

ACCESS SERVICES
LOS ANGELES COUNTY
EQUAL EMPLOYMENT OPPORTUNITY PLAN

JANUARY 2021 - DECEMBER 2024

Table of Contents

	Page
<u>INTRODUCTION</u>	3
<u>APPROVAL OF ACCESS SERVICES' EQUAL EMPLOYMENT OPPORTUNITY PLAN</u>	5
<u>ACCESS SERVICES EQUAL EMPLOYMENT OPPORTUNITY PLAN</u>	6
1. Policy Statement	6
2. Dissemination	7
<u>Internal Dissemination</u>	7
<u>External Dissemination</u>	8
3. Designation of Personnel Responsibilities	9
<u>Executive Director</u>	9
<u>EEO Officer and Deputy Executive Director</u>	9
<u>Deputy Executive Directors and Manager of Human Resources</u>	10
4. Utilization Analysis	11
5. Goals and Timetables	12
<u>Assessment of 2013-2016 Goals and Timetables</u>	13
6. Assessment of Employment Practices to Identify Causes of Underutilization: Affirmative Action to Remedy Problem areas	13
1. <u>Recruitment and Employment Selection Procedures</u>	13
2. <u>Seniority Practices and Provisions</u>	14
3. <u>Procedures and Practices Regarding Compensation and Benefits</u>	14
4. <u>Disciplinary Procedures: Discharge; and Termination</u>	14

5. <u>Accessibility of Employment Opportunities to Minorities and Women</u>	15
6. <u>Analysis of Recent Employment Changes</u>	15
7. Monitoring and Reporting System	16
<u>Monitoring of Sub-Contractors</u>	17

INTRODUCTION

This document was prepared pursuant to Proposed FTA Circular C-4704.01A - Equal Employment Opportunity (EEO) 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 services transportation agencies as the Consolidated Transportation Services Agency (CTSA). Currently there are forty-five (45) public transit operators serving Los Angeles County that are the member agencies and formal stakeholders of Access Services. The members are listed under **Appendix A**. Access Services is a public agency within the meanings of the California Fair Political Practices Act and the California Open Meetings and Records Act (Brown Act).

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

- The County of Los Angeles Board of Supervisors
- City Selection Committee's Corridor Transportation Representatives
- Mayor of the City of Los Angeles
- Governing boards of the municipal fixed-route operators
- Governing boards of the local fixed-route operators
- Los Angeles County Commission on Disabilities
- Los Angeles County Independent Living Centers
- Los Angeles County Metropolitan Transportation Authority Board of Directors (Metro)
- 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 Chairs of CAC and TPAC serve as ex-officio members of the Access Board of Directors.

Access Services executive management team is comprised of the Executive Director, one Deputy Executive Director and the directors or managers of the following departments: Business Analytics/IT, Customer Relations, Eligibility, Finance Planning & Analysis, Fleet Design, Operations, Planning & Coordination, Procurement & Contract Administration and Training & Development. Access employed sixty-eight (68) individuals during the

identified period.¹ An organization chart presenting the variety of positions and departments operated by Access Services is included in **Appendix B**. Paratransit dispatch and transportation operations are operated by several contractors (service providers) and eligibility determination services are provided by one contractor. Access Services staff manage the paratransit and eligibility contracts.

¹ Employment data used in the Utilization Analysis of this report draws from employment data from March 2021. During that period Access employed seventy (72) employees.

APPROVAL OF
ACCESS SERVICES'
EQUAL EMPLOYMENT OPPORTUNITY PLAN

For further information regarding this plan, please contact Access Services' Deputy Executive Director of Finance and Equal Employment Officer at the following address:

Hector Rodriguez
Equal Employment Officer
Access Services
P.O. Box 5728
El Monte, CA 91734

Approval of this plan below is by Access Services' Executive Director



Signed _____ Date May 11, 2021
Andre Colaiace, Executive Director

ACCESS SERVICES EQUAL EMPLOYMENT OPPORTUNITY PLAN

1. Policy Statement

Access Services is firmly committed to continuing to administer its personnel policies and conduct its employment practices, including, but not limited to recruitment, recruitment advertising, hiring, promotion, selection for training, transfer, demotion, layoff, termination, rates of pay or other forms of compensation, use of facilities and treatment of employees in a manner which treats each employee and applicant for employment on the basis of merit, experience and other work-related criteria and without regard to race, color, religion, national origin, sex (including gender identity), age, disability, genetic information, veteran status, sexual preference other protected class.

Access enforces its written goals and timetables to eliminate barriers of habit, attitude and training, which undermine the recognition of individual merit, and enforce affirmative action programs where necessary to address the effects of past discrimination, if any. Access' EEO Plan is available for inspection by any employee or applicant for employment upon request.

Access Services' Deputy Executive Director and EEO Officer, Hector Rodriguez, has been given responsibility to develop and monitor equal employment opportunity programs for Access Services. All management personnel at every level share in the responsibility for promoting a work environment which is free of discrimination.

If any employee or applicant feels that he/she has been discriminated against, he/she has the right to file a complaint alleging discrimination. The employee or applicant can submit a written or verbal complaint to the EEO Officer, Mr. Rodriguez. The EEO Officer, once notified of the complaint, will conduct an investigation concerning the alleged discrimination. Retaliation against an individual who files a charge or complaint of discrimination or participates in an employment discrimination proceeding or similar protected activity is strictly prohibited.

Access is committed to provide reasonable accommodations to applicants and employees who need them because of disability or to practice or observe their religion, absent undue hardship.

The performance of Directors, Managers, and Supervisors is evaluated on the success of the EEO program in a similar fashion as their performance on other agency goals. Access Services supports the achievement of equal employment opportunity goals that benefit the agency through and

recognizes the benefits of full utilization and development of previously underutilized human resources.

Access Services has been successful in providing fair recruitment policies, favorable working conditions, promotions and salary increases without discrimination. Access welcomes any comments or suggestions that would further improve the effectiveness of Access Services' EEO program to achieve these goals. It is by continuing Access' commitment to the successful achievement of EEO goals that Access can receive the benefits of a diverse and pleasant workplace.

2. Dissemination

Internal Dissemination

Access Services' commitment to promoting equal employment opportunities for all applicants and employees is presented prominently in the agency's *Employee Handbook* (Section 3.1, page 11) as the first Employee Policy. The Handbook is provided to each employee of Access at the beginning of their employment with the agency. Below is the statement of Access Services' policy and commitment to providing equal employment opportunities to all of its employees and applicants for employment from the *Access Services Employee Handbook* (Revised 12/2020):

It is Access' policy to provide equal employment opportunities for all applicants and employees. Access does not unlawfully discriminate on the basis of race, color, religion, gender, family care status, marital status, Vietnam Veteran status, national origin, ancestry, citizenship, age, physical disability, mental disability, medical condition (including pregnancy, childbirth, or related medical conditions), sexual orientation or any other characteristic protected by state or federal law.

Access also makes reasonable accommodations for applicants and employees with disabilities, and prohibits the unlawful harassment of any individual as defined by state or federal law.

All employment decisions, including, but not limited to, recruitment, offers of employment, promotion, compensation, benefits, layoff, discipline, training, transfer, demotion, termination or any other terms, conditions, or privileges, are made without regard to any protected characteristic.

For more specific information about behaviors constituting unlawful discrimination and/or harassment, please refer to Access' Policy Against Unlawful Harassment.

Following the discussion of Access' commitment to EEO policies, the Employee Handbook also describes Access' regular updates and reviews of its Affirmative Action Plan.

As required by federal law, Access annually prepares an Affirmative Action Plan (AAP), which measures the success of equal employment practices in all areas of employment decisions including, but not limited to, recruitment, offers of employment, promotion, compensation, benefits, layoff, discipline, training, transfer, demotion, termination or any other terms, conditions, or privileges of employment, and social and recreational programs. Each AAP Plan year runs concurrent with the calendar year.

Access abides by and is compliant with Title VI of the Civil Rights Act of 1964. For more information regarding the Affirmative Action Plan or Title VI, please consult the Human Resources Manager.

All Access Services managers and supervisors are aware of Access Services' commitment to EEO policy goals. Access' Executive Director has approved Access' EEO Policy Statement posted in employee break areas.

Management staff meetings take place monthly and management discusses the EEO Plan policy goals and its implementation at least on a quarterly basis.

Access will also conduct all staff meetings to conduct EEO trainings and to seek input on Access' program.

External Dissemination

Access Services provides in all notices of job opportunities, that Access Services is an Equal Opportunity Employer and does not discriminate in its hiring practices.

Access Services' recruitment methods are focused upon drawing candidates from the largest available source of candidates possible. Job listings outside of the agency are posted with a variety of sources. Access currently advertises notices of job opportunities in a variety of large-audience, race-neutral and (when appropriate) industry-specific internet locations. Locations used for job postings include the Access Services website (Accessla.org), the Access Services list-serve group, recruitment websites such as LinkedIn.com, Monster.com, CareerBuilder.com, ZipRecruiter and CraigslistLA.org; industry-specific websites such as TransitTalent.com, Governmentjobs.com Passenger Transport, COMTO

and WTS as well as advertising open positions with the California State Employment Development Department (EDD).

Included in every job announcement, is the statement of the policy that Access Services is an EEO employer. (See Appendix C)

3. Designation of Personnel Responsibilities

As part of Access Services' efforts to ensure equal employment opportunities to all individuals, Access Services has designated specific responsibilities to various staff. To that end, the Executive Director, the EEO Officer, Deputy Executive Director, the Manager of Human Resources and those employed as supervisors and managers have undertaken the responsibilities described below.

Executive Director

The primary responsibility and accountability for implementing the Equal Employment Opportunity program rests with the Executive Director, Andre Colaiaice. This person is responsible, through the EEO Officer, Deputy Executive Directors and Manager of Human Resources for adherence to Access Services' policy of equal employment opportunity and affirmative action.

EEO Officer and Deputy Executive Director

Access' Deputy Executive Director, Hector Rodriguez, is responsible for overall supervision of the Equal Employment Opportunity Program. Mr. Rodriguez, as EEO Officer, ensures that the Executive Director, directors and department managers and supervisors adhere to all relevant policies and procedures as part of Access Services' Equal Employment Opportunity Plan. Successful implementation of this program is a basis for evaluating the EEO Officer's effective work performance. Mr. Rodriguez was designated as the EEO Officer as he meets the requirements for such a position set forth in FTA Circular 4704.1A:

1. Sensitivity to and awareness of the ways in which discrimination occurs;
2. Commitment to the EEO Program goals and objectives;
3. Knowledge of civil rights laws, policies, rules, regulations and guidelines; and
4. Sufficient authority and ability to work and communicate with other department heads to achieve EEO goals and objectives.

The EEO Officer's responsibilities include, but are not limited to, the following:

1. Developing the EEO Policy statement and EEO Plan;
2. Assisting management in collecting and analyzing employment data, identifying problem areas setting goals and timetables and developing programs to achieve such goals;
3. Designing, implementing and monitoring internal audits and reporting systems to measure program effectiveness and to determine where progress has been made and where further action is needed;
4. Reviewing the agency's nondiscrimination plan with all managers and supervisors to ensure that the policy is understood and followed in all personnel activities;
5. Periodically review employment practices and policies such as those associated with hiring, promotion and training as well as complaint policies in cooperation with the human resources division
6. Reporting at least quarterly to the Executive Director on each department's progress in relation to the agency's goals and on contractor and vendor compliance
7. Serving as a liaison between Access and Federal, state, and local governments, regulatory agencies, minority, women, disability organizations and other community groups
8. Maintaining awareness of current EEO laws and regulations and ensuring the laws and regulations affecting nondiscrimination are disseminated to responsible officials
9. Lead investigations of complaints of discrimination
10. Provide EEO trainings for employees and managers
11. Advise employees and applicants of available training programs and professional development opportunities and the entrance requirements
12. Audit postings of the EEO Policy statement to ensure compliance information is posted and up-to-date

Directors and Manager of Human Resources

The Directors and Manager of Human Resources share responsibility for ensuring the directives of the Executive Director and EEO Officer are implemented. The duties of the management staff include, but are not limited to the following:

1. Participating actively in periodic audits of all aspects of employment to identify and to remove barriers obstruction the achievement of specified goals and objectives;
2. Holding regular discussions with other managers, supervisors and employees to ensure agency policies and procedures are being followed;

3. Work with the EEO Officer to maintain and update the personnel database for generating reports required for the nondiscrimination program;
4. Cooperate with the EEO Officer in review of information and investigation of complaints;
5. Encourage employee participation to support the advancement of the EEO Plan (ex. Professional development, career growth opportunities, posting promotional opportunities, shadowing, mentoring);

4. Utilization Analysis

As part of Access' Equal Employment Opportunity Plan, Access has conducted the following Utilization Analysis of minorities and women employed by Access Services by job categories. Included in this analysis is an Availability Analysis which compares Access' employee population compared to populations County-wide or nation-wide.

Table 1 provides a summary of Access' (March 2021) employment numbers.

The purpose of this utilization analysis is to identify those job categories where there is an underutilization and/or concentration of minorities and women in relation to their availability in the relevant labor market. This also establishes a framework for goals and timetables and other affirmative actions to correct employment practices (if any) that contributed to any identified absence, underutilization or concentration of minority and/or women employees.

The "Work Force Analysis" for Access Services is contained in **Table 1**. For each job category, the analysis includes the rates of pay for each job category, as well as a breakdown of the total number of employees by gender and by ethnic group. Descriptions for all job positions employed by Access Services are available from the Deputy Executive Director of Human Resources.

What **Table 1** presents is that Access Services does have a diverse work force which reflects the larger Los Angeles County community from which its employment base is drawn. In each of the job category cases, there are areas where there could be efforts made to increase the representation of women and/or minority employees in certain job categories.

In areas where there could be a greater representation of minority or women employees, changes that would eliminate any underutilization are

TABLE 1
CURRENT ACCESS SERVICES EMPLOYMENT STATISTICS
(MARCH 2021)

Job Categories	Salary	Current Employee Numbers as of March 2021															Current Percentage		Availability Factor		Percent of Underutilization			
		All Employees			Minority Employees																			
					Male						Female													
Total	Male	Female	White	Black	Hispanic	Asian / Pacific Islander	American Indian	Recognized Dual Race	White	Black	Hispanic	Asian / Pacific Islander	American Indian	Recognized Dual Race	Minority	Female	Minority	Female	Percent Minority	Number Minority	Percent Female	Number Female		
Executive & Senior Officials & Managers*	\$112,551 - \$305,000	9	9	0	5	1	1	2	0	0	0	0	0	0	0	44.4%	0.0%	28.0%	51.3%	-16.4%	-1	51.3%	5	
First & Mid-Officials/Managers**	\$89,604 - \$173,086	7	4	3	2	0	1	1	0	1	0	0	2	1	0	85.7%	42.9%	47.9%	50.7%	-37.8%	-3	7.8%	1	
Professionals**	\$50,265 - \$143,046	26	15	11	3	2	4	5	0	0	0	4	3	5	0	88.5%	42.3%	47.9%	50.7%	-40.6%	-11	8.4%	2	
Technicians**	\$48,834 - \$85,460	11	7	4	0	0	4	0	0	0	1	1	1	1	0	63.6%	36.4%	47.9%	50.7%	-15.7%	-2	14.3%	2	
Administrative Support & Service Workers**	\$40,695 - \$85,460	19	8	11	2	3	5	0	1	0	0	1	7	1	0	100.0%	57.9%	47.9%	50.7%	-52.1%	-10	-7.2%	-1	
TOTAL		72	43	29	12	6	15	8	1	1	1	6	13	8	0	81.9%	40.3%	47.9%	50.7%	-32.5%	-26	14.9%	8	

	Minority Employees														
	Total			Male						Female					
				White	Black	Hispanic	Asian / Pacific Islander	American Indian	Recognized Dual Race	White	Black	Hispanic	Asian / Pacific Islander	American Indian	Recognized Dual Race
Persons with Disabilities	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0
Veterans	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0

Notes:
* - Executive Availability Factor calculated against National census numbers.
** - Managers, Professionals, Office & Clerical Job Categories Availability Factor calculated against Los Angeles County Census population numbers.

very small numbers, between zero (0) additional employees to as many as five (5) employees, depending upon the job category.

In the sections ahead, there is discussion associated with Access' goals and timetables going forward.

Access Services is committed to identifying any underutilization and, if any is found measures to correct the issue will be implemented. The goals that will be established will be meaningful, measurable and realistic. They will be attainable and flexible targets, not quotas, which are prohibited by law. Goals may be revised to accommodate changes that impact Access Services' workforce.

5. Goals and Timetables

Access has developed goals and timetables as a management tool to assist in the optimum utilization of human resources. These timetables are presented to maximize the utilization of employment resources within Access. There were no significant observed areas of underutilization which indicated preexisting unfair employment practices. However, it is a goal of Access to encourage all of its employees to seek promotion and professional improvement and to stay with the agency.

Tables 2 and 3 present Access' future timetables and goals with respect to efforts to encourage representation among minority and female employees to reflect their representation in the region or nation.

Access' primary goal will be to hire and promote the best and most qualified person for a job opening.

As part of preparing Access' Equal Employment Opportunity Plan, a factor that is to be recognized during hiring processes is those areas where there is underrepresentation of minority and/or female employees.

Access, historically, has had a work-place which, fortunately, does not see a great amount of employee turn-over. Though there will be position openings in the years ahead.

Table 2 shows short-term goals for Access' efforts to hire employees and address areas of underrepresentation in the period from January 2021 and December 2021.

Table 3 shows Access' long-term goals over the next four years (through 2024) and what Access can do to reduce some minor underrepresentation in certain employment category areas.

TABLE 2
SHORT TERM EEO GOALS FOR ACCESS EMPLOYMENT
(January 2021 - December 2021)

Department	Salary	Future Period Apr 2021-Dec 2021 Anticipated Job Openings	Numeric Goals for Program Year April 2021 to December 2021												
			New Hire			Promotions								Total Additional Employees	
			Total			Total		Minority		Total					
			Male	Female	Minority	Male	Female	Male	Female	Minority	Female	Minority	Female		
Executive & Senior Officials & Managers*	\$112,551 - \$305,000	1	0	1	0	0	0	0	0	0	0	0	1		
First & Mid- Officials/ Managers**	\$89,604 - \$173,086	1	0	1	0	0	0	0	0	0	0	0	1		
Professionals**	\$50,265 - \$143,046	0	0	0	0	0	0	0	0	0	0	0	0		
Technicians**	\$48,834 - \$85,460	1	0	1	0	0	0	0	0	0	0	0	1		
Administrative Support & Service Workers**	\$40,695 - \$85,460	0	0	0	0	0	0	0	0	0	0	0	0		

Note: Male, Female & Minority Hire numbers based upon existing gender & minority breakdown of existing job categories.

TABLE 3
LONG TERM EEO GOALS FOR ACCESS EMPLOYMENT
(January 2021 - December 2024)

Department	Salary	Projected Percentage of Representation							
		Jan 2021-Dec 2021		Jan 2022-Dec 2022		Jan 2023-Dec 2023		Jan 2024-Dec 2024	
		Minority	Female	Minority	Female	Minority	Female	Minority	Female
Executive & Senior Officials & Managers*	\$112,551 - \$305,000	0	1	0	1	0	1	0	2
First & Mid-Officials/Managers**	\$89,604 - \$173,086	0	1	0	0	0	0	0	0
Professionals**	\$50,265 - \$143,046	0	0	0	1	0	0	0	1
Technicians**	\$48,834 - \$85,460	0	1	0	0	0	1	0	0
Administrative Support & Service Workers**	\$40,695 - \$85,460	0	0	0	0	0	0	0	0

FTA Circular C-4704.1A indicates that short-term goals should be set in “numerical” terms, as is shown in **Table 2**. Circular 4704.1A also states that long-term goals may be presented in percentage form or in numerical terms. Due to an anticipated low number of new hires joining Access, **Table 3** presents the long term goals in numeric terms similar to **Table 2** and not in percentage terms.

The goals and timetables put forth are not rigid and inflexible, but are targets that should be reasonably attainable.

Assessment of 2016-2020 Goals and Timetables

In reviewing Access Services’ previous EEO Plan from 2016 to 2020, Access has demonstrated its long-standing commitment to supporting the employment of minority and female employees. In the 2016-2020 EEO Plan, Access did not record an underrepresentation of minority employees and that remains the same in this 2020-2024 EEO Plan.

With respect to female employees, Access did record some underrepresentation of women at Executive, Manager and Professional levels in the 2016-2020 EEO Plan. A factor that is a reason for this underrepresentation appearing in this new 2021-2024 EEO Plan, is that turn-over at these levels of Access Services, has historically been very low and employees at Professional or higher levels of employment tend to have long employment tenures with Access.

As openings have become available at the Executive and Professional level, Access has heavily recruited and found minority and female candidates who have been the best qualified for open positions and Access has hired the most qualified candidates.

6. Assessment of Employment Practices to Identify Causes of Underutilization: Affirmative Action to Remedy Problem areas

1. Recruitment and Employment Selection Procedures

Access Services’ recruitment methods are focused upon drawing candidates from the largest available source of candidates possible. Job listings outside of the agency are posted with a variety of sources. Access currently advertises notices of job opportunities in a variety of large-audience, race-neutral and (when appropriate) industry-specific internet locations. Locations used for job postings include the Access Services website, the Access Services list-serve group, recruitment websites such as LinkedIn.com, Monster.com, CareerBuilder.com,

ZipRecruiter and CraigslistLA.org; industry-specific websites such as TransitTalent.com, Governmentjobs.com, Passenger Transport, COMTO and WTS as well as advertising open positions with the California State Employment Development Department (EDD).

Included in every job announcement, is the statement of the policy that Access Services is an EEO employer. (See sample employment announcement in **Appendix C**)

2. Seniority Practices and Provisions

Access Services encourages those within the agency to seek promotion and to that end, Access Services has introduced measures to promote leadership skills amongst its employees so that they may achieve higher goals within the organization. Open positions are posted for all Access employees to see and to apply for. Any interested candidate who applies for a position is interviewed and provided the same opportunity to prove their capabilities of being the best qualified candidate for the open position.

All of Access Services' promotion practices are done following the principal rules spelled out in the agency's *Employee Handbook*, stating that Access Services will not unlawfully discriminate on the basis of race, color, religion, gender, family care status, marital status, Vietnam Veteran status, national origin, ancestry, citizenship, age, physical disability, mental disability, medical condition (including pregnancy, childbirth, or related medical conditions), sexual orientation or any other characteristic protected by state or federal law.

3. Procedures and Practices Regarding Compensation and Benefits

"FTA requires agencies to provide a description of wages and salary levels, and other forms of compensation and benefits policies and procedures." (FTA C 4704.1A p. 2-9). This analysis evaluates the impact of the agency's compensation and benefits practices on any protected class. Access' Employee Handbook does contain sections that discuss Compensation Policies and Employee Health and Related Benefits. These sections describe the benefits available to all employees of Access Services and the practices they need to adhere to in order to ensure they receive their full compensation for work performed.

Access Services also follows a Board-approved Annual Compensation Range and Pay Grade Level that is sent to CalPERS. This document is updated annually. A copy of this report to CalPERS is contained in **Appendix D**

4. Disciplinary Procedures: Discharge; and Termination

Contained in the *Access Services Employee Handbook* (rev. 12/2020), are details describing the agency's policies associated with employee discipline, termination and the rules of conduct expected from all employees in the workplace setting. All practices which involve employee discipline and/or termination are covered by the agency's rules of Equal Employment Opportunity and Affirmative Action plan for the agency. No disciplinary or termination decision is made on the basis of race, color, religion, gender, family care status, marital status, Vietnam Veteran status, national origin, ancestry, citizenship, age, physical, disability, mental disability, medical condition, sexual orientation or other characteristic protected by state or federal law. Please see the *Access Services Employee Handbook* (rev. 12/2020), for further discussion of Termination, Discipline and Rules of Conduct, please see the Handbook section of the same name.

Access' current employment community indicates only minimal difference from regional or national percent representation of minority and female candidates available in the target job market.

That combined with Access' printed and enforced policies prohibiting discrimination and encouraging employee promotion from within, presents a narrative of an agency actively encouraging greater participation from its workforce and seeking out the most skilled and talented employee from throughout the region, irrespective of gender, ethnic background or any other protected category.

Nevertheless, Access will continue to monitor its employment practices and its efforts to achieve its goals to have greater representation throughout its workplace at all levels of employment in the agency.

5. Accessibility of Employment Opportunities to Minorities and Women

Access Services is an Equal Opportunity employer. Job announcements for available positions are distributed to a number of job posting outlets that are accessible to large communities. As mentioned above, Access Services provides job listing information for such agencies as the California Employment Development Department, job posting websites and newsletters and the Access Services website.

6. Analysis of Recent Employment Changes

Table 4 is a sample table that will be used in months ahead to track employment changes during upcoming quarters. It will show the number of applicants for new employment or promotion or transfer who are from either minority or female. Additionally, individuals who during the same annual period who were subject to involuntary termination are also presented in an effort to determine whether an unacceptable pattern of new hires, promotions or terminations exists at Access Services.

7. Monitoring and Reporting System

An important part of Access' successful EEO Program is the ongoing monitoring and reporting system. Access Services has established an effective and workable internal monitoring and reporting system to ensure that EEO and Affirmative Action goals are met within the agency.

Access Services' monitoring and reporting system serves a number of purposes: (1) Assessing Access' and its providers' EEO accomplishments; (2) Allowing Access to evaluate its EEO program and that of its providers between over the course of a year to monitor how effectively established goals are being met; (3) Identify those areas where goals have not been met; and (4) Providing a valid basis to develop/adjust future projections.

Annually, Access Human Resources staff and Provider staff will be asked to complete a table (a copy of which is contained in **Appendix E**) showing their employment changes over the past year. This will provide an opportunity to quickly identify if Access or its providers are meeting their established EEO goals or if there need to be an adjustment of their EEO program plans.

In addition to these updates, the EEO Officer and Human Resources Manager are responsible to provide annual updates to Access' Affirmative Action Plan in accordance with Access Services' policy. Also, as discussed in Section 3 of this EEO Plan, the EEO Officer will be responsible for conducting periodic audits of employment practices in order to ensure compliance with EEO target goals.

Finally, annual physical audits will take place at provider locations to ensure that at those work environments, proper EEO policy postings are in place and all other employment site requirements are being met.

All management staff members are responsible for enforcement of the goals of the EEO Plan. Management staff of Access Services meets monthly. During these meetings any issues involving EEO and Affirmative Action are discussed and responded to in order to ensure Access Services

Table 4
Selection, Promotion and Termination Statistics
(April 2021 to June 2021)

Job Category	All Employees			Applicants for Employment		
	Total	Minority	Female	Total	Minority	Female
Executive & Senior Officials & Managers	9	4	0			
First & Mid-Officials/ Managers	7	6	3			
Professionals	26	23	11			
Technicians	11	7	4			
Administrative Support & Service Workers	17	16	9			
Total Employees	70	56	27	0	0	0

Job Category	All Employees			Applicants Hired		
	Total	Minority	Female	Total	Minority	Female
Executive & Senior Officials & Managers	9	4	0			
First & Mid-Officials/ Managers	7	6	3			
Professionals	26	23	11			
Technicians	11	7	4			
Administrative Support & Service Workers	17	16	9			
Total Employees	70	56	27	0	0	0

Job Category	All Employees			Applicants for Promotion*		
	Total	Minority	Female	Total	Minority	Female
Executive & Senior Officials & Managers	9	4	0			
First & Mid-Officials/ Managers	7	6	3			
Professionals	26	23	11			
Technicians	11	7	4			
Administrative Support & Service Workers	17	16	9			
Total Employees	70	56	27	0	0	0

Job Category	All Employees			Employees Separated		
	Total	Minority	Female	Total	Minority	Female
Executive & Senior Officials & Managers	9	4	0			
First & Mid-Officials/ Managers	7	6	3			
Professionals	26	23	11			
Technicians	11	7	4			
Administrative Support & Service Workers	17	16	9			
Total Employees	70	56	27	0	0	0

* 'Promotion' includes Transferred to another division which may or may not serve as a promo

is not operating contrary to its EEO and Affirmative Action guidance. At a minimum, these matters are discussed on a semi-annual basis.

Monitoring of Providers

Access Services has required each of its sub-contracting providers to prepare and share EEO Plans for each of their employment centers. The provider EEO plans are designed to be effective for the same period as Access Services' EEO Plan (January 2021 to December 2024).

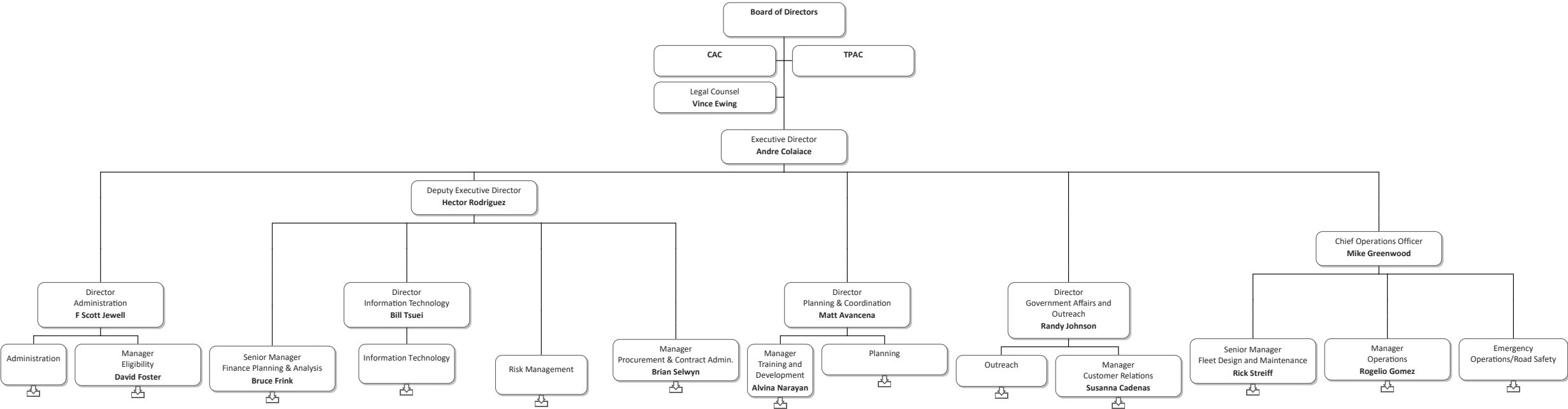
Access maintains copies of all provider EEO plans and performs reviews to ensure that those EEO plans comply with FTA guidelines established in Circular 4704.1A.

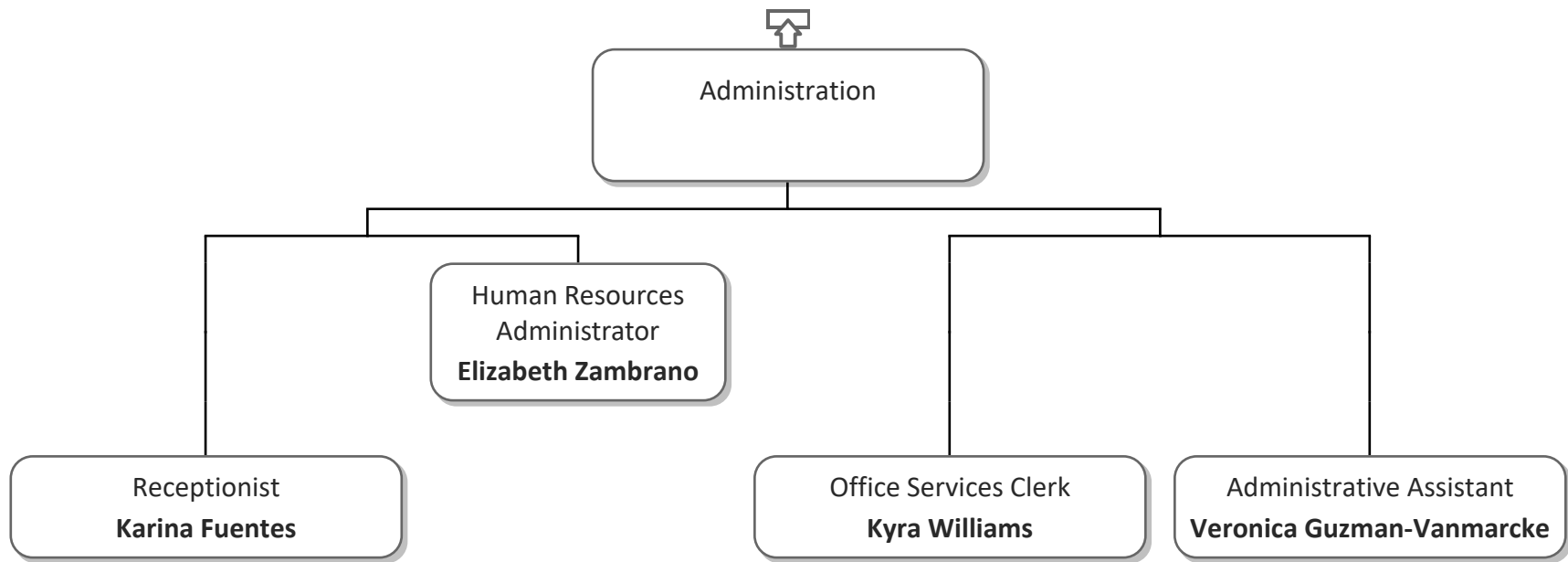
APPENDIX A
ACCESS SERVICES
MEMBER AGENCY LIST

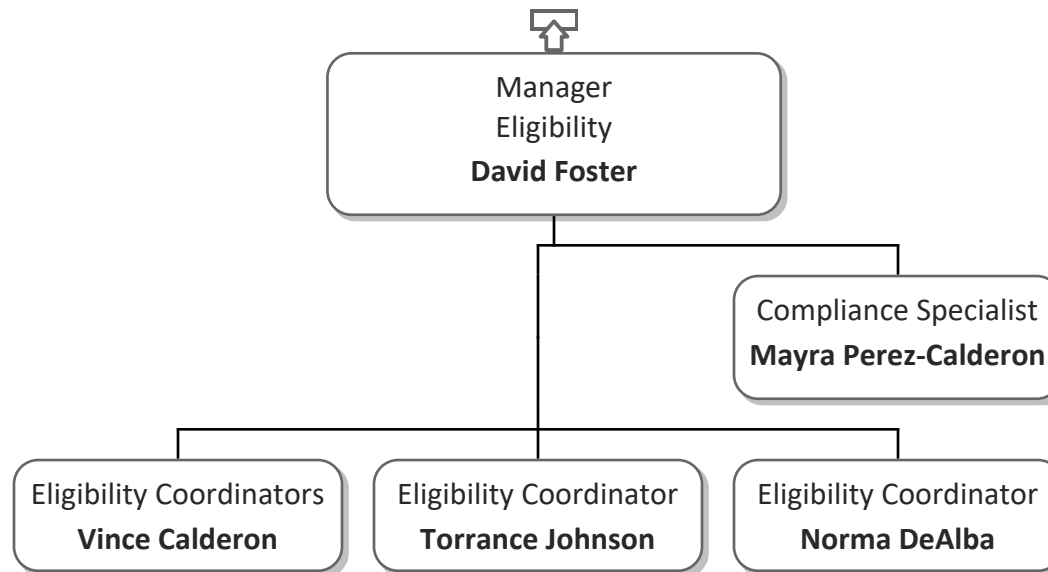
Access Services Member Agencies
FY 2020-2021

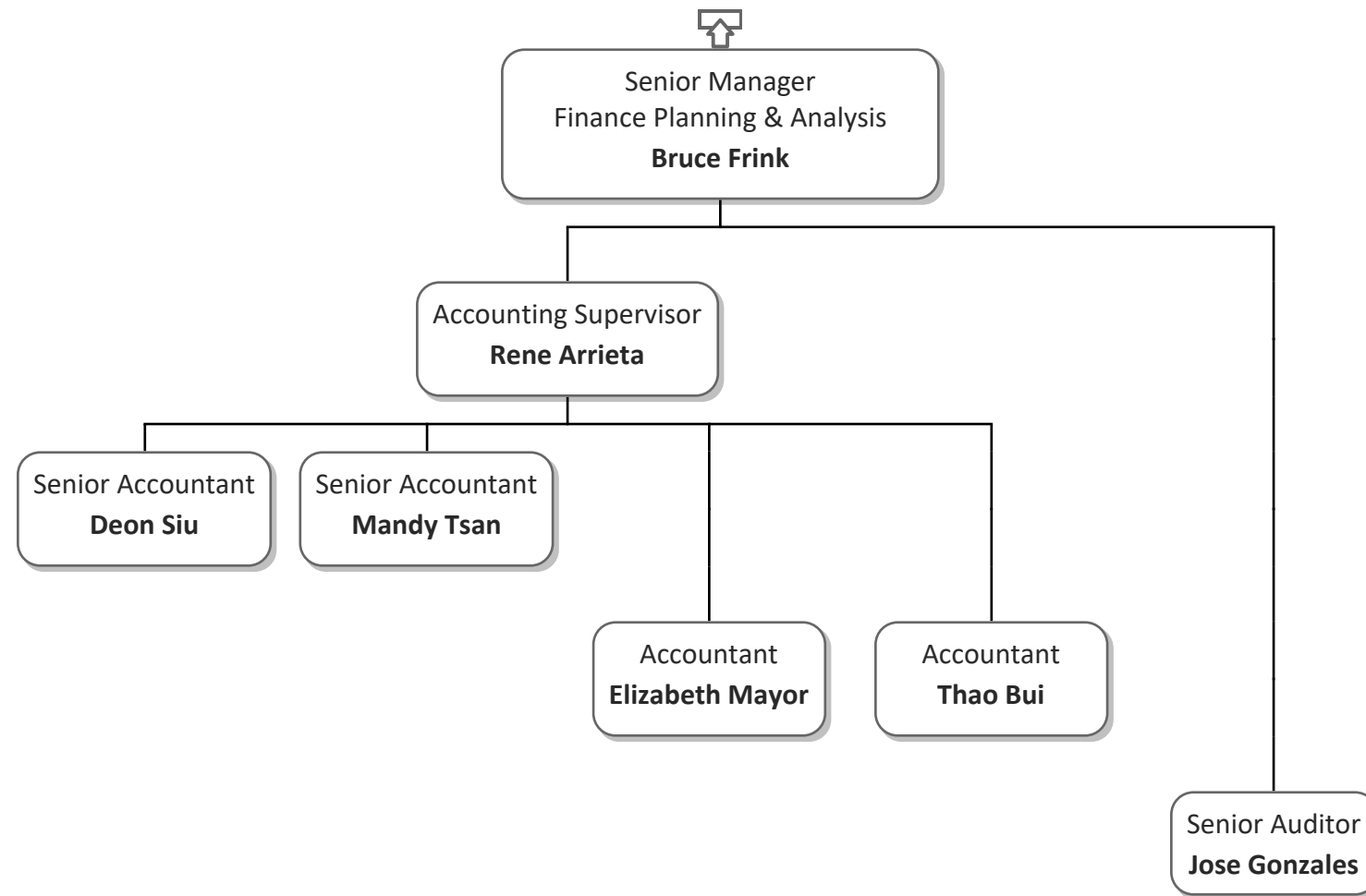
- | | |
|--------------------------------------|---|
| 1. Antelope Valley Transit Authority | 26. City of Paramount |
| 2. Beach Cities Transit | 27. City of Pasadena |
| 3. City of Alhambra | 28. City of Rosemead |
| 4. City of Arcadia | 29. City of Sierra Madre |
| 5. City of Baldwin Park | 30. City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

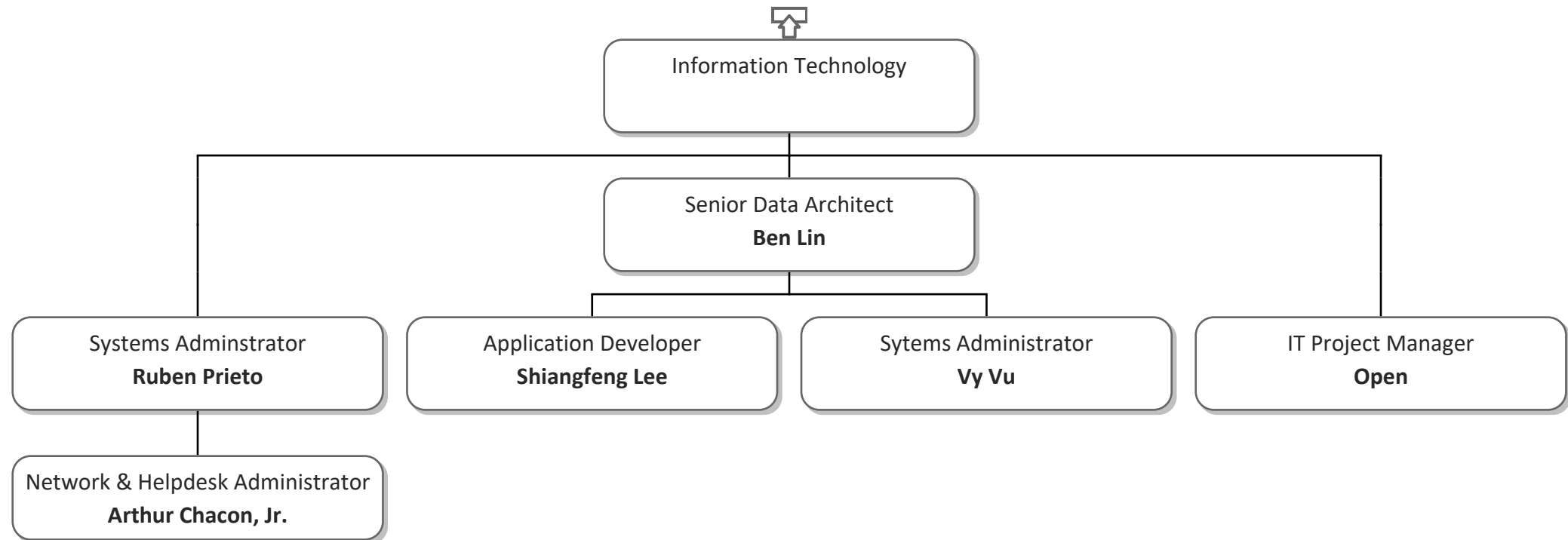
APPENDIX B
ACCESS SERVICES
ORGANIZATION CHARTS

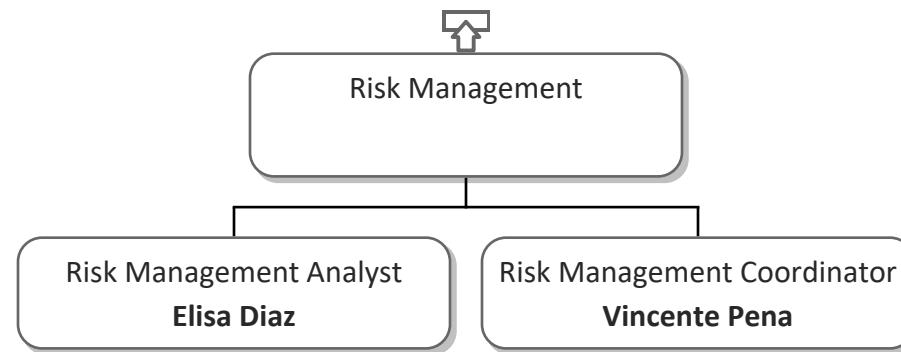


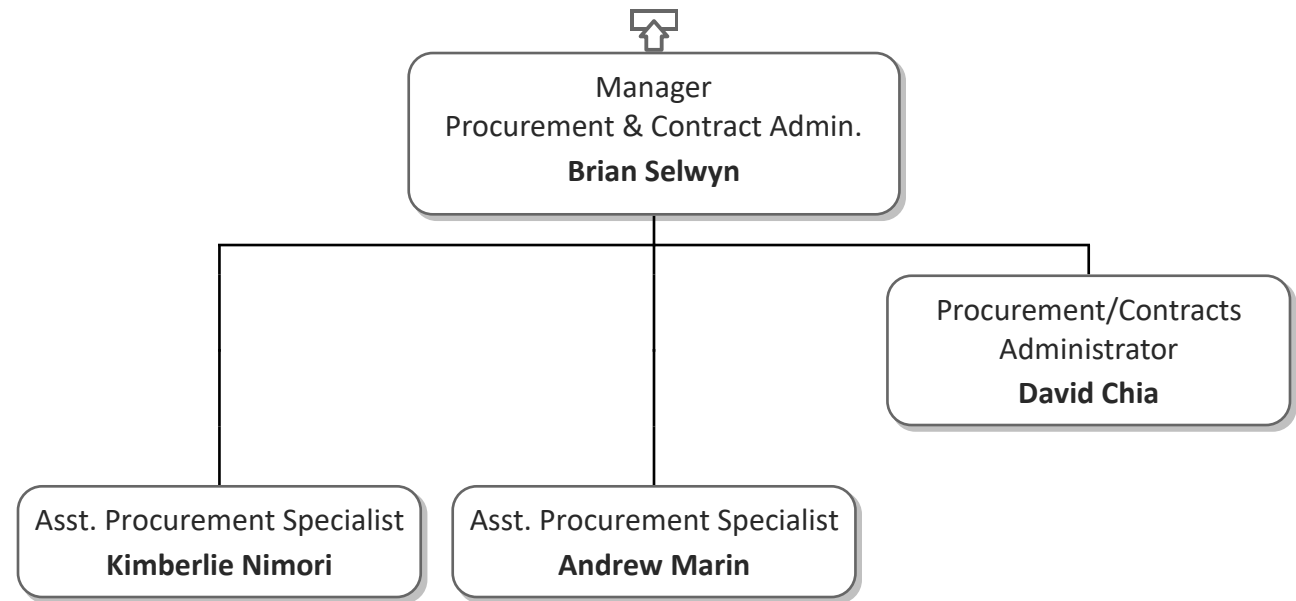


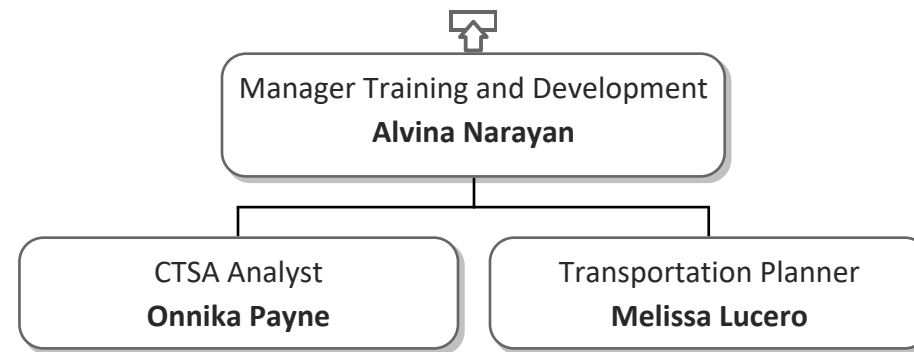


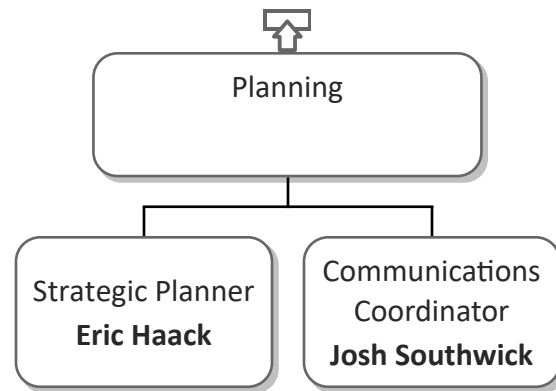


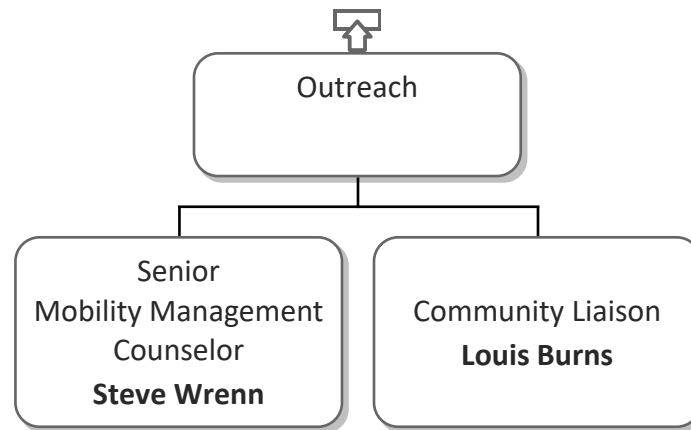


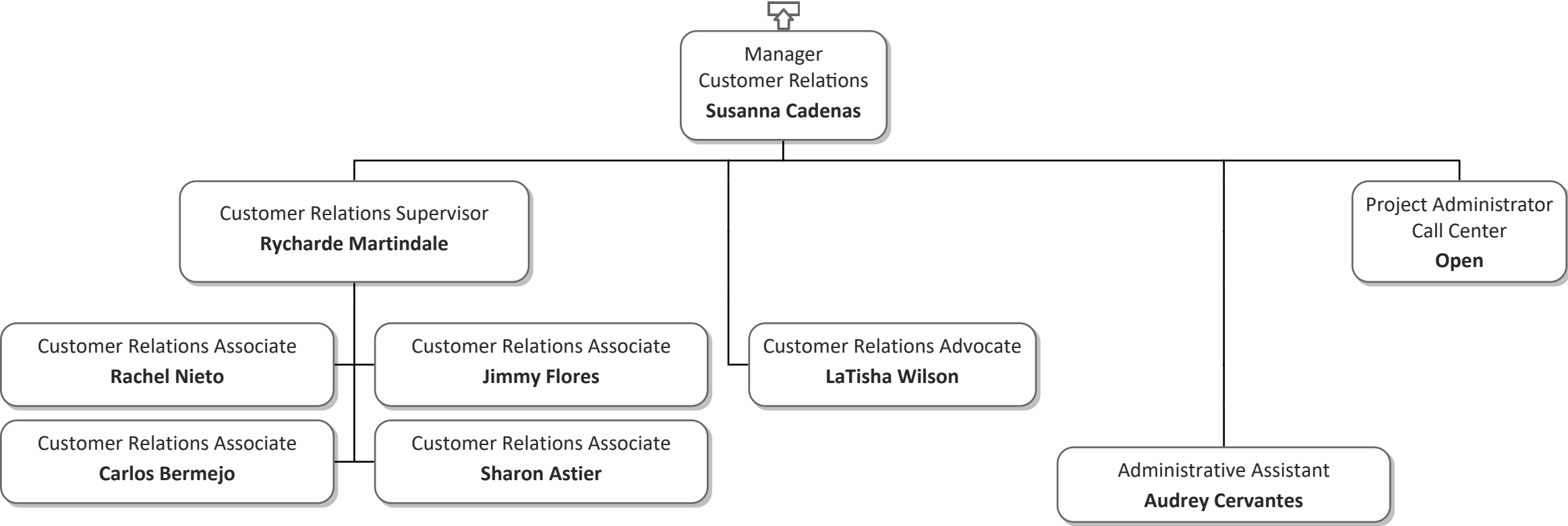


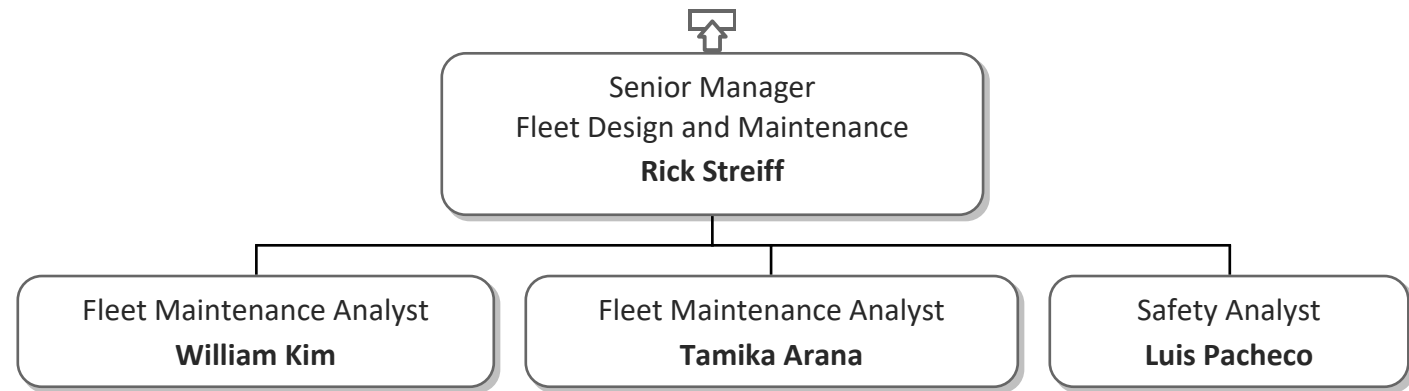


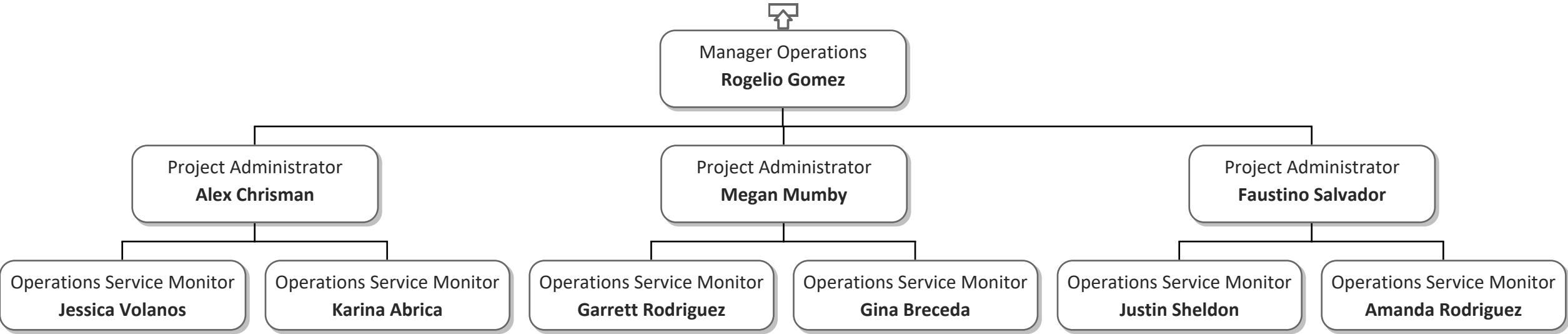


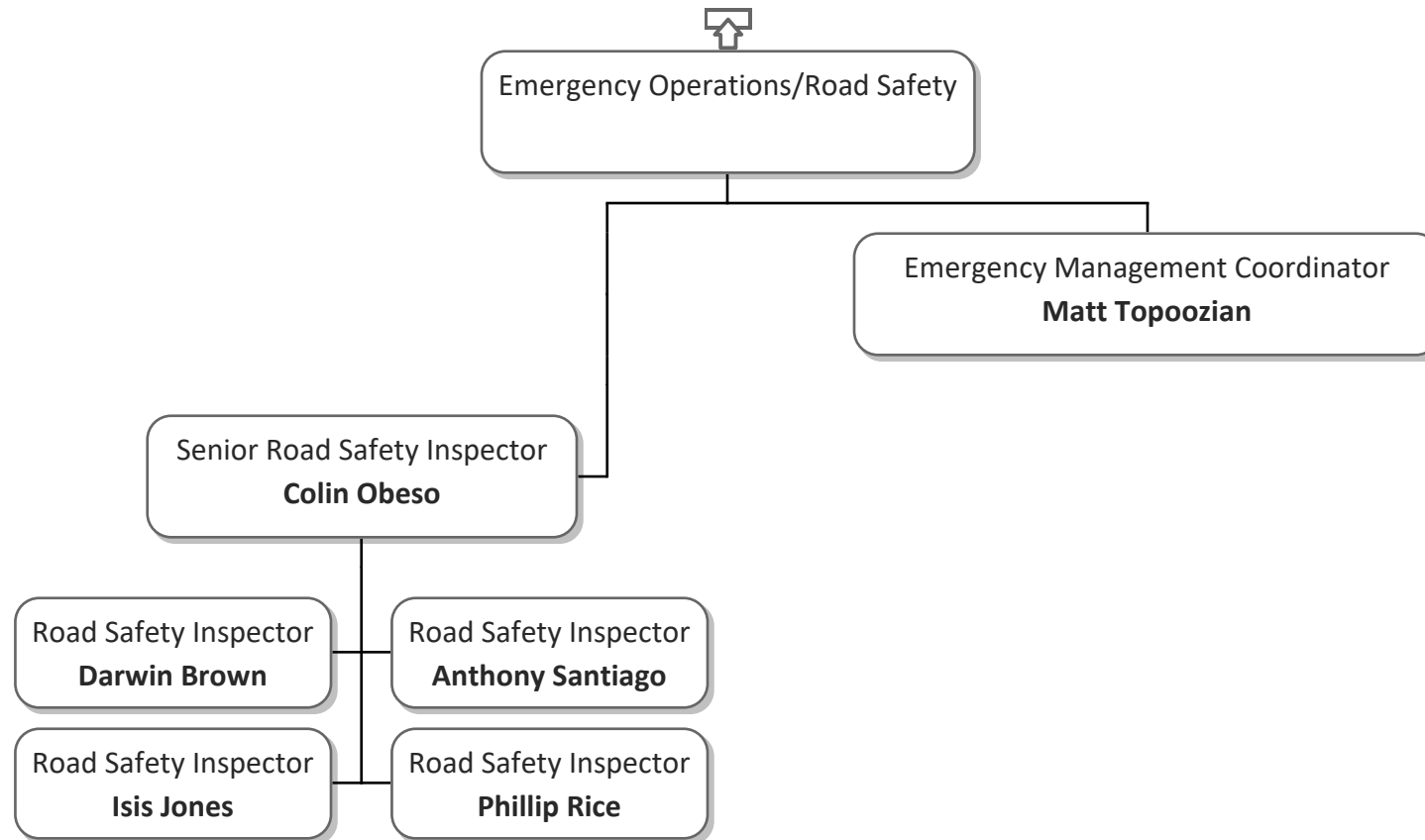












APPENDIX C
ACCESS SERVICES
JOB POSTING WITH EEO EMPLOYER NOTICE



ACCESS SERVICES
invites applications for the position of:

IT Project Manager

SALARY: \$31.62 - \$52.54 Hourly
\$5,481.33 - \$9,106.08 Monthly
\$65,776.00 - \$109,273.00 Annually

DEPARTMENT: Information Technology

OPENING DATE: 07/09/20

CLOSING DATE: 08/07/20 12:00 PM

DESCRIPTION:

Want to make an impact in the paratransit industry? Access Services is seeking a highly skilled and interpersonal IT Project Manager. When you join Access Services, you can expect a fast-paced environment, ongoing projects to improve paratransit service, and you will find a cohesive and committed workforce.

The IT Project Manager is responsible for the design, development, testing and support of all IT related projects, applications and workflows to support operations. Additionally, the IT Project Manager will be responsible for ensuring staff training of business processes, new and continuing IT improvement related projects, and ensuring IT projects are completed on time and at the appropriate level of quality.

The IT Project Manager reports to Director of Information Technology.

WHO WE ARE:

Access Services, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency ("CTSA") and administers the Los Angeles County Coordinated Paratransit Plan ("Plan") on behalf of the County's 45 public fixed-route operators (i.e., bus and rail). Pursuant to the Plan, Access facilitates the provision of complementary ADA paratransit services to certain persons with disabilities as required by 42 U.S.C. §12143 under the name "Access Paratransit." Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules.

OUR LOCATION:

Access Services headquarters is located in METRO's Division 9, El Monte Station.

WHAT WE BELIEVE:

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

Vision: Access Services serves the community as the leader in promoting accessible and innovative transportation solutions. We accomplish this vision by:

- Providing quality, efficient, safe and dependable ADA paratransit service.
- Leading the national dialogue as an advocate for universal access to transportation.
- Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Develops and maintains portfolio-level analytics including Key Performance Indicators (KPI) for overall health, scope, schedule, budget, resource utilization, risk exposure and changes to measure and monitor performance and ensure business objectives were met;
- Gathers, analyzes and synthesizes stakeholder requirements;
- Develops, initiates and maintains project plans ensuring that all the details are accurate and up to date;
- Maintains all project documentation;
- Interview process domain experts;
- Define business processes and develop functional requirements;
- Collaborate with other IT functional leaders, IT vendors and service providers to ensure the systems are designed and developed to meet functional requirements;
- Analyze existing systems, understand functional needs and document the knowledge and/or processes in workflow/process flow format;
- Document process execution into defined procedures to support system deployment;
- Create test scripts/scenarios and execute tests to ensure that the requirements for stability and usability are satisfied;
- Define system reporting and forms to enable business process execution;
- Support system implementation through preparation of documents/presentations/process flow diagram/video materials with onsite education and training of key users; and
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

None.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- Budget tracking and complex cost benefit analysis.
- Business process analysis in an enterprise environment.
- Information technology and project management software.
- Software development life cycle.
- Project management and the project management role in the IT development life cycle.

Ability to:

- Build and manage relationships across functional areas and with external vendors/clients (services providers).
- Challenge assumptions to ensure best outcomes.
- Contribute immediately, plan and report progress.
- Effectively communicate in English, both written and verbally.
- Manage high performance projects.
- Present information and respond to questions from groups of managers, clients, customers, and the general public.
- Work in the field with minimal supervision.
- Write reports, business correspondence and procedure manuals.

Skill to:

- Analyze, problem-solve and monitor project financials.
- Be logical, well-organized, and self-directed.
- Be detail-oriented, a problem solver with proven success in a high-energy environment while juggling multiple tasks with critical deadlines.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Interpret an extensive variety of technical instructions.
- Operate various types of standard office equipment including a personal computer and related software.

TYPICAL QUALIFICATIONS:

A combination of education, experience, and training that has provided the necessary knowledge, skills, and abilities is required for entry into the classification. Reasonable accommodations to enable qualified individuals with disabilities to perform the essential functions may be made. A typical combination includes:

EDUCATION, CERTIFICATES, LICENSES/REGISTRATIONS

Bachelor's Degree (BA, BS) from a four-year college or university with a major in business, mathematics, information systems, computer science or closely related field. Master's degree in business, mathematics, information systems, computer science is desired.

Certification in the following areas is desirable: CSM, PMP, PMI-PBA, CBAP or CCBA.

EXPERIENCE

Minimum of seven years progressively responsible experience in a centralized Information Technology organization, performing IT Governance, Project Management, and resource management activities, or related experience; or equivalent combination of education and experience. Master's degree is preferred.

Transit experience and a strong appreciation for customer service and service quality improvement is highly desired.

SUPPLEMENTAL INFORMATION:

WORKING CONDITIONS

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to speak and/or listen. The employee frequently is required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

The employee may be required to drive company vehicle for business purposes.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:*

The noise level in the field environment varies considerably. In the course of employment, employee may visit service provider or other contractor's premises which may include exposure to outdoor weather conditions, or fumes or airborne particles from motor vehicles.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, or abilities required of personnel so classified.

Selection Procedure: Applicants who best meet job-related qualifications will be invited to participate in the examination process. Selection exams may consist of any combination of written, performance, and/or oral appraisal exams. Examination parts will be weighed according to their relevancy to the job performance criteria.

OTHER REQUIREMENTS

Pre-employment: All potential employees are required to successfully pass a post-offer preemployment medical examination (which will include a drug/alcohol screening) and satisfactory results from an administrative screening.

E-Verify: Access Services is an E-Verify employer. E-Verify is an internet-based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of newly hired employees in the United States. Access Services does not sponsor H-1B or related work visas.

An Equal Opportunity Employer: Access Services is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Access Services will provide reasonable accommodations to qualified individuals with disabilities.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.accessla.org>

Position #2020-08
IT PROJECT MANAGER
EZ

PO Box 5728
El Monte, CA 91734
213-270-6000

jobs@accessla.org

IT Project Manager Supplemental Questionnaire

- * 1. PLEASE READ: The information provided on the Supplemental Questions will be used in conjunction with the job application to determine whether the qualification requirements are met. Failure to provide detailed and complete information may result in the application being rejected. A resume may not be submitted in place of completing the Supplemental Questions. When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. This includes a detailed description of each position that qualifies me for the job I am seeking. I have read the above statement and acknowledge that failure to provide sufficient detailed information may result in my application being rejected.
☐ Yes ☐ No
 - * 2. Please describe your experience analyzing data and managing IT projects. (Please list name of employer(s), position, dates of employment, and description of your experience.)
 - * 3. Please identify your highest level of education. (Please attach copies of degree/transcripts.)
 - ☐ High school Diploma or equivalent (e.g. GED)
 - ☐ Associate's Degree
 - ☐ Bachelor's Degree
 - ☐ Graduate Degree (MBA, MPA, etc.)
 - * 4. How many years of experience do you possess in a centralized Information Technology organization, performing IT Governance, Project Management or Resource Management?
 - ☐ One to three years experience.
 - ☐ Four to six years experience.
 - ☐ Seven years experience or more.
 - * 5. What field of study is your degree in?
 - ☐ Business/Public Administration
 - ☐ Computer Science
 - ☐ Information Systems
 - ☐ Mathematics
 - ☐ Other
 - 6. Which of the following certifications do you possess, if any? Please make your selection(s) below: (Please attach certification, if applicable.)
 - ☐ Certified Business Analyst Professional (CBAP)
 - ☐ Certification of Capability in Business Analysis (CCBA)
 - ☐ Certified ScrumMaster (CSM)
 - ☐ PMI Professional in Business Analysis (PMI-PBA)
 - ☐ Project Management Professional (PMP)
 - 7. A resume is required for consideration. Have you attached a resume to your employment application?
 - ☐ Yes
 - ☐ No
 - * 8. NOTE: NOTIFICATION PREFERENCE This recruitment will notify applicants of status and alerts by email. Please ensure your notification preference is set to emails.
 - ☐ Yes, my notification preference is set to email.
 - * 9. I acknowledge that the information provided in this job application and supplemental questions, as well as all education and work history contained within this application, are complete and accurate and will be verified using all submitted application materials. (Please provide your initials as your acknowledgement.)
- * Required Question

APPENDIX D
ACCESS SERVICES
2016 ANNUAL COMPENSATION RANGES

Annual Pay Schedule

Grade	Title	Minimum	Midpoint	Maximum
1	Receptionist	24,401	30,236	36,071
2	Office Services Clerk	27,583	36,071	44,558
3	Accounting Clerk Administrative Assistant Asst. Procurement Specialist Auditor Customer Relations Associate GIS Analyst Assistant	31,827	40,845	49,862
4	Communications Coordinator Compliance Specialist Eligibility Coordinator Mobility Mgmt. Counselor Operations Service Monitor Risk Management Coordinator Road Safety Inspector Senior Auditor Senior Mobility Mgmt. Counselor	38,192	52,515	66,837
5	Accountant Customer Relations Advocate Business Analyst Safety Analyst Senior Road Safety Inspector	48,801	61,002	73,202
6	ADA Coordinator Community Liaison CTSA Analyst Customer Relations Analyst Emergency Management Coordinator Fleet Maintenance Analyst Transportation Planner Network & Helpdesk Analyst Risk Management Analyst Senior Accountant Strategic Planner Systems Administrator	59,410	72,141	84,872

Grade	Title	Minimum	Midpoint	Maximum
7	Accounting Supervisor Application Developer Customer Relations Administrator Human Resources Administrator Procurement/Contracts Administrator Project Administrator Senior Database Architect	65,776	87,524	109,273
8	Manager, Eligibility Manager, Operations Manager, Government Affairs & Outreach Mgr. Procurement & Contracts Admin. Mgr., Training & Development Sr. Mgr., Fleet Design & Maintenance Sr. Mgr., Fin., Planning & Analysis	86,994	105,029	123,064
9	Director, Administration Director, Planning and Coordination	109,273	127,838	146,404
10	Chief Operations Officer Director of IT Deputy Executive Director	136,856	171,866	206,876
11	Executive Director	180,353	233,398	286,443

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

access

APPENDIX E

SAMPLE EMPLOYMENT CHANGES TABLE

APPENDIX E
EEO Monitoring and Reporting
Provider Selection, Promotion and Termination Statistics
(Quarterly)

Job Category	All Employees			Applicants for Employment		
	Total	Minority	Female	Total	Minority	Female
Executive						
Managers						
Professionals						
Office & Clerical						
Total Employees	0	0	0	0	0	0

Job Category	All Employees			Applicants for Promotion*		
	Total	Minority	Female	Total	Minority	Female
Executive						
Managers						
Professionals						
Office & Clerical						
Total Employees	0	0	0	0	0	0

Job Category	All Employees			Employees Terminated		
	Total	Minority	Female	Total	Minority	Female
Executive						
Managers						
Professionals						
Office & Clerical						
Total Employees	0	0	0	0	0	0

* 'Promotion' includes Transferred to another division which may or may not serve as a promotion