# ACCESS SERVICES LOS ANGELES COUNTY

TITLE VI REPORT

OCTOBER 2019 - SEPTEMBER 2022

# 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-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 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 Directors 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 seventy-one (71) individuals.<sup>1</sup> An organization chart presenting the variety of positions and departments operated by Access Services is included in **Appendix B**. Paratransit dispatch and transportation operations are operated by several contractors (service providers) and eligibility determination services are provided by one contractor. Access Services staff manage the paratransit and eligibility contracts.

# II. <u>General Title VI Requirements and Guidelines for Providers of Paratransit</u> Services

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

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

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

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

<sup>&</sup>lt;sup>1</sup> Employment data used in this report draws from employment data gathered in July 2019.

- 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 Subrecpients (Contractors) Title VI Compliance;

# A. <u>Title VI Approval by Access' Board of Directors</u>

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

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

Access' Title VI Program and associated Title VI reports will be brought before the Access Services Board of Directors on Monday, October 21<sup>st</sup>. Contained in **Appendix C** of this report is a copy of the Board of Directors agenda. **Appendix D** will provide a copy of the minutes from the Board of Directors meeting showing the approval of this Title VI Program.

# B. Requirement to Notify Customers of Protection under Title VI

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

## 1. Access Services Website

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

http://accessla.org/about\_us/title\_vi.html

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

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

# 2. Access Services Customer Rider's Guide

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

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

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

# 3. Posting of Title VI Policy in Public Spaces

Access currently posts its Title VI Policy Access' "public" spaces, this includes the reception area of its administrative offices in El Monte, California and at its Eligibility Center.

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

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

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

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

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

# 1. Title VI Complaint Form

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

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

#### 2. <u>Title VI Complaint Investigations</u>

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

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

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

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

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

# 3. <u>Title VI Complaint Investigation Procedure</u>

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 Human Resources Manager for review and action.
- b. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of alleged act of discrimination; or

- b. Where there has been a continuing course of conduct, the date on which the conduct was discontinued
- In either case, Access Services may extend the time for filing or waive the time limit in the interest of justice, as long as Access Services specifies in writing the reason for so doing.
- c. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of Access Services, the person shall be interviewed by the Human Resources Manager. If necessary, the Human Resources Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to Access Services' investigative Procedures.
- d. Within 10 days, the Customer Relations department will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation and to advice 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 Relations 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 dissuaded with the final decision rendered by Access Services. If sought by the FTA, the Human Resources Manager will 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, 5<sup>th</sup> 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'
Complaints Division performs on all complaints received against Access, the following added steps have been included to ensure proper tracking of such complaints:

"All Title VI complaints will be addressed to the Human Resources Department to confirm receipt. The complaint will then be entered by an assigned Customer Care Specialist. An e-mail notification will automatically be generated and addressed to Government Services, the Project Administrators and the

Customer Care Department. Within 60 days, an investigation of the allegation will be conducted and based on the information obtained; the Customer Care Department will render a recommendation for action in a report of findings to the Executive Director. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the disposition of the matter." (Customer Care policies, September, 2013).

In the past three years, Access has received a total of two (2) complaints that alleged Title VI issues. The table included in **Appendix I** summarizes the complaints that were filed and their resolution.

# E. Promoting Inclusive Public Participation

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

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

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

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

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

To comply with FTA Circular 4702.1B and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency," Access has introduced a number

of processes to ensure that individuals are able to effectively access the paratransit resources that Access offers the Los Angeles County community.

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

# G. Minority Representation on Planning and Advisory Bodies

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

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

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

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

TABLE 1
MINORITY REPRESENTATION ON ACCESS BOARD AND ADVISORY COMMITTEES

Governing Body	Total Members & TPAC Alternates	Percent White	Percent Latino	Percent African- American	Percent Asian- American	Percent Two or More Races
Access Services Board of Directors	9	55.56%	0.00%	22.22%	22.22%	0.00%
Community Advisory Committee (CAC)*	15	40.00%	20.00%	6.67%	6.67%	13.33%
Transportation Professionals Advisory Committee (TPAC)*	25	12.00%	36.00%	24.00%	8.00%	0.00%

#### 1. Access Services Board of Directors

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

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

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

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

# 2. Community Advisory Committee (CAC)

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

"The Access Services Board of Directors shall appoint a slate of fifteen (15) Los Angeles County residents comprised of persons with disabilities or, where needed, persons with knowledge of specific disabilities to the CAC following receipt of an application for CAC membership and a personal interview with by the Access Services staff liaison. Representatives shall be appointed to ensure that the committee reflects both diversity across various types of disabilities and regional diversity across the geographic area being served by Access Paratransit." (CAC Bylaws, Page 1).

# 3. <u>Transportation Professionals Advisory Committee (TPAC)</u>

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)

# H. Requirement to Monitor Subrecipients

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

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

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

# APPENDIX A ACCESS SERVICES MEMBER AGENCY LIST

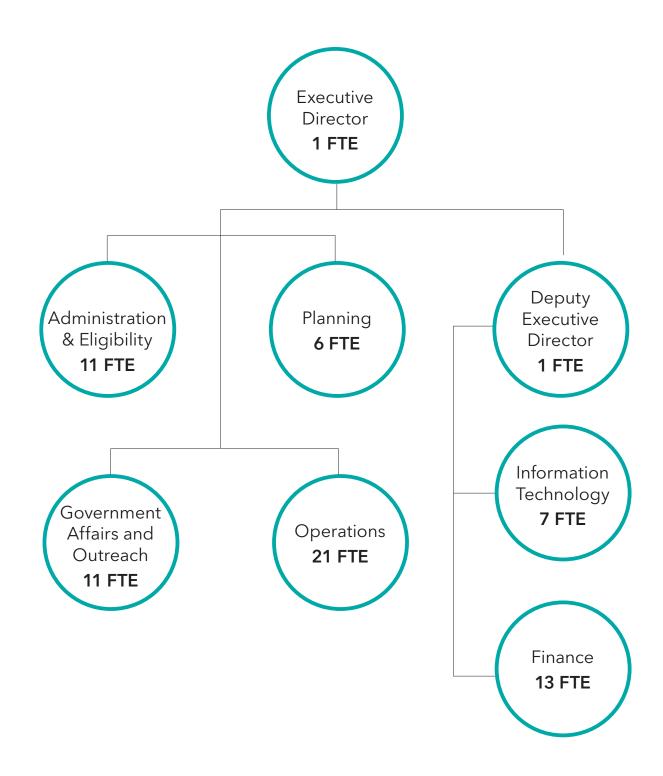
# **Access Services Member Agencies**

- 1. Antelope Valley Transit Authority
- 2. Beach Cities Transit
- 3. City of Alhambra
- 4. City of Arcadia
- 5. City of Baldwin Park
- 6. City of Bell
- 7. City of Bell Gardens
- 8. City of Bellflower
- 9. City of Burbank
- 10. City of Calabasas
- 11. City of Carson
- 12. City of Cerritos
- 13. City of Commerce
- 14. City of Compton
- 15. City of Cudahy
- 16. City of Downey
- 17. City of Duarte
- 18. City of El Monte
- 19. City of Glendale
- 20. City of Huntington Park
- 21. City of Inglewood
- 22. City of La Canada Flintridge
- 23. City of Lawndale
- 24. City of Lynwood

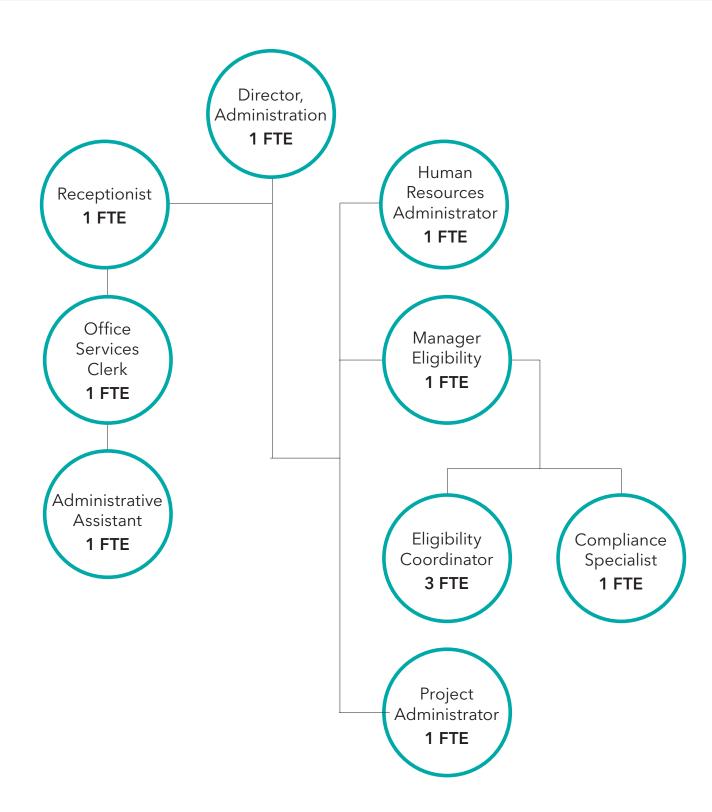
- 25. City of Monterey Park
- 26. City of Paramount
- 27. City of Pasadena
- 28. City of Rosemead
- 29. City of Sierra Madre
- 30. City of West Covina
- 31. City of West Hollywood
- 32. City of Westlake Village
- 33. Culver CityBus
- 34. Foothill Transit
- 35. Gardena Municipal Bus Lines (GTrans)
- 36. Long Beach Transit
- 37. Los Angeles Department of Transportation (LADOT)
- 38. Los Angeles County Department of Public Works
- 39. Los Angeles County Metropolitan Transportation Authority (Metro)
- 40. Montebello Bus Lines
- 41. Norwalk Transit
- 42. Palos Verdes Peninsula Transit Authority
- 43. Santa Clarita Transit
- 44. Santa Monica's Big Blue Bus
- 45. Torrance Transit

# APPENDIX B ACCESS SERVICES ORGANIZATION CHARTS

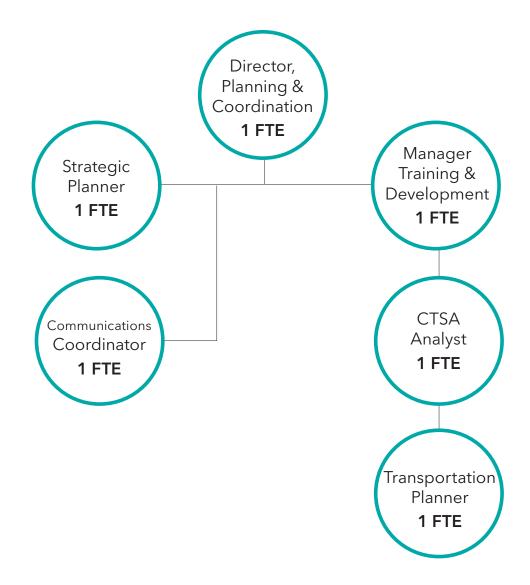
# **Access Services - FTE Summary**



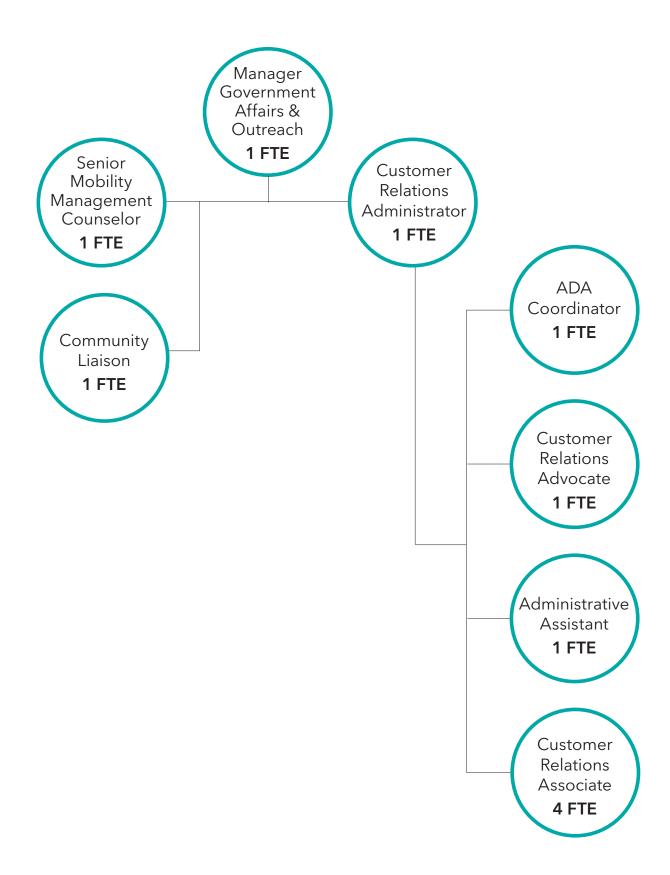
# **Access Services - Administration**



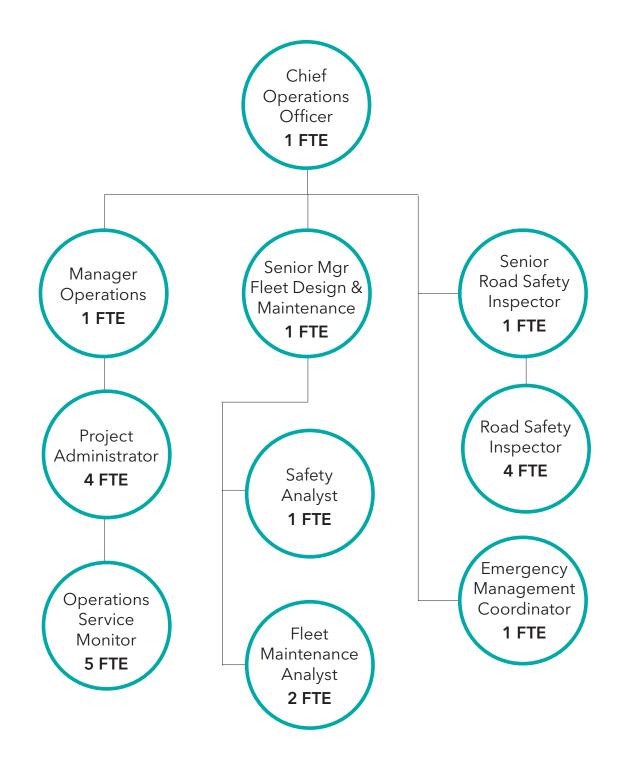
# **Access Services - Planning**



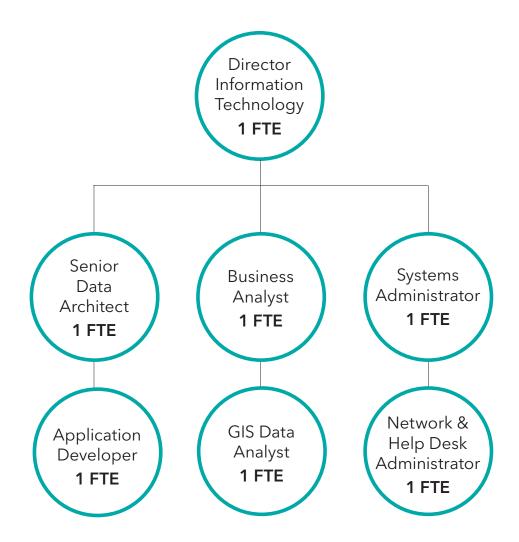
# **Access Services - Government Relations**



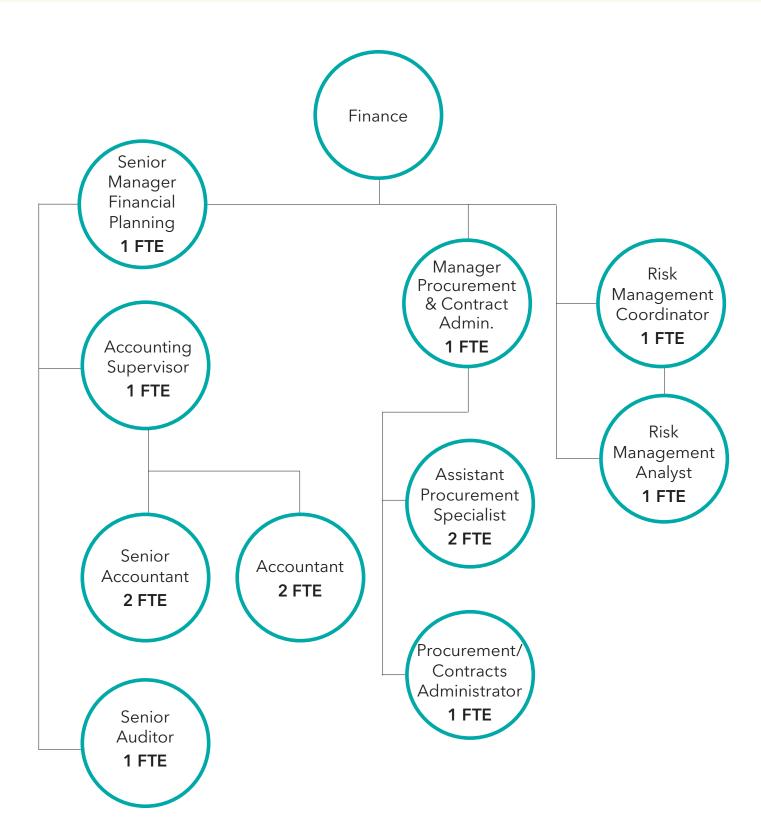
# **Access Services - Operations**



# **Access Services - Information Technology**



# **Access Services - Finance**



# APPENDIX C ACCESS SERVICES BOARD OF DIRECTORS AGENDA OCTOBER 21, 2019

# access

# **BOARD OF DIRECTORS MEETING**

Monday, October 21, 2019 General Session: 9:00 a.m.

**Closed Session: Immediately Following** 

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

# **MISSION STATEMENT**

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.

		<u>DISPOSITION</u>
1.	CALL TO ORDER	ACTION
2.	REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON JULY 15, 2019 (page 6)  [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3.	REVIEW & APPROVAL OF MINUTES FROM THE SPECIAL BOARD MEETING ON SEPTEMBER 16, 2019 (page 16)  [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
4.	REPORT FROM EX-OFFICIO BOARD MEMBERS	INFORMATION
5.	GENERAL PUBLIC COMMENT	INFORMATION

#### 6. SUPERIOR SERVICE AWARD

## 7. CONSENT CALENDAR

a) Consideration to Approve Title VI Plans (page 18)

[Staff Recommendation: Approve Access Services' Title VI Plan which encompasses the following reports:

- Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan.]
- b) Consideration to Approve DBE Consulting Services Contract Award (page 21)

[Staff Recommendation: Authorize staff to execute Contract No. AS-4106 with GCAP Services, Inc. (GCAP) for a period of five (5) years with the option to extend for up to five (5) additional years, in one (1) year increments, in an amount not to exceed \$224,534.85.]

c) Consideration to Extend Term and Increase Funds for Transitional Voice Communication Services Contract (page 25)

[Staff Recommendation: Authorize an additional \$1,600,000 in funds and an extension in the period of performance through March 31, 2020 with TMSI.]

d) Consideration to Approve Additional Deferred Compensation Providers (page 30)

[Staff Recommendation: Authorize the Executive Director to negotiate and execute agreements with ICMA-RC to provide deferred compensation plans for employees and authorize the Treasurer/Secretary to sign the required resolutions.]

e) Consideration to Approve 2020 Board of Directors Meeting Calendar (page 35)

[Staff Recommendation: Review and approve the proposed Board Meeting calendar for 2020.]

#### **PRESENTATION**

ACTION
[Vote Required:
majority of quorum
by roll call]

f) Consideration to Approve Purchase of Vehicles for Paratransit Service (page 37)

[Staff Recommendation: Authorize staff to purchase fiftyone (51) low-emission ADA-accessible paratransit vehicles with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of \$2,690,000.]

[Staff Recommendation: Approve Consent Calendar]

CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ADA ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-4030) (page 39)

[Staff Recommendation: Authorize an additional \$5,179,884 in funds and extend the term for Contract AS-4030 with Medical Transportation Management, Inc. (MTM) from July 1, 2020 through June 30, 2022.]

PRESENTATION/ ACTION [Vote required: majority of quorum by roll call]

- 9. QUARTERLY FINANCIAL REPORT
- 10. **UPCOMING BOARD ITEMS** (page 45)
- 11. EXECUTIVE DIRECTOR'S REPORT
- 12. **BOARD MEMBER COMMUNICATION**
- 13. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA
- 14. **CLOSED SESSION** 
  - A) CONFERENCE WITH LEGAL COUNSEL: CAL. GOV. CODE §54956.9
    - 1. Anticipated Litigation: Gov. Code §54956.9 (d)(2)
    - (i) A point has been reached where, in the opinion of the Access Services Board of Directors, on the advice of its legal counsel, based on existing facts and circumstances, there is a significant exposure to litigation against Access Services.

INFORMATION

**INFORMATION** 

INFORMATION

INFORMATION

DISCUSSION/ POSSIBLE ACTION

DISCUSSION/ POSSIBLE ACTION

# B) CALIFORNIA GOV. CODE §54957.6 - PERSONNEL MATTERS: PUBLIC EMPLOYEE EVALUATION - EXECUTIVE DIRECTOR

# 15. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

INFORMATION

#### 16. **ADJOURNMENT**

**ACTION** 

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <a href="http://accessla.org">http://accessla.org</a>. Documents, including Power Point handouts distributed to the Board members by staff or Board members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board during a Board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agendized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or

special circumstances exist. However, the Board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff may respond to all public comments in writing prior to the next Board meeting.

Alternative accessible formats are available upon request.

# **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: ERIC J. HAACK, STRATEGIC PLANNER

MATTHEW AVANCENA, DIRECTOR OF PLANNING AND

**COORDINATION** 

RE: CONSIDERATION TO APPROVE TITLE VI PLANS

#### **ISSUE:**

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

#### RECOMMENDATION

Approve Access Services' Title VI Plan which encompasses the following reports:

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

# **IMPACT ON BUDGET**

None

#### BACKGROUND

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

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

its Title VI documentation as part of the final submission of these reports to FTA's Office of Civil Rights. Access' 2016 Title VI submission was reviewed and approved by the FTA in 2016 and reviewed again as part of the Agency's 2018 Triennial review.

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

# <u>Title VI Report</u>

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

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

# Public Participation Plan

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

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

- 1) Ongoing community outreach conducted by Access' Customer Service, Mobility Management and Operations Departments;
- 2) Examples of Community Meetings conducted ahead of proposed Fare Changes.

- 3) Customer notification of upcoming meetings through Access Services' website and directed mailings;
- 4) Access' 2017 Customer Satisfaction telephone survey.

# <u>Limited English Proficiency Plan</u>

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

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

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

- 1) Telephone interpreter services for over 240 languages are available to be accessed by Access' contracted call center staff; provider staff; eligibility and eligibility appeals staff. This allows LEP persons to communicate effectively.;
- 2) Google Translate is an embedded feature on Access' website. Information posted on the Access website, including the text of Access' Rider's Guide, can be viewed in English, Spanish or through a Google Translate link on the Access website can be translated into dozens of languages;
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at Access' Eligibility Center and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through these portable speaker phones (i.e. cell phones), the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course;
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English);

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

https://accessla.org/about\_us/publications.html, Board Meeting Attachments

# **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: ALVINA NARAYAN, MANAGER OF TRAINING AND COMPLIANCE

BRIAN SELWYN, MANAGER OF PROCUREMENT AND CONTRACT

**ADMINISTRATION** 

RE: CONSIDERATION TO APPROVE AWARD OF DISADVANTAGED

**BUSINESS ENTERPRISE (DBE) CONSULTING CONTRACT (AS-4106)** 

#### **ISSUE:**

Board approval is required to exercise the award of a contract to a consultant to assist Access Services with DBE Program compliance, monitoring and outreach beginning February 1, 2020.

#### **RECOMMENDATION:**

Authorize staff to execute Contract No. AS-4106 with GCAP Services, Inc. (GCAP) for a period of five (5) years with the option to extend for up to five (5) additional years, in one (1) year increments, in an amount not to exceed \$224,534.85.

#### **IMPACT ON BUDGET:**

The costs associated with this contract will be appropriately budgeted for FY 2019-2020 and the subsequent out years. The funding for this service is allocated from Proposition C 40% Discretionary funds.

## **ALTERNATIVES CONSIDERED:**

Current staffing levels are not adequate to meet the needs of the DBE compliance program. The staff position responsible for DBE compliance is also responsible for grants, overall compliance with all the FTA grants management requirements and Consolidated Transportation Services Agency (CTSA) functions. Due to the volume and scope of these duties, it is not feasible to manage the above functions in-house without additional outside assistance.

#### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

#### **BACKGROUND:**

Under Title 49 CFR Part 26, (Participation by Disadvantaged Business Enterprises in Department of Transportation (DOT) Financial Assistance Programs), administration of DOT assisted contracts shall establish and comply with the provisions of Part 26. The rule is in effect to assist small business owners (minority and/or women owned), controlled by socially and or economically disadvantaged individuals, providing them an equal opportunity for contracting opportunities on DOT assisted programs.

Access is required to certify DBE compliance in the form of a biannual report to the Regional Civil Rights Office. Access is also required to conduct a triennial analysis, where an annual DBE goal is established by estimating an anticipated amount of DBE participation on DOT assisted projects. Furthermore, transit entities are expected to conduct outreach on procurements to DBEs and small businesses.

Access has been utilizing the services of a qualified consultant to comply with DBE program requirements. The consultant provides monitoring and oversight to contractors and their sub-contractors to ensure the DBE program implemented by Access Services is compliant with DOT and FTA rules.

DBE services are also needed to develop recommendations for any corrective measures, and to provide proactive outreach and ensure good faith efforts toward greater utilization of DBEs.

A request for proposals was issued on June 25, 2019. On August 15, 2019 proposals were submitted by GCAP, DBE Worldwide (DBEW) and The LeFlore Group (TLG). The three proposers were determined to be responsive and responsible. The proposed cost breakdown is as follows:

Proposer	Year 1	Year 2	Year 3	Year 4	Year 5	Five Year Total
GCAP	\$42,440.40	\$42,797.85	\$43,917.47	\$45,125.78	\$50,253.35	\$224,534.85
TLG	\$117,480	\$52,140	\$66,000	\$52,140	\$52,140	\$339,900
DBEW	\$310,322	\$310,322	\$315,260	\$222,640	\$222,640	\$1,381,184

An evaluation of the proposals was conducted in accordance with Access' Procurement Policy. Technical proposals were evaluated by two members of the Access Planning and Coordination Department and one member of the Administration Department. After careful consideration, the evaluation team scored the proposals, according to four evaluation criteria. GCAP received the highest overall score and also scored highest among all proposers on the cost criterion and each of the three technical criteria.

Proposer	Cost (Max. 20 Pts.)	Qualifications and Availability of Proposed Staff (Max. 30 Pts.)	Quality of Technical Approach (Max. 20 Pts.)	Qualifications of Firm (Max. 30 Pts.)	Total Score (Max. 100 Pts.)
GCAP	20.00	28.80	18.73	28.70	96.23
TLG	13.21	24.30	16.60	25.00	79.11
DBEW	3.25	20.40	13.67	20.80	58.12

In terms of cost, GCAP, the incumbent DBE Consultant, proposed the lowest cost among the three proposers. The evaluation team deemed the proposed level of effort appropriate given the scope of the project. The proposed wages were deemed fair and reasonable. From the current contract year, which ends January 31, 2020, to the first year of the new contract, which would begin immediately thereafter, GCAP proposed an average increase in hourly staff rates of 2.5%. This change compares favorably with the most recent local year-over-year change in Wages and Salaries of 4.3% (US Department of Labor, Bureau of Labor Statistics, Los Angeles Region, June 2019).

GCAP has been providing DBE compliance and supportive services to a wide range of clients since 1997, working with large transportation agencies, including Los Angeles Metro and CalTrans. GCAP has served as Access' DBE Consultant since 2015 and has played a vital role in ensuring Access' compliance with the DBE program. GCAP successfully established Access' Triennial goal, including helping to develop program policy, and continues to monitor contractors while also providing critical support to the agency in preparing our semi-annual reports. GCAP has also assisted staff in preparation for the Triennial Review process, assisting with document collation and interview preparations. In addition, GCAP was pivotal in transitioning and streamlining

the contractors reporting process by integrating a web-based contract compliance system for the DBE program. The web-based reporting system allows Access and its partners to efficiently and accurately collect and report required contractor and subcontractor information for Access' federally funded projects.

### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: WILLIAM TSUEI, DIRECTOR OF INFORMATION TECHNOLOGY

RE: CONSIDERATION TO INCREASE FUNDS AND EXTEND TERM FOR

TRANSITIONAL VOICE COMMUNICATION SERVICES (PO#1004933)

### **ISSUE:**

Board approval is required to approve transitional voice communication costs due to the delayed implementation of AT&T's toll-free 1-800 Voice Over Internet Protocol (VoIP) phone services.

### **RECOMMENDATION:**

Authorize an additional \$1,600,000 in funds and an extension in the period of performance through March 31, 2020 with TMSI.

### **IMPACT ON BUDGET:**

This is a month-to-month agreement that will only be continued until the AT&T VoIP services are implemented. The funding for these services comes from Prop C discretionary funds. This action will result in an increase in the previously approved contract amount of \$1,980,000 to \$3,580,000.

Overall, staff still anticipates substantial savings on voice communication services in subsequent budget years. The existing per minute rate charged by TMSI is \$0.0365. After AT&T VoIP Services go live, the negotiated per minute rate will decline to \$0.0112. Staff believes that an annual savings of at least one (1) million dollars annually will be realized for the next ten years because of both lower rates and lower call volume due to the implementation of online and smartphone options for estimated times of arrival (ETAs) and reservations.

Once the new system is implemented, staff will prepare a final report for the Board outlining project results.

### **ALTERNATIVES CONSIDERED:**

No other options were considered as toll-free 1-800 services are a mission critical application that allows riders to contact Access' service providers for a variety of needs.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

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

### **BACKGROUND:**

Access' 800 toll-free service for reservations, contracted through TMSI/Verizon, allows riders to select via a menu the service provider they wish to book a trip with. The system also allows for the rider, if they are traveling between regions, to be transferred to another service provider without the need to hang up and redial the 800 number. Migrating to a VoIP system will continue to provide these features but at a lower cost for the agency compared to the current system.

Access' transition of voice communication services (800 numbers) from TMSI to AT&T's VoIP network was originally scheduled to occur by August 1, 2018. An initial delay occurred when MV Transportation, Access' Northern Region provider, made a change to its proposed VoIP architecture by moving to a cloud based VoIP system hosted in Dallas, TX. As a result, staff has had to work with our VoIP vendor and MV's VoIP vendor to develop a new architecture. Further delays have occurred due to internal scheduling and delivery issues related to AT&T despite Access staff escalating these issues with AT&T executives. At the March 2019 Board meeting, the Board approved the TMSI contract extension to June 30, 2019 based on staff's and AT&T's projection. Staff was able to work with AT&T and successfully transitioned the data network to AT&T's Multi-Protocol Label Switching (MPLS) based Wide Area Network (WAN) in May 2019. Staff was also able to work with AT&T to move the El Monte headquarters office to the new VoIP system in June 2019.

Unfortunately, staff has continued to encounter configuration issues with AT&T at all service provider sites, except El Monte. AT&T has delayed the project timeline substantially due to internal staff turnover and communication issues between its divisions.

On September 26, 2019, staff met again with the AT&T project team members in person to discuss the project delays. AT&T has assigned a new Account Executive and restructured the internal resources assigned to the Access account. The new AT&T project team is updating Access on a daily basis. Considering the impact of resource availability during the holiday season, the new project completion date is set for February 29, 2020.

Below is a detailed timeline and diagram of events that outlines the transition of the voice communication services from TMSI to AT&T.

### VoIP Project Overview

### June thru October 2018

- AT&T network design and planning
- AT&T circuit and modem line installations for (9) sites (delays with orders)
- AT&T router deliveries (delays with orders)

### November 2018 - February 2019

- AT&T testing for circuits
- AT&T modem line disconnections with no explanations. Tech had to be redispatched to reactivate
- AT&T milestone testing rescheduled due to equipment not being ready

### March 2019

- AT&T to complete testing at HQ
- Begin testing new network
- Complete AT&T testing at (8) sites (including out of state), except Commerce
- Start work to port the 800 numbers for testing

### April 2019

- Setup Commerce and schedule testing with AT&T
- Packet Fusion performs testing
- Configure new phone system at HQ
- Train Access staff on new phones

### May 2019

- Packet Fusion testing new network for all sites
- Transfer HQ number (213) 270-6000 from Verizon to AT&T.
- Train Access staff on new phones at HQ
- AT&T issues with Dallas cross-connect task at MV Data Center

### June 2019

- HQ VoIP Go-live
- AT&T order mix-up issue with Alta Wisconsin site
- AT&T issues with Dallas cross connect task (continued)

### July 2019

• Network and VoIP testing with Alta

### August 2019

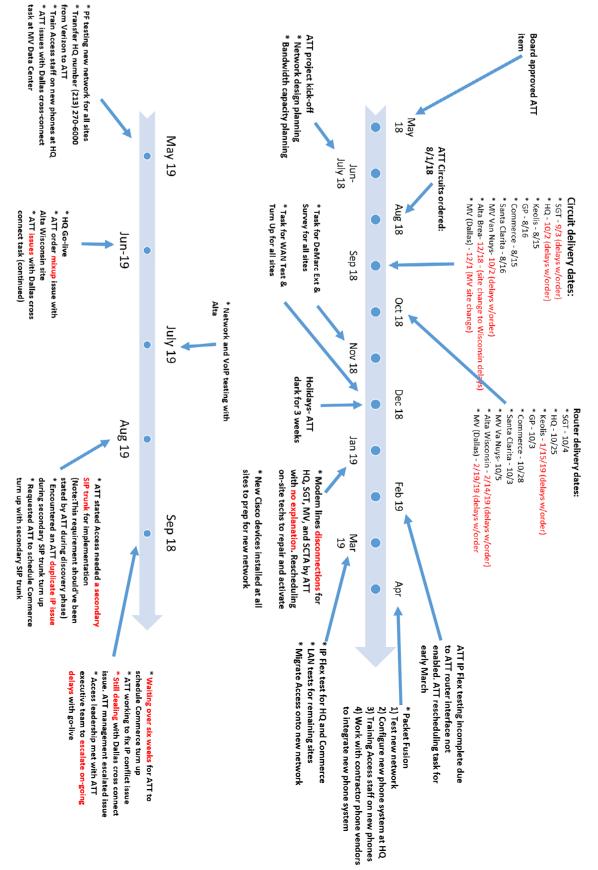
- AT&T stated Access needed a secondary SIP trunk for implementation (Note: This requirement should've been stated by AT&T during discovery phase.)
- Encountered an AT&T duplicate IP issue during secondary SIP trunk turn up
- Requested AT&T to schedule Commerce turn up with secondary SIP trunk

### September 2019

- Waiting over six weeks for AT&T to schedule Commerce turn up
- AT&T working to fix IP conflict issue
- Still dealing with Dallas cross connect issue. AT&T management escalated issue
- Access leadership met with AT&T executive team to escalate on-going delays with go-live

The next page provides a graphical illustration of the AT&T events timeline.

# **AT&T Timeline of Events**



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### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: HECTOR RODRIGUEZ, DEPUTY EXECUTIVE DIRECTOR

RE: CONSIDERATION TO APPROVE ADDITIONAL DEFERRED

**COMPENSATION PROVIDER** 

### **ISSUE:**

It is necessary for the Board to approve contracts with ICMA Retirement Corporation (ICMA-RC), our proposed provider to provide additional deferred compensation (403(b) and 457) plans.

### **RECOMMENDATION:**

Authorize the Executive Director to negotiate and execute agreements with ICMA-RC to provide deferred compensation plans for employees and authorize the Treasurer/Secretary to sign the required resolutions.

### **IMPACT ON BUDGET**

The cost of managing the programs is minimal. For 403(b) and 457 plans, the cost is entirely borne by employees. Employees are responsible for 0.55% annual fee based on the outstanding balance of their total investments.

### **EFFECT OF APPROVAL OF STAFF RECOMMENDATION:**

If this staff recommendation is approved by the Board, the staff would be authorized, but not required, to negotiate and enter into a written contract with ICMA-RC upon terms and conditions no less favorable to Access than those proposed herein. Access would not be legally bound to the proposed contract unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as to form by this entity's legal counsel.

### **BACKGROUND:**

Access Services has been offering services with two other deferred compensation providers. However, in order to provide a wider choice of investment vehicles, staff explored many available options in the open market. After much research, staff opted to seek an agreement with ICMA-RC as they are very familiar with public agencies across California. In addition, ICMA-RC is a non-profit corporation that seeks to maximize returns on investment for its clientele.

### Resolution approving Adoption of:

### ICMA-RC 403(b) TAX-SHELTERED ANNUITY RETIREMENT PLAN

Account Number 40-

Name of Employer: Access Services State: California

Title of Program Coordinator: Deputy Executive Director

WHEREAS, the Employer has employees rendering valuable services; and

WHEREAS, the establishment of a 403(b) tax-sheltered annuity retirement plan for such employees will serve the interest of the Employer by enabling it to provide reasonable retirement security for its employees, by providing increased flexibility in its personnel management system, and by assisting in the attraction and retention of competent personnel; and

WHEREAS, the Employer has determined that the establishment of a 403(b) taxsheltered annuity retirement plan to be administered by the ICMA Retirement Corporation will serve the above objectives.

NOW THEREFORE BE IT RESOLVED that the Employer hereby adopts or has previously adopted the 403(b) tax-sheltered annuity retirement plan (the "Plan") in the form of:

The 403(b) Retirement Plan provided by ICMA Retirement Corporation

BE IT FURTHER RESOLVED the Employer acknowledges that compliance with Code section 403(b) remains the sole responsibility of the Employer unless specifically assumed by ICMA Retirement Corporation in the Administrative Services Agreement.

BE IT FURTHER RESOLVED that the Deputy Executive Director shall be the coordinator for this program; shall receive necessary reports, notices, etc. from the ICMA Retirement Corporation or the investment provider; may delegate any administrative duties relating to the Plan to the appropriate departments, and is authorized to execute all necessary agreements with the ICMA Retirement Corporation incidental to the administration of the Plan.

I, Theresa DeVera, Secretary of Access Services, do hereby certify that the foregoing resolution, proposed by staff, was duly passed and adopted by the Board of Access Services at a regular meeting thereof assembled this 21st day of October, 2019 by the following vote:
Ayes:
Nays:
Absent
Secretary, Access Services

### **Resolution Approving Adoption of:**

### ICMA-RC Supplemental Income 457 Plan

• •	
Access Services, State of California	Plan Number 30
WHEREAS, the Employer has employees rende	ering valuable services; and
WHEREAS, the establishment of a deferred corinterest of the Employer by enabling it to proviits employees, by providing increased flexibilit and by assisting in the attraction and retention	de reasonable retirement security for y in its personnel management system,
WHEREAS, the Employer has previously executive VantageTrust, intending this execution to be of or deferred compensation plan subsequently to be invested in VantageTrust; and	perative with respect to nay retirement
NOW THEREFORE, as a duly authorized agent	of the Employer, I hereby:
ESTABLISH the Employer's 457 deferred compof The ICMA Retirement Corporation Deferred	· · · · · · · · · · · · · · · · · · ·
SPECIFY that the Deputy Executive Director shareceive reports, notices, etc., from ICMA Retire shall cast, on behalf of the Employer, any requi delegate any administrative duties relating to tand is authorized to execute all necessary agree Corporation incidental to the administration of	ment Corporation or VantageTrust; red votes under VantageTrust; may he Plan to appropriate departments; ements with ICMA Retirement
AFFIRM that the Employer hereby agrees to se	rve as Trustee under the Plan
I, Theresa DeVera, Secretary of Access Services resolution, proposed by staff, was duly passed Services at a regular meeting thereof assemble the following vote:	and adopted by the Board of Access
Ayes:	
Nays:	
Absent	

Secretary, Access Services

### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO APPROVE 2020 BOARD OF DIRECTORS

**MEETING CALENDAR** 

### **ISSUE:**

The Metro Board room that is used for the Access Board of Directors meetings has limited availability in 2020. Accordingly, staff is proposing holding all Board meetings in El Monte for 2020.

### **RECOMMENDATION:**

Review and approve the proposed Board Meeting calendar for 2020.

### **IMPACT ON BUDGET:**

None.

### **DISCUSSION:**

Staff has prepared the proposed 2020 Board meeting calendar. Due to a variety of holiday and other conflicts (such as APTA conferences), the Board meetings will occur on either the second or third Monday of a month. The only exceptions to this is the Annual Meeting (Thursday November 19, 2020) and the Monday December 7, 2020 Board meeting, which is being held earlier in the month due to there being no Board meeting in November. All meetings are subject to change based upon the necessary business and operational needs of Access Services. Notice of such schedule changes in the Board Meeting calendar will be brought to the Board's attention by the Executive Director.

All meetings with the exception of the Annual meeting are scheduled to take place at Access Services located at 3449 Santa Anita Avenue in El Monte.

### Board of Directors 2020 Board Meeting Calendar

<u>Date</u>	Meeting Type	<u>Location</u>
Monday, January 13 <sup>th</sup>	Board Meeting	El Monte
Monday, February 10 <sup>th</sup>	Board Meeting	El Monte
Monday, March 9 <sup>th</sup>	Board Meeting	El Monte
Monday, April 13 <sup>th</sup>	Board Meeting	El Monte
Monday, May 11 <sup>th</sup>	Board Meeting	El Monte
Monday, June 15 <sup>th</sup>	Board Meeting	El Monte
Monday July 20 <sup>th</sup>	Board Meeting	El Monte
Monday, August 17 <sup>th</sup>	Board Meeting	El Monte
Monday, September21 <sup>st</sup>	Board Meeting	El Monte
Monday, October 19 <sup>th</sup>	Board Meeting	El Monte
Thursday, November 19 <sup>th</sup>	Annual Meeting	California Endowment Center
Monday, December 7 <sup>th</sup>	Board Meeting	El Monte

### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: RICK STREIFF, SENIOR MANAGER, FLEET DESIGN & MAINTENANCE

DAVID CHIA, PROCUREMENT AND CONTRACTS ADMINISTRATOR

RE: CONSIDERATION TO APPROVE PURCHASE OF FIFTY-ONE (51)

REPLACEMENT VEHICLES FOR ACCESS TO WORK SERVICE

### **ISSUE:**

Board approval is required to purchase fifty-one (51) replacement vehicles for "Access to Work" paratransit service during Fiscal Year 2019-2020.

### **RECOMMENDATION:**

Authorize staff to purchase fifty-one (51) low-emission ADA-accessible paratransit vehicles with the CalACT/Morongo Basin Transit Authority (MBTA) Vehicle Purchasing Cooperative for an estimated cost of \$2,690,000.

### **IMPACT ON BUDGET:**

Funds for the purchase will come from the "Access to Work" grant. Additional matching funds will come from Proposition C. The matching funds needed for the purchase of the vehicles were included in Access' budget for Fiscal Year 2019-2020.

The estimated total expenditure for this procurement includes applicable sales tax, license and fees.

### **ALTERNATIVES CONSIDERED:**

No alternatives were considered as the proposed vehicles are needed to replace a similar number of vehicles that have surpassed their useful lifespans.

### EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

### **BACKGROUND:**

Each paratransit vehicle scheduled for replacement has accumulated approximately 250,000 miles. The Federal Transit Administration (FTA) assumes a useful life of four (4) years or 100,000 miles for vehicles that are the size of Access paratransit vehicles. Staff has obligated the funds necessary to purchase these vehicles with funds from Fiscal Year 2019/20.

Staff anticipates purchasing the vehicles through a cooperative contract schedule. A cooperative contract is preferred because the method expedites the purchasing process and ensures payment of competitive prices. With a cooperative contract schedule, product specifications have been identified and prices have been set at negotiated values.

If a cooperative contract schedule is used, Access proposes to purchase the vehicles through an approved vendor in the CalACT/Morongo Basin Transit Authority Purchasing Cooperative (Cooperative). The Morongo Basin Transit Authority (MBTA), a member of CalACT, is the lead agency of the Cooperative. Encouraged by many CalACT member agencies, MBTA and CalACT formed the Cooperative as an alternative to traditional state bidding processes to create a competitive marketplace for expedited vehicle purchases in the State of California. The Cooperative establishes a Local Government Schedule pursuant to FTA third-party procurement guidelines (Circular 4220.1F, Chapter V, Part 4), which provides local governments the opportunity to purchase goods or services at established prices.

At this time, there is no contract schedule available from the state of California that includes ADA accessible vehicles.

### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: GEOFFREY OKAMOTO, MANAGER OF ELIGIBILITY

F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - ADA

ELIGIBILITY AND MOBILITY EVALUATION SERVICES CONTRACT (AS-

4030)

### **ISSUE:**

Board approval is necessary to extend the eligibility and mobility evaluation services contract (AS-4030) for its first two-year option period.

### **RECOMMENDATION:**

Authorize an additional \$5,179,884 in funds and extend the term for Contract AS-4030 with Medical Transportation Management, Inc. (MTM) from July 1, 2020 through June 30, 2022.

### **IMPACT ON BUDGET:**

This action will result in an increase in the not to exceed contract amount from \$16,866,943 to \$22,046,827. Because sufficient funding remains in the existing approved contract amount to pay for the first option year and a portion of the second, the funding request is less than what would be expected for the two-year period. The recommended action will be budgeted in FY 2020/21 and the subsequent fiscal year. These services will be funded with Proposition C 40% Discretionary Funds and costs are based on rates set forth in MTM's original proposal. The monthly fixed costs, monthly fixed tier rate for in-person, paper review, marking and tethering and innovation costs are provided below.

### Monthly Fixed Cost

Option-1 Term 7/1/2020 - 6/30/2022		
Year 4	Year 5	
\$118,627.05	\$121,461.22	

### In Person Tier Cost

In-Person	
Monthly Volume	
-	
2,500 - 3,000	
3,001 - 3,500	
3,501 - 4,000	
4,001 - 4,500	
4,501 - 5,000	
5,001 - 5,500	
5,501 - 6,000	
6,001 - 6,500	
6,501 - 7,000	

Monthly Fixed Rate
Option Term 1
7/1/2020 - 6/30/2022
\$203,170.42
\$239,925.60
\$279,789.57
\$320,899.17
\$358,489.70
\$396,031.28
\$434,496.02
\$472,960.75
\$511,773.02

### Paper Recertification Tier Cost

Paper Recertification	
Monthly Volume	
1,001 - 1,500	
1,501 - 2,000	
2,001 - 2,500	
2,501 - 3,000	
3,001 - 3,500	
3,501 - 4,000	
4,001 - 4,500	

Monthly Fixed Rate
Option Term 1
7/1/2020 - 6/30/2022
\$37,134.39
\$56,143.97
\$66,196.27
\$76,479.67
\$94,414.19
\$104,763.39
\$122,971.76

### Marking and Tethering Tier Cost

MAT	
Monthly Volume	
2,501 - 3,000	
3,001 - 3,500	
3,501 - 4,000	
4,001 - 4,500	
4,501 - 5,000	
5,001 - 5,500	
5,501 - 6,000	
6,001 - 6,500	
6,501 - 7,000	

Monthly Fixed Rate	
Option Term 1	
7/1/2020 - 6/30/2022	
\$5,908.92	
\$5,950.65	
\$5,988.97	
\$6,035.54	
\$6,078.70	
\$6,122.36	
\$6,166.52	
\$6,211.19	
\$6,256.38	

### Innovative Tier Cost\*

Personnel Fixed Costs	Option - 1	(Years 4-5)
	Year 4	Year 5
Innovative Cost per Hour	\$81.00	\$84.00

<sup>\*</sup>Hourly rate for change orders related to additional agency requested work. No orders have been necessary since start of the contract.

### **ALTERNATIVES CONSIDERED:**

The option of issuing a RFP remains available. However, staff has been satisfied with the level of service and the expertise provided by MTM and does not recommend issuing an RFP at this time.

### EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

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

### **BACKGROUND:**

The Eligibility and Mobility Evaluation Services contractor has the primary task of conducting in-person complementary ADA paratransit eligibility determinations and also works with Access to develop and provide additional mobility assessment, education and training services that help applicants with disabilities access other accessible transportation options in the region. The existing contract for these services has a base three-year term from July 2017 with two (2) two-year options. Staff is asking the Board to extend the first two-year option term.

The current contractor is Medical Transportation Management Inc. (MTM), a national, privately held "S" Corporation and a certified woman-owned business enterprise incorporated in 1995. Based in Lake Saint Louis, Missouri, MTM provides ADA eligibility services for clients in Chicago, Illinois; San Diego, California; Portland, Oregon; Kansas City, Missouri; Atlanta, Georgia; Raleigh, North Carolina; and Austin, Texas. They also provide transportation management services to individuals with disabilities, older adults, and the transportation disadvantaged in 25 states and the District of Columbia.

All Access riders are required to have an initial in-person evaluation which is conducted at one of three locations - Commerce, Santa Clarita Transit, or Antelope Valley Transit Authority. MTM provides services at all three centers with Commerce handling all Los Angeles County basin evaluations. Additionally, all Access riders must go through a recertification process every three years. This is also managed by MTM, which,

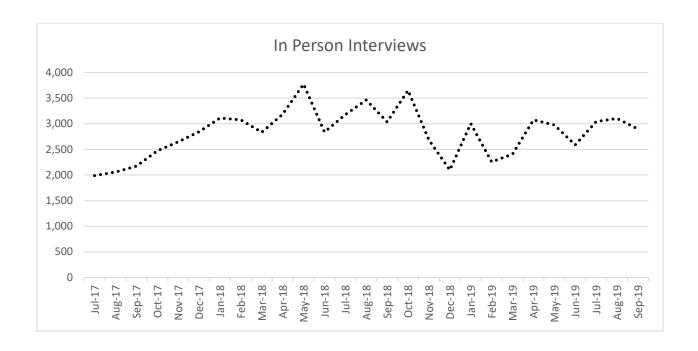
depending on the rider's disability, requires a paper mail renewal process or a subsequent in-person reevaluation. MTM also administers marking and tethering services in conjunction with an in-person orientation that goes over "What is Access" for every in-person evaluation. Since the start of the contract, MTM has conducted over 43,000 in-person assessments and over 44,000 paper reviews.

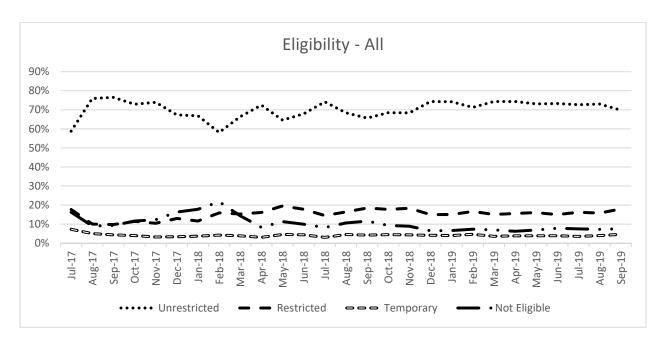
Statistically, eligibility determinations for new applicants have remained consistent over the previous year with 87% receiving some level of eligibility and 13% not receiving any eligibility. In terms of appeals, 63% of those who appealed did not receive any change in their eligibility determination.

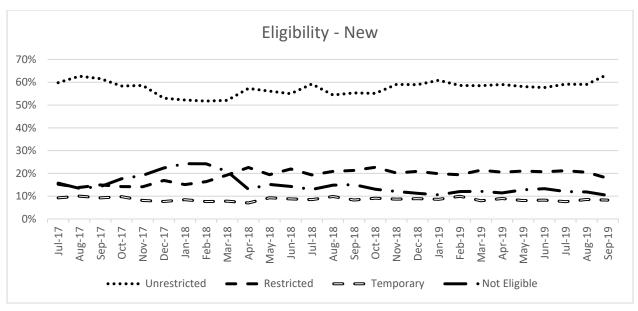
This contract is monitored through regular on-site observations by Access staff as well as contractually required performance standards. These standards include penalties for late determinations, high appeal change rates, and customer service response rates. MTM has not been assessed for any of these in over a year. Those assessed previous to this were due to late determinations.

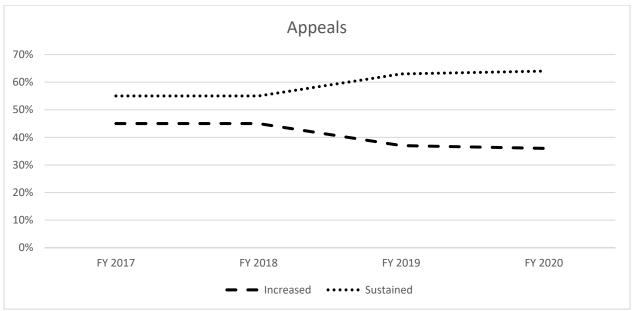
MTM, in conjunction with Access staff, has implemented a number of changes to improve the customer experience at the Commerce facility. These include introducing an online back-up American Sign Language (ASL) interpreter service; a pager system to communicate with and direct applicants; a 21-day advisory handout that immediately advises applicants of what will happen next or what is needed to complete the evaluation process. Staff has also worked with MTM to strengthen oversight and analysis such as appeal trend tracking at the mobility assessment evaluator level. This provides constructive feedback on the types of evaluations that are successfully appealed.

In terms of overall determinations, the tables below detail the trend since the start of the contract.









### **OCTOBER 14, 2019**

TO: BOARD OF DIRECTORS

FROM: F SCOTT JEWELL, DIRECTOR OF ADMINISTRATION

RE: UPCOMING BOARD ITEMS

### **ISSUE:**

The following items are tentatively scheduled to be addressed by the Board through December 2019 at the regularly scheduled Board meetings.

### November 21, 2019

### Annual Meeting - California Endowment

Agenda Items:	Disposition:
None	N/A

### December 2, 2019 Board Meeting - Metro

Agenda Items:	Disposition:
Brokerage Services Contract Award	Action
CAC Member Reappointments	Action
Demand Forecasting Services Contract Extension	Action
State Advocacy Services Contract Award	Action

### January 13, 2020 Board Meeting - El Monte

Agenda Items:	Disposition:
Local Advocacy Services Contract Award	Action

APPENDIX D

ACCESS SERVICES

BOARD OF DIRECTORS

OCTOBER 21, 2019

MINUTES EXCERPT



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

Los Angeles County Metro Board Room
One Gateway Plaza, 3rd Floor
Los Angeles CA 90012
October 21, 2019
9:00 a.m.

### 1. CALL TO ORDER

Meeting called to order by Chair Nason at 9:09 a.m.

### **BOARD MEMBERS PRESENT REPRESENTING A QUORUM**

Present: Chair Dolores Nason, Vice Chair Martin Gombert, Treasurer Doran Barnes, Secretary Theresa DeVera, Directors Lee Burner, Andrew Del Castillo, Valerie Gibson and John Troost. Ex-Officio: CAC Chair Maria Aroch, and Legal Counsel Vince Ewing.

### BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: Director Jonaura Wisdom, TPAC Chair Gracie Davis

### 7. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar (list of items provided below):

### **CONSENT CALENDAR**

- a) Consideration to Approve Title VI Plans
- b) Consideration to Approve DBE Consulting Services Contract Award
- c) Consideration to Extend Term and Increase Funds for Transitional Voice Communication Services Contract
- d) Consideration to Approve Additional Deferred Compensation Providers
- e) Consideration to Approve 2020 Board of Directors Meeting Calendar
- f) Consideration to Approve Purchase of Vehicles for Paratransit Service

Public Comment: None

Vice Chair Gombert requested that Item 7-f be pulled for the purpose of discussion.

Motion made by Treasurer Barnes to approve Items 7-a, -b, -c, -d and -e on the Consent Calendar, seconded by Secretary De Vera. Via Roll Call Vote - all were in favor, motion passed.

Item 7-f

Public Comment: None

### **Board Member Comments:**

Vice Chair Gombert inquired as to who would be manufacturing the vehicles. Access Senior Manager of Fleet Design and Maintenance stated that it would be Creative Bus Sales.

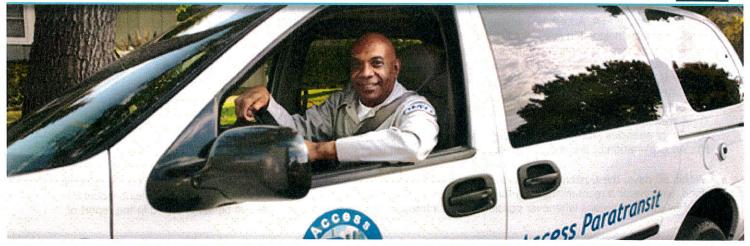
Motion made by Treasurer Barnes to approve Item 7-f on the Consent Calendar, seconded by Director Burner. Via Roll Call Vote - all were in favor, motion passed.

## APPENDIX E TITLE VI INFORMATION CONTAINED ON ACCESS SERVICES' WEBSITE

WWW.ACCESSLA.ORG







search Access

### :: About Us :: Title VI

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

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

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

To view a copy of the complaint form: TITLE VI COMPLAINT FORM-ENGLISH / TITLE VI COMPLAINT FORM-SPANISH

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 Human Resources Manager for review and action.
- 2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of alleged act of discrimination; or
  - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

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

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

- 4. Within 10 days, the Customer Support Center will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA).
- 5. Upon request by FTA, Access can advise FTA of the details associated alleged in the complaint. Generally, the following information will be included in every notification to the FTA:

a) Name, address, and phone number of the complainant.

b) Name(s) and address(es) of alleged discriminating official(s).

c) Basis of complaint (i.e., race, color, national origin or sex)

d) Date of alleged discriminatory act(s).

e) Date of complaint received by the recipient.

f) A statement of the complaint.

g) Other agencies (state, local or Federal) where the complaint has been filed.

- h) An explanation of the actions Access Services has taken or proposed to resolve the issue in the complaint.
- 6. Within 60 days, the Customer Support Center will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
- 7. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the FTA, if they are dissatisfied with the final decision rendered by Access Services. The Human Resources Manager will also provide the FTA with a copy of this decision and summary of findings upon completion of the investigation.
- 8. Contacts for the different Title VI administrative jurisdictions are as follows: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor TCR 1200 New Jersey Ave., SE Washington, DC 20590





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

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## APPENDIX F ACCESS SERVICES TITLE VI COMPLAINT FORM



### ACCESS SERVICES TITLE VI COMPLAINT FORM

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

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

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

1. Personal Information			
			CONTRACTOR OF THE ASSESSMENT
Access Services Custome	r ID Number		
Last Name	First Name	Middle Initial	
Home street address	City	State Zip Code	
( )	( )		
Home phone number	Alternate phone	ie number	1
Name(s):			
Person(s) discriminated a	gainst (if someone othe	er than complainant):	
Street address,	City	State Zip Code	
2. Alleged Discri	mination Information		
Date of Incident	Location of Inci	ident	
Which of the following be alleged discrimination too		n the	

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

# **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.

3.



### ACCESS SERVICES TITLE VI FORM Solicitud de Quejas

Access Services se ha comprometido a garatizar 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, segun enmendada. Quejas del Título VI deben ser presentadas dentro de 180 dias despues 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 F	Personal		
	Milliand Michigan Sandrath Chairman Chairman Chairman Ann an Ann an Aire an Aire an Aire an Aire an Aire an Air		
Access Services Número	de ID Cliente		
Apellido	Nombre	Segund	o Nombre
Dirección	Cuidad	Estado Código	Postal
	( )		
Número telefónico	Número telefón	nico alternativo	
Nombre(s):			
	(si es alguien que no se	ea el acusador que dio es	sta queja):
Dirección,	Cuidad	Stat: Estado	Código Postal
2. Supuesta Info	ormación de Discrimin	ación	
Fecha de Incidente	Lugar del Incid	ente	

¿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	
------------------------------	--

empleados de Access Services involucrado	discriminación. Proporcione los nombres y títulos de todos los es si los tiene desponible. Explique los que ocurrio y quien cree
usted que es el responsable. Por favor, use	e la parte de atras de este formulario si necesita mas espacio.
	Completor of reverse del fermi
	Completar el reverso del formulario
	<u> </u>
Firma	Fecha

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

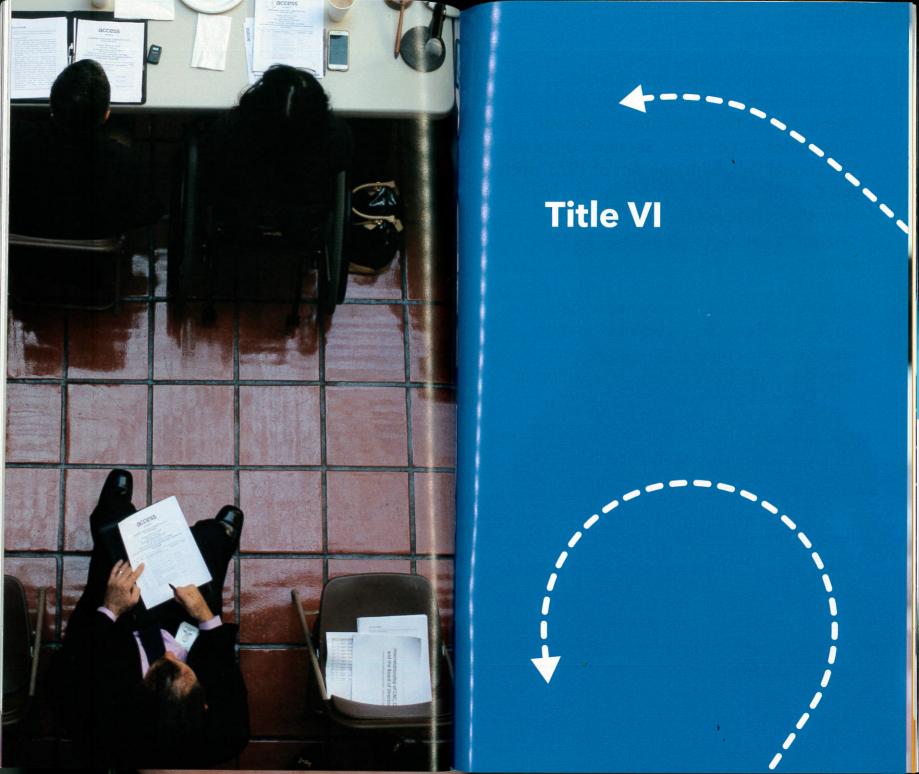
### Access Rider's Guide

access

Access Services

PO Box 5728 El Monte, CA 91734 accessla.org

Policies effective January 1, 2019



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: Human Resources

PO 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 of the incident. Please see 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 & Eligibility Centers)

access

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 <a href="http://accessla.org/about\_us/title\_vi.html">http://accessla.org/about\_us/title\_vi.html</a> for our complaint procedures and a Title VI complaint form.

#### access

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

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 escríbanos o correo electrónico:

Access Services
Human Resources Manager
(Gerente de Recursos Humanos)
P.O. Box 5728
El Monte, CA 91734

Email: <a href="mailto:cserv@accessla.org">cserv@accessla.org</a>

Si usted desea presentar una queja por discriminación contra Access y/o sus proveedores, la queja debe presentarse dentro de 180 días. Por favor visité nuestro sitio web en <a href="http://accessla.org/about\_us/">http://accessla.org/about\_us/</a> 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 FROM OCTOBER 2016 TO JULY 2019

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

	Date Filed (Month/Day/Year )	Access Ticket Number	Access Contractor Involved	Access Rider I.D.	Summary of Facts (Basis of Complaint; Race, Color or National Origin)	Status	Action(s) Taken
Investigations							
NONE							
Lawsuits							
NONE							
Complaints							
			MV-San		Rider states that the driver drove right past him without stopping and the trip was reported a 'No Show". The rider suffers from Parkinson's, progressive Supranuclear Palsy and cognitive decline. He was scheduled to take his medication at 2pm. By the vehicle not stopping he was unable to do this and this puts the rider at risk of having seizures. Although OMC did offer a rider for 350pm -		This ticket (not a Title VI Discrimination issue because it does not meet the criteria listed on our website, was closed via Ticket *481123 when the customer did not request a response. In this ticket likewise, no response is requested. However, a letter educating the customer on several of our procedures is being sent, after translation, along with a Spanish Rider's Guide. Notification will be sent to Management regarding the
1	5/18/2018	480135	Fernando Valley	833962	this was extremely late.	Closed	Title VI matter.
2	12/6/2018	509913	GPI		Rider left a voicemail w/E. Zambrano in H.R Rider feels her civil rights have been violated because of the color of her skin. In the voicemail Ms. McDonald states she's booked reservations and the drivers were noshows to the appointment. She indicated this has happened to her more than once (Yesterday, September 2018, July 2018). She indicated the individuals booking her appointments fail to make the appointment because of the color of her skin.	Closed	Initial complaint received by phone on 12/6/2018 with two follow-up calls made to the customer for investigation purposes. However, leaving call back requests, the customer has not spoken to us. Hence, a letter (draft sent for approval) will be sent requesting that the customer make a Title VI complaint according to procedure using the form provded by mail to her. A copy of the Title VI procedures are also being sent to assist her. Once the form is received, a thorough investigation can be conducted by the Access Customer Relations Department. The finalized letter will be posted in the Documents section under the rider's profile.  Addendum 2/5/2019: 60 days have past since this ticket was initially open. Having received no response to our letter, this ticket will now be closed. No further attempt will be made to contact the customer on this particular matter. received no response

# APPENDIX J ACCESS SERVICES PUBLIC PARTICIPATION PLAN

# ACCESS SERVICES LOS ANGELES COUNTY

#### **PUBLIC PARTICIPATION PLAN**

OCTOBER 2019 - SEPTEMBER2022

#### 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-five (45) public fixed route operators including both bus and rail. Access Services provides next-day reservations for curb-to-curb transportation services for eligible riders who, due to a disability, are unable to utilize fixed route public transportation. The work that Access Services performs is on a very "human scale", as each rider interactively arranges their reservation for transport and the vehicles Access Services utilize carry a small number of passengers. Perhaps because of Access Services' closeness to its customers, Access Services has a wide variety of avenues by which the customers/the public have an opportunity to

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

#### **II. Access Services Public Involvement Opportunities**

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

#### Access Services Board of Directors Monthly Meetings

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

All meetings of the Access Services Board of Directors are open to the public and are often held on the 4<sup>th</sup> Monday of each month. The meetings are held either at the headquarters of L.A. Metro in Downtown Los Angeles or at Access Services headquarters in the city of El Monte. Both locations are accessible both from a disability perspective as well as from the perspective of being close to public transportation options.

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

#### **Community Advisory Committee**

The Community Advisory Committee (CAC), which meets on the second Tuesday of each month, was formed to provide input and advice to Access Services concerning operational policy issues for Access Services transportation program and to make recommendations to the Access Services Board and staff concerning the Access Services transportation program. CAC members play a very active role in the disability community and have education and expertise in areas dealing with paratransit in Los Angeles County. Members include Los Angeles County residents with disabilities or, where needed, persons with knowledge of specific disabilities relevant to Access Services. Meetings for the CAC are, like the Access Services Board, held in locations central to Los Angeles County and in accessible locations. Upcoming CAC meetings are posted on Access Services' website (<a href="https://www.accessla.org">www.accessla.org</a>) along with meeting agendas.

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

#### <u>Transportation Professionals Advisory Committee</u>

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

When a seat on TPAC is vacated, all stakeholders, including Access Services' member agencies and other specialized transportation organizations, are notified. All applications for TPAC membership are submitted a member subcommittee made up of two to three TPAC committee members. The applications are reviewed by the

subcommittee and considerations are then forwarded to the Board of Directors for approval. If the membership subcommittee receives applications from potential members and there are no vacancies in the committee, the applicant will be placed on the waiting list.

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

#### **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). Six separate meetings are held at accessible community centers (libraries, community centers, government centers) to both present to the Access Services customer community recent changes and improvements that have taken place with Access Services' service and also to hear comments and concerns from the ridership of the system.

These meetings are regularly scheduled to take place in 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. Each meeting is headed by a Senior Project Administrator attached to that particular service region, who first discusses recent changes to the service and any other noteworthy items. After the Project Administrator's address, the meeting is opened up to allow customers to ask questions and voice their comments or concerns.

Each of the six meetings are presented with an English-language presentation and afterwards a second meeting is made with a Spanish-language presentation. Language translation services and an American Sign Language translator is available upon request. Additionally, in order to accommodate low income customers and encourage their attendance, free trips to and from the regional community meetings are provided.

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

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

During the last round of Annual Community meetings (April/May 2019), meetings were held in cities with minority and LEP populations, including Baldwin Park (San Gabriel Valley), Lake View Terrace/Sylmar (San Fernando Valley), Los Angeles (West Los Angeles/Central Los Angeles), and Lakewood (Southern Region). All Community Meetings have separate meetings scheduled in English and in Spanish. Fliers for the Community Meetings are placed in vehicles along with postcards of the events are mailed out to customers and are available in both English and Spanish.

The dates and locations of the most recent (April/May 2019) round of Regional Community Meetings are as follows:

- 1) Santa Clarita: April 2<sup>nd</sup>, The Centre, Santa Clarita
- 2) **Northern**: April 29<sup>th</sup>, Lake View Terrace Recreational Center, Lake View Terrace
- 3) Antelope Valley: May 23<sup>rd</sup>, Antelope Valley Transit Authority offices, Lancaster
- 4) **Southern**: April 25<sup>th</sup>, Mayfair Park, Lakewood
- 5) West/Central: April 6th, Pan Pacific Recreation Center, Los Angeles
- 6) Eastern: May 21st, Arts & Recreation Center, Baldwin Park

#### III. Access Services Ad Hoc Public Meetings for Fare Changes

Access Services provides only ADA-complimentary paratransit service following the fixed route service areas and hours of Access Services' 45 fixed route public transit providers. Access Services generally does not undertake changes to the way it provides its service, hours of

operation and does not coordinate any construction projects. The most recent change impacting customer ability to use Access Services was a proposed fare increase (2012). Due to the importance of this and how it would affect Access Services customers, Access Services hosted a series of special public meetings. As described below, efforts were made to ensure that Access Services' customers were not only aware of the upcoming change but that they also had an opportunity to voice their opinions and concerns.

#### Fare Change Public Meetings

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

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

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

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

<u>Public Meetings Associated with Introduction of Origin-to-Destination and Coordinated Fare Proposals</u>

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

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

#### IV. Access Services Community Outreach Meetings

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

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

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

The Table in **Appendix D** lists the over 170 Outreach events that Access staff have participated in from July 2017 through June of 2019. **Appendix E** provides a map showing an overview of all of the public outreach meetings conducted during the same period, covering much of the urbanized area of Los Angeles County which Access serves.

#### V. Methods of Notifying Customers of Upcoming Meetings

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

#### **Website**

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

#### Seat Drops & Mail-outs

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

#### **Advertisement with Partner Organizations**

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

#### VI. Customer Satisfaction Survey

Access Services conducted its bi-annual customer satisfaction survey in late 2017. The purpose of the survey was to gauge customers' perceptions of the entire transportation process provided by Access Paratransit service. Access Services contracted with the Fairfax Research Group to conduct the survey and to organize a finalized report detailing the findings. To facilitate reliable comparisons between the six service regions, Fairfax Research attempted to complete 200 interviews in each of the six service regions. Because the distribution of customers is uneven with disproportionately larger or smaller numbers of customers in the six service regions, quota sampling was employed to ensure that the telephone interviewing would obtain at least 200 interviews in each of the six regions.

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

#### VII. Media

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

At this time, Access Services does not conduct marketing through large media outlets such as newspapers, radio or television, but instead relies on its partnership with resource centers for

individuals with disabilities and community health fairs and expos where Access staff attend and more fully educate potential applicants and customers about the paratransit services that Access provides to members of the disability community.

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

#### IX. Evaluation

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

#### X. Future Partnerships

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

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

#### XII. Conclusion

In large measure, because of the very "human scale" of Access Services' paratransit model, Access Services already has a large variety of means of communicating with both its own

customer base of individuals as well as share information about Access Services at public meetings throughout the County.

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

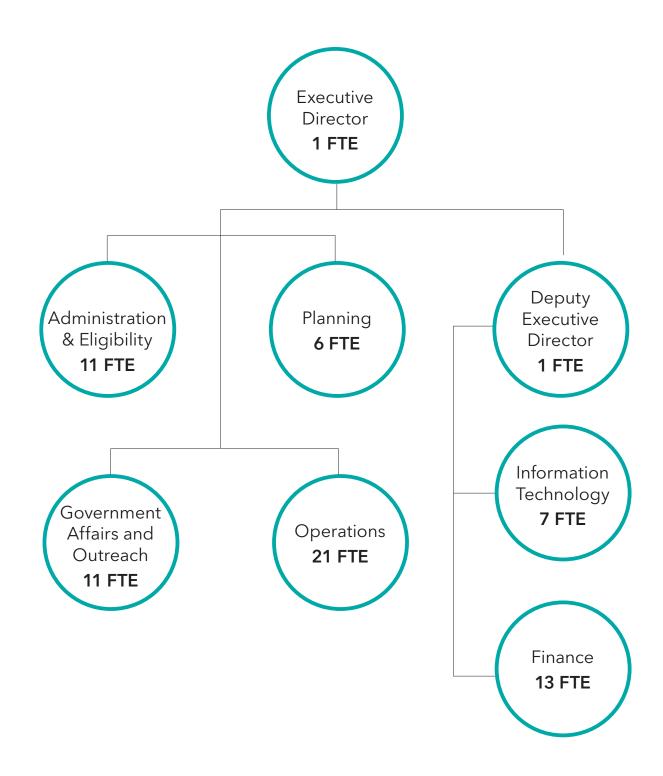
- Information regarding all meetings is posted on Access Services' website, accessla.org, which can be viewed in over 70 languages
- Public involvement opportunities include the Annual Regional Community Meetings, Community Center/Information Meetings, the Board of Directors Meetings, CAC and TPAC meetings. All are open to the public and provide invaluable opportunities for customers to play an active role in the Access Services decision-making process.
- In order to assist those with low income, free trips are offered to and from the Community Meetings
- All meetings and outreach are conducted at accessible locations and planned with the intent of accommodating minority and LEP populations (See **Appendix F** for a map of all meeting locations)
- A customer satisfaction survey was conducted, providing an opportunity for customers to voice their concerns and to let Access Services know what changes they wanted for the service

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

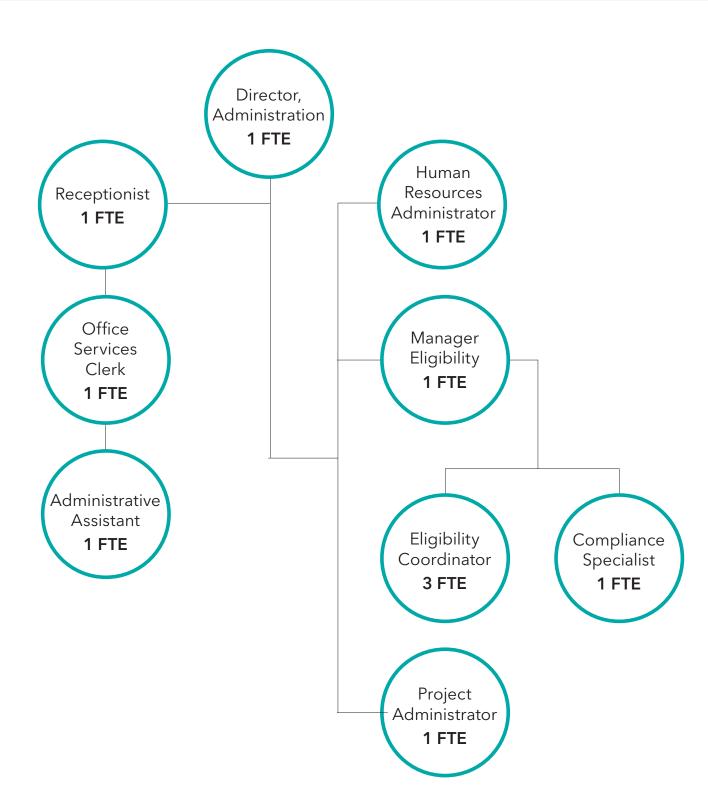
#### **PUBLIC PARTICIPATION PLAN**

# APPENDIX A ORGANIZATION CHARTS

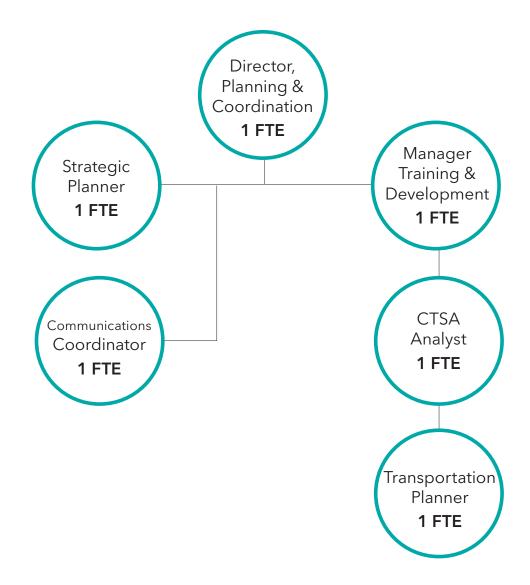
#### **Access Services - FTE Summary**



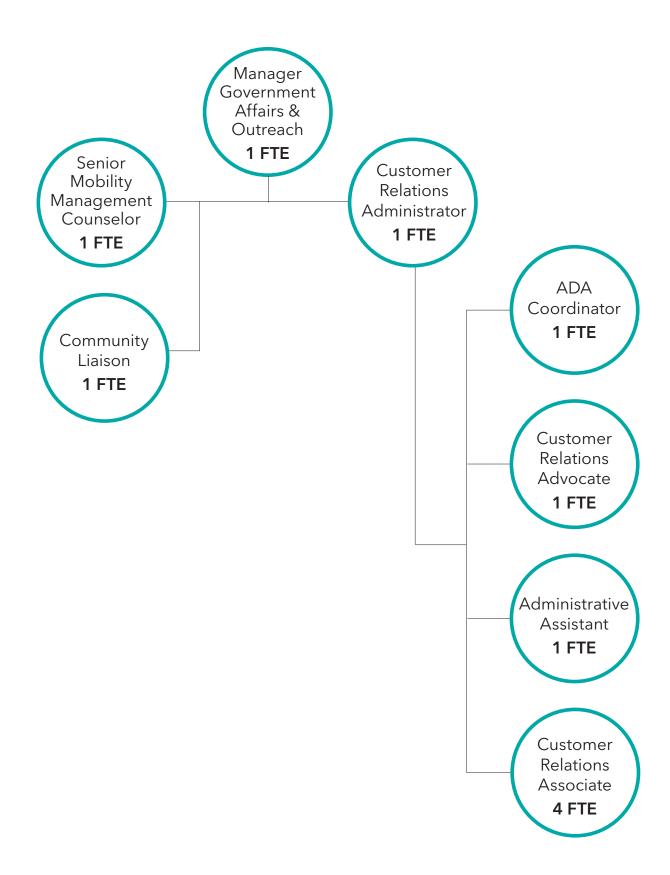
#### **Access Services - Administration**



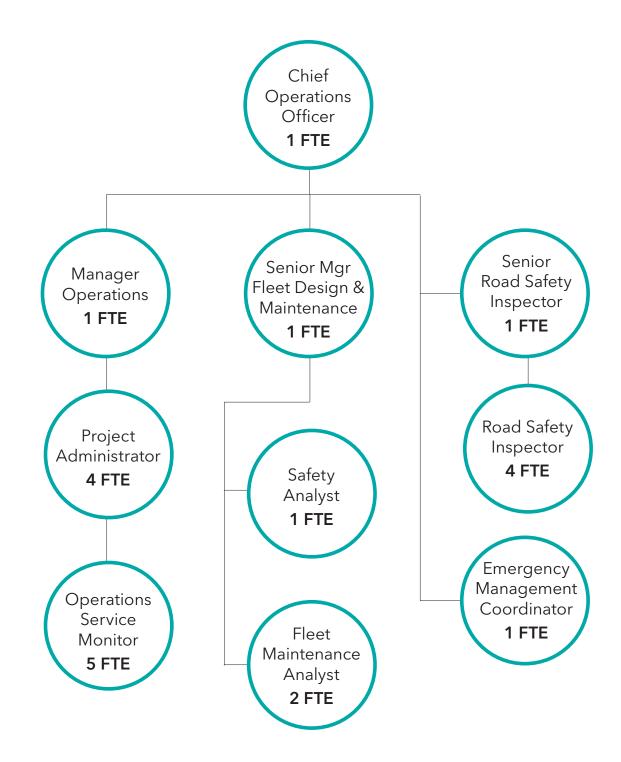
#### **Access Services - Planning**



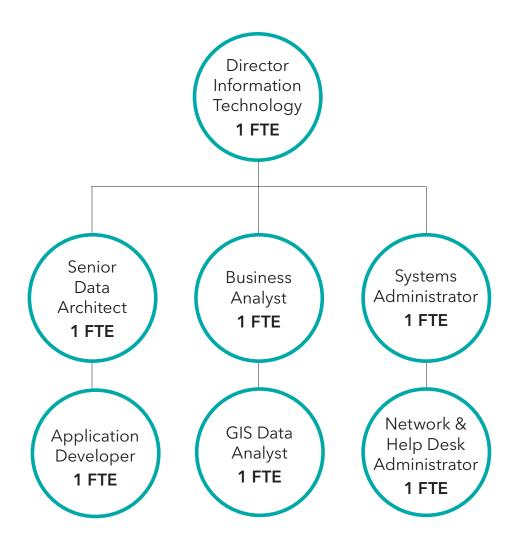
#### **Access Services - Government Relations**



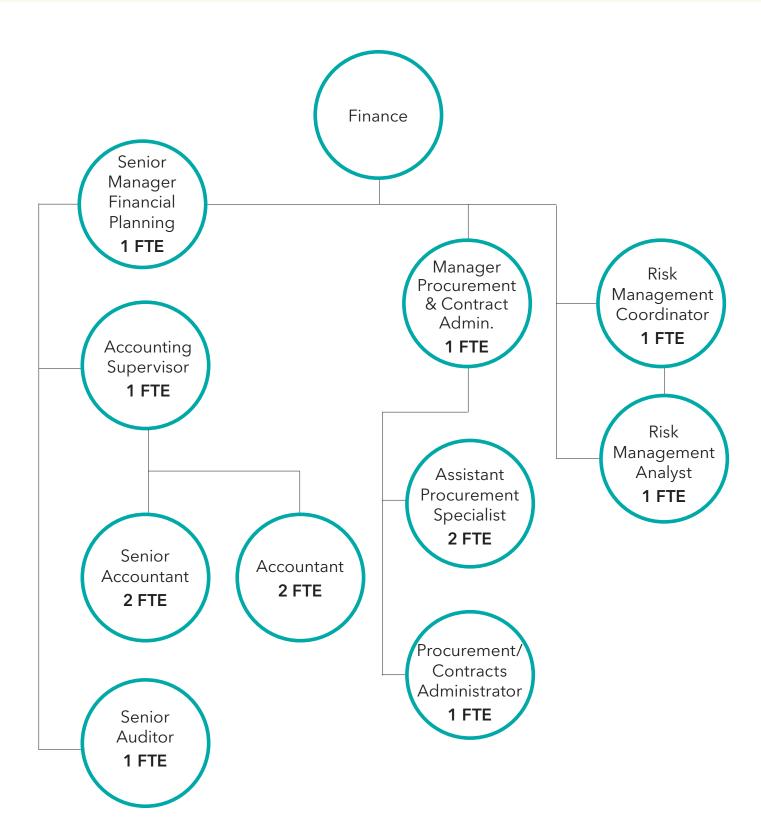
#### **Access Services - Operations**



#### **Access Services - Information Technology**

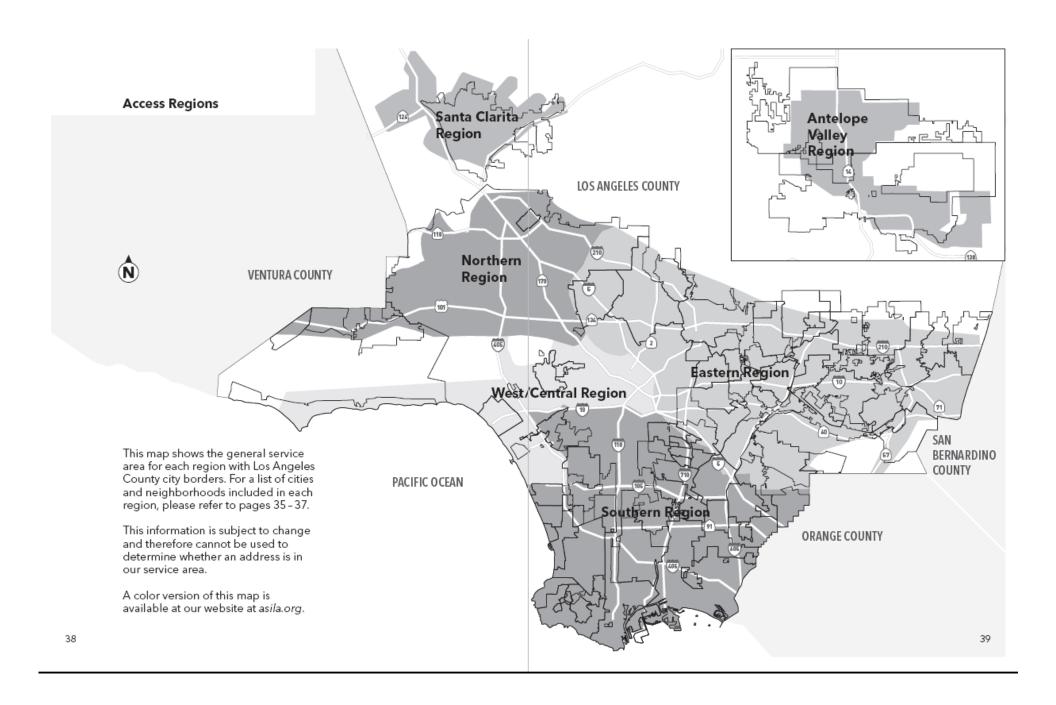


#### **Access Services - Finance**



#### **PUBLIC PARTICIPATION PLAN**

# APPENDIX B ACCESS SERVICE AREA MAP



#### **PUBLIC PARTICIPATION PLAN**

#### APPENDIX C FARE CHANGE COMMUNITY MEETING FLYERS



#### Come to your Community Meeting.

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

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

Information is also online at asila.org.

#### Southern Region

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

#### West/Central Region

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

#### Northern Region

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

#### **Eastern Region**

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

#### Santa Clarita Region

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

#### **Antelope Valley Region**

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





#### Asista a su reunión comunitaria.

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

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

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

#### Región sur

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

#### Región oeste/central

- Jueves, agosto 235pm-7pmPlummer Park Fiesta Hall
- > Jueves, agosto 30
  1pm-3pm
  Plummer Park Great Hall
  7377 Santa Monica Bl
  West Hollywood, CA
  90046

#### Región norte

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

#### Región este

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

#### Región Santa Clarita

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

#### Región Antelope Valley

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

#### **PUBLIC PARTICIPATION PLAN**

# APPENDIX D REGIONAL COMMUNITY MEETING FLYERS



### Come to a Community Meeting in your area.

Come hear the latest about Access.

Free rides will be provided. To request special accommodations including Braille, Sign Language or other language translation, call Access Customer Support at 1.800.827.0829, TDD 1.800.827.1359 at least three (3) business days in advance of your meeting.

Information is also online at accessla.org.

#### Santa Clarita Region

Tuesday, April 2 10am - 11:30am (English) The Centre 20880 Centre Pointe Pkwy Santa Clarita, CA 91350

#### **West/Central Region**

Saturday, April 6
1pm - 3pm (English)
4pm - 5:30pm (Spanish)
Pan Pacific
Recreation Center
141 S Gardner St
Los Angeles, CA 90036

#### Southern Region

Thursday, April 25 10am - 12pm (English) Mayfair Park, Sierra Room 5720 Clark Ave Lakewood, CA 90712

#### **Northern Region**

Monday, April 29
2pm - 4pm (English)
Lake View Terrace
Recreation Center
11075 Foothill Blvd
Lake View Terrace, CA 91342

#### **Eastern Region**

Tuesday, May 21 12pm - 2pm (English) 3pm - 4:30pm (Spanish) Arts and Recreation 14403 Pacific Ave, # B Baldwin Park, CA 91706

#### **Antelope Valley**

Thursday, May 23
2pm - 3:30pm (English)
Antelope Valley
Transit Authority
42210 6th St W
Lancaster, CA 93534



#### Atienda a una Reunión de la Comunidad en su área.

Venga a escuchar las últimas novedades sobre Access.

Se proporcionará transporte gratis. Para solicitar acomodaciones especiales incluyendo braille, lenguaje de señales, o traducción de otro idioma, llame al Servicio para el cliente de Access al 1.800.827.0829, TDD 1.800.827.1359, por lo menos tres (3) días hábiles de anticipación a la reunión.

Para más información visite nuestro sitio web al *accessla.org*.

#### Región de Santa Clarita

martes, 2 de abril 10am - 11:30am (Inglés) The Centre 20880 Centre Pointe Pkwy Santa Clarita, CA 91350

#### Región del Oeste/Centro

sábado, 6 de abril 1pm - 3pm (Inglés) 4pm - 5:30pm (Español) Pan Pacific Recreation Center 141 S Gardner St Los Angeles, CA 90036

#### Región del Sur

jueves, 25 de abril 10am - 12pm (Inglés) Mayfair Park, Sierra Room 5720 Clark Ave Lakewood, CA 90712

#### Región del Norte

lunes, 29 de abril

2pm - 4pm (Inglés)
Lake View Terrace
Recreation Center
11075 Foothill Blvd
Lake View Terrace, CA 91342

#### Región del Este

martes, 21 de mayo 12pm - 2pm (Inglés) 3pm - 4:30pm (Español) Arts and Recreation 14403 Pacific Ave, # B Baldwin Park, CA 91706

## Región del Valle del Antílope

jueves, 23 de mayo 2pm - 3:30pm (Inglés) Antelope Valley Transit Authority 42210 6th St W Lancaster, CA 93534



#### **PUBLIC PARTICIPATION PLAN**

### APPENDIX E COMMUNITY OUTREACH TRACKING SPREADSHEET

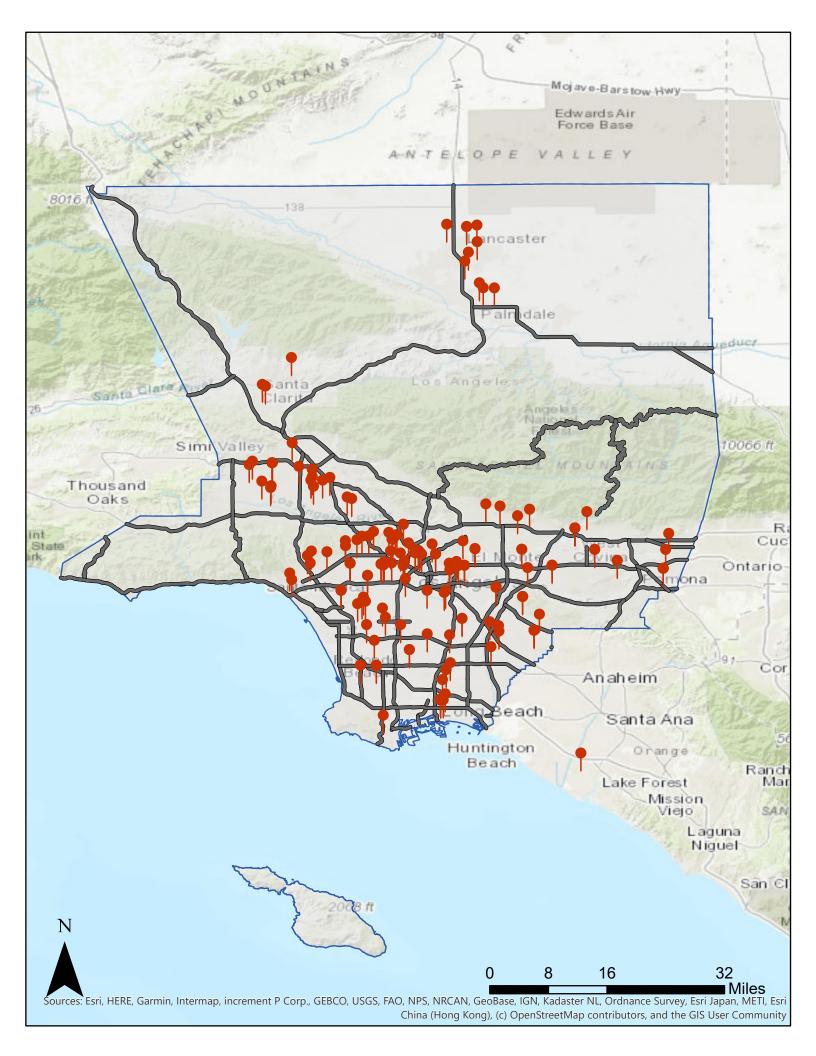
TABLE 5
PUBLIC OUTREACH MEETINGS CONDUCTED BY ACCESS SERVICES
THROUGHOUT LOS ANGELES COUNTY
(July 2017 to June 2019)

			(July 201	OS ANGELES COUNTY 7 to June 2019)		
No. Meeting Type Region  Easter Seals - Access Southern Presentation	Location City Month/Year  Easter Seals Norwalk Jan-19	No. Meeting Type Region Location City Month/Year  Mobility Management Outreach Event  Region Location City Month/Year  Pace East Los Angeles Alta Med - Access Presentation  East Los Angeles Aug-18	No. Meeting Type Region Location City Month/Year  Mobility Management Outreach Event Northern Outreach Event Northern  No. Meeting Type Region  Betterlife Adult Day Health Care Center - Access Presentation  Van Nuys Dec-18	No. Meeting Type Region Location City Month/Year  East Los Angeles Community Angeles Service Center - Senior Health  Region Location City Month/Year  Community Service Center - Los Angeles May-18  May-18	No. Meeting Type Region Location City Month/Year  (SCRS-IL) 2nd East Los Angeles Civic Center - 4801 Pride Parade & E. Third Street, Los	No. Meeting Type Region Location City Month/Year  Palmdale Metrolink Station: 39000 Clock Tower
Bernardi Senior Center - Access Presentation	Bernardi Senior Center Van Nuys Jan-19	35  Church of the Epiphany Immigrants with Management Outreach Event  Southern Outreach Event  Church of the Epiphany Immigrants with Disabilities Project Planning Committee -	Mobility Management Outreach Event  Mobility Mest/Central West/Central Resource Day  Mobility Mest Los Angeles Permanente Cadillac - Community Resource Day	103 Information Day Eastern 90063  Villa Esperanza - Access Pasadena May-18  Villa School - 2116 East Villa St.,	Beverly Hills Carmel Retirement Hotel - Access  Eastern  Angeles 90022  BHCRH - 8758 Burton Way West, West Hollywood	171 Outreach Event Antelope Valley Dr, Palmdale  AV Community Clinic: 2151 E. Palmdale Bl,
Festival Educacional - Resource Fair	Sam's Café at New Horizons North Hills Jan-19	Resource Fair  Mobility Management Outreach Event  Resource Fair Frank D. Lanterman Regional Center - Resource Fair and Access Presentation  Resource Fair	Easter Seals San Pedro (Access 71 Presentation) San Pedro Jan-18 Pedro 90732	104 Presentation Eastern Pasadena 91107  The Community Center at Plummer Park - 7377 Santa Annual Senior Monica Blvd., Los Health Fair West/Central Angeles 90046  May-18	138 Presentation West/Central 90048 Oct-17  El Camino College - Financial Aid and Student Resource 139 Fair Southern Torrance 90506 Oct-17	172 Outreach Event Antelope Valley Palmdale Oct-18  Vista ADHC 6061 Atlantic Blvd, Maywood CA, 173 Outreach Event Southern 90270 Nov-18
Kaiser Permanente - Resource Days Fair  4	Baldwin Hills Medical Center  Los Angeles  Jan-19	Mobility Management Outreach Event  Ministerio Latino Americano, Faith & Hope, Care 1st Health Plan - Back to School & Funday Fair  Sep-18	Los Angeles LGBT Center/Senior Services Department - More Mobility Means More Independence T2 (Access Workshop)  West/Central  Medio 90732  Los Angeles Los Angeles Los Angeles Los Angeles Angeles LGBT Center - 1125 N. Angeles 90038	Griffith Park Adult Community Center - Transportation 106 Fair West/Central Aligeres 90046  Los Angeles May-18  Friendship Auditorium - 3201 Riverside Dr., Los Angeles 90027	City of Pico Rivera - Senior Transportation Resource 140 Workshop Eastern Rivera 90306 Pico Rivera	175 Outreach Event Southern 90270 NOV-18
Older Adult Transportation Pop-Up - Metro Workshop  5	Veterans Memorial Building  Culver City  Feb-19	Mobility Management Outreach Event  Mobility Antelope Valley Antelope Valley Presentation  Disabled American Veterans - Breakfast for Vets Access Presentation  Sep-18	Los Angeles LGBT Center - 50 + Senior Services More Mobility Means More Independence Independence Triangle Square Apartments - 1602 Ivar Ave., Los Angeles 90028 San Fernando San Fernando	Onegeneration Senior Enrichment Center - 18255 10th Annual Senior 107 Symposium  Onegeneration Senior Enrichment Center - 18255 Victory Blvd., Reseda, CA 91335	Jazz Hands Musician's Academy - Access Presentation for 141 Cohort 1 West/Central Monica 90401  Santa Monica Public Library - 601 Santa Monica Blvd., Santa Monica 90401  Oct-17	
Abilities Expo All	Los Angeles Convention Center  Downtown Los Angeles Feb-19	Mobility Management Outreach Event  Mobility Southern Southern Southern Information and Safety Fair  Sep-18	Valley Community Mental Health Center, Inc. Older Adult Services (Access (Access) Advised to the interval of t	West Hollywood  Metro Older Adult Transportation Pop- Up City of West  Hollywood  West Hollywood  May-18  West Hollywood  May-18  May-18	East LA Civic Los Angeles Wheelchair Wash and Community 142 Health Fair Eastern 90022 Oct-17	
Norwalk-La Mirada USD Special Education Transition - Resource Fair/Presentation	Norwalk La Mirada Unified School Norwalk Mar-19 District	Mobility Management Outreach Event  Mobility Antelope Valley Resource Fair  PathPoint - Community Resource Fair  Sep-18	EYE -DAS (Diseases Are Serious) *Monthly Meeting (Access (Access 75 Presentation)  EYE -DAS (Diseases Senior Citizen Center - 2501 East Cortez St., West Covina 91791	Enki Health & Research Systems Inc Mental Health Day Fiesta 109 Resource Fair  Enki Health & La Puente Mental Health - 160 S. 7th Ave., La Puente 91746	Personal Assistance Services Council of Los Angeles County - 143 Open House West/Central 90012 Los Angeles Oct-17	
Kaiser Permanente - Family Wellness Fair  8	West Los Angles	Mobility Management Outreach Event  Northern Outreach Event  Assemblymember Jesse Gabriel's Community Swear- in Resource Fair  Sep-18	Centro Maravilla Centro Maravilla Service Center - 4716 E. Cesar E. (Access (Access 76 Presentation)  Eastern  Centro Mararvilla Service Center - 4716 E. Cesar E. Chavez Ave., Los Angeles 90022	Widney Career Preparatory & Transition Center - Preparatory & Transition Center - Preparatory & Transition Center - Access Workshop  Widney Career Preparatory & Transition Center - Angeles, 90018  Widney Career Preparatory & Transition Center - Angeles, 90018  Widney Career Preparatory & Transition Center - Angeles, 90018	City of El Monte's - Senior Resource 144 Fair Eastern El Monte 91731  Sack Crippen Senior Center - 3120 N. Tyler Ave., El Monte 91731  Oct-17	
LifeSTEPS - Access Eastern Presentation	Regency Court Monrovia Mar-19	Mobility Management Outreach Event  Mobility Southern Southern Access Presentation/Work shop  Widney Career Preparatory and Transition Center - Access Presentation/Work shop	Hawthorne Memorial Senior Center - On the Move Riders Club Pop-Up  Hawthorne Memorial Senior Center - 3901 W. El Segundo Blvd., Hawthorne 90250  Hawthorne	The Bazzeni Wellness Center - Annual Older Americans Month 111 Health Fair Southern Health Enhancement Center Building - 1st Floor - 1055 Linder Ave., Long Beach Beach 90813  Health	City of Monterey Park Langley Center - 2017 Annual Fall Bazaar Eastern  Langley Center - 400 W. Emerson Ave., Monterey Park 91754 California State	
San Fernando Valley Community Mental Health Center - Access Presentation	San Fernando Valley Community Mental Health Center  Van Nuys Mar-19	Mobility Management Outreach Event  Mayfair Adult Day Health Care Center - Access Presentation  Los Angeles Sep-18	West/Central Laguna Apartments - 4201 Sunset Blvd., Los Angeles Feb-18 Los Angeles 90029 (Access 78 Presentation)	Whittier Senior Center - 2018 Senior Resource The proof of the senior with the senior of the senior	Family Focus Resource Center - Fifth Special Needs 146 Resource Fair Northern Northridge University Student Union 18111 Nordhoff St., Nordhoff St., Northridge 91330 Oct-17	
People Assisting the Homeless - Access Presentation	P.A.T.H. Villas Eucalyptus Inglewood Mar-19	Mobility Management Outreach Event  Mobility Southern Southern Southern Southern Southern Shop  La Mirada Activity Center - Access Presentation/Work shop	South Central Los Angeles Regional Center (Access 79 Presentation)  (SCLARC) Golden State Mutual Life Auditorium - 2500 S. Western Ave., Los Angeles Feb-18	Metro On the Move Riders Program - OTMRP Pop-Up Raised on Records Concert Park Long Beach 113 Series Southern 90802 Long Beach Jun-18	Metro 2nd Annual Older Adult Transportation 147 Expo West/Central  Older Adult Angeles 90012  Los Angeles  Oct-17	
Easter Seals Southern California - Service Meeting Access Presentation	Easter Seals Southern California  Torrance Mar-19	Mobility Management Outreach Event  Mobility Annual Health Fair  Mobility Annual Health Fair	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 80 Abilities EXPO All St. 90015-1399  Los Angeles 90015-1399	Metro On the Move Riders Program - OTMRP Pop-Up Norwalk Senior Center Antonio Drive Southern Norwalk 90650	Los Angeles Trade Technical College - Disability  148 Awareness Day  LATTC South Campus - 400 W. Washington Blvd., Los Angeles Oct-17	
Parent Workshop - Access/Metro Presentation	Lowman Special Education & Career Transition Center  North Hollywood Apr-19	Mobility Management Outreach Event  Mobility Fair  Whittier Senior Center - 2018 Celebrating Abilities Resource Fair  Oct-18	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 81 Abilities EXPO All 90015-1399	Hollywood Veterans Center - Access Access 115 Presentation West/Central  Hollywood Veteran's Center - 4969 Sunset Blvd., Los Angeles 90027	Disability Employment Awareness Month (DEAM) -  149 Community Event  Southern  Veteran's Park Community Center - 101 E. 28th St., Long Beach 90806  Community Event  Oct-17	
Langley Center 2019 Spring Eastern Wellness Bazaar	Langley Center Monterey Park Apr-19	Mobility Management Outreach Event  A8  Southern California Resource Services for Independent Living - 3rd Annual Disability Pride Parade & Festival	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 82 Abilities EXPO All 90015-1399	San Fernando Valley District Office - Hope + Inspiration Caregiver Wellness 116 Day  Northern  Zev Yaroslavsky Family Support Center Van Nuys - Van Nuys Jun-18 7555 van Nuys Blvd., Van Nuys 91405	Chinatown Service Center and Pacific Alliance Medical Center - Health 150 and Resource Fair  Chinatown Service Chinatown Service Center - 767 N. Hill Street, Los Angeles Nov-17	
Service Center for Independent Life (SCIL) and Mt. San Antonio College (Mt. Sac) - 4th Annual Disability Athletics	Mt. San Antonio College Walnut Apr-19	Mobility Management Outreach Event  Mobility Eastern San Gabriel/Pomona Regional Center- Biennial ILS/SLS/AFHA Information Fair	Centro Maravilla Service Center - 4716 E. Cesar Service Center - (Access Los Angeles Los Angeles Los Angeles	Centro Medico MacArthur Park Clinic - 2011 Educational Staff Training - Access  Centro Medico MacArthur Park Clinic - 2011 Wilshire Blvd., # 404 Los Angeles	East Los Angeles Occupational Center (ELAOC) -  ELAOC - 2100 Marengo St., Los	
15 Faire  Eighth Annual Emergency Preparedness Eastern and Safety 16 Awareness Expo	San Gabriel/Pomona Pomona Apr-19 Regional Center	Mobility Management Outreach Event  Mobility Southern Southern Event  Mobility Center - Transition Event  Mobility Center - Transition Event	83 Presentation) Eastern 90022  Kennedy High School - 11254 Gothic Ave., Kennedy Fransition Fair Northern 91344  Mar-18	117 Presentation West/Central 90015  Pico Rivera Senior Pico Rivera Senior Center - 9200 Health & Fitness Mines Ave., Pico Rivera 90660  Pico Rivera  Jun-18  Rivera 90660	151 Fall Open House Eastern Angeles 90033 Nov-17  Westside Regional Center - 5901 Center - Parent Empowerment To Project Training Southern 90230 Nov-17	
Los Angeles Southwest College - Disability Resources Fair	Los Angeles Southwest College  Los Angeles Apr-19	Mobility Management Outreach Event  Mobility Southern Southern Outreach Event  East Los Angeles Service Center - Senior Education Access Presentation  F1	Antelope Valley Senior Center - Transportation Options for Senior Antelope Valley Senior Center - 777 W. Jackman St., Lancaster 93534  Antelope Valley Senior Page 18	San Gabriel/Pomona Regional Center Client Services Committee - Access 119 Presentation  San Gabriel/Pomona Regional Center - 75 Rancho Camino Dr., Pomona 91766	On The Move Riders Program - Travel Buddy Quarterly Training 153 Meeting  Metro Headquarters, 3rd Floor Henry Huntington Conference Room (near cafeteria)  Dec-17	
Cafe Parnell - Access Presentation/Wor kshop  18	Parnell Park Community & Whittier May-19 Senior Center	Mobility Management Outreach Event  Seminar  Arcadia Community Center - Access Arcadia Oct-18  Seminar	North Los Angeles County Regional Center - Life After High Scholl Fair  Northern  Leichman Career & Transition Center - 19034 Gault St., Reseda 91335  Reseda Mar-18	Beta Program Inland Valley Hope Partners - Farmer's Pearl St., Pomona 120 Market Health Fair Eastern  Beta Program Center - 209 W. Pomona Jun-18 Pearl St., Pomona 91768	153 Meeting West/Central (near cafeteria) Dec-17  MJ Housing and Services - 11035 Magnolia Blvd., North Hollywood Magnolia Towers 154 Health Fair Northern 91601 Dec-17	
LAUSD Career & Transition Center - West Student Job Fair  19	Fairfax High School Los Angeles May-19	Mobility Management Outreach Event  Mobility Southern Southern Fair  Center - Career Fair  Culver City Oct-18	Fiesta Educativa Inc Fiesta Public Library - Familiar Educational Blvd., Los Angeles Workshop Southern Public Library - 4264 Whittier Blvd., Los Angeles 90023	East Los Angeles Regional Center Consumer Advisory Committee Committee Meeting - Access 121 Presentation Eastern Eastern Los Angeles Regional Center - 1000 S. Fremont Ave., Alhambra 91803 Jul-17	Opica Adult Day Los Angeles Health Care: 11759 Operations Missouri Av, Los Outreach Event West-Central Angeles Jul-18	
Mental Health Fair "Self-Care Is An Act Of Self-Love"	La Puente Valley Mental Health La Puente May-19	Mobility Management Outreach Event  Mobility Eastern Outreach Event  Mobility City of El Monte 2nd Annual Resource Fair  All Crippen Multipurpose Senior Center - City of El Monte 2nd Annual Resource Fair	Cal State University Long Beach - Spring into Wellness Expo (Disabled Resource 88 Center)  CSULB, Plymouth West Complex - 240 Chestnut Ave., Long Beach 90802	Centro Medico Hunting Park - Health and Resource Fair for Seniors and People 122 with Disabilities  Eastern  Centro Medico Hunting Park - 6208 Seville Ave., Hunting Park 90255  Jul-17	AVTA Eligibility Site: 42210 6th Operations 156 Outreach Event Antelope Valley Lancaster Jul-18	
Kaiser Permanente Baldwin Hills - Resource Days	Baldwin Hills Medical Center  Los Angeles  Jun-19	Mobility Management Outreach Event  Mobility Southern Shop  La Mirada Activity Center - Access Presentation/Work shop	Blind Children's Center Parent Support Group (Access Presentation) West/Central Blind Children's Center - 4120 Los Angeles Mar-18 Angeles 90029	South Central Los Angeles Regional Center's Health and Back to School 123 Fair Southern Ave., Bell 90201 Transportation  South Central Los Bell Community Center - 6250 Pine Ave., Bell 90201 Aug-17	Operations 157 Outreach Event  Casa Colina 225 E. Pomona Bonita Ave, Pomona, CA  Jul-18	
City of Whittier 2019 Senior Resource Fair  22	Whittier Senior Center Whittier Jun-19	Mobility Management Outreach Event  Mobility Family Focus Resource Center - 6th Annual Special Needs Resource Fair  Fair	Chinatown Service Center - Community Health 90 Fair West/Central Service Center for	Keys to a Better Life - SCDDLA & Westside Regional Westside Regional Center -5901 Green Center CAC - Valley Circle, Suite Access 320 Culver City  124 Presentation Southern 90230 Aug-17	Prairie Place ADHC Inglewood  Operations Outreach Event  Southern  Operations CA, 90301  Jul-18	
West Covina Eye- DAS (Eye Diseases are Serious) - Monthly Meeting	West Covina Senior Citizen Center  West Covina Jun-19	Mobility Management Outreach Event  Northern Outreach Event  North Los Angeles County Regional Center - 1st Annual Northeast Valley Life After High Scholl Fair  Oct-18	Independent Life and Mt. San Antonio College - 3rd Annual Disability Athletics 91 Faire Southern Walnut 91789	37th Annual Government Day - Adrin Nazarian, 46th Assembly District Northern  Panorama Mall - 8401 Van Nuys Blvd., (& Roscoe Blvd) Panorama City Aug-17	Norwalk  Dungarvin 11005  Operations 159 Outreach Event Southern Norwalk  Aug-18	
Irwindale Senior Center Information Workshop - Access 24 Presentation	Irwindale Senior Center Irwindale Jun-19	Mobility Management Outreach Event  Mobility Mest/Central Cadillac - Community Resource Day  Mest Los Angeles Oct-18	City of Compton Commission on Aging - Access 92 Presentation  City of Compton Community Center - 301 North Tamarind Ave., Compton 90220  Apr-18	Brookdale Santa Monica - 2107 Monica - Access 126 Presentation West/Central Monica 90405  Brookdale Santa Monica - 2107 Ocean Ave., Santa Monica 90405  Aug-17	Forever Caring ADHC 120 W El Operations Sugundo Blvd, Los Aug-18	
5th Annual CD 13 Senior Citizens - Community Resource Fair 25  West/Central	Friendship Auditorium Los Angeles Jun-19	Mobility Management Outreach Event  Mobility Eastern Dutreach Event  Monterey Park Bazaar & Expo  VA Greater Los	Kedren Mental Health Center - 4211 S. Avalon Health Access 93 Presentation Southern  Kendren Mental Health Center - 4211 S. Avalon Blvd., Los Angeles 90011  Apr-18	SCLARC Consumer Advisory Committee monthly Meeting - Access 127 Presentation  South Central Los Angeles Regional Center - 2500 S. Western Ave., Los Angeles 90018  Aug-17	Cole Vocational Services 3826 Operations Outreach Event	
Older Adult Transportation Pop-Up - Metro Workshop  Eastern	Pico Rivera Senior Center Pico Rivera Jun-19	Mobility Management Outreach Event  Mobility Southern Angeles Healthcare Administration - 4th Annual VA Greater Los Angeles Veteran Stand Down Stand Down	Metro On the Move Riders Club Pop-Up North Hollywood Hollywood North Hollywood Recreation Center - 11430 Chandler Bl., North Hollywood	Older Adult Azusa Women's Transportation Pop- Up San Gabriel Azusa Ave., Azusa	Daylight Adult Day: 2136 W. Operations Washington Bl, Los	
Mobility Management Outreach Event  27	California State University Domingez Hills - Access Carson Jul-18 Presentation for Visually Impaired Students/Staff	60  Resource Fair  Cathedral of Our Lady of the Angeles - Metro Older Adult Transportation Expo  City of long Beach  Cathedral of Our Lady of the Angeles - Metro Older Adult Transportation	94 Recreation Center Northern 91601  San Gabriel/Pomona Regional Center - Seventh Annual Emergency Preparedness 95 Safety Expo Eastern  San Gabriel/Pomona Regional Center - 75 Rancho Camino Drive, Pomona 91766	Antelope Valley Senior Center - Access Informational Presentation Antelope Valley Lancaster Senior Center - 777 W. Jackman St., Lancaster 93534 Sep-17	162 Outreach Event West-Central Angeles Aug-18  Palmdale  Operations Outreach Event Antelope Valley East, Palmdale  Aug-18  Aug-18	
Mobility Management Southern Outreach Event	Easterseals Cerritos - Access Presentation  Jul-18	Mobility Management Outreach Event  Citizen's Advisory Commission on Disabilities - Disability Employment Awareness Month (DEAM)  Continue of the commission on Disability Employment Awareness Month (DEAM)	Braille Institute Lead to Independence - Senior Resource  District Control  April 200220	County Workforce Development, Aging and Community Services - 3rd Annual Mexican Independence Day  County Workforce Development, Aging and Centro Maravilla Los Angeles Angeles Cervice Center - 4716 E. Cesar E. Chavez Avenue,	Century Plaza 10250 Sanata Operations Monica Blvd, Los	
Mobility Management Outreach Event	Chinatown Service Center - Community Health Fair  Chinatown Service Los Angeles Jul-18	62 Community Event  Personal Assistance Services Council for Los Outreach Event  Angeles County - PASC Open House  Community Event  Personal Assistance Services Council for Los Angeles County - PASC Open House	96 Fair West/Central Angeles 90029  Harbor Regional Center Transition Event - Access Presentation/Reso urce Fair Southern Torrance 90503  Apr-18  Apr-18	130 Celebration Eastern Los Angeles 90022 Sep-17  Sochi Community Based Adult Sorvices - 4414 Santa Monica Services - Access 131 Presentation West/Central 90029 Sep-17	Outreach Event West Central Angeles, CA  South Central Los Angeles Regional Center (SCLARC) Operations Outreach Event  Southern  Ave, Los Angeles Oct-18	
Mobility Management Eastern Outreach Event	Irwindale Senior Center and Recreation Center - Irwindale Jul-18 Community Health Fair	Mobility Management Outreach Event  Southern Outreach Event  Office of Councilmember Mitch O'Farrell - 4th Annual CD13 Senior Citizen's Resource Fair  Nov-18	Easter Seals of Southern California - Access Lancaster, CA	State Council on Developmental Disabilities (SCDD) with Fairview Developmental Center (FDC) - Community Continue Fair Harbor Blvd., Costa	Transitional Learning Center: 23201 Dalbey Dr,  Sonta Clarita  Oct 18	
Mobility Management Outreach Event	Bell Community Center - SCLARC Back to School Resource Fair  Bell Jul-18	Mobility Management Outreach Event  Mobility Health Fair  Mobility Adult School - Health Fair  Nov-18	98 Presentation Antelope Valley 93535  California State University Dominguez Hills - 10th Annual Labor Social Environmental 99 Justice Fair Southern 90747  Antelope Valley 93535  CSU Dominguez Carson Apr-18  Victoria St., Carson 90747	Southern California Resource Services (SCRS) - Access Presentation/Work 133 shop Southern Southern California Resource Services SCRS - 7830 Quill Dr., Suite D, Downey Sep-17	Outreach Event Santa Clarita Santa Clarita Oct-18  Orchard Arms Assisted Living: 23520 Wiley Canyon Rd, Santa Oct-18  Oct-18	
Mobility Management Eastern Outreach Event	Department of public Social Services (DPSS) Bureau of Workforce Services El Monte Aug-18 Division VI - ADA Liaison/Supervisor Meeting - Access Presentation	Mobility Management Outreach Event  Mobility Southern Transportation Information Day  Inglewood Senior Center - Transportation Information Day	East Los Angeles Occupational Center - Cinco de Mayo Community  East Los Angeles Occupational Center - 2100 Marengo St., Los Angeles	Torrance  Easter Seals Day Program - Service Meeting/Resource  Torrance  Torrance  Torrance  Torrance	UCLA Rehabilitation Center 1000 Veteran Ave, Los	
Mobility Management Outreach Event		Mobility Management Outreach Event  Mobility Mest/Central Outreach Event  Mobility Mest/Central West/Central Cadillac - Community Resource Day  West Los Angeles Nov-18	100 Resource Fair Eastern 90033  West Valley Mental Health Center - 20151 Health Month Celebration Resource Fair Northern 91331  West Valley Mental Health Chatsworth May-18	134 Fair Southern Torrance 90501 Sep-17  Irwindale Senior Center - 16116 Arrow Highway, 135 Health Fair Eastern Irwindale 91706 Oct-17	168 Outreach Event West Central Angeles, CA Oct-18  Santa Clarita Valley Senior Center, 169 Outreach Event Santa Clarita Santa Clarita  Oct-18	
Mobility Management Eastern Outreach Event	Pace East Los Angeles Alta Med - Access Presentation  East Los Angeles Aug-18	Mobility Management Outreach Event  Metro On the move Rider's Program - Raised On Records Concert Series  Dec-18	Elementary School (Special Education Department) Autism Awareness, Special Need, Career Day- Access 102 Presentation Southern  Elementary Manhattan Elementary School - 1850 West 96th St., Los Angeles 90047	Long Beach  Harbor Regional Center (Long Beach Office) - 1155 E. Center - Transition San Antonio Dr., Long Beach Office) - 1055 E. San Antonio Dr., Long Beach 90807 Oct-17	Palmdale  High Desert Hemodialysis: 1007 West Avenue M 14 170 Outreach Event Antelope Valley #B, Palmdale  Oct-18	

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#### **PUBLIC PARTICIPATION PLAN**

# APPENDIX F MAP OF PUBLIC MEETING/PUBLIC OUTREACH LOCATIONS



## APPENDIX K ACCESS SERVICES LIMITED ENGLISH PROFICIENCY PLAN

## ACCESS SERVICES LOS ANGELES COUNTY

#### LIMITED ENGLISH PROFICIENCY (LEP) PLAN

**AND** 

LANGUAGE ASSISTANCE PLAN

OCTOBER 2019 TO SEPTEMBER 2022

#### 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 the Santa Clarita Valley and the Antelope Valley. In providing the paratransit service for a County with approximately 10 million residents, Access Services does interact with individuals with varying degrees of ability to speak and/or understand English. For this reason, Access Services has developed this Limited English Proficiency Plan and Language Assistance Plan.

Persons, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP." In Los Angeles County, according to U.S. Census records and as will be presented later in this Plan, approximately 24% 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 or 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. <u>Factor 1: The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient</u>

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."

#### 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) <u>Application Process</u>: For a person to receive paratransit eligibility, that person must first request an Access application form, from Access' Customer Service Division. This interaction is performed through a telephone call with the Customer Service Division.

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

2) In-Person Evaluation Process: Following the completion of the application an applicant for Access will attend an in-person eligibility evaluation at Access' Eligibility Center in the City of Commerce, approximately 7 miles southeast of Downtown Los Angeles. There are satellite eligibility centers are in the North County communities of Lancaster 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) <u>Eligibility Appeals</u>: If an applicant, following the in-person eligibility evaluation is determined to be ineligible for paratransit services, the applicant may appeal that determination. If the applicant is a LEP person, the appeals specialist is able to make use of the same telephone interpreter service that was available at the eligibility center. Access pays the expense for the call (as it does for calls made by MTM and its all of its contractor staff) and allows the appeals specialist to concentrate on evaluating the applicant's argument to be found eligible for paratransit services.
- 4) Making Reservations and/or contacting Access: Once an applicant is found eligible for Access Services and is able to use the services of Access, much of their future communications with Access will be to make reservations for transportation. Trip reservations are made via telephone with one of six contractors Access retains in different parts of Los Angeles County. A map of Access' Service area is contained in Appendix A. Each of Access' contractors has a number of call-taker/reservation staff members who speak both English and Spanish. For individuals wishing to make trip reservations, but they do not speak English or Spanish, then the contractor staff can also contact Access' telephone interpreter service, for translation assistance, similar to the methods listed above.
- 5) <u>Traveling On Access</u>: The principal service that Access provides its customers is paratransit transportation, which is a Next Day curb-to-curb service. During transit, there should be no need for a customer to communicate with an operator as the trip is already in process and the starting point and ending point are automatically transmitted to the van operator's onboard computer (MDT). Nevertheless, if the customer has an emergency or for another reason the Customer, their Personal Care Attendant or guest needs to communicate with the operator or with Access, Access can effectively respond to this event.

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

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

#### 6) New Mobile App and On-Line Applications

Since Access' 2016 Limited English Proficiency Plan was written, Access has introduced two new services that make use of mobile application software and internet software.

The first mobile application that Access Services introduced to its customers was Where's My Ride. This 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.

More recently, Access introduced a program that permits customers to reserve trips on Access through an on-line booking portal. 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 and it is Access' intent that these services be made available to all 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 5-Year Estimates (2007-2011), and drawing from the Report "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" for Los Angeles County, there are approximately 40 recognized languages (or language groups) spoken in Los Angeles County.

**Table 1** summarizes the variety of languages in use in Los Angeles County and the percentage and number of people who reported speaking English less than "very well" to the U.S. Census. As shown in **Table 1**, throughout Los Angeles County, there are 42 languages or language-groups the Census' American Community Survey (2017) identifies as being spoken, with 35 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 1.49 million residents of Los Angeles County (or 15.6% of the County's population, indicate that they speak English less than "very well."

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 (2.44% Chinese; 1.11% Korean and 0.87% 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

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

Languages speken in Los Angeles county	Estimated Populations	Number of Population who Speak English less than "very well"	Percentage of Los Angeles County Population That Does not Speak English "very well"
Languages spoken in Los Angeles county  Total:	<u> </u>		24%
	9,545,528	2,245,600	2470
Speak only English	4,112,214	1 402 074	4E C20/
Spanish:	3,763,551	1,492,074	15.63%
Chinese (incl. Mandarin, Cantonese):	390,529	232,766	2.44%
Korean:	174,786	105,851	1.11%
Armenian:	175,341	83,440	0.87%
Tagalog (incl. Filipino):	233,330	68,587	0.72%
Vietnamese:	87,313	52,158	0.55%
Persian (incl. Farsi, Dari):	75,113	34,666	0.36%
Japanese:	52,623	24,779	0.26%
Russian:	50,994	23,210	0.24%
Thai, Lao, or other Tai- Kadai languages:	28,796	15,756	0.17%
Khmer:	28,122	15,678	0.16%
Arabic:	44,300	15,664	0.16%
Ilocano, Samoan, Hawaiian,	77,000	10,004	0.1070
or other Austronesian languages:	29,317	9,735	0.10%
French (incl. Cajun):	40,949	7,100	0.07%
Other languages of Asia:	13,317	6,678	0.07%
Hindi:	30,906	5,248	0.05%
Nepali, Marathi, or other Indic languages:	10,815	4,343	0.05%
Portuguese:	12,754	4,092	0.04%
Urdu:	12,932	3,910	0.04%
Italian:	15,400	3,867	0.04%
Amharic, Somali, or other	•		
Afro-Asiatic languages:	11,486	3,776	0.04%
Punjabi:	7,405	3,289	0.03%
Bengali:	8,353	3,177	0.03%
Hebrew:	22,751	3,081	0.03%
Other Indo-European languages:	13,360	2,716	0.03%
Other and unspecified languages:	7,817	2,458	0.03%
Yoruba, Twi, Igbo, or other languages of Western Africa:	10,473	1,983	0.02%
Telugu:	6,336	1,966	0.02%
Ukrainian or other Slavic languages:	5,824	1,944	0.02%
Gujarati:	5,760	1,902	0.02%
German:	18,898	1,757	0.02%
Tamil:	6,858	1,352	0.01%
Serbo-Croatian:	4,791	1,256	0.01%
Swahili or other languages	•		
of Central, Eastern, and Southern Africa:	6,177	1,178	0.01%
Malayalam, Kannada, or			
other Dravidian languages:	4,303	1,057	0.01%
Polish:	4,296	992	0.01%
Yiddish, Pennsylvania  Dutch or other West	6,617	817	0.01%
Germanic languages:	0,017	017	0.01/0
Greek:	4,089	676	0.01%
Haitian:	•		
	4,891	335	0.00%
Hmong: Other Native languages of	1,127 402	120 89	0.00%
North America:			
Navajo:	112	77	0.00%

Source: U.S. Census Bureau, 2017 American

Community Survey 1-Year Estimates

Dataset: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

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.

<u>Telephone Interpreter Service</u>: 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.

<u>Physical and On-Line Translation of Documents</u>: Additionally, all of Access' important customer documents are printed in English and Spanish and Access' important customer documents are also available on-line and can be translated through an on-line "Google

Translate" service (an example of an important customer document would be the Access Services Riders' Guide).

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

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

#### B. <u>Factor 2: The Frequency with which LEP Persons Come into Contact with the Program.</u>

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

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

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

**Table 2** provides a summary of the frequency that interpreter services were used by Access operators between July 2017 and May 2019. During this nearly two year period, the interpreter service was utilized by Access' call center/Customer Service staff, its Provider staff and its Eligibility/Appeals staff in over 26,000 conversations with interpreters for 58 different languages.

**Table 3** presents a summary of the languages that received more frequent interpreter requests (over 200 times a specific language sought for translation over the course of two years [July 2017 to May 2019]).

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

		July	Jan.	July	Jan.		
		2017-	2018 -	2018 -	2019 -		
		Dec	June	Dec.	May		
		2017	2018	2018	2019		
	Requested Languages		Number		Number	Total	Percentage
1					1	1	0.00%
2	Akateko			1		1	0.00%
3	Albanian			1	1	2	0.01%
4	Amharic	3	10	18	2	33	0.13%
	Arabic	263	210	224	137	834	3.18%
	Armenian	1734	2037	1979	1915	7665	29.24%
7		1				1	0.00%
	Bengali	2	3	4	2	11	0.04%
	Bulgarian	1				1	0.00%
	Burmese	5	5	3	6	19	0.07%
11	Cambodian	68	53	39	29	189	0.72%
12	Cantonese (Chinese)	508	570	518	395	1991	7.59%
13	Chao-Chow		1			1	0.00%
14	Chin			2		2	0.01%
	Croatian	6	4		1	11	0.04%
	Czech		1		1	2	0.01%
	Dari	2	2	3	1	8	0.03%
	Farsi	785	872	765	957	3379	12.89%
	French	1	1	6	4	12	0.05%
	Fuzhou	1		1	2	4	0.02%
	Georgian	1				1	0.00%
22	German	3	1			4	0.02%
	Gujarati		10		5	15	0.06%
	Haitian Creole		1		2	3	0.01%
25	Hebrew	5	3	7	5	20	0.08%
26	Hindi	18	16	28	16	78	0.30%
27	Hungarian			1	2	3	0.01%
	Igbo		1		1	2	0.01%
	Indonesian	4	4	5	3	16	0.06%
	Italian		1			1	0.00%
	Japanese	14	18	5	13	50	0.19%
	Karen			2		2	0.01%
	Korean	655	635	595	507	2392	9.12%
	Kurmanji			1	1	2	0.01%
	Lithuanian	4444	4400	1010	1	1	0.00%
	Mandarin (Chinese)	1111	1193	1210	901	4415	16.84%
	Marathi	1	4		4	1	0.00%
	Polish	1	4	4	1	6	0.02%
	Portuguese	4.0		1		1	0.00%
	Punjabi	10	3	9	3	25	0.10%
	Romanian	6	6	2	2	16	0.06%
	Russian	841	913	761	686	3201	<b>12.21%</b>
	Serbian Sinhalese	1	1	1	2	6	0.02% 0.01%
	Shanghainese		1	1	I	2	0.01%
	Somali		<u> </u>	1		1	0.01%
	Sorani		1	' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '		1	0.00%
	Spanish	204	172	253	290	919	3.51%
	Swahili		.,,_		1	1	0.00%
	Tagalog	82	65	70	50	267	1.02%
	Taiwanese	1	1	. 0	2	4	0.02%
	Thai	15	15	13	2	45	0.17%
	Toishanese		9	14	8	31	0.12%
	Turkish	2	2	1		5	0.02%
	Ukranian	1	2		3	6	0.02%
	Urdu	1	2	1	3	7	0.03%
	Vietnamese	129	154	123	91	497	1.90%
	Yoruba	1				1	0.00%
	Total:	6490	7003	6669	6056	26218	100.00%
<u> </u>							

TABLE 3
MOST REQUESTED LANGUAGES\*
TRANSLATED THROUGH ACCESS SERVICES'
TELEPHONE INTERPRETER SERVICE
(JULY 2017 TO MAY 2019)

	Most Requested Languages (July 2017- May 2019)	Total Call Requests	Percentage
1	Arabic	834	3.18%
2	Armenian	7665	29.24%
3	Cantonese (Chinese)	1991	7.59%
4	Farsi	3379	12.89%
5	Korean	2392	9.12%
6	Mandarin (Chinese)	4415	16.84%
7	Russian	3201	12.21%
8	Spanish	919	3.51%
9	Tagalog	267	1.02%
10	Vietnamese	497	1.90%
Total Langua	age Line Requests:	26218	100.00%
Total Transla	tion Requests of Most		
Frequently	Requesnted languages:	25560	97.5%

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.

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

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

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

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

## TABLE 4 TOTAL LANGUAGES TRANSLATED THROUGH ACCESS SERVICES' TELEPHONE INTERPRETER SERVICE - BY ACCESS WORK GROUP (JULY 2017 TO MAY 2019)

	Requested Languages	Access Work Groups			
	Alana	Access Services		· · ·	
	Akan	0	0	1	
	Akateko Albanian	0	0 2	0	
	Amharic	15	6	12	
	Arabic	248	399	187	
	Armenian	1915	4022	1728	
	Assyrian	0	1	0	
	Bengali	3	1	4	
	Bulgarian	0	0	1	
	Burmese	4	6	9	
		65	15	109	
$\vdash$	Cantonese (Chinese)	625	536	830	
	Chao-Chow	1	0	0	
	Chin	0	0	2	
	Croatian	1	8	2	
_	Czech	0	1	1	
	Dari	1	4	3	
-	Farsi	1032	1632	715	
	French	3	7	2	
20	Fuzhou	0	1	3	
	Georgian	0	1	0	
		2	2	0	
	Gujarati	4	2	9	
_	Haitian Creole	1	2	0	
	Hebrew	6	12	2	
26	Hindi	24	29	25	
27	Hungarian	1	1	1	
	Igbo	1	1	3	
29	Indonesian	7	7	2	
30	Italian	0	0	1	
	Japanese	17	24	9	
	Karen	0	2	0	
	Korean	837	789	766	
	Kurmanji	0	2	0	
	Lithuanian	1	0	0	
	Mandarin (Chinese)	1366	1953	1096	
	Marathi	0	1	0	
	Polish	0	5	1	
	Portuguese	0	2	0	
	Punjabi	7	5	13	
	Romanian	6	6	4	
	Russian	981	1876	344	
	Serbian	0	3	3	
	Sinhalese Shanghainese	1	1 1	1	
	Shanghainese Somali	0 1	0	0	
	Sorani	0	1	0	
	Spanish	144	179	595	
	Swahili	144	0	0	
	Tagalog	123	94	50	
	Taiwanese	0	2	2	
	Thai	16	11	18	
	Toishanese	2	1	32	
	Turkish	2	0	3	
	Ukranian	3	3	0	
	Urdu	4	2	1	
I	Vietnamese	211	146	143	
	Yoruba	1	0	0	
	Total:	7684	11807	6734	

main administrative offices (ex. Risk Management), and Access' Customer Service, Operations Monitoring Center, and Travel Training Contractors

**Service Providers** - Includes all transportation contractors for each of Access' six regions

**Eligibility and Appeals** - Includes Access' Eligibility contractor staff (MTM) and appeals specialists

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 170 different public meetings and outreach meetings conducted between July 2017 and June 2019. **Appendix C** presents a map of Los Angeles County with map-pins showing the different public meeting locations.

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

#### **Annual Access Community Meetings:**

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

Notice of these meetings is provided in English and in Spanish in mailings, emails and also in "seat drops" on board Access vehicles. Separate meetings are conducted in

English and in Spanish. 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.

During Access' most recent community meetings (May 2019), a customer requested the assistance of a language interpreter who spoke Indonesian and an interpreter was provided for the customer so that she could participate in the meeting.

#### <u>Public Governance Meetings:</u>

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

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

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

#### 5. Factor 2, Step 5: Ridership surveys.

Access conducted a telephone survey of its customer population in October and November of 2017. All active Access customers (those who had taken at least one Access trip in the previous six months), were included as a possible person to contact as part of the survey.

A new telephone survey of Access' customer population is next scheduled to take place in 2019.

**Table 5** presents the results uncovered from the Customer Satisfaction Survey. The vast majority of Access customers primarily speak either English (70%) or Spanish

TABLE 5
ACCESS CUSTOMER SURVEY DATA (2017)
PRIMARY LANGUAGE SPOKEN AT HOME

		Service Region					
		Antelope			Santa		West/
Language	Total	Valley	Eastern	Northern	Clarita	Southern	Central
English	70%	84%	63%	64%	82%	79%	62%
Spanish	19%	8%	26%	19%	8%	17%	19%
Armenian	1%	0%	3%	4%	2%	0%	0%
Cantonese/Mandarin	0.4%	0%	1%	0%	0%	0.4%	0%
Arabic	0.4%	1%	1%	1%	0%	0%	0%
Farsi	1%	1%	0.4%	3%	0%	0%	2%
Tagalog	1%	0%	1%	2%	3%	0.4%	1%
Russian	1%	0%	0.4%	0.4%	0%	0%	3%
Vietnamese	0.2%	0%	0.4%	0%	0%	0%	0.4%
Other	1%	1%	0.4%	2%	2%	1%	3%
Refused	3%	3%	2%	4%	3%	3%	6%
Base	1319	197	275	243	62	282	243

Source: 2017 Access Customer Satisfaction Survey Final Report (March 2018).

(19%) at home. There were seven other languages that were listed by respondents to the survey, but no one language exceeded 1%.

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 2019 with the intention of having these surveys to be conducted bi-annually.

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

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

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

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

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

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

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

#### **Recent Access Improvements**

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

1) Access speaker-phone interpreter availability: At Access' eligibility center, LEP applicants did not need to bring their own interpreter with them to the in-person interview, but rather the applicant and the applicant's evaluator can proceed through

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

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

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

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

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

#### III. <u>Language Assistance Plan</u>

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. <u>Include the Results of the Four-Factor Analysis, Including a Description of the LEP Population(s) Served.</u>

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

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

#### B. <u>Describe How the Recipient (Access) Provides Language Assistance Services by Language.</u>

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.

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

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

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. <u>Describe How the Recipient (Access) Provides Notice to LEP Persons About the Availability of Language Assistance.</u>

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.

- 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. <u>Describe How the Recipient (Access) Monitors, Evaluates and Updates the Language</u> 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. <u>Describe How the Recipient (Access) Trains Employees to Provide Timely and Reasonable Language Assistance to LEP Populations</u>

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

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

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

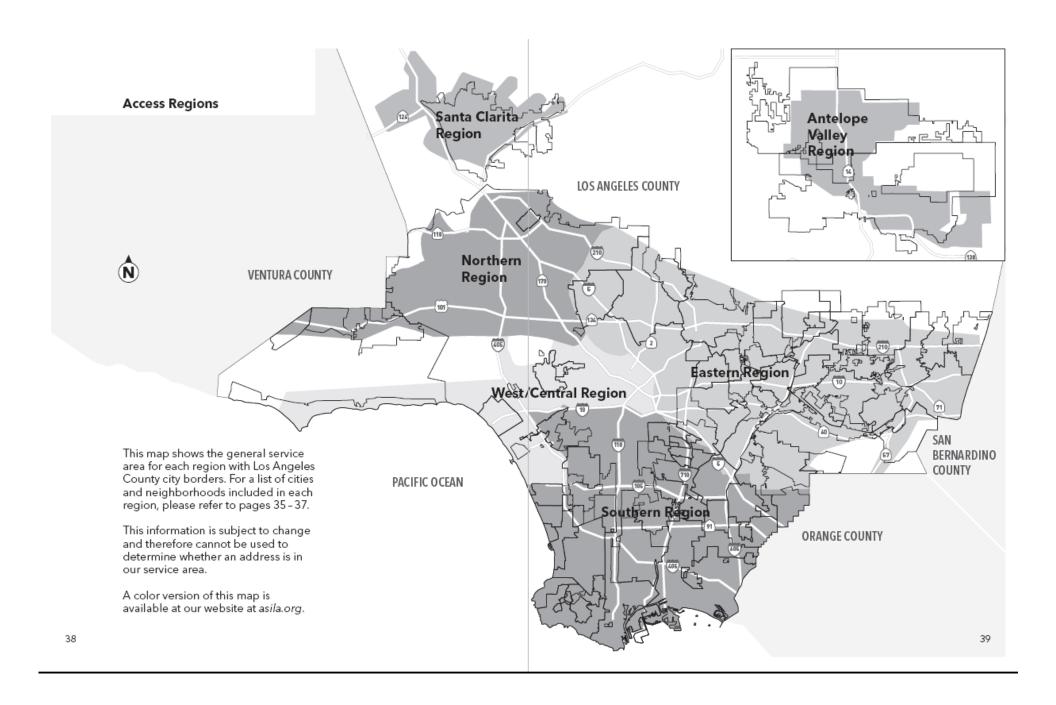
#### IV. Conclusion

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

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

#### LIMITED ENGLISH PROFICIENCY PLAN

## APPENDIX A ACCESS SERVICE AREA MAP



#### LIMITED ENGLISH PROFICIENCY PLAN

# APPENDIX B TABLE SUMMARY OF PUBLIC MEETING/PUBLIC OUTREACH LOCATIONS (July 2017 to June 2019)

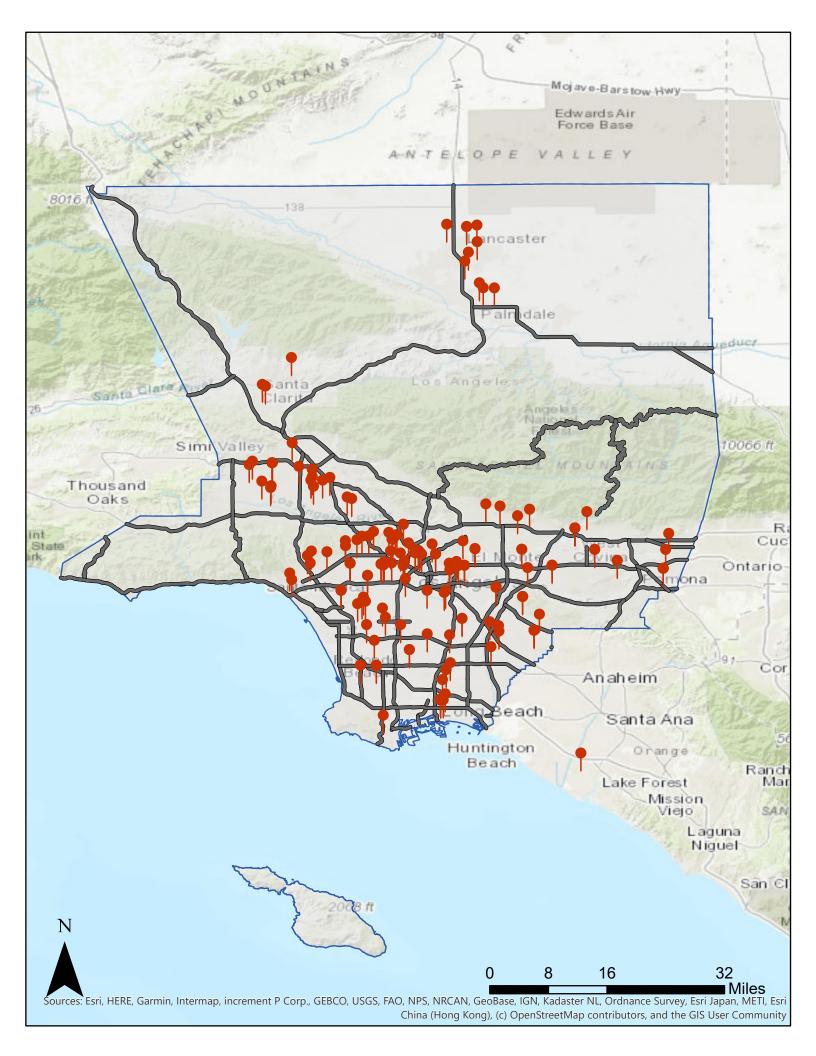
TABLE 5
PUBLIC OUTREACH MEETINGS CONDUCTED BY ACCESS SERVICES
THROUGHOUT LOS ANGELES COUNTY
(July 2017 to June 2019)

			(July 201	OS ANGELES COUNTY 7 to June 2019)		
No. Meeting Type Region  Easter Seals - Access Southern Presentation	Location City Month/Year  Easter Seals Norwalk Jan-19	No. Meeting Type Region Location City Month/Year  Mobility Management Outreach Event  Region Location City Month/Year  Pace East Los Angeles Alta Med - Access Presentation  East Los Angeles Aug-18	No. Meeting Type Region Location City Month/Year  Mobility Management Outreach Event Northern Outreach Event Northern  No. Meeting Type Region  Betterlife Adult Day Health Care Center - Access Presentation  Van Nuys Dec-18	No. Meeting Type Region Location City Month/Year  East Los Angeles Community Angeles Service Center - Senior Health  Region Location City Month/Year  Community Service Center - Los Angeles May-18  May-18	No. Meeting Type Region Location City Month/Year  (SCRS-IL) 2nd East Los Angeles Civic Center - 4801 Pride Parade & E. Third Street, Los	No. Meeting Type Region Location City Month/Year  Palmdale Metrolink Station: 39000 Clock Tower
Bernardi Senior Center - Access Presentation	Bernardi Senior Center Van Nuys Jan-19	35  Church of the Epiphany Immigrants with Management Outreach Event  Southern Outreach Event  Church of the Epiphany Immigrants with Disabilities Project Planning Committee -	Mobility Management Outreach Event  Mobility Mest/Central West/Central Resource Day  Mobility Mest Los Angeles Permanente Cadillac - Community Resource Day	103 Information Day Eastern 90063  Villa Esperanza - Access Pasadena May-18  Villa School - 2116 East Villa St.,	Beverly Hills Carmel Retirement Hotel - Access  Eastern  Angeles 90022  BHCRH - 8758 Burton Way West, West Hollywood	171 Outreach Event Antelope Valley Dr, Palmdale  AV Community Clinic: 2151 E. Palmdale Bl,
Festival Educacional - Resource Fair	Sam's Café at New Horizons North Hills Jan-19	Resource Fair  Mobility Management Outreach Event  Resource Fair Frank D. Lanterman Regional Center - Resource Fair and Access Presentation  Resource Fair	Easter Seals San Pedro (Access 71 Presentation) San Pedro Jan-18 Pedro 90732	104 Presentation Eastern Pasadena 91107  The Community Center at Plummer Park - 7377 Santa Annual Senior Monica Blvd., Los Health Fair West/Central Angeles 90046  May-18	138 Presentation West/Central 90048 Oct-17  El Camino College - Financial Aid and Student Resource 139 Fair Southern Torrance 90506 Oct-17	172 Outreach Event Antelope Valley Palmdale Oct-18  Vista ADHC 6061 Atlantic Blvd, Maywood CA, 173 Outreach Event Southern 90270 Nov-18
Kaiser Permanente - Resource Days Fair  4	Baldwin Hills Medical Center  Los Angeles  Jan-19	Mobility Management Outreach Event  Ministerio Latino Americano, Faith & Hope, Care 1st Health Plan - Back to School & Funday Fair  Sep-18	Los Angeles LGBT Center/Senior Services Department - More Mobility Means More Independence T2 (Access Workshop)  West/Central  Medio 90732  Los Angeles Los Angeles Los Angeles Los Angeles Angeles LGBT Center - 1125 N. Angeles 90038	Griffith Park Adult Community Center - Transportation 106 Fair West/Central Aligeres 90046  Los Angeles May-18  Friendship Auditorium - 3201 Riverside Dr., Los Angeles 90027	City of Pico Rivera - Senior Transportation Resource 140 Workshop Eastern Rivera 90306 Pico Rivera	175 Outreach Event Southern 90270 NOV-18
Older Adult Transportation Pop-Up - Metro Workshop  5	Veterans Memorial Building  Culver City  Feb-19	Mobility Management Outreach Event  Mobility Antelope Valley Antelope Valley Presentation  Disabled American Veterans - Breakfast for Vets Access Presentation  Sep-18	Los Angeles LGBT Center - 50 + Senior Services More Mobility Means More Independence Independence Triangle Square Apartments - 1602 Ivar Ave., Los Angeles 90028 San Fernando San Fernando	Onegeneration Senior Enrichment Center - 18255 10th Annual Senior 107 Symposium  Onegeneration Senior Enrichment Center - 18255 Victory Blvd., Reseda, CA 91335	Jazz Hands Musician's Academy - Access Presentation for 141 Cohort 1 West/Central Monica 90401  Santa Monica Public Library - 601 Santa Monica Blvd., Santa Monica 90401  Oct-17	
Abilities Expo All	Los Angeles Convention Center  Downtown Los Angeles Feb-19	Mobility Management Outreach Event  Mobility Southern Southern Southern Information and Safety Fair  Sep-18	Valley Community Mental Health Center, Inc. Older Adult Services (Access (Access) Advised to the interval of t	West Hollywood  Metro Older Adult Transportation Pop- Up City of West  Hollywood  West Hollywood  May-18  West Hollywood  May-18  May-18	East LA Civic Los Angeles Wheelchair Wash and Community 142 Health Fair Eastern 90022 Oct-17	
Norwalk-La Mirada USD Special Education Transition - Resource Fair/Presentation	Norwalk La Mirada Unified School Norwalk Mar-19 District	Mobility Management Outreach Event  Mobility Antelope Valley Resource Fair  PathPoint - Community Resource Fair  Sep-18	EYE -DAS (Diseases Are Serious) *Monthly Meeting (Access (Access 75 Presentation)  EYE -DAS (Diseases Senior Citizen Center - 2501 East Cortez St., West Covina 91791	Enki Health & Research Systems Inc Mental Health Day Fiesta 109 Resource Fair  Enki Health & La Puente Mental Health - 160 S. 7th Ave., La Puente 91746	Personal Assistance Services Council of Los Angeles County - 143 Open House West/Central 90012 Los Angeles Oct-17	
Kaiser Permanente - Family Wellness Fair  8	West Los Angles	Mobility Management Outreach Event  Northern Outreach Event  Assemblymember Jesse Gabriel's Community Swear- in Resource Fair  Sep-18	Centro Maravilla Centro Maravilla Service Center - 4716 E. Cesar E. (Access (Access 76 Presentation)  Eastern  Centro Mararvilla Service Center - 4716 E. Cesar E. Chavez Ave., Los Angeles 90022	Widney Career Preparatory & Transition Center - Preparatory & Transition Center - Preparatory & Transition Center - Access Workshop  Widney Career Preparatory & Transition Center - Angeles, 90018  Widney Career Preparatory & Transition Center - Angeles, 90018  Widney Career Preparatory & Transition Center - Angeles, 90018	City of El Monte's - Senior Resource 144 Fair Eastern El Monte 91731  Sack Crippen Senior Center - 3120 N. Tyler Ave., El Monte 91731  Oct-17	
LifeSTEPS - Access Eastern Presentation	Regency Court Monrovia Mar-19	Mobility Management Outreach Event  Mobility Southern Southern Access Presentation/Work shop  Widney Career Preparatory and Transition Center - Access Presentation/Work shop	Hawthorne Memorial Senior Center - On the Move Riders Club Pop-Up  Hawthorne Memorial Senior Center - 3901 W. El Segundo Blvd., Hawthorne 90250  Hawthorne	The Bazzeni Wellness Center - Annual Older Americans Month 111 Health Fair Southern Health Enhancement Center Building - 1st Floor - 1055 Linder Ave., Long Beach Beach 90813  Health	City of Monterey Park Langley Center - 2017 Annual Fall Bazaar Eastern  Langley Center - 400 W. Emerson Ave., Monterey Park 91754 California State	
San Fernando Valley Community Mental Health Center - Access Presentation	San Fernando Valley Community Mental Health Center  Van Nuys Mar-19	Mobility Management Outreach Event  Mayfair Adult Day Health Care Center - Access Presentation  Los Angeles Sep-18	West/Central Laguna Apartments - 4201 Sunset Blvd., Los Angeles Feb-18 Los Angeles 90029 (Access 78 Presentation)	Whittier Senior Center - 2018 Senior Resource The proof of the senior with the senior of the senior	Family Focus Resource Center - Fifth Special Needs 146 Resource Fair Northern Northridge University Student Union 18111 Nordhoff St., Nordhoff St., Northridge 91330 Oct-17	
People Assisting the Homeless - Access Presentation	P.A.T.H. Villas Eucalyptus Inglewood Mar-19	Mobility Management Outreach Event  Mobility Southern Southern Southern Southern Southern Shop  La Mirada Activity Center - Access Presentation/Work shop	South Central Los Angeles Regional Center (Access 79 Presentation)  (SCLARC) Golden State Mutual Life Auditorium - 2500 S. Western Ave., Los Angeles Feb-18	Metro On the Move Riders Program - OTMRP Pop-Up Raised on Records Concert Park Long Beach 113 Series Southern 90802 Long Beach Jun-18	Metro 2nd Annual Older Adult Transportation 147 Expo West/Central  Older Adult Angeles 90012  Los Angeles  Oct-17	
Easter Seals Southern California - Service Meeting Access Presentation	Easter Seals Southern California  Torrance Mar-19	Mobility Management Outreach Event  Mobility Annual Health Fair  Mobility Annual Health Fair	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 80 Abilities EXPO All St. 90015-1399  Los Angeles 90015-1399	Metro On the Move Riders Program - OTMRP Pop-Up Norwalk Senior Center Antonio Drive Southern Norwalk 90650	Los Angeles Trade Technical College - Disability  148 Awareness Day  LATTC South Campus - 400 W. Washington Blvd., Los Angeles Oct-17	
Parent Workshop - Access/Metro Presentation	Lowman Special Education & Career Transition Center  North Hollywood Apr-19	Mobility Management Outreach Event  Mobility Fair  Whittier Senior Center - 2018 Celebrating Abilities Resource Fair  Oct-18	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 81 Abilities EXPO All 90015-1399	Hollywood Veterans Center - Access Access 115 Presentation West/Central  Hollywood Veteran's Center - 4969 Sunset Blvd., Los Angeles 90027	Disability Employment Awareness Month (DEAM) -  149 Community Event  Southern  Veteran's Park Community Center - 101 E. 28th St., Long Beach 90806  Community Event  Oct-17	
Langley Center 2019 Spring Eastern Wellness Bazaar	Langley Center Monterey Park Apr-19	Mobility Management Outreach Event  A8  Southern California Resource Services for Independent Living - 3rd Annual Disability Pride Parade & Festival	Los Angeles Convention Center, West Hall A- 1201 S. Figueroa Los Angeles St., Los Angeles 82 Abilities EXPO All 90015-1399	San Fernando Valley District Office - Hope + Inspiration Caregiver Wellness 116 Day  Northern  Zev Yaroslavsky Family Support Center Van Nuys - Van Nuys Jun-18 7555 van Nuys Blvd., Van Nuys 91405	Chinatown Service Center and Pacific Alliance Medical Center - Health 150 and Resource Fair  Chinatown Service Chinatown Service Center - 767 N. Hill Street, Los Angeles Nov-17	
Service Center for Independent Life (SCIL) and Mt. San Antonio College (Mt. Sac) - 4th Annual Disability Athletics	Mt. San Antonio College Walnut Apr-19	Mobility Management Outreach Event  Mobility Eastern San Gabriel/Pomona Regional Center- Biennial ILS/SLS/AFHA Information Fair	Centro Maravilla Service Center - 4716 E. Cesar Service Center - (Access Los Angeles Los Angeles Los Angeles	Centro Medico MacArthur Park Clinic - 2011 Educational Staff Training - Access  Centro Medico MacArthur Park Clinic - 2011 Wilshire Blvd., # 404 Los Angeles	East Los Angeles Occupational Center (ELAOC) -  ELAOC - 2100 Marengo St., Los	
15 Faire  Eighth Annual Emergency Preparedness Eastern and Safety 16 Awareness Expo	San Gabriel/Pomona Pomona Apr-19 Regional Center	Mobility Management Outreach Event  Mobility Southern Southern Event  Mobility Center - Transition Event  Mobility Center - Transition Event	83 Presentation) Eastern 90022  Kennedy High School - 11254 Gothic Ave., Kennedy Fransition Fair Northern 91344  Mar-18	117 Presentation West/Central 90015  Pico Rivera Senior Pico Rivera Senior Center - 9200 Health & Fitness Mines Ave., Pico Rivera 90660  Pico Rivera  Jun-18  Rivera 90660	151 Fall Open House Eastern Angeles 90033 Nov-17  Westside Regional Center - 5901 Center - Parent Empowerment To Project Training Southern 90230 Nov-17	
Los Angeles Southwest College - Disability Resources Fair	Los Angeles Southwest College  Los Angeles Apr-19	Mobility Management Outreach Event  Mobility Southern Southern Outreach Event  East Los Angeles Service Center - Senior Education Access Presentation  F1	Antelope Valley Senior Center - Transportation Options for Senior Antelope Valley Senior Center - 777 W. Jackman St., Lancaster 93534  Antelope Valley Senior Page 18	San Gabriel/Pomona Regional Center Client Services Committee - Access 119 Presentation  San Gabriel/Pomona Regional Center - 75 Rancho Camino Dr., Pomona 91766	On The Move Riders Program - Travel Buddy Quarterly Training 153 Meeting  Metro Headquarters, 3rd Floor Henry Huntington Conference Room (near cafeteria)  Dec-17	
Cafe Parnell - Access Presentation/Wor kshop  18	Parnell Park Community & Whittier May-19 Senior Center	Mobility Management Outreach Event  Seminar  Arcadia Community Center - Access Arcadia Oct-18  Seminar	North Los Angeles County Regional Center - Life After High Scholl Fair  Northern  Leichman Career & Transition Center - 19034 Gault St., Reseda 91335  Reseda Mar-18	Beta Program Inland Valley Hope Partners - Farmer's Pearl St., Pomona 120 Market Health Fair Eastern  Beta Program Center - 209 W. Pomona Jun-18 Pearl St., Pomona 91768	153 Meeting West/Central (near cafeteria) Dec-17  MJ Housing and Services - 11035 Magnolia Blvd., North Hollywood Magnolia Towers 154 Health Fair Northern 91601 Dec-17	
LAUSD Career & Transition Center - West Student Job Fair  19	Fairfax High School Los Angeles May-19	Mobility Management Outreach Event  Mobility Southern Southern Fair  Center - Career Fair  Culver City Oct-18	Fiesta Educativa Inc Fiesta Public Library - Familiar Educational Blvd., Los Angeles Workshop Southern Public Library - 4264 Whittier Blvd., Los Angeles 90023	East Los Angeles Regional Center Consumer Advisory Committee Committee Meeting - Access 121 Presentation Eastern Eastern Los Angeles Regional Center - 1000 S. Fremont Ave., Alhambra 91803 Jul-17	Opica Adult Day Los Angeles Health Care: 11759 Operations Missouri Av, Los Outreach Event West-Central Angeles Jul-18	
Mental Health Fair "Self-Care Is An Act Of Self-Love"	La Puente Valley Mental Health La Puente May-19	Mobility Management Outreach Event  Mobility Eastern Outreach Event  Mobility City of El Monte 2nd Annual Resource Fair  All Crippen Multipurpose Senior Center - City of El Monte 2nd Annual Resource Fair	Cal State University Long Beach - Spring into Wellness Expo (Disabled Resource 88 Center)  CSULB, Plymouth West Complex - 240 Chestnut Ave., Long Beach 90802	Centro Medico Hunting Park - Health and Resource Fair for Seniors and People 122 with Disabilities  Eastern  Centro Medico Hunting Park - 6208 Seville Ave., Hunting Park 90255  Jul-17	AVTA Eligibility Site: 42210 6th Operations 156 Outreach Event Antelope Valley Lancaster Jul-18	
Kaiser Permanente Baldwin Hills - Resource Days	Baldwin Hills Medical Center  Los Angeles  Jun-19	Mobility Management Outreach Event  Mobility Southern Shop  La Mirada Activity Center - Access Presentation/Work shop	Blind Children's Center Parent Support Group (Access Presentation) West/Central Blind Children's Center - 4120 Los Angeles Mar-18 Angeles 90029	South Central Los Angeles Regional Center's Health and Back to School 123 Fair Southern Ave., Bell 90201 Transportation  South Central Los Bell Community Center - 6250 Pine Ave., Bell 90201 Aug-17	Operations 157 Outreach Event  Casa Colina 225 E. Pomona Bonita Ave, Pomona, CA  Jul-18	
City of Whittier 2019 Senior Resource Fair  22	Whittier Senior Center Whittier Jun-19	Mobility Management Outreach Event  Mobility Family Focus Resource Center - 6th Annual Special Needs Resource Fair  Fair	Chinatown Service Center - Community Health 90 Fair West/Central Service Center for	Keys to a Better Life - SCDDLA & Westside Regional Westside Regional Center -5901 Green Center CAC - Valley Circle, Suite Access 320 Culver City  124 Presentation Southern 90230 Aug-17	Prairie Place ADHC Inglewood  Operations Outreach Event  Southern  Operations CA, 90301  Jul-18	
West Covina Eye- DAS (Eye Diseases are Serious) - Monthly Meeting	West Covina Senior Citizen Center  West Covina Jun-19	Mobility Management Outreach Event  Northern Outreach Event  North Los Angeles County Regional Center - 1st Annual Northeast Valley Life After High Scholl Fair  Oct-18	Independent Life and Mt. San Antonio College - 3rd Annual Disability Athletics 91 Faire Southern Walnut 91789	37th Annual Government Day - Adrin Nazarian, 46th Assembly District Northern  Panorama Mall - 8401 Van Nuys Blvd., (& Roscoe Blvd) Panorama City Aug-17	Norwalk  Dungarvin 11005  Operations 159 Outreach Event Southern Norwalk  Aug-18	
Irwindale Senior Center Information Workshop - Access 24 Presentation	Irwindale Senior Center Irwindale Jun-19	Mobility Management Outreach Event  Mobility Mest/Central Cadillac - Community Resource Day  Mest Los Angeles Oct-18	City of Compton Commission on Aging - Access 92 Presentation  City of Compton Community Center - 301 North Tamarind Ave., Compton 90220  Apr-18	Brookdale Santa Monica - 2107 Monica - Access 126 Presentation West/Central Monica 90405  Brookdale Santa Monica - 2107 Ocean Ave., Santa Monica 90405  Aug-17	Forever Caring ADHC 120 W El Operations Sugundo Blvd, Los Aug-18	
5th Annual CD 13 Senior Citizens - Community Resource Fair 25  West/Central	Friendship Auditorium Los Angeles Jun-19	Mobility Management Outreach Event  Mobility Eastern Dutreach Event  Monterey Park Bazaar & Expo  VA Greater Los	Kedren Mental Health Center - 4211 S. Avalon Health Access 93 Presentation Southern  Kendren Mental Health Center - 4211 S. Avalon Blvd., Los Angeles 90011  Apr-18	SCLARC Consumer Advisory Committee monthly Meeting - Access 127 Presentation  South Central Los Angeles Regional Center - 2500 S. Western Ave., Los Angeles 90018  Aug-17	Cole Vocational Services 3826 Operations Outreach Event	
Older Adult Transportation Pop-Up - Metro Workshop  Eastern	Pico Rivera Senior Center Pico Rivera Jun-19	Mobility Management Outreach Event  Mobility Southern Angeles Healthcare Administration - 4th Annual VA Greater Los Angeles Veteran Stand Down Stand Down	Metro On the Move Riders Club Pop-Up North Hollywood Hollywood North Hollywood Recreation Center - 11430 Chandler Bl., North Hollywood	Older Adult Azusa Women's Transportation Pop- Up San Gabriel Azusa Ave., Azusa	Daylight Adult Day: 2136 W. Operations Washington Bl, Los	
Mobility Management Outreach Event  27	California State University Domingez Hills - Access Carson Jul-18 Presentation for Visually Impaired Students/Staff	60  Resource Fair  Cathedral of Our Lady of the Angeles - Metro Older Adult Transportation Expo  City of long Beach  Cathedral of Our Lady of the Angeles - Metro Older Adult Transportation	94 Recreation Center Northern 91601  San Gabriel/Pomona Regional Center - Seventh Annual Emergency Preparedness 95 Safety Expo Eastern  San Gabriel/Pomona Regional Center - 75 Rancho Camino Drive, Pomona 91766	Antelope Valley Senior Center - Access Informational Presentation Antelope Valley Lancaster Senior Center - 777 W. Jackman St., Lancaster 93534 Sep-17	162 Outreach Event West-Central Angeles Aug-18  Palmdale  Operations Outreach Event Antelope Valley East, Palmdale  Aug-18  Aug-18	
Mobility Management Southern Outreach Event	Easterseals Cerritos - Access Presentation  Jul-18	Mobility Management Outreach Event  Citizen's Advisory Commission on Disabilities - Disability Employment Awareness Month (DEAM)  Continue of the commission on Disability Employment Awareness Month (DEAM)	Braille Institute Lead to Independence - Senior Resource  District Control  April 200220	County Workforce Development, Aging and Community Services - 3rd Annual Mexican Independence Day  County Workforce Development, Aging and Centro Maravilla Los Angeles Angeles Cervice Center - 4716 E. Cesar E. Chavez Avenue,	Century Plaza 10250 Sanata Operations Monica Blvd, Los	
Mobility Management Outreach Event	Chinatown Service Center - Community Health Fair  Chinatown Service Los Angeles Jul-18	62 Community Event  Personal Assistance Services Council for Los Outreach Event  Angeles County - PASC Open House  Community Event  Personal Assistance Services Council for Los Angeles County - PASC Open House	96 Fair West/Central Angeles 90029  Harbor Regional Center Transition Event - Access Presentation/Reso urce Fair Southern Torrance 90503  Apr-18  Apr-18	130 Celebration Eastern Los Angeles 90022 Sep-17  Sochi Community Based Adult Sorvices - 4414 Santa Monica Services - Access 131 Presentation West/Central 90029 Sep-17	Outreach Event West Central Angeles, CA  South Central Los Angeles Regional Center (SCLARC) Operations Outreach Event  Southern  Ave, Los Angeles Oct-18	
Mobility Management Eastern Outreach Event	Irwindale Senior Center and Recreation Center - Irwindale Jul-18 Community Health Fair	Mobility Management Outreach Event  Southern Outreach Event  Office of Councilmember Mitch O'Farrell - 4th Annual CD13 Senior Citizen's Resource Fair  Nov-18	Easter Seals of Southern California - Access Lancaster, CA	State Council on Developmental Disabilities (SCDD) with Fairview Developmental Center (FDC) - Community Continue Fair Harbor Blvd., Costa	Transitional Learning Center: 23201 Dalbey Dr,  Sonta Clarita  Oct 18	
Mobility Management Outreach Event	Bell Community Center - SCLARC Back to School Resource Fair  Bell Jul-18	Mobility Management Outreach Event  Mobility Health Fair  Mobility Adult School - Health Fair  Nov-18	98 Presentation Antelope Valley 93535  California State University Dominguez Hills - 10th Annual Labor Social Environmental 99 Justice Fair Southern 90747  Antelope Valley 93535  CSU Dominguez Carson Apr-18  Victoria St., Carson 90747	Southern California Resource Services (SCRS) - Access Presentation/Work 133 shop Southern Southern California Resource Services SCRS - 7830 Quill Dr., Suite D, Downey Sep-17	Outreach Event Santa Clarita Santa Clarita Oct-18  Orchard Arms Assisted Living: 23520 Wiley Canyon Rd, Santa Oct-18  Oct-18	
Mobility Management Eastern Outreach Event	Department of public Social Services (DPSS) Bureau of Workforce Services El Monte Aug-18 Division VI - ADA Liaison/Supervisor Meeting - Access Presentation	Mobility Management Outreach Event  Mobility Southern Transportation Information Day  Inglewood Senior Center - Transportation Information Day	East Los Angeles Occupational Center - Cinco de Mayo Community  East Los Angeles Occupational Center - 2100 Marengo St., Los Angeles	Torrance  Easter Seals Day Program - Service Meeting/Resource  Torrance  Torrance  Torrance  Torrance	UCLA Rehabilitation Center 1000 Veteran Ave, Los	
Mobility Management Outreach Event		Mobility Management Outreach Event  Mobility Mest/Central Outreach Event  Mobility Mest/Central West/Central Cadillac - Community Resource Day  West Los Angeles Nov-18	100 Resource Fair Eastern 90033  West Valley Mental Health Center - 20151 Health Month Celebration Resource Fair Northern 91331  West Valley Mental Health Chatsworth May-18	134 Fair Southern Torrance 90501 Sep-17  Irwindale Senior Center - 16116 Arrow Highway, 135 Health Fair Eastern Irwindale 91706 Oct-17	168 Outreach Event West Central Angeles, CA Oct-18  Santa Clarita Valley Senior Center, 169 Outreach Event Santa Clarita Santa Clarita  Oct-18	
Mobility Management Eastern Outreach Event	Pace East Los Angeles Alta Med - Access Presentation  East Los Angeles Aug-18	Mobility Management Outreach Event  Metro On the move Rider's Program - Raised On Records Concert Series  Dec-18	Elementary School (Special Education Department) Autism Awareness, Special Need, Career Day- Access 102 Presentation Southern  Elementary Manhattan Elementary School - 1850 West 96th St., Los Angeles 90047	Long Beach  Harbor Regional Center (Long Beach Office) - 1155 E. Center - Transition San Antonio Dr., Long Beach Office) - 1055 E. San Antonio Dr., Long Beach 90807 Oct-17	Palmdale  High Desert Hemodialysis: 1007 West Avenue M 14 170 Outreach Event Antelope Valley #B, Palmdale  Oct-18	

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#### LIMITED ENGLISH PROFICIENCY PLAN

# APPENDIX C MAP OF PUBLIC MEETING/PUBLIC OUTREACH LOCATIONS



## 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.

#### <u>Equity Analysis Regarding Construction Projects – Does Not Apply to Access Services</u>

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.