers that may have existed in the past which could have made it difficult for individuals to apply for or use Access' paratransit services.

Access is always seeking to improve its services and welcomes suggestions from our customers, partners and FTA.

B. Factor 2: The Frequency with which LEP Persons Come into Contact with the Program.

The purpose behind this second factor of the four-factor analysis is provided in the FTA's Handbook on implementing policy guidance to LEP persons. In this factor, "recipient should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed" (Handbook, April, 2007, p. 18).

A very effective way that Access can determine the frequency with which this agency comes in contact with LEP persons are the records that Access maintains associated with its telephone interpreter service.

Unlike other public transit systems, Access' customers must telephone Access in order to receive transportation. When a customer (or even a person who is not currently a customer of Access) telephones Access and the caller does not speak English, the Access operator connects with Access' telephone interpreter service.

Table 2 provides a summary of the frequency that interpreter services were used by Access operators over the course of the 2014, 2015 and the first eight months of 2016 (January 2014 to August 2016). During this period, the interpreter service was utilized by Access' call center/Customer Service staff, its Provider staff and its Eligibility/Appeals staff for approximately 53,000 conversations in 79 different languages.

Table 3 presents a summary of the languages that received more frequent interpreter requests (more than 50 times over the course of the 2014 to 2016 period).

The most common requested language far and away was Spanish, which reflects Access' policy of having its important documents available in Spanish as well as English. A note should be made that the Spanish language interpretations in the tables is very likely underrepresented, due to the fact that many call-center staff at Access and at our service providers are fluent in Spanish and English.

Table 4 breaks out language requests through the telephone translation service by Access' business groups. The groups analyzed are those from Access' in-house administrative staff and call center, to all of its contractor staff who perform telephone calls with Access customers.

What the data in these tables provides is two-fold (1) there are a number of LEP persons that Access regularly comes in contact with in the course of providing its service throughout Los Angeles County and (2) Access is performing a very effective job of adapting its service to communicate with the public and the agency's diverse customer base.

1. Factor 2, Step 1: Use of Bus and Rail Service.

As addressed above, Access Services operates only paratransit, curb-to-curb and next-day service. In order for customers (LEP and non-LEP) to utilize Access' transportation services, they must make telephone reservations the day before.

In these instances, Access can effectively respond to the concerns of LEP customers with the telephone interpreter services. However, with Spanish as the most frequently spoken language other than English by Access' customer base, it is common for many of the Access and service provider telephone operator staff to be fluent in both English and Spanish.

TABLE 2
TOTAL LANGUAGES TRANSLATED THROUGH
ACCESS SERVICES' TELEPHONE
INTERPRETER SERVICE
(JANUARY 2014 TO AUGUST 2016)

	Requested Languages	Number	Percentage
1	Spanish	24469	46.22%
2	Armenian	7501	14.17%
3	Mandarin (Chinese)	5029	9.50%
4	Farsi	3772	7.13%
5	Korean	3403	6.43%
6	Russian	3244	6.13%
7	Cantonese (Chinese)	2507	4.74%
8	Arabic	826	1.56%
9	Vietnamese	696	1.31%
10	Tagalog	415	0.78%
11	Cambodian	363	0.69%
12	Hindi	107	0.20%
13	Thai	88	0.17%
14	Japanese	85	0.16%
15	Amharic	65	0.12%
16	French	29	0.05%
17	Punjabi	29	0.05%
19	Burmese	24	0.05%
20	Bengali	22	0.04%
21	Hungarian	22	0.04%
22	Romanian	20	0.04%
23	Indonesian	17	0.03%
24	Ilocano	16	0.03%
25	Taiwanese	16	0.03%
26	Toishanese	13	0.02%
27	Gujarati	12	0.02%
28	Urdu	12	0.02%
29	Hebrew	9	0.02%
31	Polish	9	0.02%
32	Sinhalese	7	0.01%
33	Somali	7	0.01%
34	Bulgarian	6	0.01%
36	German	6	0.01%
37	Iqbo	6	0.01%
39	Turkish	6	0.01%
40	Croatian	5	0.01%
41	Haitian Creole	5	0.01%
42	Portuguese	5	0.01%
43	Serbian	5	0.01%
44	Swahili	4	0.01%
45	Ukranian	4	0.01%
46	Assyrian	3	0.01%
47	Dari	3	0.01%
48	Greek	3	0.01%
50	Lithuanian	3	0.01%
51	Mongolian	3	0.01%
52	Samoan	3	0.01%
53	Albanian	2	0.00%
54	Chin	2	0.00%
55	Dutch	2	0.00%
56	Italian	2	0.00%
57	Lingala	2	0.00%
58	Tamil	2	0.00%
59	Telugu	2	0.00%
60	Tigrinya	2	0.00%
61	Visayan	2	0.00%
62	Bahasa	1	0.00%
63	Chao-Chow	1	0.00%
64	Czech	1	0.00%
65	Fukienese	1	0.00%
66	Fuzhou	1	0.00%
67	Hakka-Chinese	1	0.00%
68	Laotian	1	0.00%
69	Malay	1	0.00%
70	Mirpuri	1	0.00%
71	Navajo	1	0.00%
72	Nepali	1	0.00%
73	Rundi	1	0.00%
74	Shanghaiense	1	0.00%
75	Sorani	1	0.00%
76	Tigre	1	0.00%
77	Tongan	1	0.00%
78	Wolof	1	0.00%
79	Yoruba	1	0.00%
	Total:	52940	

TABLE 3
MOST REQUESTED LANGUAGES*
TRANSLATED THROUGH ACCESS SERVICES'
TELEPHONE INTERPRETER SERVICE
(JANUARY 2014 TO AUGUST 2016)

	Requested Languages	Number	Percentage
1	Spanish	24,469	61.74%
2	Armenian	7501	8.95%
3	Mandarin (Chinese)	5029	6.97%
4	Farsi	3772	7.13%
5	Korean	3403	6.43%
6	Russian	3244	6.13%
7	Cantonese (Chinese)	2507	4.74%
8	Arabic	826	1.56%
9	Vietnamese	696	1.31%
10	Tagalog	415	0.78%
11	Cambodian	363	0.69%
12	Hindi	107	0.20%
Total Requests:		52,940	
Total of MOST Requested:		51,447	97.18%

**TABLE 4
TELEPHONE INTERPRETER REQUESTS
BY ACCESS BUSINESS GROUP CATEGORY
(JULY 2015 TO AUGUST 2016)**

Month	Total Language Line Calls	Access Services Customer Service/OMC		Access Services ALTA Call Center		Call Center Contractor Southland Transit		Contractors Trip Operations		Contractors Mobility Management		Eligibility C.A.R.E. Evaluators		Appeals Specialists	
		Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Jul-15	1823	723	9.26%		0.00%	455	13.35%	383	7.07%		0.00%	238	7.12%	24	2.68%
Aug-15	1807	725	9.29%		0.00%	378	11.09%	417	7.69%		0.00%	256	7.66%	31	3.46%
Sep-15	1779	765	9.80%		0.00%	358	10.50%	385	7.10%		0.00%	225	6.73%	46	5.13%
Oct-15	1871	782	10.02%		0.00%	348	10.21%	448	8.27%		0.00%	243	7.27%	50	5.57%
Nov-15	1641	637	8.16%		0.00%	301	8.83%	439	8.10%		0.00%	246	7.36%	18	2.01%
Dec-15	1621	709	9.08%		0.00%	363	10.65%	335	6.18%		0.00%	195	5.83%	19	2.12%
Jan-16	1623	653	8.37%		0.00%	343	10.06%	377	6.96%		0.00%	204	6.10%	46	5.13%
Feb-16	1739	695	8.90%		0.00%	394	11.56%	330	6.09%		0.00%	259	7.75%	61	6.80%
Mar-16	1849	738	9.45%		0.00%	413	12.11%	355	6.55%	12	2.36%	256	7.66%	75	8.36%
Apr-16	1477	532	6.82%	125	20.53%	6	0.18%	410	7.56%	94	18.47%	218	6.52%	92	10.26%
May-16	1381	412	5.28%	118	19.38%	21	0.62%	398	7.34%	108	21.22%	234	7.00%	90	10.03%
Jun-16	1127	144	1.84%	133	21.84%	12	0.35%	367	6.77%	106	20.83%	255	7.63%	110	12.26%
Jul-16	1086	136	1.74%	121	19.87%	7	0.21%	384	7.08%	86	16.90%	243	7.27%	109	12.15%
Aug-16	1169	155	1.99%	112	18.39%	10	0.29%	392	7.23%	103	20.24%	271	8.11%	126	14.05%
	21993	7,806		609		3,409		5420		509		3343		897	

2. **Factor 2, Step 2: Purchase of passes and tickets through vending machines, outlets, websites and over the phone.**

Again, Access Services' paratransit operations are different from other public transit forms. To utilize Access, a customer must have an Access identification card (an image of Access' two identification form types is contained in **Appendix B**).

An Access customer will only receive this identification card upon successfully receiving paratransit eligibility through Access' eligibility center.

Similar to Step 1 above, Access has effectively removed language barriers for our agency's customers by providing language interpreter services over the telephone to arrange eligibility and make transportation reservations as well as to make translation services available through mobile speaker-phones during the in-person session of the eligibility evaluation so that a LEP person may effectively communicate with their evaluator.

3. **Factor 2, Step 3: Participation in public meetings.**

Public Outreach Meetings:

Access participates in a variety of public meetings/public outreach sessions and conducts its own annual community meetings every year throughout Los Angeles County.

Generally, regional centers, senior centers or other social service center request presentations on the types of service that Access provides to persons with disabilities.

It is common that these outreach meetings can be held in minority and/or LEP communities. In such cases, the event organizer (social center) will arrange to provide an interpreter to be present at the event, if it is anticipated that there will be a number of LEP individuals attending the meeting who would need language assistance in a language other than English.

Table 5 provides a list of the different public meetings and outreach meetings conducted during the first six months of 2013. **Appendix C** presents a map of Los Angeles County with map-pins showing the different public meeting locations.

The table and map are intended to demonstrate Access' commitment to conducting these public meetings throughout Access' Los Angeles County service area.

Annual Access Community Meetings:

Each year Access conducts Community Meetings. One meeting is held in each of Access' service regions (see **Appendix A** to see a map of Access' service area and six service regions).

Notice of these meetings is provided in English and in Spanish in mailings, emails and also in "seat drops" on board Access vehicles. A Spanish language and sign language interpreter are available at these community meetings.

Public Governance Meetings:

At this time, language interpreters are not present at Access' Board of Directors meeting, however, were need for such to arise at a meeting, a public comment made could be performed through the assistance of the telephone interpreter service Access has through its other communications. The means by which this would be effectuated would be an Access staff representative would be directed by the Board to discuss the matter directly with the person. The staff member could communicate through the interpreter service and afterwards the staff member would record the person's comment and ensure that it is received by the Board of Directors.

4. Factor 2, Step 4: Customer Service Interactions.

As addressed in earlier sections, Access' contracted Customer Service staff members are able to effectively communicate with LEP persons through either being one of the many Access call-taker staff members who speaks both English and Spanish or rather the call-taker staff member may connect with the telephone interpreter service Access contracts with and thus proceed with the conversation with the assistance of the interpreter.

5. Factor 2, Step 5: Ridership surveys.

Access conducted a telephone survey of its customer population in November/December 2011. All active Access customers (those who had taken at least one Access trip in the previous six months), were included as a possible person to contact as part of the survey.

A new telephone survey of Access' customer population is next scheduled to take place in 2017.

Table 6 presents the results uncovered from the Customer Satisfaction Survey. The vast majority of Access customers primarily speak either English (81%) or Spanish (11%) at home. There were seven other languages that were listed by respondents to the survey, but no one exceeding 1%.

This reinforces Access' practice of providing its printed material in English and also in Spanish for the agency's customers and applicants.

6. Factor 2, Step 6: Operator surveys.

Access' conducts ridership/customer surveys, as discussed in the section above, for the agency's customer population.

No other surveys are conducted at this time, by the individual service providers. Access' next customer survey will be conducted in 2017 with the intention of having these surveys to be conducted bi-annually.

C. Factor 3: The Nature and Importance of the Program, Activity or Service Provided by the Program to People's Lives

FTA Circular 4702.1B provides that for this factor of the analysis, "the more important the program, the more frequent the contact and likelihood that language services will be needed. The provision of public transportation is a vital service, especially for people without access to personal vehicles. . . . A person who is LEP may have a disability that prevents the person from using fixed route service, thus making the person eligible for ADA complementary paratransit. Transit providers, States and MPOs must assess their programs, activities and services to ensure they are providing meaningful access to LEP persons. Facilitated meetings with LEP persons are one method to inform the recipient on what the local LEP population considers to be an essential service, as well as the most effective means to provide language assistance."

Access Services provides ADA paratransit transportation services for Los Angeles County for 45 fixed route operators and partner organizations in the County of Los Angeles.

Access customers are individuals who through an in-person evaluation have demonstrated that they have a disability (disabilities) which would make it challenging, if not impossible, for them to make use of fixed route transit services.

TABLE 6
ACCESS CUSTOMER SURVEY DATA
PRIMARY LANGUAGE SPOKEN AT HOME

Language	Total	Service Region					
		Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/Central
English	81%	91%	78%	83%	88%	83%	79%
Spanish	11%	7%	14%	5%	6%	12%	8%
Armenian	1%	0%	1%	2%	2%	0%	3%
Cantonese/Mandarin	1%	0%	3%	0%	0%	0%	1%
Arabic	0%	0%	0%	1%	0%	1%	1%
Farsi	1%	0%	0%	3%	0%	0%	2%
Tagalog	1%	0%	0%	2%	3%	0%	2%
Russian	1%	0%	0%	1%	0%	0%	3%
Vietnamese	0%	0%	0%	0%	0%	0%	1%
Other	3%	2%	3%	4%	0%	2%	3%
Refused	1%	1%	1%	2%	2%	0%	0%
Base	1204	200	262	200	64	274	204

Source: Access Customer Satisfaction Survey (March, 2012).

Importance of Access Services' Activities

Access provides a unique and necessary service to its customers. For many of the agency's customers, without the option of Access, their mobility would be severely restricted.

It is in recognition of the importance of the services that Access provides that the agency has developed a variety of language assistance features to assist LEP persons (both current paratransit customers and members of the public):

- 1) Telephone Interpreter Services – available 24 hours a day/7 days a week
- 2) Access website internal link with "Google Translate" service to translate webpage information.
- 3) Printed material available in Spanish (the most common language spoken by Access customers/Los Angeles County residents outside of English).

D. Factor 4: The Resources Available to the Recipient for LEP Outreach, as well as the Costs Associated with that Outreach

FTA Circular 4702.1B provides that for this section "Resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies. Large entities and those entities serving a significant number of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance."

Access is committed to providing language assistance to LEP populations who need the service in order to receive the unique paratransit benefits that Access provides to Los Angeles County.

Access has incorporated a number of improvements into its service that ensure that LEP populations can receive information about Access.

Recent Access Improvements

Since the printing of Access' 2011 Limited English Proficiency Plan, Access made at least two major changes to its program that improved access for LEP persons:

- 1) Access speaker-phone interpreter availability: At Access' eligibility center, LEP applicants did not need to bring their own interpreter with them to the in-person

interview, but rather the applicant and the applicant's evaluator can proceed through the in-person evaluation while having their conversation translated through a speaker-phone connection. Previously, it was attempted to have evaluators and applicants wear telephone headsets, however, that approach proved more problematic than the current approach of using a mobile speaker-phone.

- 2) Access embedded a Google Translate link on Access website. This feature was developed by Access to allow for all of the information Access makes public on its website to be capable of being reviewed in dozens of languages easily and by any LEP population wishing further information about Access, from its Rider's Guide to Title VI complaint information.

If Access becomes aware of other areas where it should improve its methods of language assistance to LEP communities/persons, Access will develop such improvements.

Cost restrictions are ever-present during current periods of tight budget constraints, however, if there are improvements recommended by Access' customers, Access' partners or the FTA, Access will work to improve the services it provides to LEP persons.

If some – currently unknown – improvements turn out to be cost-prohibitive to institute, Access will work closely with its partners and FTA to determine a solution that will effectively meet the needs of LEP access and also not burden the agency's budget and risk reducing the quality of its service throughout.

III. Language Assistance Plan

FTA Circular 4702.1B requires that following the completion of the Four-Factor Analysis, the agency "shall use the results of the analyses to determine which language assistance services are appropriate" (FTA C 4702.1B, p. III-8).

There are a minimum of five (5) elements to the Language Assistance Plan spelled out in the FTA regulations. Those separate elements are addressed individually in the pages that follow.

A. Include the Results of the Four-Factor Analysis, Including a Description of the LEP Population(s) Served.

Access' Four-Factor Analysis presented earlier in this report. Access provides paratransit transportation services throughout the County of Los Angeles following the fixed route service area of our 45 partners.

There are a great many LEP communities that are present in Los Angeles County. For a summary of the communities with LEP populations and which language groups have members who speak English less than 'very well' – as per U.S. Census terms – please see **Table 2**. The largest LEP communities in Los Angeles County are summarized in **Table 3**. Spanish is, by far the single largest non-English language spoken in Los Angeles County and also has the largest number of individuals who speak the English language less than 'very well.'

B. Describe How the Recipient (Access) Provides Language Assistance Services by Language.

Access has a variety of language assistance services that were included as part of the Four-Factor Analysis. The following bullet-points summarize those services.

- 1) Telephone interpreter service available accessed by Access Services call center staff; provider staff; Eligibility and Eligibility appeals staff, which allows persons to communicate effectively even if a language barrier would exist without the interpreter service;
In terms of the language assistance services by language, Access' Language-Link telephone interpreter service offers interpreter services in over two hundred (200) languages. A list of the languages is available at Language-Link's website at <http://www.languageline.com/customer-service/languages/>
- 2) "Google Translate" embedded feature on Access website. Information posted on the Access website can be viewed in English or – through a Google Translate link on the Access website – can be translated into any of dozens of languages, including the text of Access' Rider's Guide;
In terms of the language assistance services by language, "Google Translate" allows Access' web-based information to be translated into over seventy (70) different languages.
- 3) Speaker-phone translation available at Access' Eligibility Center. If a customer arrives at CARE and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through a mobile speaker-phone, the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course;

With respect to the language assistance services by language, Access' contracted telephone interpreter service (Language-Link) offers interpreter services in over two hundred (200) languages. A list of the languages is available at Language-Link's website at <http://www.languageline.com/customer-service/languages/>

- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, Community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English);

C. Describe How the Recipient (Access) Provides Notice to LEP Persons About the Availability of Language Assistance.

Access has developed its language assistance programs to be virtually automated, so that the customer/member of the public need not search for the assistance.

- 1) With respect to use of the telephone interpreter service, if a person calls Access' call center; one of Access' service providers or goes to Access' in-person eligibility center or the office of an eligibility appeals specialist, the call-taker or customer can identify the language they are speaking and the call-taker will then connect in with the telephone interpreter service after a brief hold period.
- 2) With respect to the "Google Translate" service embedded in Access' webpage, which allows persons viewing Access' website to translate information into any variety of languages, the "Choose Another Language" is on the left-hand side of Access' home page, so a customer can choose a language to translate information to as the first thing once they reach the internet page.
- 3) For customers of Access who must receive written information in Spanish or Braille, that language information is contained in Access' customer information database, so future written communications will be provided to that individual in their preferred language format.

Access has attempted to develop a system in which a customer need not "seek out" language assistance, but that that assistance is already available for those members of the public, applicants and customers who need some language assistance in order to fully participate at Access.

D. Describe How the Recipient (Access) Monitors, Evaluates and Updates the Language Access Plan.

Access staff will perform semi-annual checks with respect to the most requested languages through the telephone interpreter service to ensure that Access' does not need to develop new/different services for its customers, members of the public.

E. Describe How the Recipient (Access) Trains Employees to Provide Timely and Reasonable Language Assistance to LEP Populations

Similar to the response to "C" above, Access has worked to automate its language assistance services as much as possible. This not only applies to those customers, applicants and members of the public who call Access, but it also applies to the staff members at Access, its service providers and eligibility evaluators and appeals specialists who could reasonably expect to communicate with LEP persons.

As part of their overall training, call-takers are trained on how to access the telephone interpreter service and to effectively utilize that service to communicate with callers. Access and eligibility staff members are also trained on how to enter and review certain language information contained in the Access (Rider 360) database to ensure that correct written information is sent if a person can only receive Spanish language documents and/or Braille documents.

Access, provider and eligibility staff undergo training at the start of their employment and have periodic re-trainings at intervals set by their employer depending upon whether they are Access, provider or eligibility staff.

IV. Conclusion

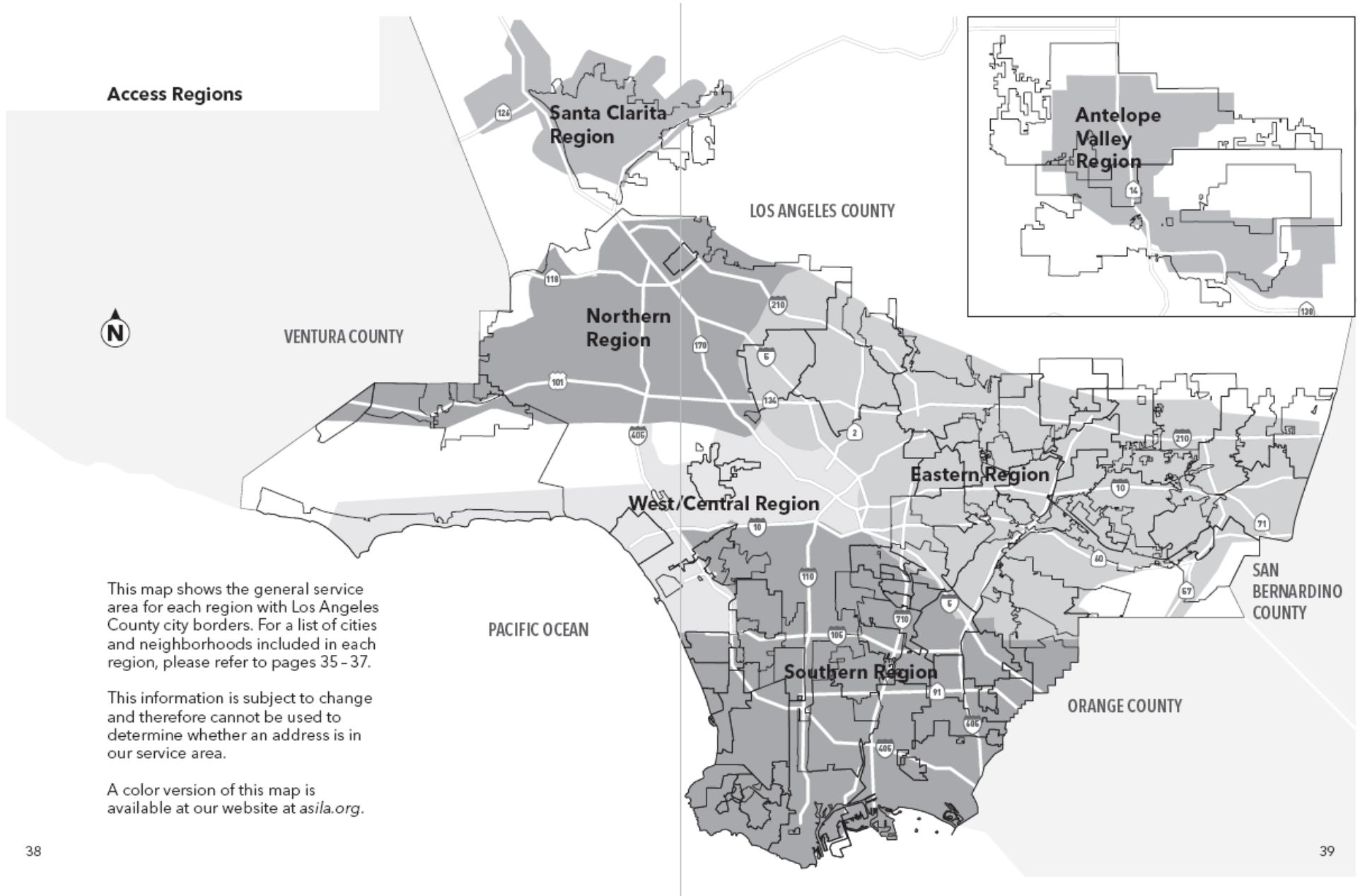
Access has made a variety of improvements to its service to remove barriers that could prevent a person from receiving the benefits of ADA mandated paratransit transportation services. Access has worked to make access to language assistance programs as seamless as possible so that customers may receive the assistance as soon as they telephone Access or enter the agency's website.

Access is always working to provide better service for its customers and welcomes suggestions from its customers, its partners and the FTA. Access understands the necessary and valuable service that it provides to persons with disabilities and strives to ensure that those who need and would rely on the service do not face barriers to receiving such benefits.

LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX A ACCESS SERVICE AREA MAP

Access Regions



This map shows the general service area for each region with Los Angeles County city borders. For a list of cities and neighborhoods included in each region, please refer to pages 35 - 37.

This information is subject to change and therefore cannot be used to determine whether an address is in our service area.

A color version of this map is available at our website at asila.org.

LIMITED ENGLISH PROFICIENCY PLAN

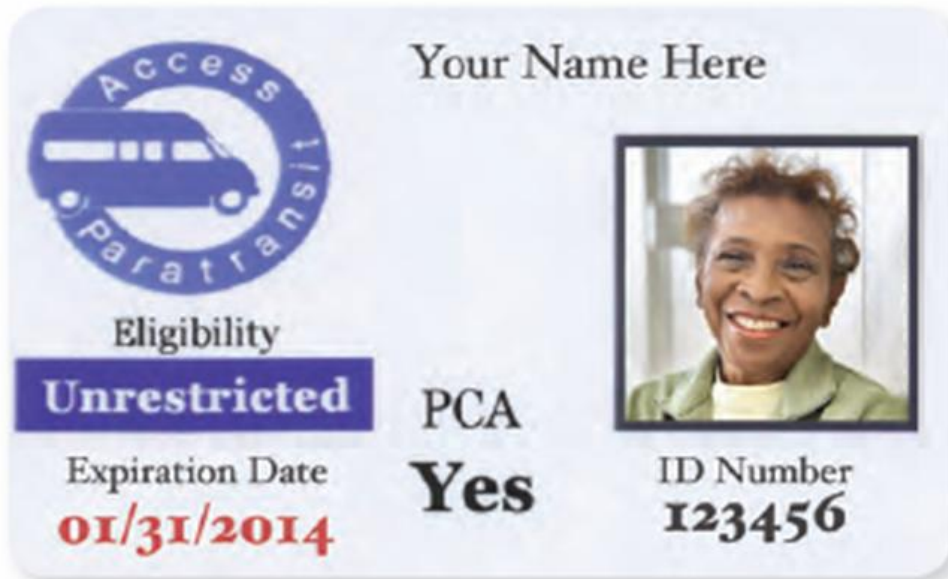
APPENDIX B

ACCESS SERVICES

PARATRANSIT IDENTIFICATION CARDS



Access Identification Card - Effective as of February 2012

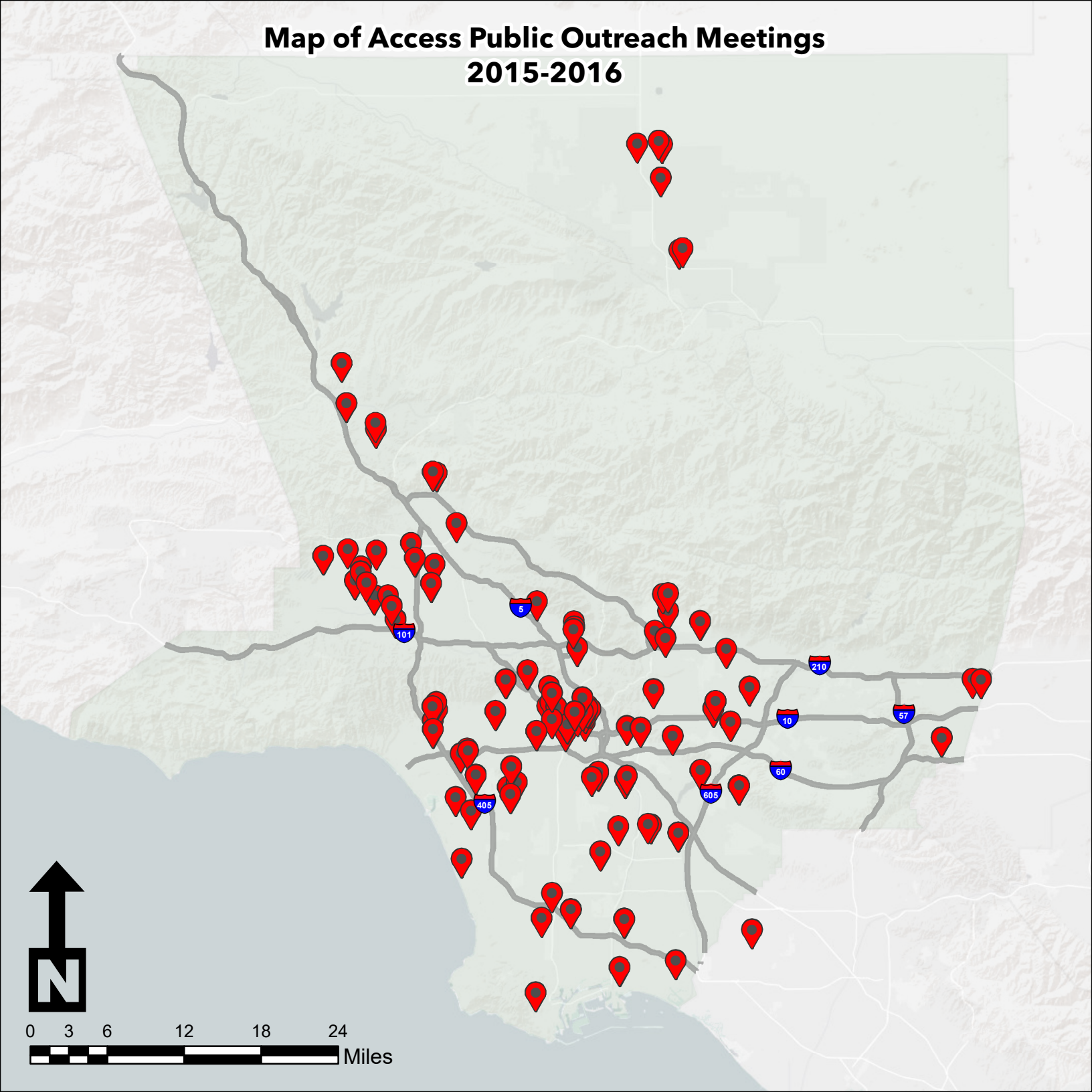


Access Identification Card - Effective prior to February 2012 - still effective fare media on Access vehicles

LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX C
MAP OF
PUBLIC MEETING/PUBLIC OUTREACH
LOCATIONS

Map of Access Public Outreach Meetings 2015-2016



APPENDIX L

ELEMENTS OF FTA C 4702.1B

NOT-APPLICABLE TO ACCESS SERVICES

Access' Title VI Report was prepared pursuant to FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and reflects the policies of Access Services.

Access Services is a public transit agencies designed to administer and manage the delivery of complementary Americans with Disabilities Act (ADA) paratransit service.

Access does not provide any fixed route services nor does its curb-to-curb transportation service require or utilize any station or depot facilities for passenger pick-ups and drop-offs.

FTA C 4702.1B – Chapter IV – Does Not Apply to Access Services

Chapter IV of FTA circular 4702.1B sets forth the guidelines for Fixed Route Transit Providers. Access Services, by its nature as a Paratransit provider, does not operate any fixed route bus or rail service. For this reason, Access' Title VI requirements are contained exclusively in Chapter III (General Requirements and Guidelines). Access current Title VI Plan lists Access' compliance with the General Requirements and Guidelines set forth in Chapter III of FTA circular 4702.1B.

Equity Analysis Regarding Construction Projects – Does Not Apply to Access Services

Access Services' principal service is to provide curb-to-curb transportation to customers of its service. Access does not maintain public stations or depots for customers to transfer from one "route" to another and/or to board particular paratransit "routes."

Access also does not foresee any reason that it would become involved in overseeing the construction of any public transportation facility.

It is for the above reasons that discussion associated with Access' equity analysis responsibilities associated with facility construction was not included in Access' Title VI Plan as Access would not pursue the construction of a facility to aid our customers in accessing our transportation services.