

ACCESS SERVICES
LOS ANGELES COUNTY

TITLE VI REPORT

OCTOBER 2025 - SEPTEMBER 2028

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-six (46) 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 with directors appointed by the following organizations:

- The County of Los Angeles Board of Supervisors
- City Selection Committee's Corridor Transportation Representatives
- Office of the 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, Deputy Executive Director, Chief Operations Officer, and the

directors or managers of the following departments: Administration, Customer Relations, Eligibility, Finance, Fleet Design, Information Technology, Government Affairs and Outreach, Operations, Planning, Procurement and Contract Administration, and Training and Development. Access currently employs eighty-two (82) 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 six 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."

¹ Employment data gathered in July 2025.

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;
- 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 Access Services' Board of Directors on Monday, September 22nd. Contained in **Appendix C** of this report is a copy of the Board of Directors Committee agenda for September 22nd. **Appendix D** of this report is a copy of a memorandum signed by the Chair of Access' Board of Directors attesting to the fact that the Board did, in fact, review and adopt the Title VI Plan at its September 22nd meeting. This Plan will not include the minutes of the September 22nd meeting due to the fact that the meeting minutes will not be available until the Board's October 2025 meeting after the expiration of Access' 2022-2025 Title VI Plan.

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 Centers.

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 200 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 Customer Service Department. The Planning Department conducts oversight of the complaint investigation process, tracking any complaints that come in, while the Customer Service Department responds to complaints.

The Planning Department will review all Title VI complaints received and also review the investigations conducted by the Customer Service Department 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 to report such information to the FTA and to determine if there are possible patterns of behavior occurring in Access' service area 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 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 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 Customer Relations ADA Coordinator 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 Customer Relations Coordinator 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 Service Department 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 or 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 Service Department 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 dissatisfied with the final decision rendered by Access Services. The Customer Relations 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.”

In addition to performing full investigations on Title VI complaints as Access’ Customer Relations 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 Customer Relations ADA Coordinator to confirm receipt. The complaint will then be entered by an assigned Customer Relations Associate. An e-mail notification will be generated and addressed to Government Services, the Project Administrators and the Customer Relations Department. Within 60 days, an investigation of the allegation will be conducted and based on the information obtained; the Customer Relations 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 Relations policies, September, 2013).

In the past three years Jan. 2019-Jan. 2022, Access has not received any (0) complaints that allege Title VI issues. The tracking table included in **Appendix I** would be used to summarize complaints filed and their resolution. As no complaints were filed between January 2022 and January 2025, a sample of the table is included.

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.

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.

TABLE 1
MINORITY REPRESENTATION ON ACCESS BOARD AND ADVISORY COMMITTEES (August 2025)

Governing Body	Total Board & Committee Members	Percent White	Percent Latino	Percent African-American	Percent Asian-American	Percent Other	Percent Two or More Races	Percent Response Rate
Access Services Board of Directors	9	44.4%	11.1%	11.1%	11.1%	0.0%	0.0%	77.8%
Community Advisory Committee (CAC)	12	33.3%	25.0%	8.3%	0.0%	0.0%	8.3%	69.2%
Transportation Professionals Advisory Committee (TPAC)	15	13.3%	13.3%	13.3%	6.7%	13.3%	6.7%	66.7%

* As of August 2025 almost half of all members of Access' Board, CAC and TPAC have self-reported.

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).

At the time of this writing, the CAC had thirteen (14) members with one (1) vancancy.

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 25 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)

At the time of this writing the TPAC had fifteen (15) members.

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 Customer Service Department. 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.

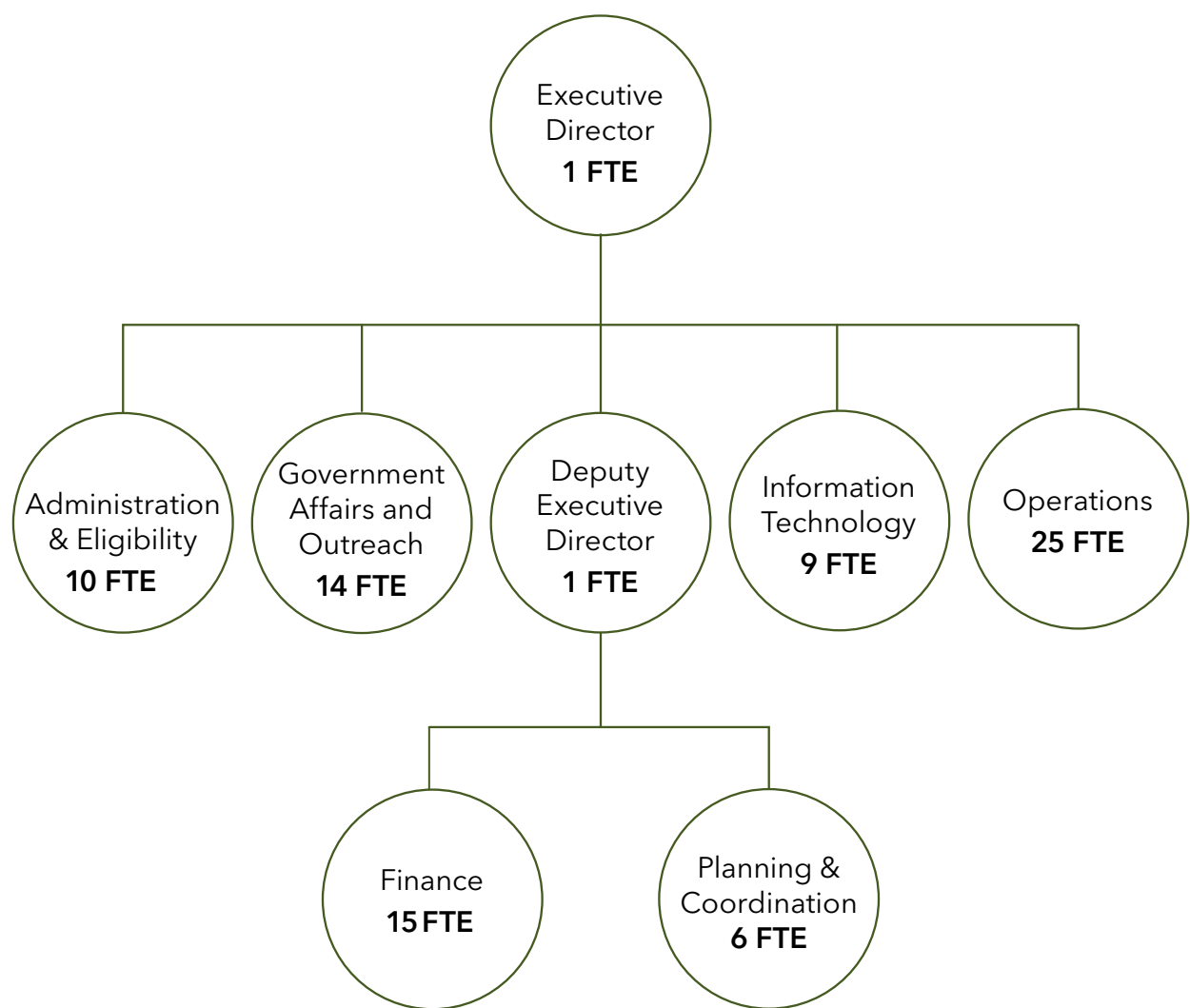
APPENDIX A
ACCESS SERVICES
MEMBER AGENCY LIST

**Access Services Member Agencies
FY 2025-2026**

- | | |
|--------------------------------------|---|
| 1. Antelope Valley Transit Authority | 26. City of Monterey Park |
| 2. Beach Cities Transit | 27. City of Paramount |
| 3. City of Alhambra | 28. City of Pasadena |
| 4. City of Arcadia | 29. City of Rosemead |
| 5. City of Artesia | 30. City of Sierra Madre |
| 6. City of Baldwin Park | 31. City of West Covina |
| 7. City of Bell | 32. City of West Hollywood |
| 8. City of Bell Gardens | 33. City of Westlake Village |
| 9. City of Bellflower | 34. Culver CityBus |
| 10. City of Burbank | 35. Foothill Transit |
| 11. City of Calabasas | 36. Gardena Municipal Bus Lines |
| 12. City of Carson | 37. Long Beach Transit |
| 13. City of Cerritos | 38. Los Angeles City Department of
Transportation (LADOT) |
| 14. City of Commerce | 39. Los Angeles County Department of
Public Works |
| 15. City of Compton | 40. Los Angeles County Metropolitan
Transportation Authority (METRO) |
| 16. City of Cudahy | 41. Montebello Bus Lines |
| 17. City of Downey | 42. Norwalk Transit |
| 18. City of Duarte | 43. Palos Verdes Peninsula Transit
Authority |
| 19. City of El Monte | 44. Santa Clarita Transit |
| 20. City of Glendale | 45. Santa Monica's Big Blue Bus |
| 21. City of Huntington Park | 46. Torrance Transit |
| 22. City of Inglewood | |
| 23. City of La Cañada Flintridge | |
| 24. City of Lawndale | |
| 25. City of Lynwood | |

APPENDIX B
ACCESS SERVICES
ORGANIZATION CHARTS

FTE SUMMARY



APPENDIX C
ACCESS SERVICES
BOARD OF DIRECTORS MEETING AGENDA
SEPTEMBER 22, 2025

APPENDIX D

ACCESS SERVICES

MEMORANDUM DETAILING BOARD REVIEW AND
APPROVAL OF TITLE VI PLAN AT SEPT. 22, 2025
MEETING

September 22, 2025

TO: FTA OFFICE OF CIVIL RIGHTS

FROM: ACCESS SERVICES BOARD CHAIR, DORAN J. BARNES

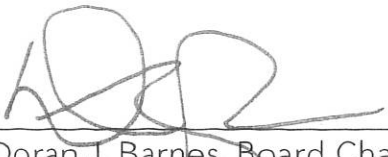
RE: MEMORANDUM CONFIRMING BOARD APPROVAL OF ACCESS
SERVICES' TITLE VI PLAN

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.

ADOPTION OF TITLE VI PLAN BY AGENCY BOARD OF DIRECTORS

At Access Services' September 2025 Board meeting (9/22/2025), the agency's Board of Directors did vote to adopt the agency's Title VI Plan.



Doran J. Barnes, Board Chair
Access Services Board of Directors

9/22/2025
Date

APPENDIX E

TITLE VI INFORMATION CONTAINED ON

ACCESS SERVICES' WEBSITE

WWW.ACCESSLA.ORG

Title VI

Para la
version en
espanol, por
favor haga
clic aqui -

Titulo VI

([https://accessla.
org/titulo-
vi.html](https://accessla.org/titulo-vi.html))

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
Customer Relations ADA Coordinator
P.O. Box 5728
El Monte, CA 91734
Email address: adacoordinator@accessla.org
(<mailto:adacoordinator@accessla.org>)

To view a copy of the complaint form: [TITLE VI COMPLAINT FORM-ENGLISH](#)
([../uploads/files/TitleVIComplaintForm.pdf](#)) / [TITLE VI COMPLAINT FORM-SPANISH](#)
([../uploads/files/TitleVIcomplaintformSpanish2018.pdf](#))

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days. 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 Customer Relations ADA Coordinator 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 the 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 Customer Relations ADA Coordinator. 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 Customer Relations ADA Coordinator will also provide the FTA with a copy of this decision and a 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

APPENDIX F
ACCESS SERVICES
TITLE VI COMPLAINT FORM
(ENGLISH / SPANISH)



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 or delivered to:

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

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.

[illegible]

Complete on reverse side of form



ACCESS SERVICES
TITLE VI FORM Solicitud de Quejas

Access Services se ha comprometido a garantizar que ninguna persona sea excluida de participar en, o negado los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto por el Título VI de los derechos Civiles del Acta de 1964, según enmendada. Quejas del Título VI deben ser presentadas dentro de 180 días después de la fecha de la supuesta discriminación.

La siguiente información es necesaria para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, por favor pongase en contacto con Recursos Humanos de Access Services llamando al (213) 270-6000. El formulario completo debe enviarse por correo, fax o entregarlo a:

Access Services
Director de Recursos Humanos
P.O. Box 5728
El Monte, CA 91734
Fax: (213) 270-6055

1. Información Personal

Access Services Número de ID Cliente

Apellido	Nombre	Segundo Nombre	
Dirección	Ciudad	Estado	Código Postal
()	()		
Número telefónico	Número telefónico alternativo		

Nombre(s):

Persona(s) discriminado (si es alguien que no sea el acusador que dio esta queja):

Dirección,	Ciudad	Estado	Código Postal
------------	--------	--------	---------------

2. Supuesta Información de Discriminación

Fecha de Incidente	Lugar del Incidente
--------------------	---------------------

¿Cuál de las siguientes opciones describe mejor la razón por la supuesta discriminación que ocurrió? (Marque uno)

- Raza
- Color
- Origen Nacional (ejemplo: Dominio Limitado del Inglés)

3. Descripción del Incidente

Por favor describa el supuesto incidente de discriminación. Proporcione los nombres y títulos de todos los empleados de Access Services involucrados si los tiene disponible. Explique los que ocurrió y quien cree usted que es el responsable. Por favor, use la parte de atras de este formulario si necesita mas espacio.

[illegible]

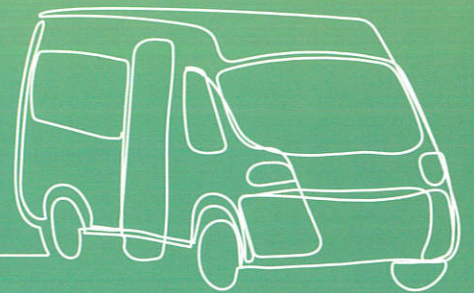
Completar el reverso del formulario

Firma

____/____/____
Fecha

APPENDIX G
ACCESS SERVICES
TITLE VI LANGUAGE FROM RIDER'S GUIDE

access
RIDER'S
GUIDE





TITLE IV

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 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
Attn: ADA Coordinator
PO Box 5728
El Monte, CA 91734
Email: adacoordinator@accessla.org

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days of the incident. Please refer to Access' website for our complaint procedures accessla.org/about_us/title_vi.html.



APPENDIX H

ACCESS SERVICES

TITLE VI POLICY STATEMENT FOR PUBLIC SPACES

(El Monte Offices and Eligibility Center(s))



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

April 9, 2018

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, the complaint must be filed within 180 days. Please see our website at http://accessla.org/about_us/title_vi.html for our complaint procedures and a Title VI complaint form.

Abril 9, 2018

Access Services' Póliza del Título VI

Access Services cumple con los requisitos del Título VI del Acta de Derechos Civiles de 1964, La ley de los Americanos con Discapacidades de 1990 (ADA), la Sección 504 de la Ley de Rehabilitación Vocacional del Acta de 1987. Access Services se compromete a proporcionar los servicios sin distinción de raza, color u origen nacional.

Si desea información adicional sobre los requisitos de no discriminación Access Services, póngase en contacto con Access Services al (213) 270-6000 (información está disponible en varios idiomas), o escribanos o correo electrónico:

Access Services
Human Resources Manager
(Gerente de Recursos Humanos)
P.O. Box 5728
El Monte, CA 91734
Email: cserv@accessla.org

Si usted desea presentar una queja por discriminación contra Access y/o sus proveedores, la queja debe presentarse dentro de 180 días. Por favor visite nuestro sitio web en http://accessla.org/about_us/title_vi.html para nuestros procedimientos de quejas y un formulario de queja del Título VI.

APPENDIX I

ACCESS SERVICES

TITLE VI COMPLAINT TRACKING TABLE

FOR COMPLAINTS ALLEGING TITLE VI

VIOLATIONS

Note: no complaints received between July 2022 and
June 2025

APPENDIX I
LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS (July 2022 to June 2025)

	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							
NONE							
Lawsuits							
NONE							
Complaints							
NONE							

APPENDIX J
ACCESS SERVICES
PUBLIC PARTICIPATION PLAN

ACCESS SERVICES
LOS ANGELES COUNTY
PUBLIC PARTICIPATION PLAN

OCTOBER 2025 - SEPTEMBER 2028

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 undertakes 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-six (46) 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 using methods and/or 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 often held on the 4th Monday of the month. The meetings are held at the Access Services headquarters in the city of El Monte. This location is accessible both from a disability perspective as well as from the perspective of being close to public transportation options.

These meetings are also able to be accessed virtually via Zoom. Meeting numbers and/or links have been provided on meeting agendas, Access’ website home page and on the meetings page on Access’ website.

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 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 held virtually in Los Angeles County. 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). Applications are reviewed by a subcommittee consisting of two CAC committee members and the Manager of Customer Services. This subcommittee then provides recommendations for consideration to the full CAC committee.

At the time of the writing of this Plan, there is one vacancy on the CAC committee following members ending their service on this committee.

Since the COVID-19 pandemic, CAC Committee meetings have been held virtually via Zoom. Meeting numbers and/or links have been provided on meeting agendas, Access' website home page and on the meetings page on Access' website.

Transportation Professionals Advisory Committee

The Transportation Professionals Advisory Committee (TPAC), which meets on the second Thursday of every other 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 by Access' member agencies or other specialized transportation organizations. 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 TPAC and 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.

Since the COVID-19 pandemic, these meetings have been held virtually via Zoom. Meeting numbers and/or links have been provided on meeting agendas, Access' website home page and on the meetings page on Access' website.

Semi-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). Two meetings are held virtually 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 Spring and in Autumn 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.

Representatives from different departments provide brief updates on recent changes to the service and any other noteworthy items. After these addresses, the meeting is opened up to allow customers to ask questions and voice their comments or concerns.

The two meetings have an English-language presentation. Spanish language translation of the meeting is provided by live translators at the same time. Language translation services for languages other than English and Spanish and an American Sign Language translator is available upon request. A motivating factor in continuing to host these meetings via Zoom is to accommodate low income customers and encourage their attendance. In the past, when meetings were in-person, free trips to and from the community meetings were provided.

Notification of 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 C** contains copies of flyers Access Services prepared for the most recent round of Community Meetings.

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.

Since the COVID-19 pandemic, these meetings have been held virtually via Zoom. Meeting numbers and/or links have been provided on meeting agendas, Access' website home page and on the meetings page on Access' website.

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 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 50 Outreach events that Access staff have participated in from **July 2022 through December 2025 (2022 to 2025)**. **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.

With the start of the COVID-19 pandemic in March 2020, many social service agencies suspended having in-person events or workshops. As different agencies became comfortable with virtual formats for outreach events, they

began Access representatives were invited to – and participated in – virtual events.

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 and Mobile Application Notifications

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 one hundred (100) different languages using Google translate.

In addition to Access' website, notifications of upcoming Community Meetings are also announced on banners on Access' Where's My Ride mobile application.

Recorded Voice Messages

Access creates recordings of pertinent information about upcoming Community Meetings, such as dates, times, and locations of the meetings. These recordings are played back while a customer may be on hold with a Customer Service or trip reservation line. The recording is also available to be heard on Access' Info-Line (213-270-6110) along with other important pre-recorded Access messages, which are changed monthly.

Seat Drops and Constant Contact Emails

Making flyers available in Access Services vehicles is customary as a method for announcing upcoming meetings to the customers who regularly utilize Access Services. Access Services prints mass quantities of flyers and shares copies with each of the service providers for placement in vehicles by drivers.

Access also sends out email blasts to customers who have shared their email addresses with Access' Constant Contact account, so that they may be notified of upcoming 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 will be conducting its next customer satisfaction survey in early (January/February) 2026 with Access' contractor Great Blue Research, Inc.

Access Services conducted its most recent general customer satisfaction survey in early 2024. The purpose of the survey was to gauge customers' perceptions of the entire transportation process provided by Access Paratransit service. Access Services contracted with Great Blue Research to conduct the survey and to organize a finalized report detailing the findings. To facilitate reliable comparisons between the six service regions, Great Blue Research attempted to complete a total of 1,200 responses across all six service regions. In order to give riders multiple opportunities to take the survey, riders receive the survey via email, text messages, telephone calls or they can access the survey on their own accord from our website. 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 sampling would obtain at least 1,200 responses 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.

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 D 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 one hundred (100) languages
- Public involvement opportunities include the 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.

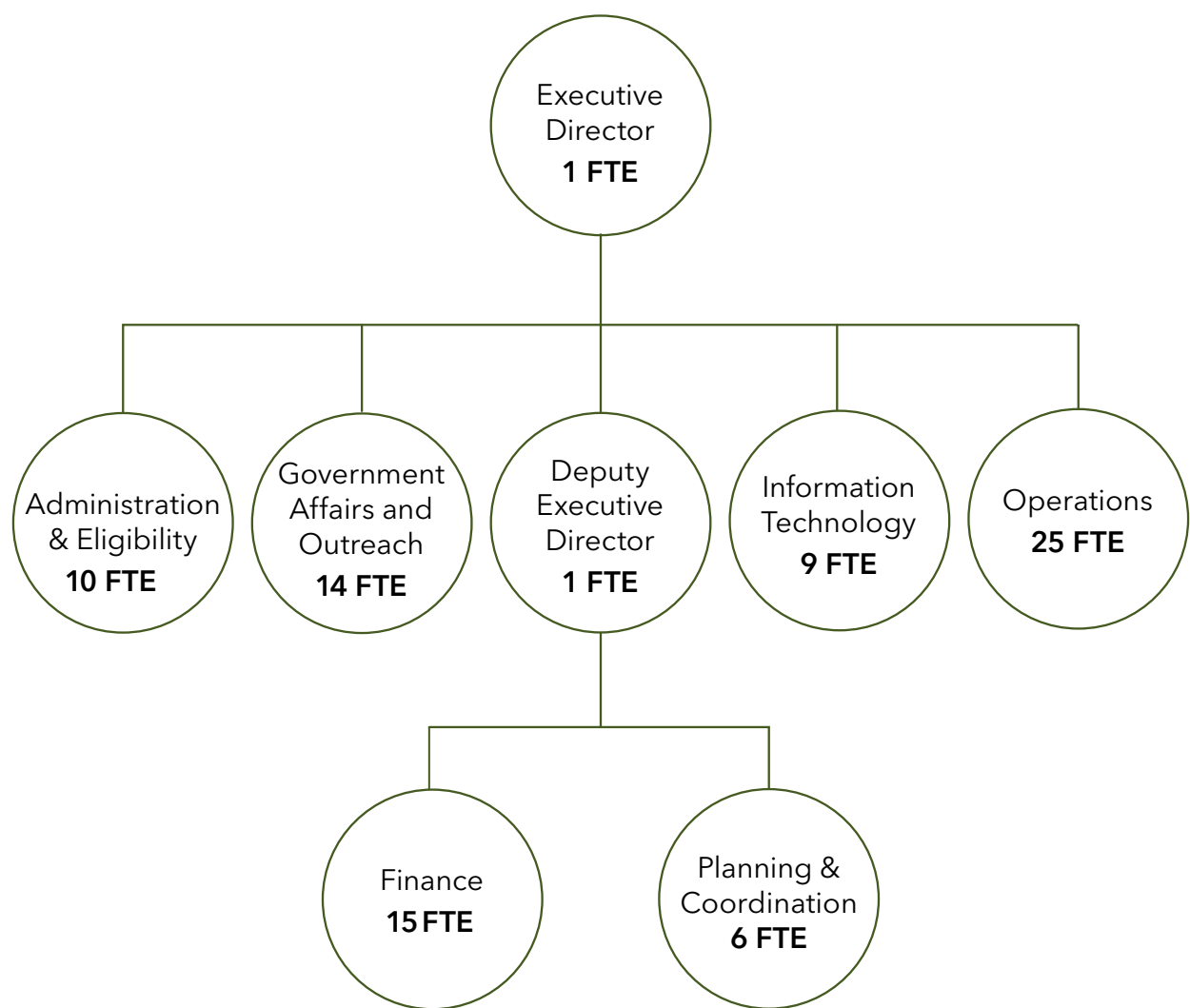
- In order to assist those with low income earning and limited transportation options, Community Meetings, are accessible to all via virtual platforms, like Zoom.
- All meetings and outreach are conducted at accessible locations and planned with the intent of accommodating minority and LEP populations (See **Appendix E** 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, with the next survey intended for early 2026.

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

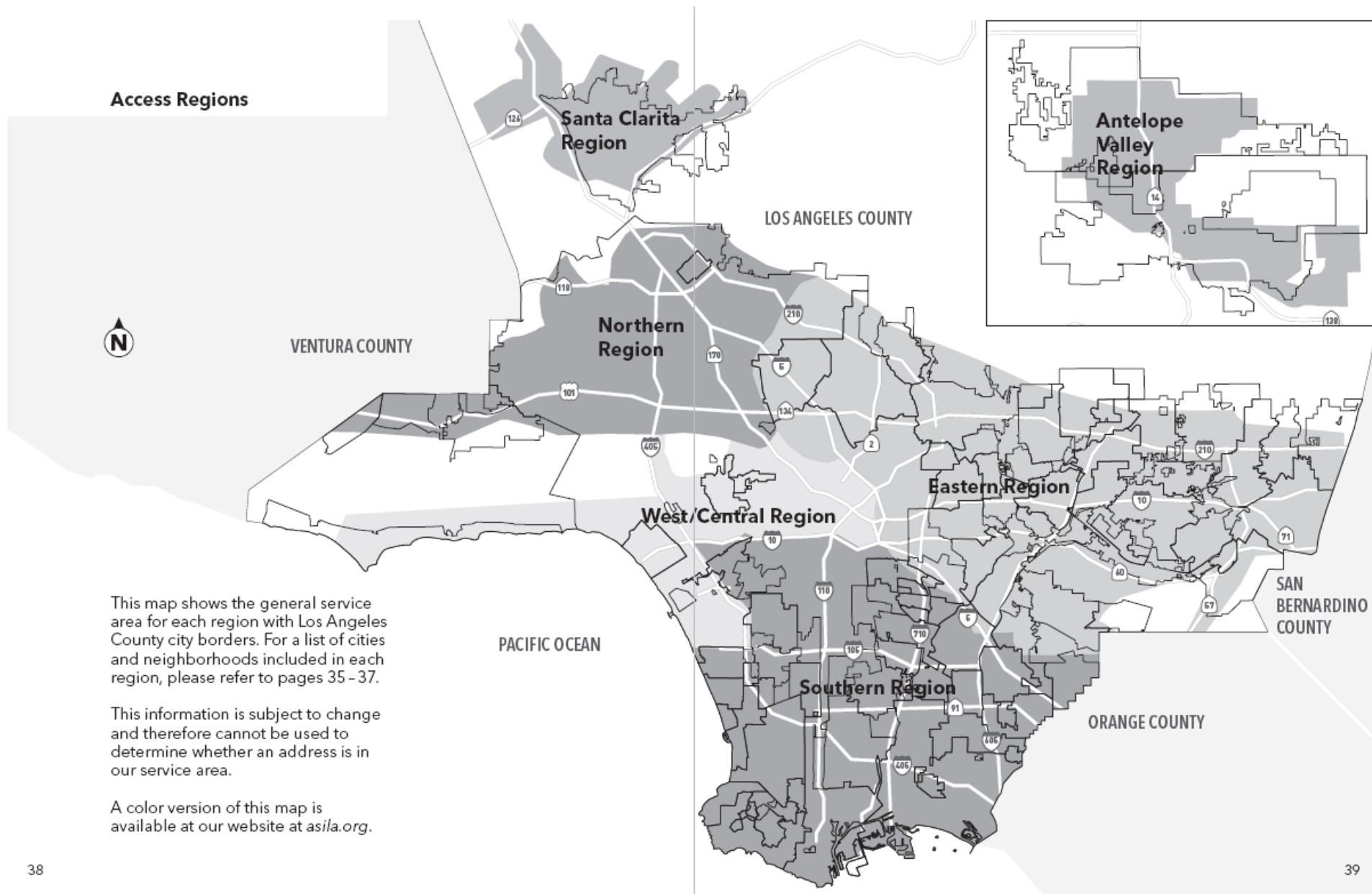
FTE SUMMARY



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 COMMUNITY MEETING FLYERS



Access invites you to our Virtual Community Meeting.

The Virtual Community Meeting will take place online using Zoom. The meeting is scheduled for **Saturday, March 15, 2025, 1:30 p.m. - 3:00 p.m.** The meeting can be viewed in English or Spanish. Closed captioning will also be available.

For more information and to access the event, please visit Access' website at accessla.org and scroll down to the News and Access Events section on the left side of the page. You can then click on the Community Meeting link. If you prefer calling in, please dial the toll-free number at **877.853.5247** and enter **Webinar ID: 816 3704 8164** at the time of the event.

Attendees will have the opportunity to ask questions during the meeting. When using Zoom, click on the raise hand feature to be called upon. If calling in, **Dial *9** to raise your hand.

access Access Services accessla.org



Access invites you to our Virtual Community Meeting.

The Virtual Community Meeting will take place online using Zoom. The meeting is scheduled for **Saturday, March 15, 2025, 1:30 p.m. - 3:00 p.m.** The meeting can be viewed in English or Spanish. Closed captioning will also be available.

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Attendees will have the opportunity to ask questions during the meeting. When using Zoom, click on the raise hand feature to be called upon. If calling in, **Dial *9** to raise your hand.

access Access Services accessla.org

Reuniones de la Comunidad 2025



Access le invita a nuestra Reunión de la Comunidad Virtual.

La Reunión de la Comunidad Virtual se llevará a cabo en línea utilizando Zoom. La reunión está programada para el sábado, **15 de Marzo de 2025, 1:30 p.m. - 3:00 p.m.** La reunión se puede ver en inglés o español. Habrá subtítulos disponibles.

Para más información y acceder al evento, visite el sitio web de Access en accessla.org y desplácese hacia abajo a la sección Noticias y Eventos de Access en el lado izquierdo de la página. Seleccione Reunión de la Comunidad. Si prefiere llamar, marque el número gratuito **877.853.5247** e ingrese el **ID del seminario web: 816 3704 8164** en el momento del evento.

Los asistentes tendrán la oportunidad de hacer preguntas durante la reunión. Cuando utilice Zoom, seleccione la función de levantar la mano para ser llamado. Si llama, **marque *9** para levantar la mano.

access Access Services accessla.org

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Reuniones de la Comunidad 2025



Access le invita a nuestra Reunión de la Comunidad Virtual.

La Reunión de la Comunidad Virtual se llevará a cabo en línea utilizando Zoom. La reunión está programada para el sábado, **15 de Marzo de 2025, 1:30 p.m. - 3:00 p.m.** La reunión se puede ver en inglés o español. Habrá subtítulos disponibles.

Para más información y acceder al evento, visite el sitio web de Access en accessla.org y desplácese hacia abajo a la sección Noticias y Eventos de Access en el lado izquierdo de la página. Seleccione Reunión de la Comunidad. Si prefiere llamar, marque el número gratuito **877.853.5247** e ingrese el **ID del seminario web: 816 3704 8164** en el momento del evento.

Los asistentes tendrán la oportunidad de hacer preguntas durante la reunión. Cuando utilice Zoom, seleccione la función de levantar la mano para ser llamado. Si llama, **marque *9** para levantar la mano.

access Access Services accessla.org

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PUBLIC PARTICIPATION PLAN

APPENDIX D COMMUNITY OUTREACH TRACKING SPREADSHEET

APPENDIX D
PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
May 2022 To June 2024

No.	Meeting Type	Region	Location	City	Month/Year
1	Special Education Transition and Resource Faire	Southern	John Glenn High School	Norwalk 90650	May-22
2	Congregation Shaarei Tefila (Metro /Access Presentation)	West/Central	Congregation Shaarei Tefila	Los Angeles 90036	May-22
3	WC On the Move Riders Porgram (OTMRP) Pop up	West/Central	Wise & Healthy Aging	Santa Monica 90401	May-22
4	Department of Mental Health (Client Appreciation Resource Fair)	Eastern	DMH - 3303 North Broadway	Los Angeles 90031	May-22
5	Tichenor Clinic for Children 7th Annual Superheroes Carnival & Resource Fair	Southern	Tichenor Clinic for Children - 1660 Termino Ave.	Long Beach 90804	Jun-22
6	Metro's Older Adult Transportation Expo on June 29th	Eastern	Pasadena Convention Center	Pasadena 91101	Jun-22
7	Chinatown Service Center Health Care Expo and Career Fair July 22nd 2022	Eastern	Almansor Court	Alhambra 91801	Jul-22
8	Access Information Table	Southern	La Mirada Activity Center	La Mirada 90638	Jul-22
9	Metro LA (Presentation and Resource Fair)	Southern	LA Care Community Resource Center	Los Angeles 90006	Aug-22
10	Congresswoman Barragan's 5th Annual Senior Briefing and Luncheon	Southern	Congresswpman Juanita Millender McDonald Community Center	Carson 90745	Aug-22
11	Gateway Cities Regional Pop Up Event	Southern	L.A. Care Blue Shield Promise Community Resource Center	Lywood 90626	Sep-22
12	Annual Grandparents/Health Fair	Eastern	South El Monte Senior Center	South El Monte 91733	Sep-22
13	Community Health Information & Safety Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-22
14	Access Services/ Servicios del Access/엑세스 서비스 (Virtual Presentation)	West/Central	Koch-Young Resource Center/Lanterman Regional Center	Los Angeles 90010	Oct-22
15	Family Focus Resource Center - All Abilities Resource Fair	Northern	CSUN Campus	Northridge 91330	Oct-22
16	the Asian Pacific Health Corps (APHC) at UCLA Monterey Park Health Fair	Eastern	Langley Senior Center	Monterey Park 91754	Oct-22
17	Health Fair - Dept. of Health Services	Southern	Claude Hudson Health Center	Los Angeles 90007	Oct-22
18	East Los Angeles Metro's Older Adult Transportation OTMRP Pop-up	Eastern	East Los Angeles Service Center	Los Angeles 90063	Oct-22
19	South Bay Older Adult Transportation OTMRP Pop-Up	Southern	Baldwin Hills Crenshaw Plaza	Los Angeles 90008	Nov-22
20	Ayudar Foundation Job Fair 2022	Eastern	Lemon Grove Park Recreation Center	Los Angeles 90029	Nov-22
21	Frank D. Lanterman Regional Center (Zoom Presentation)	West/Central	Frank D. Lanterman Regional Center/Koch-Young Resource Center	Los Angeles 90010	Nov-22
22	Life After High School/ North Los Angeles Regional Center (In-Person Fair)	Northern	Lowman CTC	North Hollywood 91605	Jan-23
23	Metro San Fernando Valley OTMRP POP UP	Eastern	Joslyn Adult Center	Burbank 91506	Feb-23
24	Abilities Expo Los Angeles 2023	West/Central	Los Angeles Convention Center	Los Angeles 90015	Mar-23
25	Transportation Resource Information Fair	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Mar-23
26	Sochi CBAS (Access Presentation)	Eastern	Sochi Community Based Adult Services Inc.	Los Angeles 90029	Mar-23
27	Life After High School (In-Person Fair)	Northern	Leichman CTC	Reseda 91335	Mar-23
28	Downey-Montebello SELPA's 13th Annual Parent Conference "Building a Foundatio	Southern	Pace School Training Center	Bellflower 90706	Mar-23
29	Los Angeles Job Corps CRC Virtual Meeting	West/Central	MTC Los Angeles Job Corps	Los Angeles 90015	Apr-23
30	Work Source Diversity Community Mini Job Fair	Southern	Phoenix Hall	Los Angeles 90059	Apr-23
31	Access Presentation at Sunny Gardens	Eastern	Sunny Garden Apartment	La Puente 91746	Apr-23
32	Special Education Transition Resource Fair	Southern	Culver City Middle School	Culver City 90230	Apr-23
33	City of Norwalk Senior Center Transportatio Symposium	Southern	Norwalk Senior Center	Norwalk 90650	May-23
34	50 + Wellness Expo	Southern	Long Beach Senior Center	Long Beach 90802	May-23
35	7th Annual Older Adult Transportation Expo.	Eastern	Pasadena Convention Center	Pasadena 91101	May-23
36	Hamilton High School (Virtual Access Presentation)	West/Central	Hamilton High School	Los Angeles 90034	May-23
37	Mental Health Awareness Day	Eastern	Enki Health Services Inc.	Commerce 90022	May-23
38	Antelope Valley Transition to Adulthood Resources Fair	Antelope Valley	North Los Angeles County Regional Center	Lancaster 93534	May-23
39	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	May-23
40	Ops Outreach	West/Central	Mayfair ADHC	Los Angeles 90007	Jun-23
41	Santa Monica Active Aging Mobility Expo	West/Central	Clover Park	Santa Monica 90405	Jun-23
42	Special Olympics Southern California Celebration & ADAPT Resource Expo	Southern	Marathon Petroleumm Los Angeles Refinery	Carson 90810	Jun-23
43	Samohi Adult Transition (Virtual Access Presentation)	West/Central	Santa Monica High School	Santa Monica 90405	Jun-23
44	Culver City Senior Center (Access Information Workshop)	Southern	Culver City Senior Center	Culver City 90232	Jun-23
45	Inglewood Senior Center (Transportation Day)	Southern	Inglewood Senior Center	Inglewood 90301	Jun-23
46	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jun-23
47	Intergenerational Opportunity and Career Fair	West/Central	Los Angeles LGBT Center	Los Angeles 90038	Jun-23
48	Ops Outreach	Eastern	Lincoln Training Center	Ei Monte 91733	Jun-23
49	Ops Outreach	Northern	Better Life ADHC	Van Nuys 91405	Jun-23
50	Ops Outreach	West/Central	Buena Vida ADHC	Los Angeles 90026	Jul-23
51	City of South El Monte Senior Services (Access Presentation)	Eastern	South El Monte Senior Center	South El Monte 91733	Jul-23
52	La Mirada Senior Recreation Activity Center (Access Table)	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Jul-23
53	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jul-23
54	San Gabriel/Pomona Regional Center (Access Presentation Virtual 2023 Updates)	Eastern	San Gabriel/Pomona Regional Center	Pomona 91766	Jul-23
55	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jul-23
56	Ops Outreach	Northern	New Sunrise ADHC	Northridge 91335	Jul-23
57	Ops Outreach	Northern	Tierra Del Sol	Sunland 91040	Jul-23
58	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaster 93534	Jul-23
59	Ops Outreach	Eastern	Sunny Day Adult Day Health Care	Ei Monte 91731	Jul-23
60	Ops Outreach	West/Central	ABC Day Health Center	Los Angeles 90612	Aug-23
61	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Aug-23
62	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Aug-23
63	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Aug-23
64	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaster 93534	Aug-23
65	Houghton Parks Senior Center (Access Presentation)	Southern	Houghton Parks Senior Center	Long Beach 90805	Aug-23
66	Drive Well Conference (Info Table and Panel)	Eastern	Alexander Hughes Community Center	Claremont 91711	Aug-23
67	Congresswoman Nanette Diaz Barragan's Sixth Annual Senior Briefing and Lunche	Southern	Congresswpman Juanita Millender McDonald Community Center	Carson 90745	Aug-23
68	Festival Educational (Resource Fair)	Northern	New Horizons	North Hills 91343	Aug-23
69	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Aug-23
70	Special Needs Network Back 2 School Event	Southern	Jane Addams Park	Lawndale 90260	Aug-23
71	Ops Outreach	Southern	SCLARC	Los Angeles 90018	Aug-23
72	Ops Outreach	Eastern	Temple City Adult Day Health Care	Temple City 91780	Aug-23
73	Ops Outreach	Northern	Golden Acres ADHC	North Hollywood 91605	Sep-23
74	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Sep-23
75	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Sep-23
76	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Sep-23
77	Ops Outreach	Antelope Valley	Desert Haven Enterprises	Lancaster 93535	Sep-23
78	Caregiver & Family Resource Fair	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Sep-23
79	Grandparent's Day Health Fair	Southern	South El Monte Senior Center	South El Monte 91733	Sep-23
80	Community Health Information and Safety Fair	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Sep-23
81	Pushrim in the Park Fundraiser (Access Booth)	Southern	Apollo Park	Downey 90242	Sep-23
82	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Sep-23
83	Annual Saturday Flu Clinic Resource Fair	Southern	Redondo Beach Flu Clinic	Redondo Beach 90277	Sep-23
84	DCRC 2023 Technology Open House (Access Information Table)	West/Central	Disability Community Resource Center	Los Angeles 90066	Sep-23
85	Ops Outreach	Antelope Valley	Desert Haven Enterprises	Lancaster 93535	Sep-23
86	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Sep-23
87	Ops Outreach	Eastern	Forever Young Adult Health Care	Baldwin Park 91706	Sep-23
88	Ops Outreach	West/Central	Sinai ADHC	Los Angeles 90035	Oct-23
89	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Oct-23

90	Star Clinic Staff Meeting (Access Presentation)	West/Central	Star Clinic	Los Angeles 90014	Oct-23
91	Annual Irwindale Community Health Fair	Eastern	Irwindale Senior Center	Irwindale 91706	Oct-23
92	5th Annual Disability Pride Parade & Festival	Eastern	East Los Angeles Civic Center	Los Angeles 90022	Oct-23
93	Metro San Gabriel Valley OTMRP Transportation Pop-up	Eastern	Duarte Senior Center	Duarte 91010	Oct-23
94	Family Focus Resource Center 10th All Abilities Resource Fair	Northern	California State University-Northridge	Northridge 91330	Oct-23
95	Metro Older Adult OTMRP Transportation Pop Up	Eastern	Commerce Senior Center	Commerce 90040	Oct-23
96	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Oct-23
97	DSPS Resource Fair (Virtual Presentation)	Eastern	Glendale Community College Disabled Students Program and Services	Glendale 91208	Oct-23
98	Annual 2023 Health Fair (Access Table)	Southern	Claude Hudson Health Center	Los Angeles 90007	Oct-23
99	Senior Activities Program (Access Presentation)	Eastern	City Terrace Park County of Los Angeles, Department of Parks and Recreation	Los Angeles 90063	Oct-23
100	Ops Outreach	Antelope Valley	Kensington Campus (phone call)	Lancaster, 93536	Oct-23
101	Ops Outreach	Eastern	Willow Center	La Puente 91746	Oct-23
102	Ops Outreach	Eastern	Everlasting Adult Health Care Center	Los Angeles	Nov-23
103	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Nov-23
104	Access Presentation	Northern	Independent Living Center of Southern California (ILCSC)	Van Nuys 91401	Nov-23
105	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Nov-23
106	Access Services - Parent Workshop	Northern	Lowman Special Education and Career Transition Center	North Hollywood 91605	Nov-23
107	Ops Outreach	Northern	One Generation	Van Nuys 91406	Nov-23
108	Ops Outreach	Northern	Healthy Solutions Adult Day Health Care	Van Nuys 91405	Nov-23
109	Ops Outreach	Northern	Center for Healthy Living	Van Nuys 91405	Nov-23
110	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Nov-23
111	Ops Outreach	Eastern	Daylight Adult Day Health Care Center	Glendale 91205	Dec-23
112	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Dec-23
113	Ops Outreach	West/Central	Central ADHC	Los Angeles 90057	Dec-23
114	Ops Outreach	West/Central	St. Barnabas Senior Center	Los Angeles 90057	Dec-23
115	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Dec-23
116	Ops Outreach	Antelope Valley	Ultra Care Plus ADHC	Palmdale 93550	Dec-23
117	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Dec-23
118	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Dec-23
119	Ops Outreach	West/Central	Daylight ADHC	Los Angeles 90018	Jan-24
120	Ops Outreach	Eastern	Star Community ADHC	El Monte 91732	Jan-24
121	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Jan-24
122	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jan-24
123	Ops Outreach	Antelope Valley	Kensington Campus (phone call)	Lancaster 93536	Jan-24
124	Access Information Table	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Jan-24
125	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jan-24
126	Parent Access Information Virtual Presentation	Southern	Zoom Palos Verdes Peninsula Unified School District	Palos Verdes Estates 90274	Jan-24
127	Annual Life After High School Fair	Northern	Lowman Career Transition Center/North Los Angeles County Regional Center	North Hollywood 91605	Jan-24
128	Ops Outreach	West/Central	Braille Institute	Los Angeles 90029	Feb-24
129	Ops Outreach	Eastern	Hazor Adult Day Health Care Center	Pasadena 91104	Feb-24
130	Ops Outreach	Eastern	Institute for the Redesign of Learning	South Pasadena 91030	Feb-24
131	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Feb-24
132	Ops Outreach	Southern	SCLARC	Los Angeles	Feb-24
133	California Connect Health and Resource Fair	Southern	Earvin "Magic" Johnson Recreation Center	Los Angeles 90059	Feb-24
134	Valley Indian Senior Association -VISA (Access Presentation)	Northern	East Valley Senior Adult Center	Sherman Oaks 91403	Feb-24
135	On the Move Rider's Program San Pedro Pop Up	Southern	Anderson Memorial Senior Center	San Pedro 90731	Feb-24
136	Department of Veterans Affairs (Access presentation)	West/Central	Department of Veteran Affairs (VA) West Los Angeles	Los Angeles 90073	Feb-24
137	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Feb-24
138	Metro San Fernando Valley Older Adult OTMRP Transportation Pop-up	Northern	Alicia-Broadous Duncan M/P Senior Center	Pacoima 91331	Feb-24
139	CSI Support & Development Services (Access Presentation)	Northern	Magnolia Towers	North Hollywood 91601	Feb-24
140	Ops Outreach	Antelope Valley	Antelope Valley Adult Day Health Care Center	Lancaster 93534	Mar-24
141	Ops Outreach	West/Central	Buena Vida ADHC	Los Angeles 90026	Mar-24
142	Ops Outreach	West/Central	Daylight ADHC	Los Angeles 90018	Mar-24
143	Ops Outreach	Eastern	Christ the King ADHC	Walnut 91789	Mar-24
144	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Mar-24
145	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Mar-24
146	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Mar-24
147	Ops Outreach	Southern	Transportation Day - Long Beach - Michelle Obama Neighborhood Library	Long Beach 90805	Mar-24
148	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Mar-24
149	Ops Outreach	Antelope Valley	Antelope Valley College	Lancaster 93636	Mar-24
150	Disability Resource & Transition Fair	Eastern	Pioneer High School	Whittier 90606	Mar-24
151	Uptown Senior Center (Access Info Table)	Eastern	Whittier Senior Center	Whittier 90602	Mar-24
152	Paratransit Community Outreach	Santa Clarita	Valley Oaks Village Senior Apts.	Santa Clarita 91321	Mar-24
153	Abilities Expo 2024	Southern	Los Angeles Convention Center	Los Angeles 90015	Mar-24
154	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Mar-24
155	Downey-Montebello SELPA's 14th Annual Parent Conference	Southern	Pace School Training Center	Bellflower 90706	Mar-24
156	Parent and Student (Access Presentation)	Eastern	Schurr High School	Montebello 90640	Mar-24
157	Citizens' Advisory Commission on Disability (Transportation Day)	Southern	(CACoD) in Long Beach/Michelle Obama Neighborhood Library	Long Beach 90805	Mar-24
158	Your Family Our Focus* (Access Virtual Presentation)	Southern	Harbor Regional Center	Torrance 90503	Mar-24
159	Ops Outreach	Northern	New Horizons	North Hills 91343	Mar-24
160	Ops Outreach	Northern	San Fernando Valley ADHC	Granada Hills 91344	Mar-24
161	Ops Outreach	Northern	West Valley ADHC Center	Woodland Hills 91367	Mar-24
162	Ops Outreach	Santa Clarita	Valley Oaks Senior Living	Newhall 91321	Mar-24
163	Ops Outreach	Eastern	Mikkon Adult Day Health Care	West Covina 91791	Apr-24
164	Ops Outreach	Eastern	Church of the Epiphany	Los Angeles 90031	Apr-24
165	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Apr-24
166	Ops Outreach	Northern	Easterseals	Van Nuys 91406	Apr-24
167	Ops Outreach	Northern	Family Care ADHC	North Hollywood 91606	Apr-24
168	Grip De Apoyo La Esperanza (Access Virtual Resource Presentation)	West/Central	Frank D. Lanterman Regional Center	Los Angeles 90010	Apr-24
169	East Los Angeles Older Adults Resource Fair	Eastern	East LA Service Center Y W Ca Senior	Los Angeles 90063	Apr-24
170	Department of Veterans Affairs (Access presentation/table)	West/Central	VA Los Angeles Ambulatory Care Center	Los Angeles 90012	Apr-24
171	RE-LAUNCH of the Disabilities & Aging Collaborative	Eastern	Boyle Heights City Hall	Los Angeles 90033	Apr-24
172	Transportation Resource Fair	Eastern	Uptown Senior Center	Whittier 90602	Apr-24
173	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Apr-24
174	Ops Outreach	West/Central	Khair Mirae ADHC	Los Angeles 90005	May-24
175	Ops Outreach	West/Central	Braille Institute	Los Angeles 90029	May-24
176	Ops Outreach	Eastern	West Covina Adult Day Health Care Center	La Puente 91744	May-24
177	8th Annual Older Adult Transportation Expo	Eastern	Pasadena Convention Center	Pasadena 91101	May-24
178	Frank D. Lanterman Regional Center (Zoom Presentation)	West/Central	Frank D. Lanterman Regional Center/Koch-Young Resource Center	Los Angeles 90010	May-24
179	Olive View Recuperative Care (Access Presentation)	Northern	Illumination Foundation Olive View Recuperative Care	Los Angeles 91342	May-24
180	Annual Community Wellness Resource Fair	Eastern	East Los Angeles Occupational Center	Los Angeles 90033	May-24
181	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	May-24

182	City of West Hollywood's Annual Older Adult Health Fair	West/Central	Community Center at Plummer Park	West Hollywood 90046	May-24
183	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	May-24
184	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jun-24
185	Accessible Journey through Access Paratransit (Access Presentation)	Southern	Eastern Seals 10358 Artesia Blvd.	Bellflower 90706	Jun-24
186	World Elder Abuse Awareness Day	Eastern	Salazar Park Recreation Center	Los Angeles 90023	Jun-24
187	Braille Institute (Access Virtual Presentation)	LA, OC, SD County	Microsoft Teams	LA/Orange/SD County	Jun-24
188	(2) Access Presentations	West/Central	The Pinnacles at Burton (Assisted Living Center)	Los Angeles 90048	Jun-24
189	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jun-24
190	Metro Older Adult Transportation Pop-Up (Little Tokyo)	West/Central	Terasaki Budokan Multipurpose Community Center	Los Angeles 90012	Jun-24
191	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Jun-24

PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
July 2024 To June 2025

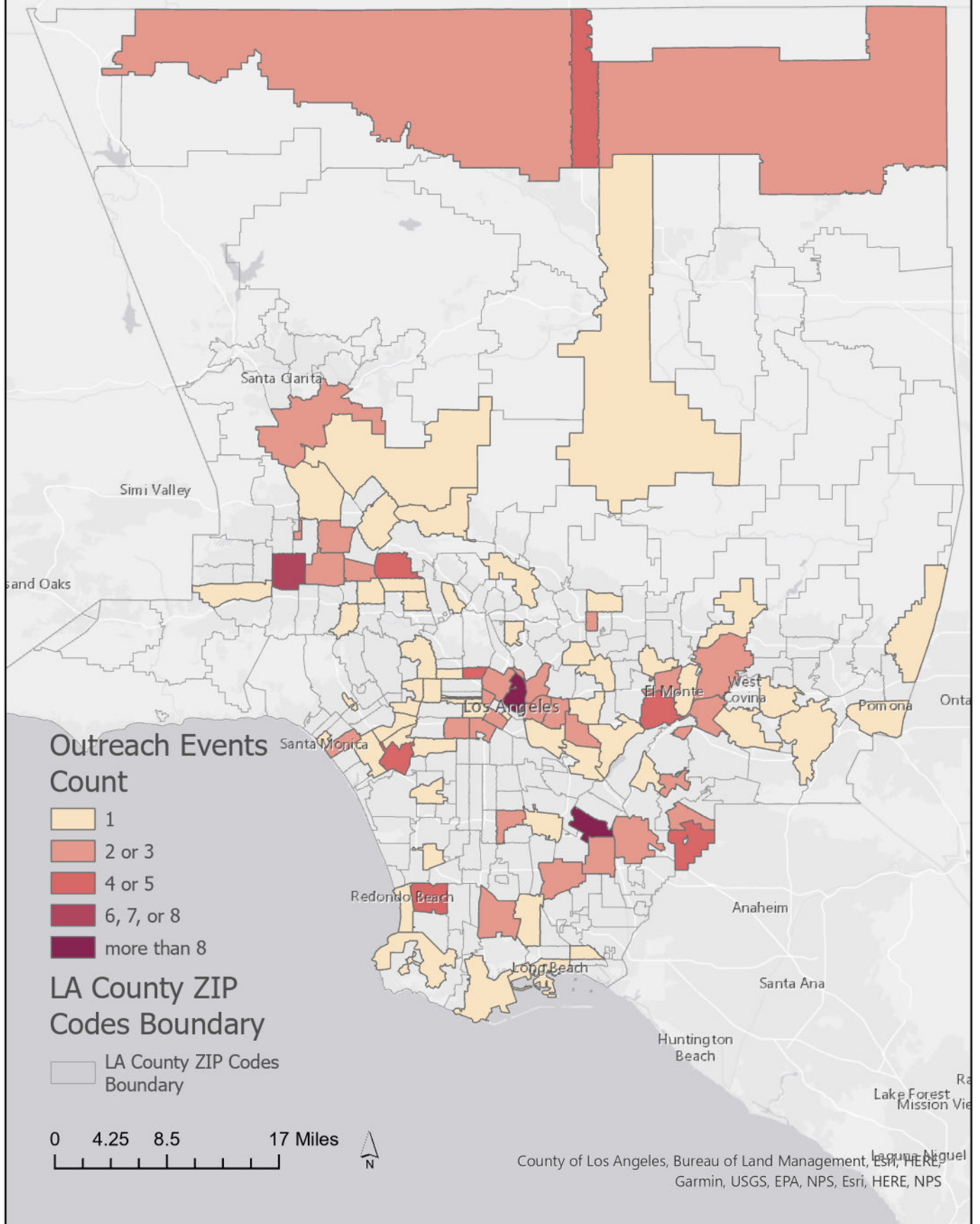
No.	Meeting Type	Region	Location	City	Month/Year
1	Easterseals Access Information Update	Southern	Easterseals	Torrance 90503	Jul-24
2	Veterans, Family, Community Job & Resource Fair	Southern	Watts Labor Community Action Committee	Los Angeles 90059	Jul-24
3	La Mirada Senior Recreation Activity Center (Access Information Table)	Southern	La Mirada Senior Activity Center	La Mirada 90638	Jul-24
4	Sunny Garden Apartments (Access Presentation)	Eastern	Sunny Garden Apartments	La Puente 91746	Aug-24
5	City of Inglewood Resource Fair	Southern	Inglewood Senior Center	Inglewood 90301	Aug-24
6	F.A.M.E. Senior Apartments (Access Presentation)	West Central	F.A.M.E. Senior Apartments	Santa Monica 90404	Aug-24
7	Congresswoman Barragan's Annual Senior Briefing and Health Fair	Southern	Congresswoman Juanita Millender McDonald Community Center	Carson 90745	Aug-24
8	Ops Outreach	Eastern	Angeles Del Sol ADHC	Diamond Bar 91765	Aug-24
9	Grandparents Day Health Fair 2024	Eastern	South El Monte Community Center	South El Monte 91733	Sep-24
10	Senior Resource Center	Eastern	Joslyn Adult Center	Burbank 91506	Sep-24
11	North Los Angeles County Regional Center (Access Zoom Presentation)	Northern	Virtual	Chatsworth 91311	Sep-24
12	H. Claude Hudson Health Center 2024 Community Health Fair	Southern	H. Claude Hudson Comprehensive Health Center	Los Angeles 90007	Sep-24
13	The City of La Mirada Community Health Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-24
14	Emergency Evacuation Action Day (Resource table)	Southern	Billie Jean King Main Library	Long Beach 90802	Sep-24
15	Boyle Heights Free Senior Resource Fair, AD54	Southern	Lou Costello Senior Center	Los Angeles 90023	Sep-24
16	Ops Outreach	Eastern	Best Community Based Adult Services	Tujunga 91042	Sep-24
17	Ops Outreach	Eastern	Ablitty First Servicing Children and Adults with Disablities	Pasadena 91107	Sep-24
18	Ops Outreach	West Central	UCLA Hyperbaric Center	Los Angeles 90024	Sep-24
19	Ops Outreach	West Central	Sinai Adult Day Health Care	Los Angeles 90035	Sep-24
20	Ops Outreach	West Central	UCLA Health Century City	Los Angeles 90067	Sep-24
21	Ops Outreach	Northern	Universal Studios	Universal City 91608	Sep-24
22	Ops Outreach	Northern	New Horizons	North Hills 91343	Sep-24
23	Ops Outreach	Northern	Center for Healthy Living	Van Nuys 91405	Sep-24
24	City of West Hollywood Health and Wellness Fair	West Central	City of West Hollywood Plummer Park	West Hollywood 90046	Oct-24
25	Metro - Older Adult Transportation Pop-Up	Southern	Barbara J. Riley Community & Senior Center	Downey 90242	Oct-24
26	Easterseals Southern California	Southern	Easterseals	Paramount 90723	Oct-24
27	California Resource Services for Independent Living (Access Presentation)	Southern	California Resource Services for Independent Living	Downey 90242	Oct-24
28	Los Angeles Job Corps Center (Access to Good Jobs for All)	Southern	MTC - Los Angeles Job Corps Center	Los Angeles 90015	Oct-24
29	Road to Resources: Transportation and Social Service Community Fair	Southern	Saban Community Clinic/ UCLA	Los Angeles 90038	Oct-24
30	Easter Seals Southern California (Access Presentation)	Southern	Easterseals	Gardena 90247	Oct-24
31	Disability Resource & Transition Fair	Eastern	Pioneer High School	Whittier 90606	Oct-24
32	City of Long Beach Livability Summit	Southern	Long Beach Transit Mezzanine	Long Beach 90802	Oct-24
33	Mend Poverty Organization (Access Presentation/Tabling)	Northern	Mend Poverty	Pacoima 91331	Oct-24
34	City of Carson's Senior Information and Resource Fair	Southern	Carson Event Center	Carson 90745	Nov-24
35	Salazar Senior Program Access Presentation	Southern	Salazar Senior Program	Los Angeles 90023	Nov-24
36	OTMRP Older Adult Transportation Pop-up San Gabriel Valley - La Verne	Eastern	La Verne Community Center	La Verne 91750	Nov-24
37	Burbank 55 & Beyond - EngAGE Piedmont (Access Presentation)	Northern	Piedmont Senior Apartments	North Hollywood 91606	Nov-24
38	Ops Outreach	Eastern	Golden Years Adult Day Health Care	Arcadia 91008	Nov-24
39	Ops Outreach	Eastern	The Roland Center	La Puente 91746	Nov-24
40	WLCAC - Southwestern (Access Presentation)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90059	Dec-24
41	WLCAC - West Adams (Access Presentation)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90016	Dec-24
42	Ops Outreach	Eastern	ABC Therapy Center	Alhambra 91803	Dec-24
43	Ops Outreach	Northern	Tierra Del Sol - Sublocation	Van Nuys 91406	Dec-24
44	Ops Outreach	Northern	Golden Acres ADHC	North Hollywood 91605	Dec-24
45	Ops Outreach	Northern	Fickett Towers	Van Nuys 91405	Dec-24
46	Ops Outreach	Northern	East Valley ADHC	Panorama City 91402	Dec-24
47	Ops Outreach	West Central	Buena Vida Adult Day Health Care	Los Angeles 90026	Dec-24
48	Ops Outreach	West Central	National Adult Day Health Care Center	Los Angeles 90064	Dec-24
49	Ops Outreach	West Central	U.S. Renal Care Baldwin Hills Dialysis	Los Angeles 90016	Dec-24
50	The Pinnacles at Burton (Access Presentation)	West Central	The Pinnacles at Burton (North and South)	Los Angeles 90048	Jan-25
51	San Gabriel/Pomona Regional Center (Eaton Fire Resource And Recovery Fair	Eastern	Industry Hills Expo Center	City of Industry 91744	Jan-25
52	Royal Oaks Retirement Living (Access presentation)	Eastern	Royal Oaks Retirement	Duarte 91010	Feb-25
53	Veterans Administration Long Beach Medical Center (Access Presentation)	Southern	VA Long Beach Medical Center	Long Beach 90822	Feb-25
54	(OTMRP) Older Adult Transportation Pop-Up San Fernando Valley	Eastern	Sparr Height Community Center (Glendale)	Glendale 91208	Feb-25
55	Ops Outreach	Eastern	Sunny Day Adult Day Health Care	El Monte 91731	Feb-25
56	Ops Outreach	Eastern	Forver Young Adult Day Health Care Center	Baldwin Park 91706	Feb-25
57	Ops Outreach	Eastern	Star Community ADHC	El Monte 91732	Feb-25
58	Ops Outreach	Antelope Valley	Antelope Valley College	Lancaster, 93536	Feb-25
59	Ops Outreach	West Central	Central Adult Day Health Care Center	Los Angeles 90067	Feb-25
60	Abilities Expo - Los Angeles 2025	Southern	Los Angeles Convention & Exhibition Center	Los Angeles 90015	Mar-25
61	Metro's On the Move Riders Program Older Adult Transportation Pop-Up	Southern	St. Barnabas Senior Center	Los Angeles 90057	Mar-25
62	Norwalk - La Mirada USD Special Education Transition & Resource Fair	Southern	Norwalk Adult School	Norwalk 90650	Mar-25
63	First To Serve Inc. Providing Access Services	Southern	Broadway Site- First To Serve St. Joseph	Los Angeles 90003	Mar-25
64	Ops Outreach	Northern	Easterseals	Van Nuys 91406	Mar-25
65	Ops Outreach	Northern	RHF Vista Apartments	Van Nuys 91405	Mar-25
66	Ops Outreach	Northern	Sherman Way Senior Housing	Van Nuys 91406	Mar-25
67	Ops Outreach	Antelope Valley	Antelope Valley Adult Education	Lancaster, 93534	Mar-25
68	Ops Outreach	Antelope Valley	AV Cert Site	Palmdale, 93351	Mar-25
69	Ops Outreach	Southern	Ability First	Long Beach, 90815	Mar-25
70	Ops Outreach	West Central	Robertson Adult Day Health Care Center	Beverly Hills 90211	Mar-25
71	Ops Outreach	West Central	Daylight LA Adult Day Health Care Center	Los Angeles 90018	Mar-25
72	Widney Career Preparatory and Transition Center (Vendor Fair)	Southern	Widney Career Preparatory & Transition Center	Los Angeles 90018	Apr-25
73	Access Services Resource Table	Southern	La Mirada Activity Center	La Mirada 90638	Apr-25
74	Frank D. Lanterman Regional Center (Access Presentation)	Southern	Virtual	Los Angeles 90010	Apr-25
75	Frank D. Lanterman Regional Center (Access Presentation)	Southern	California Endowment Center	Los Angeles 90012	Apr-25
76	Palos Verdes Peninsula Unified School District Parent Info Presentation	Southern	Virtual	Palos Verdes Estates 90274	Apr-25
77	LA Care and Blue Sheild (Access Presentation)	Southern	Community Resource Center	Wilmington 90744	Apr-25
78	LASER-Net Stroke Awareness Picnic (Access tabling)	West Central	UCLA Wilson Plaza	Los Angeles 90095	May-25
79	Parent Special Education Resources (Access Presentation)	Southern	Ellen Ochoa Early Learning Center	Cudahy 90201	May-25
80	West Hollywood Older Adults Health Fair 2025 (Access tabling)	West Central	City of West Hollywood Plummer Park	West Hollywood 90046	May-25
81	9th Annual Older Adult Transportation Expo (Access Tabling)	Eastern	Pasadena Convention Center	Pasadena 91101	May-25
82	National Federation for the Blind (Resource Fair)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90059	May-25
83	Flip the Script on Aging Health , Wellness & Resource Fair	Southern	Consolidate Board of Realist	Los Angeles 90008	May-25
84	Veterans Administration Long Beach (Access LA presentation)	Southern	VA Long Beach Medical Center	Long Beach 90822	May-25
85	Transportation Services for Senior (Access Presentation)	Southern	St Margaret Marty Catholic Church, (Hegarty Hall)	Lomita 90717	May-25
86	Senior Center Health and Fitness Day (Access tabling)	Eastern	Pico Rivera Senior Center	Pico Rivera 90660	May-25
87	Whittier Senior Center (Access Presentation/Lecture)	Eastern	Parks, recreation and Community Services Whittier Senior Center	Whittier 90602	May-25
88	Ops Outreach	Santa Clarita	SCV Senior Center/ Bella Vida	Santa Clarita, 91350	May-25
89	Ops Outreach	Southern	Wayfinder Family Services	Los Angeles, 90043	May-25
90	East Los Angeles Regional Center- Emergency Preparedness Expo (Access Tabling)	Eastern	East Los Angeles Regional Center- Building A-8	Alhambra 91803	Jun-25
91	Voices of the Antelope Valley: A Journey of Listening, Learning, and Lifting Communities	Antelope Valley	John P. Eliopulos Hellenic Center	Lancaster 93536	Jun-25
92	Culver City Senior City (Access Workshop)	Southern	Culver City Senior City	Culver City 90232	Jun-25
93	Genesis Countywide Older Adult Program (Access presentation-virtual)	Southern	Virtual	Los Angeles 90020	Jun-25
94	Ops Outreach	Eastern	ESSC Adult Day Service	Glendale 91205	Jun-25
95	Ops Outreach	Eastern	La Arca Multi-Purpose Center	Los Angeles 90031	Jun-25
96	Ops Outreach	Northern	Life Skills Program	San Fernando 91340	Jun-25
97	Ops Outreach	Northern	Tierra Del Sol	Sunland 91040	Jun-25
98	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaster, 93534	Jun-25
99	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaster, 93534	Jun-25
100	Ops Outreach	Antelope Valley	Desert Haven	Lancaster, 93535	Jun-25
101	Ops Outreach	Eastern	Adult Basic Learning Enviornment Inc.	Glendale 91204	Jun-25
102	Ops Outreach	Santa Clarita	Six Flags Magic Mountain	Santa Clarita, 91355	June-25
103	Ops Outreach	Southern	Social Vocational Services (SVS) Long Beach	Long Beach, 90806	Jun-25

104	Ops Outreach	West Central	2nd Century Adult Day Health Care Center	Los Angeles 90057	Jun-25
105	Ops Outreach	West Central	Silver Wisdom Adult Day Health Care Center	Hollywood 90028	Jun-25
106	Ops Outreach	West Central	Children's Hospital Los Angeles	Los Angeles 90027	Jun-25
107	Ops Outreach	Northern	CSUN Disability Resource Center	Northridge 91330	Jun-25
108	Ops Outreach	Southern	Westside Regional Center	Culver City, 90230	Jul-24
109	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaser, 93534	Aug-24
110	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaser, 93534	Aug-24
111	Ops Outreach	Antelope Valley	Antelope Valley ADHC	Lancaser, 93534	Aug-24
112	Ops Outreach	Santa Clarita	LARC Foundation	Santa Clarita, 91390	Sep-24
113	Ops Outreach	Santa Clarita	Walmart Supercenter	Santa Clarita, 91350	Sep-24
114	Ops Outreach	Southern	Social Vocational Services (SVS) Torrance	Torrance, 90503	Sep-24
115	Ops Outreach	Southern	ICAN California Abilities Network	Torrance, 90501	Sep-24
116	Ops Outreach	Antelope Valley	Arbor Court Apartments	Lancaser, 93534	Dec-24
117	Ops Outreach	Antelope Valley	Ultra Care Plus ADHC	Palmdale, 93550	Dec-24
118	Ops Outreach	Antelope Valley	Desert Haven	Lancaster, 93535	Dec-24
119	Ops Outreach	Southern	Torrance Memorial Burn Wound Healing Amputation Center	Torrance, 90505	Dec-24

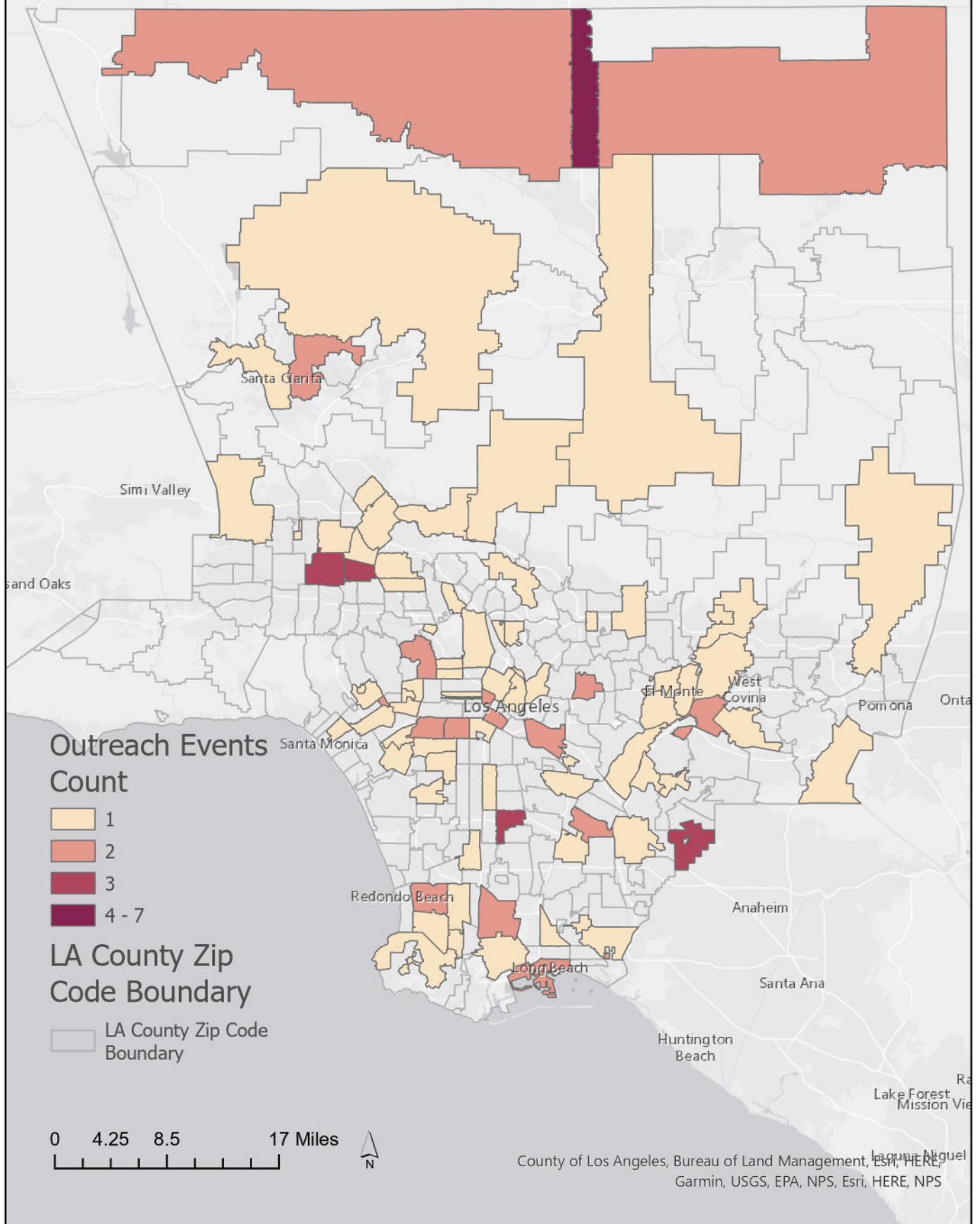
PUBLIC PARTICIPATION PLAN

APPENDIX E MAP OF PUBLIC MEETING/PUBLIC OUTREACH LOCATIONS

Map of Access Services Outreach Events (2022 to 2024)



Map of Access Services Outreach Events (2024 to 2025)



APPENDIX K
ACCESS SERVICES
LIMITED ENGLISH PROFICIENCY PLAN

ACCESS SERVICES
LOS ANGELES COUNTY

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

AND

LANGUAGE ASSISTANCE PLAN

OCTOBER 2025 TO SEPTEMBER 2028

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 communities of Santa Clarita 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 24.53% 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. The application may also be requested on-line through Access’ website.

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 Arts” 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 the City of Commerce, approximately 7 miles southeast of Downtown Los Angeles. There are satellite eligibility centers in the North County communities of Palmdale and Santa Clarita, where the Cities of Commerce and of Los Angeles are distant destinations. 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, MTM – the contractor who handles Access’ in-person eligibility evaluations – takes certain steps. Many of MTM’s evaluation staff are proficient in Spanish as well as English. If, however, the applicant speaks a language other than English or Spanish, MTM 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 Eligibility Center, 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 an LEP person, the appeals specialist is able to make use of the same telephone interpreter service that was available at the eligibility center. Access pays the expense for the call (as it does for calls made by MTM and its contractors) 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.

Access has also introduced an On-Line Reservation Service for customers who may prefer to reserve their paratransit trips on-line. When a customer

may use this service, the web-based information exists in English and Spanish-language web-pages, however, a customer may also use a “translate” button and through Google Translate, the On-Line Reservations page may be translated into dozens of different languages to meet the Access customer’s needs.

- 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 limited 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).

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

- 6) Mobile Application and On-Line Applications

Access has introduced two services that make use of mobile application software and internet software. Web-pages for these web-based products are available in English and also translated into Spanish.

The Where’s My Ride mobile application allows a customer to see how close their vehicle is to arriving at the customer’s pick-up location within fifteen minutes of the scheduled arrival time.

Persons with limited English proficiency can utilize the app just as effectively as one who does speak English. The reason for this is the app, though originally designed in English can be translated into other languages depending upon the preferred language setting set on the individual’s mobile phone. So English content will be translated into the customer’s preferred language automatically.

Access also has On-Line Reservations, which is a program that permits customers to reserve trips on Access through an on-line booking portal (mentioned earlier). With this program, a customer need not speak with an Access contractor reservationist to book their trip.

Similar to the Where’s My Ride application, On-Line Booking is accessible to persons with limited English proficiency. Again, the On-Line Booking

program will translate the English language elements depending upon the individual's preferred language that they set for their mobile phone or computer interface.

Both of these programs have provided improved options for customers in how they schedule their personal time. It is Access' intent that these services will benefit Access customers who are interested in using these on-line/mobile application services irrespective of a customer's primary language.

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 1-Year Estimate (2019), 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 42 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. As shown in **Table 1**, throughout Los Angeles County, there are 27 languages or language-groups the Census' American Community Survey 5 Year Estimates (2015-2020) identifies as being spoken, with 21 such languages or language-groups with communities of 1,000 or more people indicating that they speak English less than "very well."

Of the variety of languages spoken in Los Angeles County, Spanish, is the most commonly spoken language by persons who associate themselves as speaking English less than "very well." A total of 1.63 million residents of Los Angeles County (or 17.3% of the County's population, indicate that they speak English less than "very well."

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 5 years and over	9,396,753	
Speak only English	4,062,062	43%
Speak a language other than English	5,334,691	57%
Spanish	3,703,685	39.4%
Speak English less than "very well"	1627354	17.3%
French (incl. Patois, Cajun)	40,907	0.44%
Speak English less than "very well"	6,384	0.07%
French Creole	3,414	0.04%
Speak English less than "very well"	419	0.00%
Italian	15,260	0.16%
Speak English less than "very well"	2,867	0.03%
Portuguese or Portuguese Creole	11,649	0.12%
Speak English less than "very well"	3,160	0.03%
German	22,427	0.24%
Speak English less than "very well"	2,538	0.03%
Yiddish	1,744	0.02%
Speak English less than "very well"	243	0.00%
Other West Germanic Languages	5,959	0.06%
Speak English less than "very well"	785	0.01%
Scandinavian Languages	5,697	0.06%
Speak English less than "very well"	755	0.01%
Greek	6,873	0.07%
Speak English less than "very well"	1,545	0.02%
Russian	51,491	0.55%
Speak English less than "very well"	25,344	0.27%
Polish	5,566	0.06%
Speak English less than "very well"	1,502	0.02%
Serbo-Croatian	5,644	0.06%
Speak English less than "very well"	1,520	0.02%
Other Slavic Languages	5,974	0.06%
Speak English less than "very well"	2,003	0.02%
Armenian	171,297	1.82%
Speak English less than "very well"	84,435	0.90%
Persian	74,136	0.79%
Speak English less than "very well"	30,929	0.33%
Gujarati	9,504	0.10%
Speak English less than "very well"	2,714	0.03%
Hindi	23,143	0.25%
Speak English less than "very well"	4,902	0.05%
Urdu	9,886	0.11%
Speak English less than "very well"	3,110	0.03%
Other Indic languages	27,232	0.29%
Speak English less than "very well"	11,227	0.12%
Other Indo-European Languages	11,238	0.12%
Speak English less than "very well"	3,882	0.04%
Chinese	364,931	3.88%
Speak English less than "very well"	145,019	1.54%
Japanese	52,243	0.56%
Speak English less than "very well"	25,857	0.28%
Korean	183,717	1.96%
Speak English less than "very well"	110,976	1.18%
Mon-Khmer, Cambodian	29,611	0.32%
Speak English less than "very well"	16,883	0.18%
Hmong	1,195	0.01%
Speak English less than "very well"	343	0.00%
Thai	21,848	0.23%
Speak English less than "very well"	13,569	0.14%
Laotian	3,276	0.03%
Speak English less than "very well"	1,602	0.02%
Vietnamese	80,051	0.85%
Speak English less than "very well"	48,582	0.52%
Other Asian languages	26,716	0.28%
Speak English less than "very well"	10,113	0.11%
Tagalog	230,956	2.46%
Speak English less than "very well"	73,397	0.78%
Other Pacific Island languages	27,726	0.30%
Speak English less than "very well"	9,563	0.10%
Navajo	221	0.00%
Speak English less than "very well"	25	0.00%
Other Native North American languages	1,290	0.01%
Speak English less than "very well"	105	0.00%
Hungarian	4,426	0.05%
Speak English less than "very well"	1,452	0.02%
Arabic	43,908	0.47%
Speak English less than "very well"	17,109	0.18%
Hebrew	23,364	0.25%
Speak English less than "very well"	4,632	0.05%
African languages	20,487	0.22%
Speak English less than "very well"	5,668	0.06%
Other and unspecified languages	5,999	0.06%
Speak English less than "very well"	2,393	0.03%

Data Source, U.S. Census American Community Survey 5 year
Estimates (2015-2020)
Data Set: "Language Spoken at Home by Ability to Speak
English for the Population 5 Years and Over"

The next largest language groups spoken in Los Angeles County are Chinese, Korean and Armenian with much smaller percentages who identified as speaking English "less than 'very well'" in comparison to Spanish (1.54% Chinese; 1.18% Korean and 0.90% Armenian).

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 100 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. Additionally, as mentioned above, as needed 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).

Access - in its contractual agreement with Language Arts - can have requested documents translated by this translation service into dozens of languages if requested by an Access customer or member of the public.

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 reserve a paratransit trip in advance. This is generally done by way of a telephone call to Access in order to receive transportation. A growing number of trips are now reserved using Access' on-line reservations process, however, the majority of reservations remains an over-the-phone process. 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 between January 2022 and May 2025. During this nearly three and a half year period, the interpreter service was utilized by Access' call center/Customer Service staff, its Provider staff and its Eligibility/Appeals staff in over 57,000 conversations with interpreters for 58 different languages.

Table 3 presents a summary of the languages that received more frequent interpreter requests (between 930 and 14,100 times a specific language sought for translation over the course of three and a half years [January 2022 to May 2025]). The most frequent 10 languages accounted for 97.06% of all requested languages through Access' language translation service.

In the past, the most common requested language was Spanish, which reflects Access' policy of having its important documents available in Spanish as well as English. However, the frequency of seeking language translation for Spanish through the telephone language line has fallen in recent years. This is a reflection that many call-center staff at Access and at Access' contractors are fluent in both Spanish and English.

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.

TABLE 2
TOTAL LANGUAGES TRANSLATED THROUGH
ACCESS SERVICES' TELEPHONE
INTERPRETER SERVICE
(JULY 2017 TO MAY 2019)

	Requested Languages	Jan 2022 - Dec 2022	Jan 2023 - Dec 2023	Jan 2024 - Dec 2024	Jan 2025 - May 2025	Total	Percentage
1	Afghani				1	1	0.00%
2	Amharic	40	14	20	11	85	0.15%
3	Arabic	690	227	466	199	1582	2.76%
4	Armenian	5032	2503	4352	2213	14100	24.58%
5	Assyrian			1		1	0.00%
6	Bangla				9	9	
7	Bengali	20	4	35	7	66	0.12%
8	Bulgarian	6	3	2	3	14	0.02%
9	Burmese	40	4	13	5	62	0.11%
10	Cambodian			4	65	69	0.12%
9	Cantonese (Chinese)	2230	796	1181	699	4906	8.55%
10	Chin	1		1		2	0.00%
11	Creole				1	1	
12	Croatian	3	3			6	0.01%
13	Czech			1		1	0.00%
14	Dari	8	3	5	1	17	0.03%
15	Egyptian				1	1	
16	Ethiopian				1	1	
15	Farsi	3192	1278	1844	945	7259	12.66%
16	French	14	1	6	2	23	0.04%
17	Fukienese		1			1	
18	Fulani			1		1	
19	Fuzhou			1		1	0.00%
20	Georgian	1				1	0.00%
21	German		1	3		4	0.01%
22	Greek	2				2	
21	Gujarati	32	3	5	7	47	0.08%
22	Haitian Creole	2				2	0.00%
23	Hakka-China	3				3	
24	Hebrew	3	5	3		11	0.02%
25	Hindi	63	20	32	17	132	0.23%
26	Hmong			1		1	
27	Hungarian	2		1		3	0.01%
28	Igbo	1		1		2	0.00%
27	Ilocano	1				1	
28	Indonesian	38	11	9	5	63	0.11%
29	Iranian				1	1	
30	Italian	1	1			2	0.00%

31	Japanese	46	10	20	22	98	0.17%
32	Kachi				1	1	
33	Karen		1	1	2	4	0.01%
34	Khmer	164	92	79	1	336	
33	Korean	2326	853	1054	647	4880	8.51%
34	Macedonian	1				1	
35	Mandarin (Chinese)	3165	1541	2102	1545	8353	14.56%
36	Mongolian			2	6	8	
37	Nepali			1		1	
38	Oromo			1		1	
39	Pashto		3	1		4	
40	Persian			2	50	52	
39	Polish	9				9	0.02%
40	Portuguese	4	1		2	7	0.01%
41	Punjabi	51	12	3	12	78	0.14%
42	Romanian		6	2	2	10	0.02%
43	Russian	2381	947	1389	868	5585	9.74%
44	Samoan	4				4	
45	Sinhalese		3	6		9	0.02%
46	Shanghainese	3				3	0.01%
45	Somali				1	1	0.00%
46	Sorani	1	1			2	0.00%
47	Spanish	905	507	1515	312	3239	5.65%
48	Tagalog	405	96	4263	71	4835	8.43%
49	Taiwanese	2	1		1	4	0.01%
50	Tamil	5		1		6	
51	Telugu	4	1	3		8	
52	Thai	94	31	46	38	209	0.36%
51	Tigrigna	1	1			2	
52	Toishanese	69	16	26		111	0.19%
53	Tongan			1		1	
54	Turkish	9		2	1	12	0.02%
55	Ukranian	8	4	5	1	18	0.03%
56	Urdu	20	13	8	1	42	0.07%
57	Vietnamese	470	135	214	111	930	1.62%
58	Visayan	1				1	
57	Yiddish				1	1	
58	Yoruba		1	2		3	0.01%
Total:		21573	9154	18737	7889	57353	99.22%

TABLE 3
MOST REQUESTED LANGUAGES*
TRANSLATED THROUGH ACCESS SERVICES'
TELEPHONE INTERPRETER SERVICE
(JANUARY 2022 TO MAY 2025)

	Most Requested Languages (January 2022 - May 2025)	Total Call Requests	Percentage
1	Arabic	1,118	3.24%
2	Armenian	9,294	26.91%
3	Cantonese (Chinese)	2,804	8.12%
4	Farsi	4,563	13.21%
5	Korean	2,927	8.48%
6	Mandarin (Chinese)	5,118	14.82%
7	Russian	4,424	12.81%
8	Spanish	1,896	5.49%
9	Tagalog	512	1.48%
10	Vietnamese	728	2.11%
Total Language Line Requests:		34,531	100.00%
Total Translation Requests of Most			
Frequently Requested languages:		33,384	96.7%

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 (or the on-line booking service).

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. Additionally, Access' on-line booking service will translate into the language selected by the individual in their mobile device.

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 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.

Appendix B provides a list of over 300 different public meetings and outreach meetings conducted between July 2022 and June 2025. **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 two (2) Community Meetings per year. One in the Autumn and one in the Spring. Since the COVID-19 pandemic, Access has conducted these meeting virtually via the Zoom on-line platform, which has been able to reach a larger audience than previous in-person meetings.

Notice of these meetings is provided in English and in Spanish in mailings, emails and also in "seat drops" on board Access vehicles. Meetings are presented in English with live translation in Spanish. Attendees may choose to see the presentations, but hear the Spanish-language translation in real-time. If requested, Access will provide a sign language interpreter, materials in Braille, or language interpreter for persons with limited English proficiency who do not speak either English or Spanish.

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 has conducted satisfaction surveys of its customers for several years and will be conducting another Customer Satisfaction Survey of its population of current Access riding customers in January/February of 2026 with results expected in April 2026.

All active Access customers (those who had taken at least one Access trip in the previous six months), are included as a possible person to contact as part of the survey.

Table 4 presents the results uncovered from the 2024 Customer Satisfaction Survey. The vast majority of Access customers primarily speak either English (76.6%) or Spanish (12.6%) at home. Other languages that were indicated by respondents in the survey did not exceed 1% of respondent answers.

This reinforces Access' practice of providing its printed material in English and 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 2026 and Access conducts customer surveys annually.

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

TABLE 4
ACCESS CUSTOMER SURVEY DATA (2024)
PRIMARY LANGUAGE SPOKEN AT HOME

Language	Total	Service Region					
		Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/ Central
English	76.6%	87.4%	74.0%	73.8%	67.7%	79.6%	76.2%
Spanish	12.6%	7.8%	13.2%	12.1%	22.6%	13.1%	11.4%
Other Languages	6.9%	1.0%	9.3%	8.7%	3.2%	4.0%	9.2%
American Sign Language	0.5%	0.0%	0.2%	0.5%	0.0%	0.7%	0.7%
Prefer not to say	3.3%	3.9%	3.2%	4.9%	6.5%	2.5%	2.5%
Base	2128	103	493	389	62	678	403

Source: 2024 Access Customer Satisfaction Survey Final Report (Jun 2024).

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 46 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.

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

Improvements that Access has made in recent years that has removed barriers for LEP persons include the following:

- 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 46 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 1.** Table 1 also lists the largest LEP communities in Los Angeles County in order from largest to smallest population. 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-Arts telephone interpreter service offers interpreter services in over two hundred (200) 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 dozens of different languages.

- 3) Speaker-phone translation 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 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 Arts) offers interpreter services in over two hundred (200) 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.

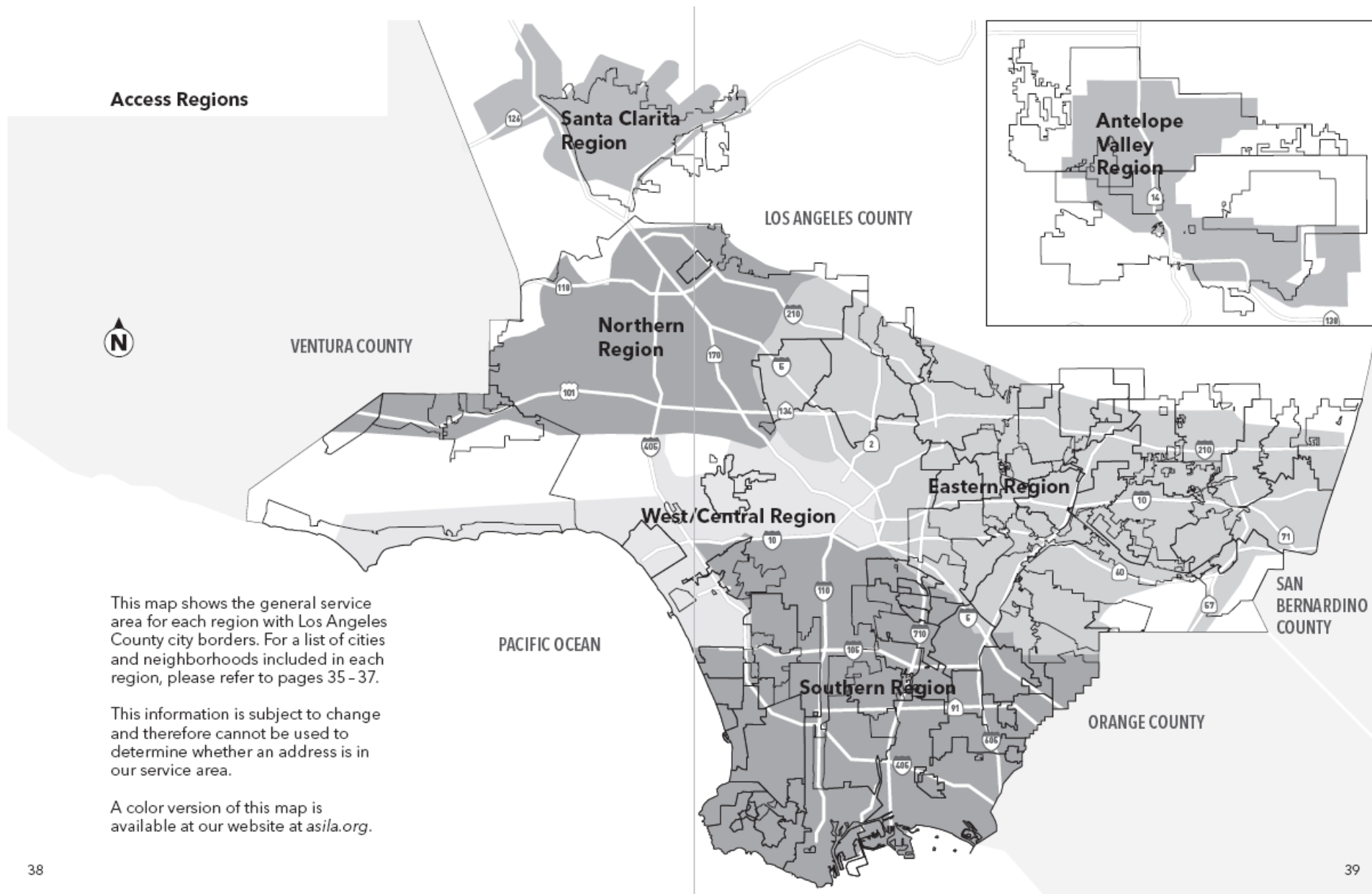
IV. Conclusion

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.

APPENDIX A
LIMITED ENGLISH PROFICIENCY PLAN
ACCESS SERVICES
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.

APPENDIX B
LIMITED ENGLISH PROFICIENCY PLAN
ACCESS SERVICES
OUTREACH EVENTS PERFORMED
LISTED IN TABLES

APPENDIX D
PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
May 2022 To June 2024

No.	Meeting Type	Region	Location	City	Month/Year
1	Special Education Transition and Resource Faire	Southern	John Glenn High School	Norwalk 90650	May-22
2	Congregation Shaarei Tefila (Metro /Access Presentation)	West/Central	Congregation Shaarei Tefila	Los Angeles 90036	May-22
3	WC On the Move Riders Porgram (OTMRP) Pop up	West/Central	Wise & Healthy Aging	Santa Monica 90401	May-22
4	Department of Mental Health (Client Appreciation Resource Fair)	Eastern	DMH - 3303 North Broadway	Los Angeles 90031	May-22
5	Tichenor Clinic for Children 7th Annual Superheroes Carnival & Resource Fair	Southern	Tichenor Clinic for Children - 1660 Termino Ave.	Long Beach 90804	Jun-22
6	Metro's Older Adult Transportation Expo on June 29th	Eastern	Pasadena Convention Center	Pasadena 91101	Jun-22
7	Chinatown Service Center Health Care Expo and Career Fair July 22nd 2022	Eastern	Almansor Court	Alhambra 91801	Jul-22
8	Access Information Table	Southern	La Mirada Activity Center	La Mirada 90638	Jul-22
9	Metro LA (Presentation and Resource Fair)	Southern	LA Care Community Resource Center	Los Angeles 90006	Aug-22
10	Congresswoman Barragan's 5th Annual Senior Briefing and Luncheon	Southern	Congresswpman Juanita Millender McDonald Community Center	Carson 90745	Aug-22
11	Gateway Cities Regional Pop Up Event	Southern	L.A. Care Blue Shield Promise Community Resource Center	Lywood 90626	Sep-22
12	Annual Grandparents/Health Fair	Eastern	South El Monte Senior Center	South El Monte 91733	Sep-22
13	Community Health Information & Safety Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-22
14	Access Services/ Servicios del Access/엑세스 서비스 (Virtual Presentation)	West/Central	Koch-Young Resource Center/Lanterman Regional Center	Los Angeles 90010	Oct-22
15	Family Focus Resource Center - All Abilities Resource Fair	Northern	CSUN Campus	Northridge 91330	Oct-22
16	the Asian Pacific Health Corps (APHC) at UCLA Monterey Park Health Fair	Eastern	Langley Senior Center	Monterey Park 91754	Oct-22
17	Health Fair - Dept. of Health Services	Southern	Claude Hudson Health Center	Los Angeles 90007	Oct-22
18	East Los Angeles Metro's Older Adult Transportation OTMRP Pop-up	Eastern	East Los Angeles Service Center	Los Angeles 90063	Oct-22
19	South Bay Older Adult Transportation OTMRP Pop-Up	Southern	Baldwin Hills Crenshaw Plaza	Los Angeles 90008	Nov-22
20	Ayudar Foundation Job Fair 2022	Eastern	Lemon Grove Park Recreation Center	Los Angeles 90029	Nov-22
21	Frank D. Lanterman Regional Center (Zoom Presentation)	West/Central	Frank D. Lanterman Regional Center/Koch-Young Resource Center	Los Angeles 90010	Nov-22
22	Life After High School/ North Los Angeles Regional Center (In-Person Fair)	Northern	Lowman CTC	North Hollywood 91605	Jan-23
23	Metro San Fernando Valley OTMRP POP UP	Eastern	Joslyn Adult Center	Burbank 91506	Feb-23
24	Abilities Expo Los Angeles 2023	West/Central	Los Angeles Convention Center	Los Angeles 90015	Mar-23
25	Transportation Resource Information Fair	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Mar-23
26	Sochi CBAS (Access Presentation)	Eastern	Sochi Community Based Adult Services Inc.	Los Angeles 90029	Mar-23
27	Life After High School (In-Person Fair)	Northern	Leichman CTC	Reseda 91335	Mar-23
28	Downey-Montebello SELPA's 13th Annual Parent Conference "Building a Foundatio	Southern	Pace School Training Center	Bellflower 90706	Mar-23
29	Los Angeles Job Corps CRC Virtual Meeting	West/Central	MTC Los Angeles Job Corps	Los Angeles 90015	Apr-23
30	Work Source Diversity Community Mini Job Fair	Southern	Phoenix Hall	Los Angeles 90059	Apr-23
31	Access Presentation at Sunny Gardens	Eastern	Sunny Garden Apartment	La Puente 91746	Apr-23
32	Special Education Transition Resource Fair	Southern	Culver City Middle School	Culver City 90230	Apr-23
33	City of Norwalk Senior Center Transportatio Symposium	Southern	Norwalk Senior Center	Norwalk 90650	May-23
34	50 + Wellness Expo	Southern	Long Beach Senior Center	Long Beach 90802	May-23
35	7th Annual Older Adult Transportation Expo.	Eastern	Pasadena Convention Center	Pasadena 91101	May-23
36	Hamilton High School (Virtual Access Presentation)	West/Central	Hamilton High School	Los Angeles 90034	May-23
37	Mental Health Awareness Day	Eastern	Enki Health Services Inc.	Commerce 90022	May-23
38	Antelope Valley Transition to Adulthood Resources Fair	Antelope Valley	North Los Angeles County Regional Center	Lancaster 93534	May-23
39	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	May-23
40	Ops Outreach	West/Central	Mayfair ADHC	Los Angeles 90007	Jun-23
41	Santa Monica Active Aging Mobility Expo	West/Central	Clover Park	Santa Monica 90405	Jun-23
42	Special Olympics Southern California Celebration & ADAPT Resource Expo	Southern	Marathon Petroleumm Los Angeles Refinery	Carson 90810	Jun-23
43	Samohi Adult Transition (Virtual Access Presentation)	West/Central	Santa Monica High School	Santa Monica 90405	Jun-23
44	Culver City Senior Center (Access Information Workshop)	Southern	Culver City Senior Center	Culver City 90232	Jun-23
45	Inglewood Senior Center (Transportation Day)	Southern	Inglewood Senior Center	Inglewood 90301	Jun-23
46	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jun-23
47	Intergenerational Opportunity and Career Fair	West/Central	Los Angeles LGBT Center	Los Angeles 90038	Jun-23
48	Ops Outreach	Eastern	Lincoln Training Center	El Monte 91733	Jun-23
49	Ops Outreach	Northern	Better Life ADHC	Van Nuys 91405	Jun-23
50	Ops Outreach	West/Central	Buena Vida ADHC	Los Angeles 90026	Jul-23
51	City of South El Monte Senior Services (Access Presentation)	Eastern	South El Monte Senior Center	South El Monte 91733	Jul-23
52	La Mirada Senior Recreation Activity Center (Access Table)	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Jul-23
53	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jul-23
54	San Gabriel/Pomona Regional Center (Access Presentation Virtual 2023 Updates)	Eastern	San Gabriel/Pomona Regional Center	Pomona 91766	Jul-23
55	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jul-23
56	Ops Outreach	Northern	New Sunrise ADHC	Northridge 91335	Jul-23
57	Ops Outreach	Northern	Tierra Del Sol	Sunland 91040	Jul-23
58	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaster 93534	Jul-23
59	Ops Outreach	Eastern	Sunny Day Adult Day Health Care	El Monte 91731	Jul-23
60	Ops Outreach	West/Central	ABC Day Health Center	Los Angeles 90612	Aug-23
61	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Aug-23
62	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Aug-23
63	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Aug-23
64	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaster 93534	Aug-23
65	Houghton Parks Senior Center (Access Presentation)	Southern	Houghton Parks Senior Center	Long Beach 90805	Aug-23
66	Drive Well Conference (Info Table and Panel)	Eastern	Alexander Hughes Community Center	Claremont 91711	Aug-23
67	Congresswoman Nanette Diaz Barragan's Sixth Annual Senior Briefing and Lunche	Southern	Congresswpman Juanita Millender McDonald Community Center	Carson 90745	Aug-23
68	Festival Educational (Resource Fair)	Northern	New Horizons	North Hills 91343	Aug-23
69	LA County Commission On Disabilities (Virtual Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Aug-23
70	Special Needs Network Back 2 School Event	Southern	Jane Addams Park	Lawndale 90260	Aug-23
71	Ops Outreach	Southern	SCLARC	Los Angeles 90018	Aug-23
72	Ops Outreach	Eastern	Temple City Adult Day Health Care	Temple City 91780	Aug-23
73	Ops Outreach	Northern	Golden Acres ADHC	North Hollywood 91605	Sep-23
74	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Sep-23
75	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Sep-23
76	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Sep-23
77	Ops Outreach	Antelope Valley	Desert Haven Enterprises	Lancaster 93535	Sep-23
78	Caregiver & Family Resource Fair	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Sep-23
79	Grandparent's Day Health Fair	Southern	South El Monte Senior Center	South El Monte 91733	Sep-23
80	Community Health Information and Safety Fair	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Sep-23
81	Pushrim in the Park Fundraiser (Access Booth)	Southern	Apollo Park	Downey 90242	Sep-23
82	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Sep-23
83	Annual Saturday Flu Clinic Resource Fair	Southern	Redondo Beach Flu Clinic	Redondo Beach 90277	Sep-23
84	DCRC 2023 Technology Open House (Access Information Table)	West/Central	Disability Community Resource Center	Los Angeles 90066	Sep-23
85	Ops Outreach	Antelope Valley	Desert Haven Enterprises	Lancaster 93535	Sep-23
86	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Sep-23
87	Ops Outreach	Eastern	Forever Young Adult Health Care	Baldwin Park 91706	Sep-23
88	Ops Outreach	West/Central	Sinai ADHC	Los Angeles 90035	Oct-23
89	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Oct-23

90	Star Clinic Staff Meeting (Access Presentation)	West/Central	Star Clinic	Los Angeles 90014	Oct-23
91	Annual Irwindale Community Health Fair	Eastern	Irwindale Senior Center	Irwindale 91706	Oct-23
92	5th Annual Disability Pride Parade & Festival	Eastern	East Los Angeles Civic Center	Los Angeles 90022	Oct-23
93	Metro San Gabriel Valley OTMRP Transportation Pop-up	Eastern	Duarte Senior Center	Duarte 91010	Oct-23
94	Family Focus Resource Center 10th All Abilities Resource Fair	Northern	California State University-Northridge	Northridge 91330	Oct-23
95	Metro Older Adult OTMRP Transportation Pop Up	Eastern	Commerce Senior Center	Commerce 90040	Oct-23
96	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Oct-23
97	DSPS Resource Fair (Virtual Presentation)	Eastern	Glendale Community College Disabled Students Program and Services	Glendale 91208	Oct-23
98	Annual 2023 Health Fair (Access Table)	Southern	Claude Hudson Health Center	Los Angeles 90007	Oct-23
99	Senior Activities Program (Access Presentation)	Eastern	City Terrace Park County of Los Angeles, Department of Parks and Recreation	Los Angeles 90063	Oct-23
100	Ops Outreach	Antelope Valley	Kensington Campus (phone call)	Lancaster, 93536	Oct-23
101	Ops Outreach	Eastern	Willow Center	La Puente 91746	Oct-23
102	Ops Outreach	Eastern	Everlasting Adult Health Care Center	Los Angeles	Nov-23
103	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Nov-23
104	Access Presentation	Northern	Independent Living Center of Southern California (ILCSC)	Van Nuys 91401	Nov-23
105	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Nov-23
106	Access Services - Parent Workshop	Northern	Lowman Special Education and Career Transition Center	North Hollywood 91605	Nov-23
107	Ops Outreach	Northern	One Generation	Van Nuys 91406	Nov-23
108	Ops Outreach	Northern	Healthy Solutions Adult Day Health Care	Van Nuys 91405	Nov-23
109	Ops Outreach	Northern	Center for Healthy Living	Van Nuys 91405	Nov-23
110	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Nov-23
111	Ops Outreach	Eastern	Daylight Adult Day Health Care Center	Glendale 91205	Dec-23
112	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Dec-23
113	Ops Outreach	West/Central	Central ADHC	Los Angeles 90057	Dec-23
114	Ops Outreach	West/Central	St. Barnabas Senior Center	Los Angeles 90057	Dec-23
115	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Dec-23
116	Ops Outreach	Antelope Valley	Ultra Care Plus ADHC	Palmdale 93550	Dec-23
117	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Dec-23
118	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Dec-23
119	Ops Outreach	West/Central	Daylight ADHC	Los Angeles 90018	Jan-24
120	Ops Outreach	Eastern	Star Community ADHC	El Monte 91732	Jan-24
121	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Jan-24
122	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jan-24
123	Ops Outreach	Antelope Valley	Kensington Campus (phone call)	Lancaster 93536	Jan-24
124	Access Information Table	Southern	La Mirada Senior Recreation Activity Center	La Mirada 90638	Jan-24
125	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jan-24
126	Parent Access Information Virtual Presentation	Southern	Zoom Palos Verdes Peninsula Unified School District	Palos Verdes Estates 90274	Jan-24
127	Annual Life After High School Fair	Northern	Lowman Career Transition Center/North Los Angeles County Regional Center	North Hollywood 91605	Jan-24
128	Ops Outreach	West/Central	Braille Institute	Los Angeles 90029	Feb-24
129	Ops Outreach	Eastern	Hazor Adult Day Health Care Center	Pasadena 91104	Feb-24
130	Ops Outreach	Eastern	Institute for the Redesign of Learning	South Pasadena 91030	Feb-24
131	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Feb-24
132	Ops Outreach	Southern	SCLARC	Los Angeles	Feb-24
133	California Connect Health and Resource Fair	Southern	Earvin "Magic" Johnson Recreation Center	Los Angeles 90059	Feb-24
134	Valley Indian Senior Association -VISA (Access Presentation)	Northern	East Valley Senior Adult Center	Sherman Oaks 91403	Feb-24
135	On the Move Rider's Program San Pedro Pop Up	Southern	Anderson Memorial Senior Center	San Pedro 90731	Feb-24
136	Department of Veterans Affairs (Access presentation)	West/Central	Department of Veteran Affairs (VA) West Los Angeles	Los Angeles 90073	Feb-24
137	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Feb-24
138	Metro San Fernando Valley Older Adult OTMRP Transportation Pop-up	Northern	Alicia-Broadous Duncan M/P Senior Center	Pacoima 91331	Feb-24
139	CSI Support & Development Services (Access Presentation)	Northern	Magnolia Towers	North Hollywood 91601	Feb-24
140	Ops Outreach	Antelope Valley	Antelope Valley Adult Day Health Care Center	Lancaster 93534	Mar-24
141	Ops Outreach	West/Central	Buena Vida ADHC	Los Angeles 90026	Mar-24
142	Ops Outreach	West/Central	Daylight ADHC	Los Angeles 90018	Mar-24
143	Ops Outreach	Eastern	Christ the King ADHC	Walnut 91789	Mar-24
144	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Mar-24
145	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Mar-24
146	Ops Outreach	Southern	Harbor Regional Center	Torrance 90503	Mar-24
147	Ops Outreach	Southern	Transportation Day - Long Beach - Michelle Obama Neighborhood Library	Long Beach 90805	Mar-24
148	Ops Outreach	Southern	Westside Regional Center	Culver City 90230	Mar-24
149	Ops Outreach	Antelope Valley	Antelope Valley College	Lancaster 93636	Mar-24
150	Disability Resource & Transition Fair	Eastern	Pioneer High School	Whittier 90606	Mar-24
151	Uptown Senior Center (Access Info Table)	Eastern	Whittier Senior Center	Whittier 90602	Mar-24
152	Paratransit Community Outreach	Santa Clarita	Valley Oaks Village Senior Apts.	Santa Clarita 91321	Mar-24
153	Abilities Expo 2024	Southern	Los Angeles Convention Center	Los Angeles 90015	Mar-24
154	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Mar-24
155	Downey-Montebello SELPA's 14th Annual Parent Conference	Southern	Pace School Training Center	Bellflower 90706	Mar-24
156	Parent and Student (Access Presentation)	Eastern	Schurr High School	Montebello 90640	Mar-24
157	Citizens' Advisory Commission on Disability (Transportation Day)	Southern	(CACoD) in Long Beach/Michelle Obama Neighborhood Library	Long Beach 90805	Mar-24
158	Your Family Our Focus* (Access Virtual Presentation)	Southern	Harbor Regional Center	Torrance 90503	Mar-24
159	Ops Outreach	Northern	New Horizons	North Hills 91343	Mar-24
160	Ops Outreach	Northern	San Fernando Valley ADHC	Granada Hills 91344	Mar-24
161	Ops Outreach	Northern	West Valley ADHC Center	Woodland Hills 91367	Mar-24
162	Ops Outreach	Santa Clarita	Valley Oaks Senior Living	Newhall 91321	Mar-24
163	Ops Outreach	Eastern	Mikkon Adult Day Health Care	West Covina 91791	Apr-24
164	Ops Outreach	Eastern	Church of the Epiphany	Los Angeles 90031	Apr-24
165	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Apr-24
166	Ops Outreach	Northern	Easterseals	Van Nuys 91406	Apr-24
167	Ops Outreach	Northern	Family Care ADHC	North Hollywood 91606	Apr-24
168	Grip De Apoyo La Esperanza (Access Virtual Resource Presentation)	West/Central	Frank D. Lanterman Regional Center	Los Angeles 90010	Apr-24
169	East Los Angeles Older Adults Resource Fair	Eastern	East LA Service Center Y W Ca Senior	Los Angeles 90063	Apr-24
170	Department of Veterans Affairs (Access presentation/table)	West/Central	VA Los Angeles Ambulatory Care Center	Los Angeles 90012	Apr-24
171	RE-LAUNCH of the Disabilities & Aging Collaborative	Eastern	Boyle Heights City Hall	Los Angeles 90033	Apr-24
172	Transportation Resource Fair	Eastern	Uptown Senior Center	Whittier 90602	Apr-24
173	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Apr-24
174	Ops Outreach	West/Central	Khair Mirae ADHC	Los Angeles 90005	May-24
175	Ops Outreach	West/Central	Braille Institute	Los Angeles 90029	May-24
176	Ops Outreach	Eastern	West Covina Adult Day Health Care Center	La Puente 91744	May-24
177	8th Annual Older Adult Transportation Expo	Eastern	Pasadena Convention Center	Pasadena 91101	May-24
178	Frank D. Lanterman Regional Center (Zoom Presentation)	West/Central	Frank D. Lanterman Regional Center/Koch-Young Resource Center	Los Angeles 90010	May-24
179	Olive View Recuperative Care (Access Presentation)	Northern	Illumination Foundation Olive View Recuperative Care	Los Angeles 91342	May-24
180	Annual Community Wellness Resource Fair	Eastern	East Los Angeles Occupational Center	Los Angeles 90033	May-24
181	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	May-24

182	City of West Hollywood's Annual Older Adult Health Fair	West/Central	Community Center at Plummer Park	West Hollywood 90046	May-24
183	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	May-24
184	Ops Outreach	Southern	Patient & Family Advisory Council Meeting	Downey 90242	Jun-24
185	Accessible Journey through Access Paratransit (Access Presentation)	Southern	Eastern Seals 10358 Artesia Blvd.	Bellflower 90706	Jun-24
186	World Elder Abuse Awareness Day	Eastern	Salazar Park Recreation Center	Los Angeles 90023	Jun-24
187	Braille Institute (Access Virtual Presentation)	LA, OC, SD County	Microsoft Teams	LA/Orange/SD County	Jun-24
188	(2) Access Presentations	West/Central	The Pinnacles at Burton (Assisted Living Center)	Los Angeles 90048	Jun-24
189	LA County Commission On Disabilities (In Person Monthly Meeting)	West/Central	City of Los Angeles Aging Department	Los Angeles 90012	Jun-24
190	Metro Older Adult Transportation Pop-Up (Little Tokyo)	West/Central	Terasaki Budokan Multipurpose Community Center	Los Angeles 90012	Jun-24
191	Ops Outreach	Santa Clarita	Accessibility Advisory Committee Meeting	Valencia 91335	Jun-24

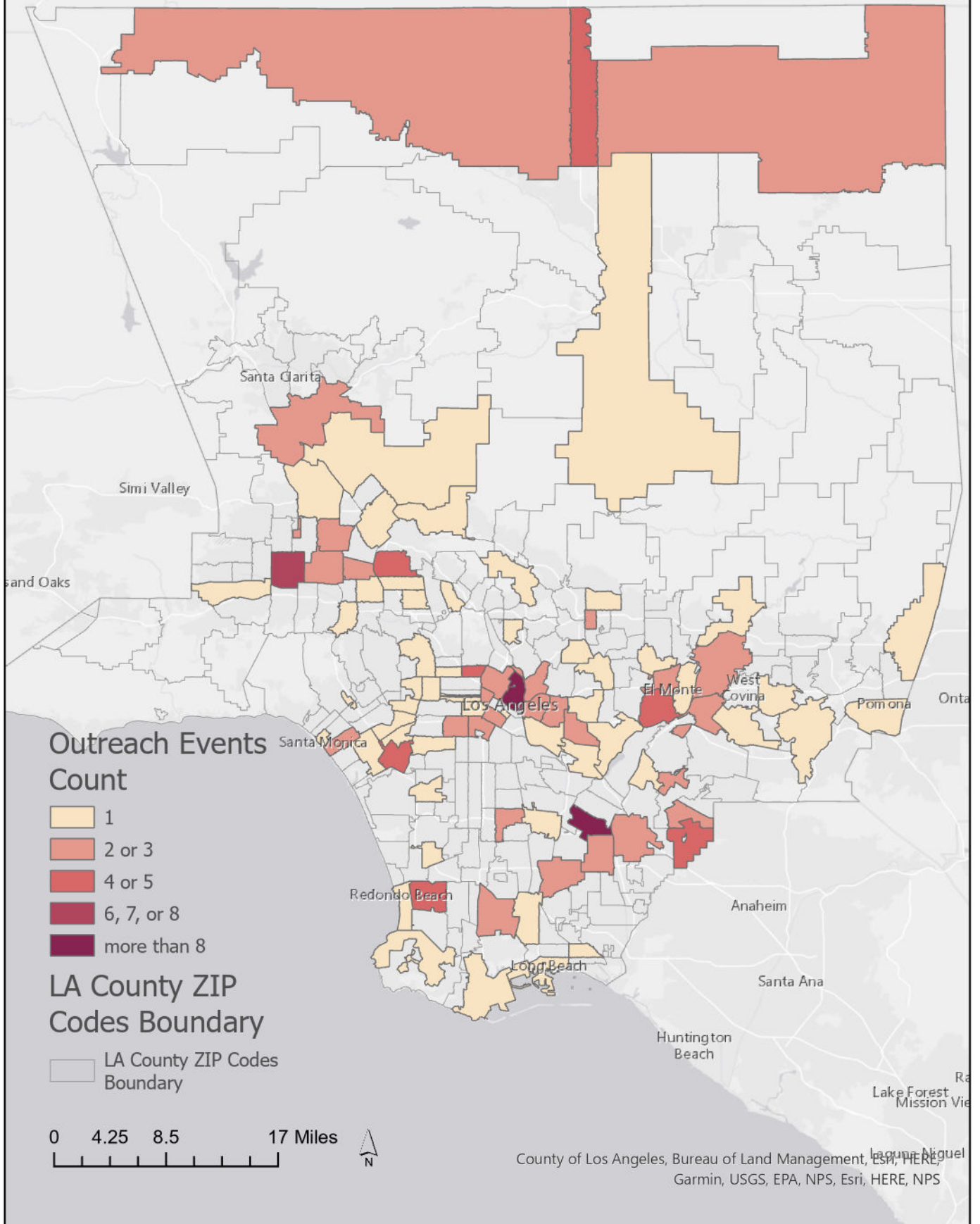
PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
July 2024 To June 2025

No.	Meeting Type	Region	Location	City	Month/Year
1	Easterseals Access Information Update	Southern	Easterseals	Torrance 90503	Jul-24
2	Veterans, Family, Community Job & Resource Fair	Southern	Watts Labor Community Action Committee	Los Angeles 90059	Jul-24
3	La Mirada Senior Recreation Activity Center (Access Information Table)	Southern	La Mirada Senior Activity Center	La Mirada 90638	Jul-24
4	Sunny Garden Apartments (Access Presentation)	Eastern	Sunny Garden Apartments	La Puente 91746	Aug-24
5	City of Inglewood Resource Fair	Southern	Inglewood Senior Center	Inglewood 90301	Aug-24
6	F.A.M.E. Senior Apartments (Access Presentation)	West Central	F.A.M.E. Senior Apartments	Santa Monica 90404	Aug-24
7	Congresswoman Barragan's Annual Senior Briefing and Health Fair	Southern	Congresswoman Juanita Millender McDonald Community Center	Carson 90745	Aug-24
8	Ops Outreach	Eastern	Angeles Del Sol ADHC	Diamond Bar 91765	Aug-24
9	Grandparents Day Health Fair 2024	Eastern	South El Monte Community Center	South El Monte 91733	Sep-24
10	Senior Resource Center	Eastern	Joslyn Adult Center	Burbank 91506	Sep-24
11	North Los Angeles County Regional Center (Access Zoom Presentation)	Northern	Virtual	Chatsworth 91311	Sep-24
12	H. Claude Hudson Health Center 2024 Community Health Fair	Southern	H. Claude Hudson Comprehensive Health Center	Los Angeles 90007	Sep-24
13	The City of La Mirada Community Health Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-24
14	Emergency Evacuation Action Day (Resource table)	Southern	Billie Jean King Main Library	Long Beach 90802	Sep-24
15	Boyle Heights Free Senior Resource Fair, AD54	Southern	Lou Costello Senior Center	Los Angeles 90023	Sep-24
16	Ops Outreach	Eastern	Best Community Based Adult Services	Tujunga 91042	Sep-24
17	Ops Outreach	Eastern	Ablitty First Servicing Children and Adults with Disablities	Pasadena 91107	Sep-24
18	Ops Outreach	West Central	UCLA Hyperbaric Center	Los Angeles 90024	Sep-24
19	Ops Outreach	West Central	Sinai Adult Day Health Care	Los Angeles 90035	Sep-24
20	Ops Outreach	West Central	UCLA Health Century City	Los Angeles 90067	Sep-24
21	Ops Outreach	Northern	Universal Studios	Universal City 91608	Sep-24
22	Ops Outreach	Northern	New Horizons	North Hills 91343	Sep-24
23	Ops Outreach	Northern	Center for Healthy Living	Van Nuys 91405	Sep-24
24	City of West Hollywood Health and Wellness Fair	West Central	City of West Hollywood Plummer Park	West Hollywood 90046	Oct-24
25	Metro - Older Adult Transportation Pop-Up	Southern	Barbara J. Riley Community & Senior Center	Downey 90242	Oct-24
26	Easterseals Southern California	Southern	Easterseals	Paramount 90723	Oct-24
27	California Resource Services for Independent Living (Access Presentation)	Southern	California Resource Services for Independent Living	Downey 90242	Oct-24
28	Los Angeles Job Corps Center (Access to Good Jobs for All)	Southern	MTC - Los Angeles Job Corps Center	Los Angeles 90015	Oct-24
29	Road to Resources: Transportation and Social Service Community Fair	Southern	Saban Community Clinic/ UCLA	Los Angeles 90038	Oct-24
30	Easter Seals Southern California (Access Presentation)	Southern	Easterseals	Gardena 90247	Oct-24
31	Disability Resource & Transition Fair	Eastern	Pioneer High School	Whittier 90606	Oct-24
32	City of Long Beach Livability Summit	Southern	Long Beach Transit Mezzanine	Long Beach 90802	Oct-24
33	Mend Poverty Organization (Access Presentation/Tabling)	Northern	Mend Poverty	Pacoima 91331	Oct-24
34	City of Carson's Senior Information and Resource Fair	Southern	Carson Event Center	Carson 90745	Nov-24
35	Salazar Senior Program Access Presentation	Southern	Salazar Senior Program	Los Angeles 90023	Nov-24
36	OTMRP Older Adult Transportation Pop-up San Gabriel Valley - La Verne	Eastern	La Verne Community Center	La Verne 91750	Nov-24
37	Burbank 55 & Beyond - EngAGE Piedmont (Access Presentation)	Northern	Piedmont Senior Apartments	North Hollywood 91606	Nov-24
38	Ops Outreach	Eastern	Golden Years Adult Day Health Care	Arcadia 91008	Nov-24
39	Ops Outreach	Eastern	The Roland Center	La Puente 91746	Nov-24
40	WLCAC - Southwestern (Access Presentation)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90059	Dec-24
41	WLCAC - West Adams (Access Presentation)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90016	Dec-24
42	Ops Outreach	Eastern	ABC Therapy Center	Alhambra 91803	Dec-24
43	Ops Outreach	Northern	Tierra Del Sol - Sublocation	Van Nuys 91406	Dec-24
44	Ops Outreach	Northern	Golden Acres ADHC	North Hollywood 91605	Dec-24
45	Ops Outreach	Northern	Fickett Towers	Van Nuys 91405	Dec-24
46	Ops Outreach	Northern	East Valley ADHC	Panorama City 91402	Dec-24
47	Ops Outreach	West Central	Buena Vida Adult Day Health Care	Los Angeles 90026	Dec-24
48	Ops Outreach	West Central	National Adult Day Health Care Center	Los Angeles 90064	Dec-24
49	Ops Outreach	West Central	U.S. Renal Care Baldwin Hills Dialysis	Los Angeles 90016	Dec-24
50	The Pinnacles at Burton (Access Presentation)	West Central	The Pinnacles at Burton (North and South)	Los Angeles 90048	Jan-25
51	San Gabriel/Pomona Regional Center (Eaton Fire Resource And Recovery Fair	Eastern	Industry Hills Expo Center	City of Industry 91744	Jan-25
52	Royal Oaks Retirement Living (Access presentation)	Eastern	Royal Oaks Retirement	Duarte 91010	Feb-25
53	Veterans Administration Long Beach Medical Center (Access Presentation)	Southern	VA Long Beach Medical Center	Long Beach 90822	Feb-25
54	(OTMRP) Older Adult Transportation Pop-Up San Fernando Valley	Eastern	Sparr Height Community Center (Glendale)	Glendale 91208	Feb-25
55	Ops Outreach	Eastern	Sunny Day Adult Day Health Care	El Monte 91731	Feb-25
56	Ops Outreach	Eastern	Forver Young Adult Day Health Care Center	Baldwin Park 91706	Feb-25
57	Ops Outreach	Eastern	Star Community ADHC	El Monte 91732	Feb-25
58	Ops Outreach	Antelope Valley	Antelope Valley College	Lancaster, 93536	Feb-25
59	Ops Outreach	West Central	Central Adult Day Health Care Center	Los Angeles 90067	Feb-25
60	Abilities Expo - Los Angeles 2025	Southern	Los Angeles Convention & Exhibition Center	Los Angeles 90015	Mar-25
61	Metro's On the Move Riders Program Older Adult Transportation Pop-Up	Southern	St. Barnabas Senior Center	Los Angeles 90057	Mar-25
62	Norwalk - La Mirada USD Special Education Transition & Resource Fair	Southern	Norwalk Adult School	Norwalk 90650	Mar-25
63	First To Serve Inc. Providing Access Services	Southern	Broadway Site- First To Serve St. Joseph	Los Angeles 90003	Mar-25
64	Ops Outreach	Northern	Easterseals	Van Nuys 91406	Mar-25
65	Ops Outreach	Northern	RHF Vista Apartments	Van Nuys 91405	Mar-25
66	Ops Outreach	Northern	Sherman Way Senior Housing	Van Nuys 91406	Mar-25
67	Ops Outreach	Antelope Valley	Antelope Valley Adult Education	Lancaster, 93534	Mar-25
68	Ops Outreach	Antelope Valley	AV Cert Site	Palmdale, 93351	Mar-25
69	Ops Outreach	Southern	Ability First	Long Beach, 90815	Mar-25
70	Ops Outreach	West Central	Robertson Adult Day Health Care Center	Beverly Hills 90211	Mar-25
71	Ops Outreach	West Central	Daylight LA Adult Day Health Care Center	Los Angeles 90018	Mar-25
72	Widney Career Preparatory and Transition Center (Vendor Fair)	Southern	Widney Career Preparatory & Transition Center	Los Angeles 90018	Apr-25
73	Access Services Resource Table	Southern	La Mirada Activity Center	La Mirada 90638	Apr-25
74	Frank D. Lanterman Regional Center (Access Presentation)	Southern	Virtual	Los Angeles 90010	Apr-25
75	Frank D. Lanterman Regional Center (Access Presentation)	Southern	California Endowment Center	Los Angeles 90012	Apr-25
76	Palos Verdes Peninsula Unified School District Parent Info Presentation	Southern	Virtual	Palos Verdes Estates 90274	Apr-25
77	LA Care and Blue Sheild (Access Presentation)	Southern	Community Resource Center	Wilmington 90744	Apr-25
78	LASER-Net Stroke Awareness Picnic (Access tabling)	West Central	UCLA Wilson Plaza	Los Angeles 90095	May-25
79	Parent Special Education Resources (Access Presentation)	Southern	Ellen Ochoa Early Learning Center	Cudahy 90201	May-25
80	West Hollywood Older Adults Health Fair 2025 (Access tabling)	West Central	City of West Hollywood Plummer Park	West Hollywood 90046	May-25
81	9th Annual Older Adult Transportation Expo (Access Tabling)	Eastern	Pasadena Convention Center	Pasadena 91101	May-25
82	National Federation for the Blind (Resource Fair)	Southern	Watts Labor Community Action Committee Senior Center	Los Angeles 90059	May-25
83	Flip the Script on Aging Health , Wellness & Resource Fair	Southern	Consolidate Board of Realist	Los Angeles 90008	May-25
84	Veterans Administration Long Beach (Access LA presentation)	Southern	VA Long Beach Medical Center	Long Beach 90822	May-25
85	Transportation Services for Senior (Access Presentation)	Southern	St Margaret Marty Catholic Church, (Hegarty Hall)	Lomita 90717	May-25
86	Senior Center Health and Fitness Day (Access tabling)	Eastern	Pico Rivera Senior Center	Pico Rivera 90660	May-25
87	Whittier Senior Center (Access Presentation/Lecture)	Eastern	Parks, recreation and Community Services Whittier Senior Center	Whittier 90602	May-25
88	Ops Outreach	Santa Clarita	SCV Senior Center/ Bella Vida	Santa Clarita, 91350	May-25
89	Ops Outreach	Southern	Wayfinder Family Services	Los Angeles, 90043	May-25
90	East Los Angeles Regional Center- Emergency Preparedness Expo (Access Tabling)	Eastern	East Los Angeles Regional Center- Building A-8	Alhambra 91803	Jun-25
91	Voices of the Antelope Valley: A Journey of Listening, Learning, and Lifting Communities	Antelope Valley	John P. Eliopulos Hellenic Center	Lancaster 93536	Jun-25
92	Culver City Senior City (Access Workshop)	Southern	Culver City Senior City	Culver City 90232	Jun-25
93	Genesis Countywide Older Adult Program (Access presentation-virtual)	Southern	Virtual	Los Angeles 90020	Jun-25
94	Ops Outreach	Eastern	ESSC Adult Day Service	Glendale 91205	Jun-25
95	Ops Outreach	Eastern	La Arca Multi-Purpose Center	Los Angeles 90031	Jun-25
96	Ops Outreach	Northern	Life Skills Program	San Fernando 91340	Jun-25
97	Ops Outreach	Northern	Tierra Del Sol	Sunland 91040	Jun-25
98	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaster, 93534	Jun-25
99	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaster, 93534	Jun-25
100	Ops Outreach	Antelope Valley	Desert Haven	Lancaster, 93535	Jun-25
101	Ops Outreach	Eastern	Adult Basic Learning Enviornment Inc.	Glendale 91204	Jun-25
102	Ops Outreach	Santa Clarita	Six Flags Magic Mountain	Santa Clarita, 91355	June-25
103	Ops Outreach	Southern	Social Vocational Services (SVS) Long Beach	Long Beach, 90806	Jun-25

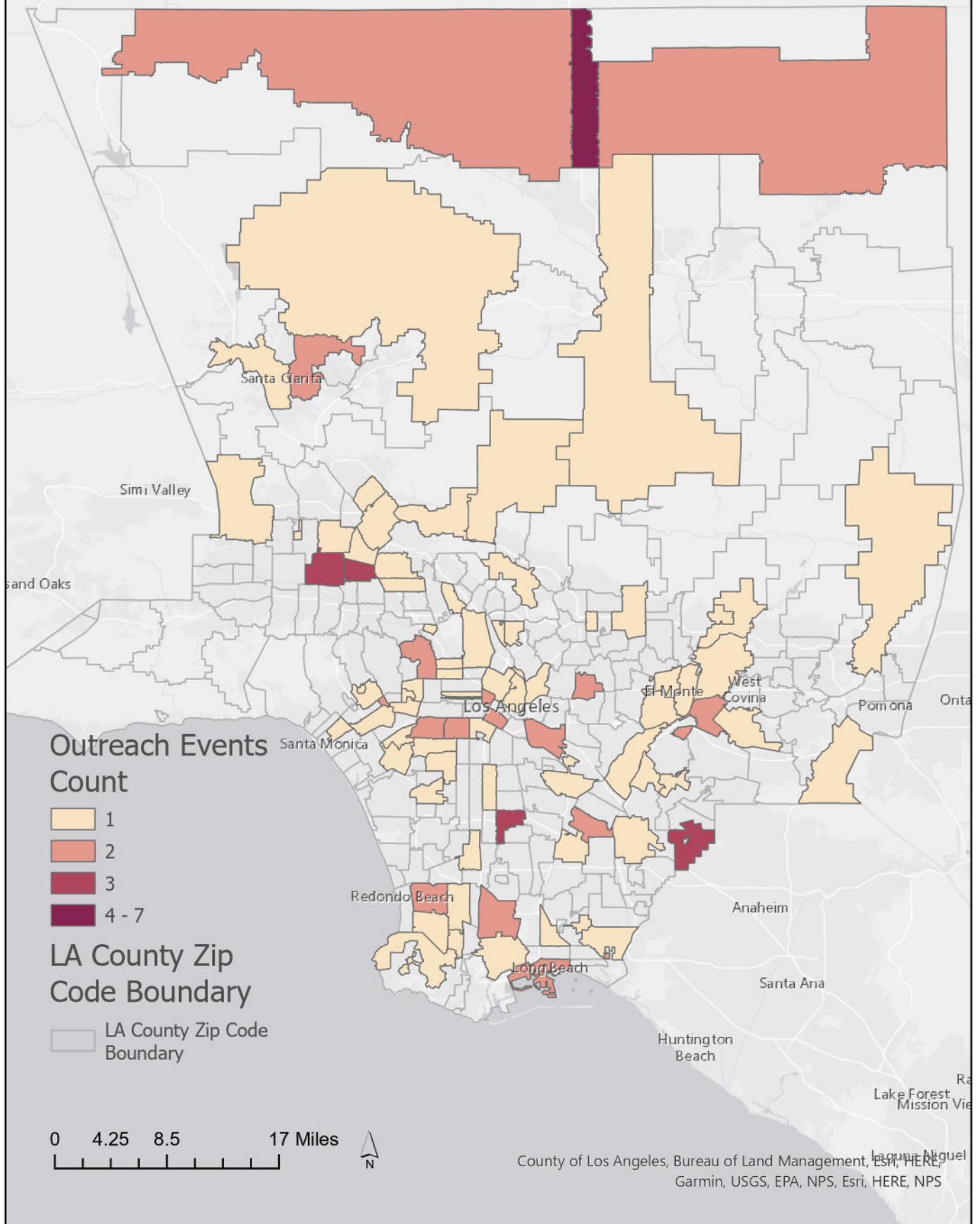
104	Ops Outreach	West Central	2nd Century Adult Day Health Care Center	Los Angeles 90057	Jun-25
105	Ops Outreach	West Central	Silver Wisdom Adult Day Health Care Center	Hollywood 90028	Jun-25
106	Ops Outreach	West Central	Children's Hospital Los Angeles	Los Angeles 90027	Jun-25
107	Ops Outreach	Northern	CSUN Disability Resource Center	Northridge 91330	Jun-25
108	Ops Outreach	Southern	Westside Regional Center	Culver City, 90230	Jul-24
109	Ops Outreach	Antelope Valley	Lancaster ADHC	Lancaser, 93534	Aug-24
110	Ops Outreach	Antelope Valley	Antelope Valley Senior Center	Lancaser, 93534	Aug-24
111	Ops Outreach	Antelope Valley	Antelope Valley ADHC	Lancaser, 93534	Aug-24
112	Ops Outreach	Santa Clarita	LARC Foundation	Santa Clarita, 91390	Sep-24
113	Ops Outreach	Santa Clarita	Walmart Supercenter	Santa Clarita, 91350	Sep-24
114	Ops Outreach	Southern	Social Vocational Services (SVS) Torrance	Torrance, 90503	Sep-24
115	Ops Outreach	Southern	ICAN California Abilities Network	Torrance, 90501	Sep-24
116	Ops Outreach	Antelope Valley	Arbor Court Apartments	Lancaser, 93534	Dec-24
117	Ops Outreach	Antelope Valley	Ultra Care Plus ADHC	Palmdale, 93550	Dec-24
118	Ops Outreach	Antelope Valley	Desert Haven	Lancaster, 93535	Dec-24
119	Ops Outreach	Southern	Torrance Memorial Burn Wound Healing Amputation Center	Torrance, 90505	Dec-24

APPENDIX C
LIMITED ENGLISH PROFICIENCY PLAN
ACCESS SERVICES
OUTREACH EVENTS PERFORMED
PRESENTED ON COUNTY MAPS

Map of Access Services Outreach Events (2022 to 2024)



Map of Access Services Outreach Events (2024 to 2025)



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.