

The background features several decorative dashed arrows in a light gray color. One arrow is at the top left, curving downwards and then upwards to the right. Another is at the top center, pointing downwards and to the left. A third is at the top right, curving downwards and then upwards to the right. A fourth is on the left side, pointing horizontally to the right. A fifth is at the bottom center, curving downwards and then upwards to the left. A sixth is at the bottom right, curving downwards and then upwards to the right.

Access Services
Diversity, Equity & Inclusion (DEI)
Plan

access

Federal Mandates

- Americans with Disabilities Act (ADA) Complementary Paratransit
- Equal Employment Opportunity (EEO)
- Title VI
- Disadvantaged Business Enterprise (DBE)

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External Operations and Practices

- Current Practices
 - National Leader for Paratransit Services
 - Enhanced Key Performance Indicators
 - Technology Advancements
 - Special Programs
 - Emergency Preparedness

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Future External Initiatives & Goals

- Operations
Assess quality measures for current and new services
- Technology
Continue to advance and streamline technology
- Disadvantaged Business Enterprise (DBE)
Contracting Opportunities
- Customer Surveys
Collect essential information

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Internal Operations and Practices

- Governance
- Workforce
- Internships
- Consolidated Transportation Service Agency (CTSA)
- Continued Education Opportunities

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Future Internal Initiatives & Goals

- Governance
 - Mission, Vision & Values Statement
- Workforce
 - EEO Plan
 - Staff Diversity Among Contractors
 - Employee Handbook
 - Internship Program
- Educating Access & LA County
 - DEI classes

access

