

access

EXTERNAL/STAKEHOLDER RELATIONS COMMITTEE

Monday, March 21, 2022

2:00 p.m.

Webinar

Committee Members: D. Barnes, Chair
A. Aguilar
J. Troost

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025) (page 4)	ACTION
4. CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE (CAC) APPOINTMENTS (page 7)	ACTION
5. LOCAL LEGISLATIVE UPDATE	PRESENTATION
6. STATE LEGISLATIVE UPDATE	PRESENTATION
7. FEDERAL LEGISLATIVE UPDATE	PRESENTATION
8. 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 communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any 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 committee 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 committee both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El

Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon and (3) during the time allotted for general public comment. The exercise of the right to address the Board committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod 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 further 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 an 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 committee cannot and will not 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and staff may respond to all public comments in writing prior to the next Board committee meeting.

Commitment to Civility

To assure civility in its public meetings, staff and the public are also encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. To achieve compliance with these Rules, Directors, staff, and the public are encouraged to:

- Create an atmosphere of respect and civility where Directors, staff, and the public are free to express their ideas;
- Establish and maintain a cordial and respectful atmosphere during discussions;
- Foster meaningful dialogue free of personal attacks;
- Listen with an open mind to all information, including dissenting points of view, regarding issues presented to the Board;
- Recognize that it is sometimes difficult to speak at Board meetings, and out of respect for each person's feelings, allow others to have their say without comment, including booing, whistling or clapping; and
- Adhere to speaking time limit.

Alternative accessible formats are available upon request.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to -

Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 9:00 am on Monday, March 21, 2022 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/86848186964>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
Dial(for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 868 4818 6964
3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

MARCH 14, 2022

TO: BOARD OF DIRECTORS
FROM: ERIC J. HAACK, STRATEGIC PLANNER
RE: CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025)

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

Approve Access Services' 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 2022. 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 distinct 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 (PPP) is to illustrate how Access reaches out to its customers and to the larger disability community through community meetings and outreach meetings. Additionally, the PPP presents how Access' public outreach methods serve to educate minority as well as non-minority communities about the services Access offers to the public.

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 Access' ability to transition to virtual meetings during the COVID-19 pandemic to ensure transparency with Access' activities, while also ensuring safety for Access' customers.
- 3) Customer notification of upcoming meetings through Access Services' website, emails, and mobile app notifications; and

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 people to communicate effectively even if a language barrier would exist without the interpreter service. Between July 2019 and November 2021, this interpreter service assisted over 34,000 calls in 55 different languages.
- 2) Google Translate is an 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 dozens of languages.
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at Access' Eligibility Center 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, and 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 viewed at the following web link: [Attachment A](#).

MARCH 14, 2022

TO: BOARD OF DIRECTORS

**FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION
RYCHARDE MARTINDALE, ADA COORDINATOR**

**RE: CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE (CAC)
APPOINTMENTS**

ISSUE:

The Community Advisory Committee (CAC) currently has two membership vacancies. In accordance with the CAC Bylaws, Board approval is required in order to appoint new members to the committee.

RECOMMENDATION

Appoint Jan Johnson and Liam Matthews to the CAC effective April 19, 2022.

IMPACT ON BUDGET

None.

BACKGROUND

One of two advisory committees created by the Access Services Board of Directors, the CAC provides community input and advice to the Board and staff concerning operational and policy issues to affect and improve Access' transportation program. The following outlines the timeline associated with this vacancy.

June 2021:

CAC member Marie-France Francois informed staff of her resignation from the committee.

July 2021:

Access staff reconvenes the CAC's Member Selection Subcommittee whose members include Chairperson Rachele Goeman, Terri Lantz, Maria Aroch, Yael Hagen and Michael Arrigo.

Staff published the vacancy notice on its website, and distributed it by email to various community stakeholders, including all the Regional Centers and Independent Living Centers in the County and the Los Angeles City and County Commissions on Disabilities. The notice provided instructions to interested persons on the steps needed to complete an application.

August 2021:

CAC member Tina Fofoa passed away leaving the CAC with two membership vacancies. Staff received six (6) new applications.

November 2021:

After receiving the new applications, the member selection subcommittee agreed to review the applications and asked staff to remind the applicants to attend at least two CAC meetings, as required by the bylaws. The subcommittee planned to meet again to determine interview dates.

January 2022:

The subcommittee reviewed all of the applications and narrowed the pool of qualified applicants to five (5) individuals meeting the criteria set forth in the bylaws.

January - February 2022:

The subcommittee interviewed five applicants: Afi Bell, Wilma Ballew, Kathleen Barajas, Jan Johnson and Liam Matthews. After careful consideration and evaluation of the candidates' qualifications and experience, they selected the highest scoring individuals and recommended Jan Johnson and Liam Matthews for approval by the full CAC at its February 8 CAC meeting.

At the February 8 CAC meeting, the full committee took action and approved Jan Johnson and Liam Matthews' membership and forwarded their recommendation to the Access Board of Directors for final review and approval.

Liam Matthews

Mr. Matthews is currently employed by Southern California Resource Services for Independent Living (SCRS-IL) as a Program Assistant. SCRS-IL is an Independent Living Center with offices in Arcadia, Downey, Pasadena and San Bernardino. As a Program Assistant, Mr. Matthews works with consumers with disabilities to help them secure and maintain employment. As an Access rider who has a professional relationship with other disability advocacy groups, Mr. Matthews hopes to use his background in technology to connect consumers with available services in their community.

Jan Johnson

Ms. Johnson is a former member of the Quality Services Subcommittee (QSS), an ad-hoc subcommittee formed by the CAC, an Access rider and a lifelong disability advocate. As a person with a visual impairment, Ms. Johnson is an active member of the Greater Long Beach Chapter of the California Council of the Blind and advocates for service animals. She previously served on the Claremont Committee of Disabilities as Co-Chair.