

ACCESS SERVICES
LOS ANGELES COUNTY

TITLE VI REPORT

OCTOBER 2022 - SEPTEMBER 2025

I. Introduction

This document was prepared pursuant to FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and reflects the policies of Access Services.

Access Services is a state mandated local public agency created by Los Angeles County's public transit agencies to administer and manage the delivery of complementary Americans with Disabilities Act (ADA) paratransit service and to coordinate human service transportation agencies as the Consolidated Transportation Services Agency (CTSA). Currently there are forty-six (46) public transit operators serving Los Angeles County that are the member agencies and formal stakeholders of Access Services. The members are listed under **Appendix A**. Access Services is a public agency within the meanings of the California Fair Political Practices Act and the California Open Meetings and Records Act (Brown Act).

Access Services is governed by a nine-member Board of Directors with directors appointed by the following organizations:

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

The Board has created two advisory committees, the Community Advisory Committee (CAC) and Transportation Professionals Advisory Committee (TPAC). Both CAC and TPAC have 15 voting members. The Chairperson positions of CAC and TPAC serve as ex-officio members of the Board of Directors.

Access Services executive management team is comprised of an Executive Director, Deputy Executive Director, Chief Operations Officer, and the

directors or managers of the following departments: Administration, Customer Relations, Eligibility, Finance, Fleet Design, Information Technology, Government Affairs and Outreach, Operations, Planning, Procurement and Contract Administration, and Training and Compliance. Access currently employs seventy-two (72) individuals.¹ An organization chart presenting the variety of positions and departments operated by Access Services is included in **Appendix B**. Paratransit dispatch and transportation operations are operated by six contractors (service providers) and eligibility determination services are provided by one contractor. Access Services staff manage the paratransit and eligibility contracts.

II. General Title VI Requirements and Guidelines for Providers of Paratransit Services

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

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

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

¹ Employment data used in the Utilization Analysis of this report draws from employment data gathered in March 2021.

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

- 1) Title VI Program must be approved by Access' Board of Directors;
- 2) Requirement to Notify Public of Protection Under Title VI;
- 3) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- 4) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- 5) Requirement to Promote Public Participation (Develop a Public Participation Plan);
- 6) Requirement to Provide Meaningful Access to Limited English Proficiency (LEP) Persons;
- 7) Requirement to Have Minority Representation on Access' Board of Directors and Advisory Boards(Committees); and
- 8) Requirement to Monitor Subrecipients (Contractors) Title VI Compliance;

A. Title VI Approval by Access' Board of Directors

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

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

Access' Title VI Program and associated Title VI reports will be brought before a Committee of Access Services' Board of Directors on **Monday, March 21st**, and will be brought before Access Services' full Board of Directors on **Monday, April 18th**. Contained in **Appendix C** of this report is a copy of the Board of Directors Committee agenda for **March 21st**. **Appendix D** of this report is a copy of the full Board of Directors agenda for **April 18th**. **Appendix E** provides a copy of the minutes from the Board of Directors Committee meeting from **March 21st**, showing the approval of this Title VI Program, **Appendix F** provides a copy of the minutes from the full Board of Directors meeting from **April 18th**, showing the approval of this Title VI Plan.

B. Requirement to Notify Customers of Protection under Title VI

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

1. Access Services Website

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

http://accessla.org/about_us/title_vi.html

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

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 H** - 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 I**.

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 at 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 J**.

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 H**.

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

2. Title VI Complaint Investigations

Part of Access' Customer Service staff is dedicated to investigating and responding to complaints. Once a Title VI complaint is received, the Complaints Division will gather the facts associated with the complaint and conduct an investigation on the matter.

As an added step involved in the handling of Title VI complaints, when Title VI complaints are received, copies of these complaints are sent to the Planning and Customer Service Department. The Planning Department conducts oversight of the complaint investigation process, tracking any complaints that come in, while the Customer Service Department responds to complaints.

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

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

3. Title VI Complaint Investigation Procedure

When a Title VI complaint is received by Access, this initiates an extensive investigatory process to both respond to the customer's concern as well as to understand the severity (if any) of possible Title VI violations.

- a. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with Access Services. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Customer Relations ADA Coordinator for review and action.
- b. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a. The date of alleged act of discrimination; or
 - b. Where there has been a continuing course of conduct, the date on which the conduct was discontinuedIn either case, Access Services may extend the time for filing or waive the time limit in the interest of justice, as long as Access Services specifies in writing the reason for so doing.
- c. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of Access Services, the person shall be interviewed by the Human Resources Manager. If necessary, the Customer Relations Coordinator will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to Access Services' investigative procedures.
- d. Within 10 days, the Customer Service Department will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation and to advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA).
- e. Upon request by FTA, Access can advise FTA of the details associated or alleged in the complaint. Generally, the following information will be included in every notification to the FTA:
 - a. Name, address and phone number of the complainant.

- b. Name(s) and address(es) of alleged discriminating official(s)
 - c. Basis of complaint (i.e. race, color, national origin or sex)
 - d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by the recipient
 - f. A statement of the complaint
 - g. Other agencies (state, local or Federal) where the complaint has been filed
 - h. An explanation of the actions Access Services has taken or proposed to resolve the issue in the complaint.
- f. Within 60 days, the Customer Service Department will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director. The complaint should be resolved by informal means wherever possible. Such informal attempts and their results will be summarized in the report findings
 - g. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the FTA, if they are dissatisfied with the final decision rendered by Access Services. The Customer Relations will also provide the FTA with a copy of the decision and summary of findings upon completion of the investigation.
 - h. Contacts for the different Title VI administrative jurisdictions are as follows:
 Federal Transit Administration, Office of Civil Rights
 Attention: Title VI Program Coordinator
 East Building, 5th Floor - TCR
 1200 New Jersey Avenue, S.E.
 Washington D.C. 20590

D. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits

FTA Circular 4702.1B, Chapter III, Section 7 states that a recipient of Federal assistance must “prepare and maintain a list of any of the following that allege discrimination on the basis of race, color or national origin: Active investigations conducted by entities other than the FTA; lawsuits and

complaints naming the recipient. This list shall include the date that the investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response or final findings related to the investigation, lawsuit or complaint. This list shall be included in the Title VI Program submitted to FTA every three years.”

In addition to performing full investigations on Title VI complaints as Access’ Customer Relations Division performs on all complaints received against Access, the following added steps have been included to ensure proper tracking of such complaints:

“All Title VI complaints will be addressed to the Customer Relations ADA Coordinator to confirm receipt. The complaint will then be entered by an assigned Customer Relations Associate. An e-mail notification will be generated and addressed to Government Services, the Project Administrators and the Customer Relations Department. Within 60 days, an investigation of the allegation will be conducted and based on the information obtained; the Customer Relations Department will render a recommendation for action in a report of findings to the Executive Director. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the disposition of the matter.” (Customer Relations policies, September, 2013).

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

E. Promoting Inclusive Public Participation

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

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

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

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 M**.

G. Minority Representation on Planning and Advisory Bodies

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

description of efforts made to encourage the participation of minorities on such committees.”

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

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

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

1. Access Services Board of Directors

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

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

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

- o The County of Los Angeles Board of Supervisors
- o City Selection Committee’s Corridor Transportation Representatives
- o Mayor of the City of Los Angeles

TABLE 1
MINORITY REPRESENTATION ON ACCESS BOARD AND ADVISORY COMMITTEES

Governing Body	Total Board & Committee Members	Percent White	Percent Latino	Percent African-American	Percent Asian-American	Percent Other	Percent Two or More Races	Percent Response Rate
Access Services Board of Directors	9	44.4%	11.1%	11.1%	11.1%	0.0%	0.0%	77.8%*
Community Advisory Committee (CAC)	13	38.5%	23.1%	7.7%	0.0%	0.0%	7.7%	66.7%*
Transportation Professionals Advisory Committee (TPAC)	15	6.7%	33.3%	26.7%	6.7%	13.3%	6.7%	93.3%*

* As of February 2022 almost all members of Access' Board, CAC and TPAC have self-reported. For the Board 7 of the 9 sitting members have self-reported (77.8%). For the CAC 10 of the 15 member committee have self-reported (Note: there are currently two unfilled vacancies on this committee) (66.7%). For the TPAC committee 14 of the 15 sitting members have self-reported (93.3%).

- Governing boards of the municipal fixed-route operators
- Governing boards of the local fixed-route operators
- Los Angeles County Commission on Disabilities
- Los Angeles County Independent Living Centers
- Los Angeles Metro staff
- Local fixed-route operators and municipal fixed-route operators (rotating appointment)

2. Community Advisory Committee (CAC)

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

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

At the time of this writing, the CAC had thirteen (13) members with two (2) vacancies.

3. Transportation Professionals Advisory Committee (TPAC)

Access’ TPAC is draws its membership from across Los Angeles County and surrounding counties, seeking professionals with very diverse backgrounds in the fields of transit, paratransit and social service. The TPAC Bylaws present how members are selected for the committee.

“The Committee consists of 15 voting members [plus alternates (currently 25 total voting members and alternates)] comprised of transit, paratransit and social service transportation professionals representing all regions of Los Angeles and surrounding counties. Members are approved by the Access Services Board of Directors according to criteria that ensures the committee represents the public transportation community. . . .”

“Applications to TPAC membership are submitted to [Access] staff for review. A membership subcommittee comprising of two to three TPAC committee members will review and consider the application and may forward to the Board for approval.”(TPAC Bylaws, Page 1)

At the time of this writing the TPAC had fifteen (15) members with thirteen (13) alternate members.

H. Requirement to Monitor Subrecipients

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

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

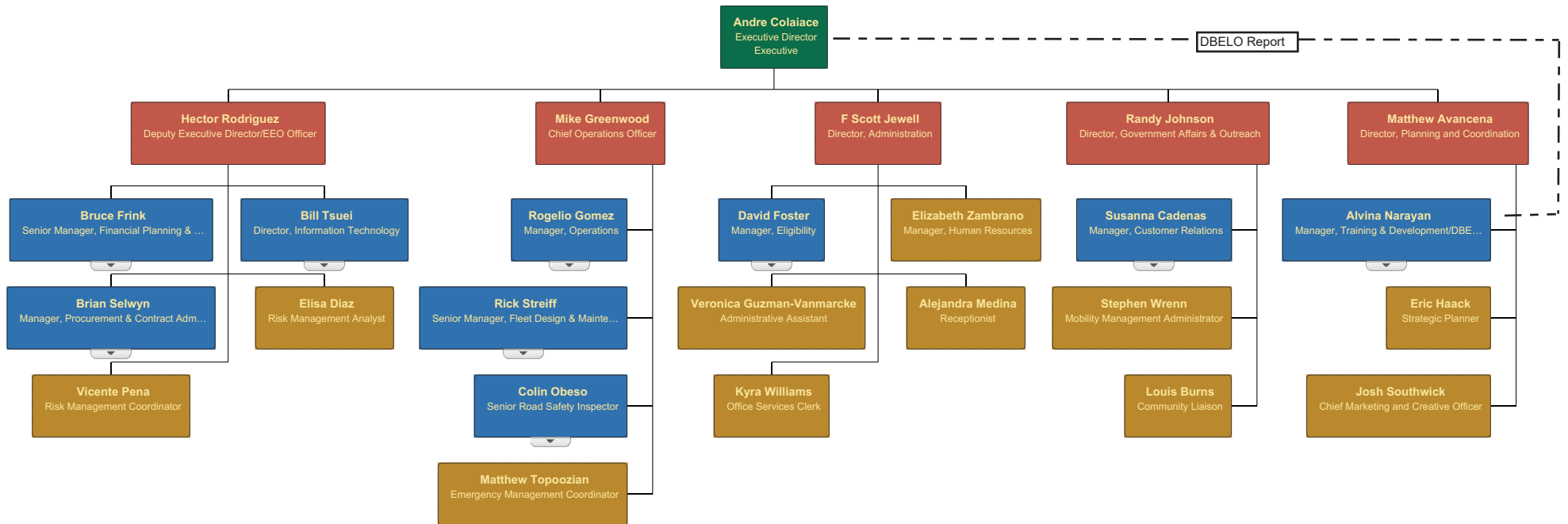
For a review of Access’ Title VI complaints investigation procedures, please refer to Section C, 2 of this Title VI Program report.

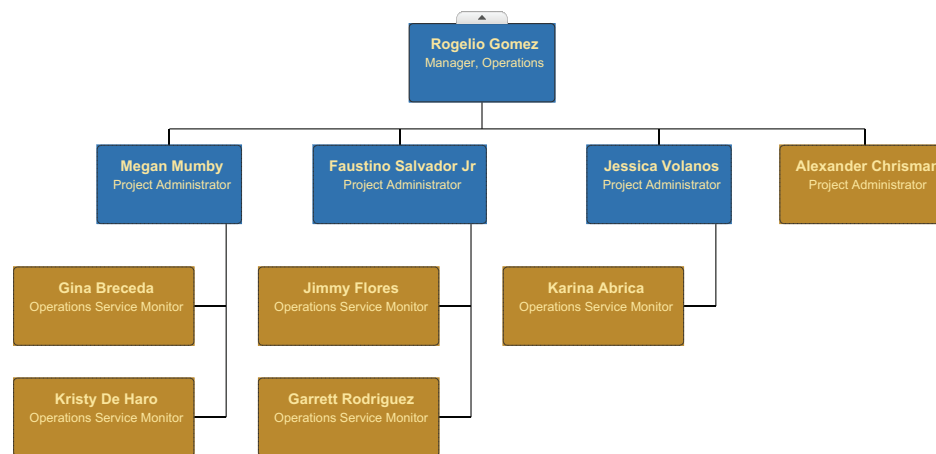
APPENDIX A
ACCESS SERVICES
MEMBER AGENCY LIST

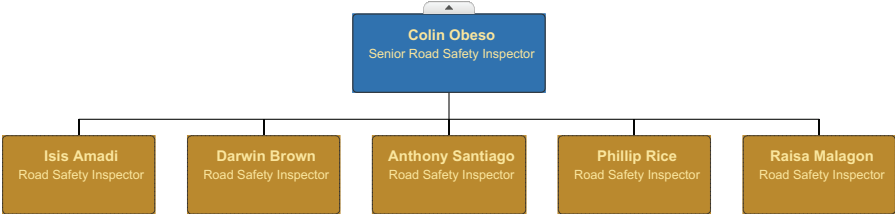
**Access Services Member Agencies
FY 2021-2022**

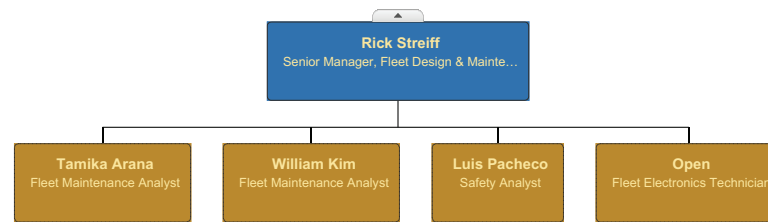
1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. City of Alhambra
4. City of Arcadia
5. City of Artesia
6. City of Baldwin Park
7. City of Bell
8. City of Bell Gardens
9. City of Bellflower
10. City of Burbank
11. City of Calabasas
12. City of Carson
13. City of Cerritos
14. City of Commerce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

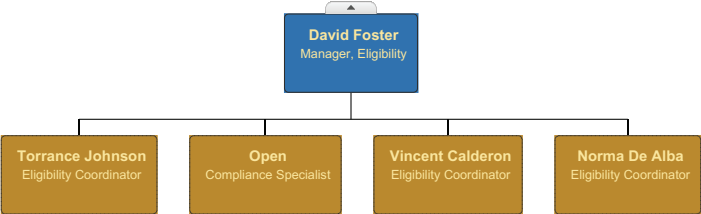
APPENDIX B
ACCESS SERVICES
ORGANIZATION CHARTS

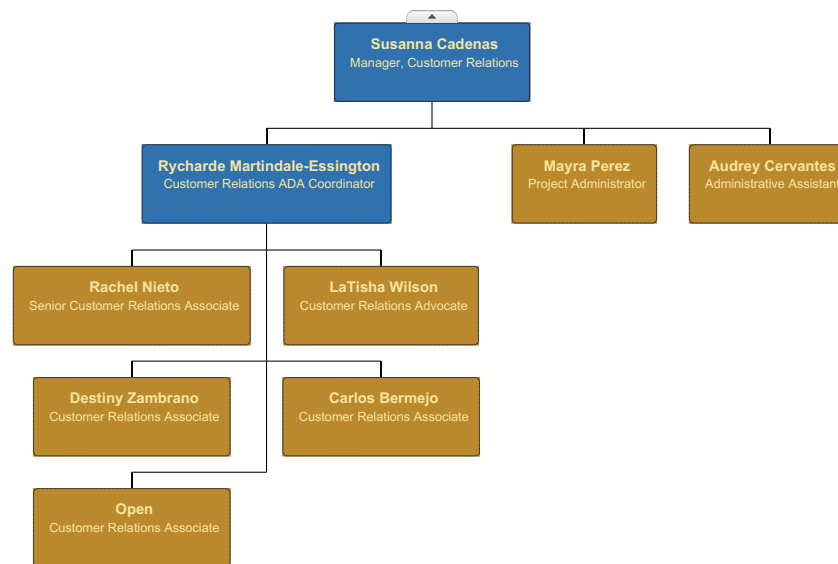


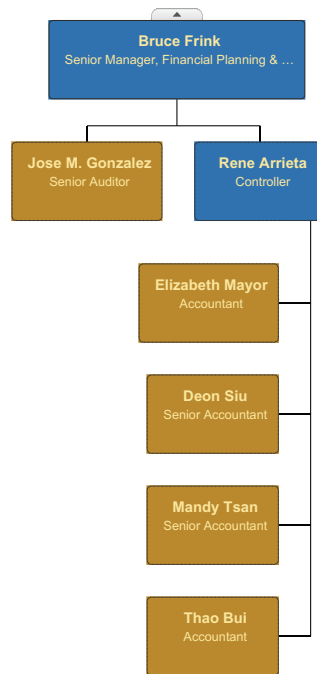


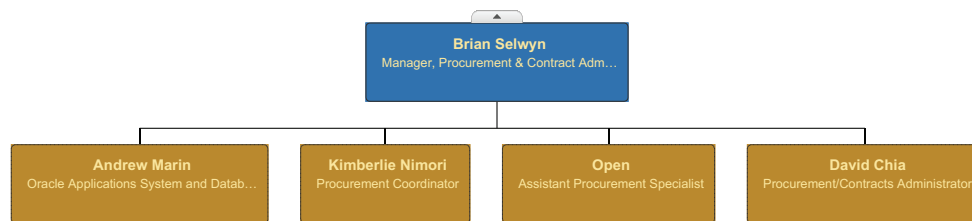


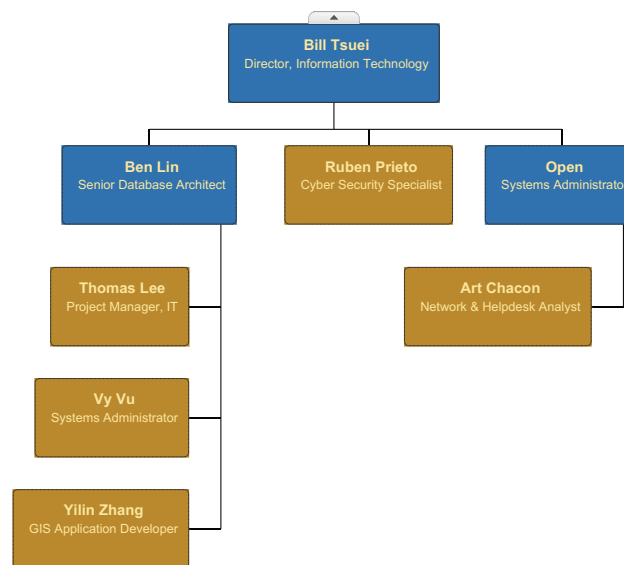


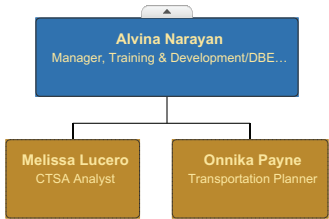












APPENDIX C
ACCESS SERVICES
BOARD OF DIRECTORS COMMITTEE AGENDA
MARCH 21, 2022

access

EXTERNAL/STAKEHOLDER RELATIONS COMMITTEE

Monday, March 21, 2022

2:00 p.m.

Webinar

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

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025) (page 4)	ACTION
4. CONSIDERATION TO APPROVE COMMUNITY ADVISORY COMMITTEE (CAC) APPOINTMENTS (page 7)	ACTION
5. LOCAL LEGISLATIVE UPDATE	PRESENTATION
6. STATE LEGISLATIVE UPDATE	PRESENTATION
7. FEDERAL LEGISLATIVE UPDATE	PRESENTATION
8. ADJOURNMENT	ACTION

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

Note: Access Services Board committee meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board committee both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El

Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon and (3) during the time allotted for general public comment. The exercise of the right to address the Board committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be further limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board committee cannot and will not respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and staff may respond to all public comments in writing prior to the next Board committee meeting.

Commitment to Civility

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

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

Alternative accessible formats are available upon request.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

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

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

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

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

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

By phone

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

MARCH 14, 2022

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

ISSUE:

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

RECOMMENDATION

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

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

IMPACT ON BUDGET

None.

BACKGROUND

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

Following the guidance of FTA Circular 4702.1B (October, 2012) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Access Services is required to update its current Title VI reports in 2022. Also, per requirements set forth in FTA Circular 4702.1B, Access must have Board approval for its Title VI documentation as part of the final submission of these reports to FTA's Office of Civil Rights.

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

Title VI Report

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

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

Public Participation Plan

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

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

- 1) Ongoing community outreach conducted by Access' Customer Service, Mobility Management and Operations Departments;
- 2) Examples of Access' ability to transition to virtual meetings during the COVID-19 pandemic to ensure transparency with Access' activities, while also ensuring safety for Access' customers.
- 3) Customer notification of upcoming meetings through Access Services' website, emails, and mobile app notifications; and

Limited English Proficiency Plan

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

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

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

- 1) Telephone interpreter services are available to be accessed by Access' contracted call center staff, provider staff, Eligibility and Eligibility appeals staff. This allows people to communicate effectively even if a language barrier would exist without the interpreter service. Between July 2019 and November 2021, this interpreter service assisted over 34,000 calls in 55 different languages.
- 2) Google Translate is an embedded feature on Access' website. Information posted on the Access website can be viewed in English or - through a Google Translate link on the Access website - can be translated into dozens of languages.
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at Access' Eligibility Center and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through these portable speaker phones (i.e. cell phones), the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course.
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, and community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English).

A PDF copy of Access Services' Title VI, Public Participation Plan and Limited English Proficiency Plan can be viewed at the following web link: [Attachment A](#).

APPENDIX D
ACCESS SERVICES
BOARD OF DIRECTORS COMMITTEE MINUTES
MARCH 21, 2022

(Note: Separate meeting minutes were not recorded for Committee level meetings, but items approved by Committees are forwarded to the full Board of Directors meeting, as was done for the April 2022 meeting, see Appendix E)

APPENDIX E
ACCESS SERVICES
BOARD OF DIRECTORS AGENDA
APRIL 18, 2022

access

BOARD OF DIRECTORS MEETING
Monday, April 18, 2022
General Session: 12:00 p.m.
Closed Session: Immediately Following

***Webinar - please see note below**

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 FEBRUARY 14, 2022 (page 8) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 21, 2022 (page 17) [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	PRESENTATION

7. **CONSENT CALENDAR**

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

Items reviewed and approved by the Performance Monitoring Committee:

- a) Consideration to Extend Term and Increase Funds - Language Interpretation Services Contract (AS-4022) (page 19)
[Staff Recommendation: Authorize a one-year contract extension with Language Line Services from October 1, 2022 through September 30, 2023 and an increase in funds of \$220,000.]

- b) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906) (page 21)
[Staff Recommendation: Authorize a one-year contract extension with SmartDrive Systems, Inc., from September 1, 2022 through August 31, 2023 and an increase in funds of \$579,600.]

Items reviewed and approved by the Planning and Development Committee:

- c) Consideration to Approve Renewals of Employee Health and Benefit Contracts (page 23)
[Staff Recommendation: Approve the employee benefit insurance policies for the period of July 1, 2022 through June 30, 2023 at a cost not to exceed \$1,152,541.]

- d) Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program (page 26)
[Staff Recommendation: Authorize staff to continue a \$100,000 Self-Insured Retention program with estimated liability of \$1,940,000 that will be determined in accordance with GASB Statement No. 10 as required for public entities.]

- e) Consideration to Approve Renewal of Commercial Business Package Insurance (page 28)
[Staff Recommendation: Please see item for full recommendation.]

Item reviewed and approved by the External Relations/Stakeholder Committee:

- f) Consideration to Approve Community Advisory Committee (CAC) Appointments (page 30)
[Staff Recommendation: Appoint Jan Johnson and Liam Matthews to the CAC effective April 19, 2022.]

Items neither reviewed nor approved by any Committee:

- g) Consideration to Extend Term and Change Rates – Fleet Inspection Services Contract (AS-4104) (page 33)
[Staff Recommendation: Authorize staff to execute the first option term with TRC effective June 1, 2022 through May 31, 2023 along with a change in rates.]

- h) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing (page 37)
[Staff Recommendation: Approve the following resolution – “The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days.”]

[Staff Recommendation: Approve the Consent Calendar]

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|----|---|--|
| 8. | CONSIDERATION TO MODIFY KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS (page 39)

[Staff Recommendation: Authorize staff to modify two of the 13 KPIs – denials and preventable collisions - and their corresponding service standards in both current and future service contracts.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 9. | CONSIDERATION TO APPROVE POLICY TO ESTABLISH A FACILITIES DEVELOPMENT AND CONSTRUCTION FUND (page 43)

[Staff Recommendation: Authorize the Executive Director to: <ul style="list-style-type: none">• Establish a Facilities Development and Construction Fund and set aside the following funds for the purpose of developing and constructing operating facilities:<ul style="list-style-type: none">• Direct COVID-19 reimbursements received from the Federal Emergency Management Agency (FEMA); | ACTION
[Vote Required: majority of quorum by roll call] |

- Direct COVID-19 reimbursements received from the County or the City of Los Angeles;
 - Direct reimbursements received from Medi-Cal;
 - Any other funds that may be appropriated by the Access Services Board of Directors or the Los Angeles County Metropolitan Transportation Authority (Metro) for this purpose.
- Direct staff to apply for facility construction grants as soon as practicable.]
10. **CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025)** (page 46) ACTION
[Vote Required: majority of quorum by roll call]
- [Staff 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]
11. **BUDGET UPDATE** PRESENTATION
12. **OPERATIONS UPDATE** PRESENTATION
13. **UPCOMING BOARD ITEMS** (page 49) INFORMATION
14. **EXECUTIVE DIRECTOR'S REPORT** INFORMATION
15. **BOARD MEMBER COMMUNICATION** INFORMATION
16. **NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA** DISCUSSION/
POSSIBLE
ACTION
17. **PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS** INFORMATION
18. **CLOSED SESSION:** DISCUSSION/
POSSIBLE
ACTION
- A) PUBLIC EMERGENCY (COVID-19), GOV. CODE 54957(a)
- B) CONFERENCE WITH LEGAL COUNSEL: GOV. CODE §54956.9
1. Anticipated Litigation: Gov. Code §54956.9 (b)
 - i. Significant exposure to litigation pursuant to subdivision (b) of Gov. Code §54956.9 (b) a situation where, based on the advice of counsel considering

“existing facts and circumstances,” there exists a “significant exposure to litigation” (two cases).

19. **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 <http://accessla.org>. 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 agenda 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.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, April 18, 2022 so they can be read into the record as appropriate.

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/83465845248>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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By phone

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2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592
or +1 312 626 6799 or +1 929 205 6099 or 833 548 0276 (Toll Free) or 833 548
0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 834 6584 5248
4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
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APRIL 11, 2022

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

ISSUE:

Federal regulations require that Access Services update its Title VI Plan every three years and must receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan. This item was reviewed and approved by the External/Stakeholders Relations Committee.

RECOMMENDATION

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

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

IMPACT ON BUDGET

None.

BACKGROUND

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

Following the guidance of FTA Circular 4702.1B (October, 2012) "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," Access Services is required to update its current Title VI reports in 2022. Also, per requirements set forth in FTA Circular 4702.1B, Access must have Board approval for its Title VI documentation as part of the final submission of these reports to FTA's Office of Civil Rights.

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

Title VI Report

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

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

Public Participation Plan

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

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

- 1) Ongoing community outreach conducted by Access' Customer Service, Mobility Management and Operations Departments;
- 2) Examples of Access' ability to transition to virtual meetings during the COVID-19 pandemic to ensure transparency with Access' activities, while also ensuring safety for Access' customers.
- 3) Customer notification of upcoming meetings through Access Services' website, emails, and mobile app notifications; and

Limited English Proficiency Plan

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

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

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

- 1) Telephone interpreter services are available to be accessed by Access' contracted call center staff, provider staff, Eligibility and Eligibility appeals staff. This allows people to communicate effectively even if a language barrier would exist without the interpreter service. Between July 2019 and November 2021, this interpreter service assisted over 34,000 calls in 55 different languages.
- 2) Google Translate is an embedded feature on Access' website. Information posted on the Access website can be viewed in English or - through a Google Translate link on the Access website - can be translated into dozens of languages.
- 3) Portable speaker phones are available at Access' Eligibility Center. If a customer arrives at Access' Eligibility Center and does not speak either English or Spanish and does not have a translator to assist them, an in-person evaluation can still be conducted easily. Through these portable speaker phones (i.e., cell phones), the evaluator and applicant can communicate through Access' telephone interpreter service both in the evaluator's office as well as out on the physical evaluation course.
- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, and community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English).

A PDF copy of Access Services' Title VI, Public Participation Plan and Limited English Proficiency Plan can be viewed at the following web link: [Attachment A](#).

APPENDIX F
ACCESS SERVICES
BOARD OF DIRECTORS MINUTES
APRIL 18, 2022

access

BOARD OF DIRECTORS MEETING
Monday, June 20, 2022
General Session: 12:00 p.m.
Closed Session: Immediately Following

***Webinar - please see note below**

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 APRIL 18, 2022 (page 7) [Staff Recommendation: Approve minutes as written.]	ACTION [Vote Required: majority of quorum by roll call]
3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETINGS ON MAY 16 AND JUNE 6, 2022 (page 17) [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	PRESENTATION

7. **CONSENT CALENDAR**

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

Items reviewed and approved by the Performance Monitoring Committee:

- a) Consideration to Increase Funds - Antelope Valley Service Provider Contract (AS-3116) (page 21)
[Staff Recommendation: Authorize an increase in funds of \$475,000 for Contract AS-3116 with Diversified Transportation LLC (Keolis).]

- b) Consideration to Award Rider360 Maintenance & Operations Contract (AS-4159) (page 23)
[Staff Recommendation: Authorize staff to execute Contract No. AS-4159 for as-needed Rider360 maintenance and operations services for a three (3) year base contract beginning July 1, 2022 and ending June 30, 2025 with Information Technologies Curves, Inc. in an amount not to exceed \$807,000.]

Items neither reviewed nor approved by any Committee:

- c) Consideration to Approve Board and Standing Meeting Calendar Change (page 28)
[Staff Recommendation: Review and approve the revised Board and Standing Committee Meeting calendar for 2022.]

- d) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing (page 31)
[Staff Recommendation: Approve the following resolution - "The Access Board of Directors has reconsidered the circumstances of the state of emergency; and the following circumstances exist: (i) The state of emergency continues to directly impact the ability of the members to meet safely in person; and (ii) State or local officials continue to impose or recommend measures to promote social distancing. Hence, teleconferencing for Access Board and committee meetings will continue for the next thirty (30) days."]

[Staff Recommendation: Approve the Consent Calendar]

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| 8. | CONSIDERATION TO APPROVE PROPOSED FY2022/23 BUDGET (page 33)

[Staff Recommendation: Approve the FY2022/2023 budget as presented and authorize the Executive Director to execute contract amendments as required.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 9. | CONSIDERATION TO APPROVE PURCHASE AUTHORIZATION FOR ADA PARATRANSIT VEHICLES (page 38)

[Staff Recommendation: Authorize the Executive Director to negotiate contracts with public agencies such as the State of California, the CalAct/MBTA Purchasing Cooperative, or other similar agencies to purchase up to 253 ADA paratransit vehicles in an amount not to exceed \$21,836,007.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 10. | CONSIDERATION TO APPROVE SUPPLEMENTAL COMPENSATION FOR SUBCONTRACTED TRIPS (page 40)

[Staff Recommendation: Approve the supplemental compensation for subcontracted trips by \$3.15 per trip retroactive to April 21, 2022 and authorize the Executive Director to execute contract amendments as required.] | ACTION
[Vote Required: majority of quorum by roll call] |
| 11. | CUSTOMER SATISFACTION SURVEY (page 43) | PRESENTATION |
| 12. | OPERATIONS UPDATE | PRESENTATION |
| 13. | TNC OVERFLOW SERVICE | PRESENTATION |
| 14. | UPCOMING BOARD ITEMS (page 46) | INFORMATION |
| 15. | EXECUTIVE DIRECTOR'S REPORT | INFORMATION |
| 16. | BOARD MEMBER COMMUNICATION | INFORMATION |
| 17. | NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA | DISCUSSION/
POSSIBLE
ACTION |
| 18. | PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS | INFORMATION |

- | | | |
|-----|--|-----------------------------------|
| 19. | CLOSED SESSION: | DISCUSSION/
POSSIBLE
ACTION |
| | A) PUBLIC EMERGENCY (COVID-19), GOV. CODE 54957(a) | |
| | B) PUBLIC EMPLOYEE APPOINTMENT, EMPLOYMENT CAL.
GOV. CODE §54957(b) | |
| | 1. Executive Director | |

20.	ADJOURNMENT	ACTION
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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 <http://accessla.org>. 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 agenda 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.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 10:00 am on Monday, June 20, 2022 so they can be read into the record as appropriate.

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

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/85977293823>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:
https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592
or +1 312 626 6799 or +1 929 205 6099 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)
Webinar ID: 859 7729 3823
4. When the Board Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
5. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
6. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.



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

Webinar

April 18, 2022

12:00 p.m.

1. CALL TO ORDER

Meeting was called to order by Chair Gombert at 12:01 p.m.

BOARD MEMBERS PRESENT REPRESENTING A QUORUM

Present: Chair Martin Gombert, Vice Chair Theresa DeVera, Treasurer Lee Burner, Secretary Doran Barnes, Directors Adrian Aguilar, Andrew Del Castillo, Giovanna Gogreve, Dolores Nason and John Troost.

BOARD MEMBER(S) EXCUSED FROM THE MEETING

Not Present: None

2. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON FEBRUARY 14, 2022

Recommendation: Approval of minutes as written.

Motion made by Director Nason to approve the minutes, seconded by Treasurer Burner. Via Roll Call Vote - all were in favor, motion passed.

3. REVIEW & APPROVAL OF MINUTES FROM THE BOARD MEETING ON MARCH 21, 2022

Recommendation: Approval of minutes as written.

Motion made by Treasurer Burner to approve the minutes, seconded by Director Gogreve. Via Roll Call Vote - all were in favor, motion passed.

4. REPORT FROM EX-OFFICIO BOARD MEMBERS

There was no report from either Ex-Officio Board members.

5. GENERAL PUBLIC COMMENT

Lisa Anderson made a public comment by stating that there was an issue with the transportation where she was supposed to be going to church and the driver did not actually verify to make sure he was actually taking her to the correct address. Since she is visually impaired, it was difficult to see whether they were going in the right direction. There needs to be better communication.

Liam Matthews made a public comment by stating that he was attending the meeting as part of the CAC requirements and thanked everyone for their time.

6. SUPERIOR SERVICE AWARD PRESENTATION

Project Administrator Jessica Volanos introduced the Superior Service Award winner Jorge Robles.

7. CONSENT CALENDAR

Recommendation: Approval of all items on the Consent Calendar.

CONSENT CALENDAR

- a) Consideration to Extend Term and Increase Funds - Language Interpretation Services Contract (AS-4022)
- b) Consideration to Extend Term and Increase Funds - On-Board Vehicle Camera Recording System Contract (AS-3906)
- c) Consideration to Approve Renewals of Employee Health and Benefit Contracts
- d) Consideration to Approve Renewal of Self-Insured Retention Automobile Liability Program
- e) Consideration to Approve Renewal of Commercial Business Package Insurance
- f) Consideration to Approve Community Advisory Committee (CAC) Appointments
- g) Consideration to Extend Term and Change Rates - Fleet Inspection Services Contract (AS-4104)
- h) Consideration to Approve Resolution to Continue Public Meetings through Teleconferencing

Public Comment:

Jan Johnson stated she was there attending the meeting as a requirement for her being a part of the CAC membership.

Motion made by Director Nason to approve the Consent Calendar items, seconded by Vice Chair DeVera. Via Roll Call Vote - all were in favor, motion passed.

8. CONSIDERATION TO MODIFY KEY PERFORMANCE INDICATORS AND SERVICE STANDARDS

Chief Operations Officer Mike Greenwood gave a presentation on the item.

Public Comment:

Yael Hagen stated that they have had thoughtful and meaningful conversations during the subcommittee meetings. During the discussions, there were concerns with the definition of denials. She appreciates that the recommendations that are being presented were developed with a lot of thought and input.

Board Member Comments:

Vice Chair DeVera asked that, with so many riders using online reservations, are we able to track mistakes during online reservations or if this was only for reservation calls. Mr. Greenwood responded that they were focused on a particular KPI on how it correlates to reservation calls. He doesn't believe a denial can occur in online reservations. He will clarify that with the IT staff, just to see if it's even possible to get a denial through online reservations and how that might be reported.

Board Discussion: None.

Motion made by Director Troost to approve item, seconded by Director Nason. Via Roll Call Vote - Director Aguilar abstained, all others were in favor, motion passed.

9. CONSIDERATION TO APPROVE POLICY TO ESTABLISH A FACILITIES DEVELOPMENT AND CONSTRUCTION FUND

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment: None.

Board Member Comments:

Secretary Barnes made a comment by stating that in government they are great at drawing up plans or documents that describe what the need is from a functional, geographic and cost standpoint. Mr. Rodriguez responded that given the cost and the long-term horizon, they know what an ideal facility looks like, but it varies by contractor. In the Antelope Valley region, they need a much smaller facility, while somewhere like Global Paratransit that provides over 36% of the service, they need a much larger facility. The ideal parcel would be somewhere between two to five acres, depending on where the land is located.

Executive Director Andre Colaiace responded that they are in the process of developing a document that incorporates all the variables that Hector just talked about into a wholesale plan.

Secretary Barnes asked if there have been any conversations with the organizers of the Olympic and Paralympic games. Mr. Colaiace responded that is something they will be doing. Secretary Barnes responded that when the time comes, he would be interested in making the motion and adding a bit to the staff recommendation.

Director Gogreve asked if they had considered other models of operational efficiency or strategies. She thinks they don't have enough information to establish a fund. She wanted to know more on this because she has only been on the Board since December. She doesn't know a lot of the background and doesn't feel good about moving forward with something like this without seeing some type of documentation or a plan. Mr. Colaiace stated the need for facilities goes back to the comprehensive operational review that was done in 2017 and it is clearly stated that one of the things that they need to do as a region was to have Access control its own facilities. He also stated they need to put together a more detailed plan and they will, but he doesn't think that negates the need to get started right away.

Director Nason stated that this item was approved at the March 21 Planning and Development committee.

Board Member Discussion:

Secretary Barnes stated he thinks that they should approve the staff recommendations with a couple of additions. The first being that a plan be developed to outline functionally and geographically what they need. He envisions this plan being something that they can take to their various stakeholders to describe what they are trying to accomplish. The second addition would be that they approach and engage LA Metro in their role as the regional planning agency for their support in programming and funding. The third is that they approach the organizers of the Olympics and the Paralympics to seek their support. In the near future, the region is going to have an ADA paratransit obligation and property is not getting cheaper.

Director Gogreve stated that she understands what they are saying and it makes sense. She stated that they shouldn't lose sight of a lot of the other priorities and issues that are vital to the service. She doesn't know if this is as high of a priority as some other things that are really important. She would like to deal with other important issues right now.

Motion made by Secretary Barnes to approve the staff recommendation with the following additions - 1) a plan be developed to outline functionally and geographically what Access needs, 2) that Access approach and engage LA Metro in their role as the regional planning agency for their support in programming and funding and, 3) that Access approach the organizers of the Olympics and the Paralympics to seek their support. Amended motion seconded by Vice Chair DeVera. Via Roll Call Vote - Director Gogreve voted no, all others were in favor, motion passed.

10. CONSIDERATION TO APPROVE TITLE VI PLAN (2022-2025)

Strategic Planner Eric Haack gave a presentation on the item.

Public Comment:

Lisa Anderson made a public comment by asking what would be happening in 2025.

Board Member Comments:

Vice Chair DeVera stated that she listened to the external stakeholder's subcommittee and was wondering where Access was in terms of being Title VI compliant. Mr. Haack responded that they were in compliance. The Board is approving the new Title VI plan and they have a current Title VI plan. This plan would be for the next three years through 2025. Additionally, one of the requirements was with respect to Title VI complaints that Access has received. They have not received any in the past three years and this may be a reflection of the pandemic. He thinks it's a greater reflection of the ability of their own customer service team to respond to issues that people may have, so it doesn't escalate to other areas.

Mr. Colaiace responded that for the benefit of the directors, the current Title VI plan was approved by the Federal Transit Administration. Assuming the Board approves of the update, it will then be submitted to the FTA.

Vice Chair DeVera made a suggestion concerning the translation of the information. She knows it is only distributed in English and Spanish, but noticed that the riders speak many other languages. She asked if it was possible to have it distributed in other languages. By only doing English and Spanish, they are leaving out hundreds of other languages that do need written documents in their language. Mr. Haack responded that if someone preferred to speak in a language other than English or Spanish, and

they wish to understand a section of the Rider's Guide, for instance, they could call customer service and make a request. Through the website, they could go through language line and a translator would be able to help the two parties communicate to understand that section of the Rider's Guide.

Mr. Haack added that the same would exist through Google translate on the website. Historically, when FTA has reviewed the Limited English Proficiency plan, they have done an analysis as it's one of the things that's required in the plan.

Director Nason stated that she agreed with Vice Chair DeVera and she knows that with their center, Spanish used to be one of our most requested languages. Now they have more Asian language requests than any other service. Mr. Haack responded that the plan itself, if approved, will be put on Access' website, so it'll provide that information. Additionally, on the Access's website, there is a separate menu item for Title VI, which provides pertinent information.

Director Gogreve asked if Google translate had this option since she hasn't looked at the website. She asked if it was just on the pull-down menu that you can just have the entire website translated into another language or if it was the Google Translate website. Mr. Haack responded that was a Google translate option and it provides multiple languages.

Mr. Colaiace responded that he wanted to reiterate to the Board that they do take this very seriously and they think that having a language line is probably the most effective tool. LA County has several hundred languages spoken, and it's probably one of the most diverse linguistic environments in the United States, if not the world, which makes us wonderful in many ways. Having a language line is extremely important to Access.

Director Gogreve asked if someone were to request say the Rider's Guide in a different language, could it be done. Mr. Colaiace responded it could and that there was something in the Rider's Guide that states they can provide alternative formats.

Vice Chair DeVera asked if Title VI was just not about language. Mr. Haack responded that was correct and that it was originally created out of the 1964 Civil Rights Act. At that time, the protections were looking at race, color, national origin, and those were groups that were protected under Title VI. And over the decades, this has changed in terms of what is covered under different civil rights legislation.

Board Discussion: None

Motion made by Vice Chair DeVera to approve item, seconded by Director Nason. Via Roll Call Vote - all were in favor, motion passed.

11. BUDGET UPDATE

Deputy Executive Director Hector Rodriguez presented this item.

Public Comment: None

Board Member Comments:

Director Aguilar asked if they have received any update on vehicle delivery or the supply chain issues. Mr. Rodriguez believed the cutaways are closer to being finished than the other ones.

Director Aguilar asked if Access delayed the actual orders for any vehicles or purchases that were scheduled for the budget year or have those orders been placed and they are now just waiting. Mr. Rodriguez responded that the order was placed back when they received the funding and the Board approved the item.

Director Burner asked what they were doing with vehicles if they're between 201,000 and 250,000 miles. Mr. Rodriguez responded they were asking the contractors to maintain those vehicles rather than retire them. They have no other vehicles to replace them so the contractors are being compensated for any major repairs. They did receive a grant of about \$5 million to repair the high mileage vehicles.

Director Gogreve asked if staff was going to come back to the Board for future funding. Mr. Rodriguez responded that it was a \$5 million grant and they have budgeted \$1.2 million for the high mileage vehicle repairs in FY23. If he expects they will surpass the budget, he would then go back to the Board and request a budget increase and Access would appropriate more of the grant.

12. OPERATIONS UPDATE

Chief Operations Officer Mike Greenwood gave a presentation on the item.

Public Comments:

Lisa Anderson asked if the mask mandate would be in effect to at least June 30. She also commented that many of the taxi drivers were not wearing their seat belts while transporting the riders. She hasn't seen it happen herself but has spoken to some riders who have.

Board Member Comments:

Director Gogreve thanked Mike Greenwood for the presentation and asked a question about the Next Door app. She asked if in addition to the Facebook ads, they were also able to do this for a social media campaign. She thinks that it could be a really good avenue to advertise for drivers, as well as other things in the future, like public meetings. Mike Greenwood responded that they would get together with the social media people to see if that is something that they've looked at.

13. UPCOMING BOARD ITEMS

Director of Administration F Scott Jewell gave a brief presentation on this item.

Public Comments: None

Board Member Comments: None

14. EXECUTIVE DIRECTOR'S REPORT

Executive Director Andre Colaiace reported that Congressional earmarks have returned in the form of community project funding requests, Access staff recently submitted a \$3.7 million request to Congresswoman Grace Napolitano's office for an accessible electric paratransit vehicle development project. The request, which would fund 14 electric vehicles and related infrastructure, would allow staff to test electric vehicles in paratransit service, which poses its own unique challenges for this new type of vehicle. Staff is also looking to submit similar project requests to the Federal Transit Administration, which has issued a joint notice of funding opportunities for buses and bus facilities and low or no emission grant program. Mr. Colaiace also mentioned that the International Conference on Mobility and Transport will include his abstract entitled "Paratransit 2.0 - Improving the ADA paratransit experience". He looks forward to representing Access and talking about the agency's many initiatives.

15. BOARD MEMBER COMMUNICATION

Director Del Castillo stated that he was grateful for the presentations and congratulated Mr. Robles, for the Superior Service Award. This is one of the first times he's heard so much about the technical staff and he wanted to commend them, especially during these challenging times when they are facing these vehicle shortages.

Director Troost stated that he would like echo Director Aguilar's remarks and thanked them for their job and the staff for the wonderful presentations.

Vice Chair DeVera stated that she has ridden Access for the past 25 years, she would like to thank and acknowledge all of the providers, especially the drivers. She knows

this past weekend must have been crazy busy having three holidays -- Easter, Passover and Ramadan -- all happening at once. She just wanted to take the time to thank the drivers, call takers, for the opportunity to allow them to spend time with family, friends, and their loved ones.

Director Nason stated that she agrees with Vice Chair DeVera. She wondered if during the public comments there is a large time clock ticking while they speak and she finds it distracting. Mr. Jewell responded that he will look at other options.

Director Gogreve congratulated and thanked Mr. Robles for doing such great work and for receiving his award. She also agrees with Vice Chair DeVera and stated that they can't lose sight of being grateful. She thanked staff for their hard work.

Director Aguilar stated that he would like to thank staff. He knows that a lot of the presentations and a lot of the efforts that staff has undertaken, take a tremendous amount of time, effort and dedication.

Secretary Barnes stated he is representing Access on the California Transit Association's Executive Committee and they are having their two day retreat today and tomorrow. He wanted to express his thanks to the entire team for keeping things moving. He also recently saw that the mask mandate has changed a bit and it is their top priority to keep everyone safe. He also reiterated that they are in a unique window in time when it relates to coming out of the pandemic.

Chair Gombert thanked all the staff for the hard work they always put in on presentations to the Board. He also echoed Director DeVera's comments about the hard work that the contractors do. He thanked that team for all the hard work that they've done over the year and welcomes First Transit on May 1.

16. NEW BUSINESS SUBSEQUENT TO THE POSTING OF THE AGENDA

No new business was heard subsequent to the posting of the agenda.

17. PUBLIC COMMENT WITH RESPECT TO CLOSED SESSION ITEMS

There was no public comment.

18. CLOSED SESSION REPORT

Director of Administration F Scott Jewell stated that no action was taken by the Board.

19. **ADJOURNMENT**

Motion made by Director Nason, seconded by Director Gogreve to adjourn.

The meeting adjourned at 2:02 p.m.

Approved

Doran J. Barnes, Secretary

Date

APPENDIX G

TITLE VI INFORMATION CONTAINED ON
ACCESS SERVICES' WEBSITE

WWW.ACCESSLA.ORG

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

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

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days. Please follow the procedures listed below in Access Services Discrimination Complaint Procedure.

Access Services Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class,

or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with Access Services. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the Customer Relations ADA Coordinator for review and action.

2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

a) The date of the alleged act of discrimination; or

b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, Access Services may extend

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

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

4. Within 10 days, the Customer Support Center will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the

allegation, and advise the complainant of other avenues of redress available, such as the Federal Transit Administration (FTA).

5. Upon request by FTA, Access can advise FTA of the details associated alleged in the complaint. Generally, the following information will be included in every notification to the FTA:

- a) Name, address, and phone number of the complainant.
- b) Name(s) and address(es) of alleged discriminating official(s).
- c) Basis of complaint (i.e., race, color, national origin, or sex)
- d) Date of alleged discriminatory act(s).
- e) Date of complaint received by the recipient.
- f) A statement of the complaint.
- g) Other agencies (state, local, or Federal) where the complaint has been filed.
- h) An explanation of the actions Access Services has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the Customer Support Center will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

7. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with the FTA, if they are dissatisfied with the final decision rendered by Access Services. The Customer Relations ADA Coordinator will also provide the FTA with a copy of this decision and a summary of findings upon completion of the investigation.

8. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

APPENDIX H
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

Access Services Customer ID Number

Last Name First Name Middle Initial

Home street address City State Zip Code

() ()

Home phone number Alternate phone number

Name(s):

Person(s) discriminated against (if someone other than complainant):

Street address, City State Zip Code

2. Alleged Discrimination Information

Date of Incident Location of Incident

Which of the following best describes the reason the alleged discrimination took place? (Circle one)

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

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

TITLE VI



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 J

ACCESS SERVICES

TITLE VI POLICY STATEMENT FOR PUBLIC SPACES

(El Monte Offices and Eligibility Center(s))



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

April 9, 2018

Access Services' Title VI Policy

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

If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at (213) 270-6000 (information is available in multiple languages) or please write or email:

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

Email: cserv@accessla.org

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days. Please see our website at http://accessla.org/about_us/title_vi.html for our complaint procedures and a Title VI complaint form.

APPENDIX K
ACCESS SERVICES
TITLE VI COMPLAINT TRACKING TABLE
FOR COMPLAINTS ALLEGING TITLE VI
VIOLATIONS

Note: no complaints received between July 2019 and
December 2022

**APPENDIX K
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							

APPENDIX L
ACCESS SERVICES
PUBLIC PARTICIPATION PLAN

ACCESS SERVICES
LOS ANGELES COUNTY
PUBLIC PARTICIPATION PLAN

OCTOBER 2022 - SEPTEMBER 2025

PUBLIC PARTICIPATION PLAN

I. Introduction

In accordance with Title VI of the Civil Rights Act of 1964, Executive Orders 12898 and 13166 and Federal Transit Administration (FTA) Circular 4702.1B, Access Services of Los Angeles County has developed this Public Participation Plan (PPP) to guide public involvement efforts and improve the ability of public involvement in Access Services' decision making process by low-income, minority and Limited English Proficiency (LEP) communities.

Purpose

Access Services' primary goal in developing this program is to ensure that all individuals who rely upon Access Services either as direct customers, family members, personal care assistants, care center or hospital staff, etc. are able to have a voice in the decision-making processes of Access Services' projects and programs. It is also a goal of Access Services to ensure that individuals and communities who may have historically had difficulty participating in public decision-making are able to participate in future decision-making, including low-income, minority and Limited English Proficiency (LEP) communities. To this end, Access Services conducts various meetings and community outreach with the hope of empowering low income, minority, and LEP communities throughout Los Angeles County in playing an active role in Access Services planning process.

FTA Circular 4702.1B states that with respect to planning public involvement measures:

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient public participation activities). Recipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate.

Recipients of Federal funding should make determinations based on the composition of the population affected by the recipient's actions, the type of public involvement process planned by the recipient and the resources available to the agency. Efforts to involve minority and low-income people in public involvement activities can include both comprehensive measures, such as placing public notices at all stations and in all vehicles, and measures to overcome linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and low-income people and populations from effectively participating in a recipient's decision-making process (FTA C 4702.1B, p III-5).

The Public Participation Plan describes the overall goals, guiding principals and methods that Access Services uses regularly to reach out to low-income, minority and LEP communities. The Public Participation Plan aims to offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at Access Services.

Ways to do this include the scheduling of meetings aimed at accommodating minority and LEP communities, coordinating closely with community- and faith based organizations, educational institutions, and other organizations in conducting outreach targeted at minority and LEP communities, the consideration of a marketing strategy using various media sources that cater to LEP populations, and utilizing other means of communication other than writing, including the use of audio or video recording.

This Public Participation Plan is a tailored plan that describes how Access Services undertakes public involvement, information, education, participation and/or outreach activities.

Background

Access Services is a local public entity responsible for the administration of the American with Disabilities Act (ADA) mandated Los Angeles County Coordinated Paratransit Plan on behalf of forty-six (46) public fixed route operators including both bus and rail. Access Services provides next-day reservations for curb-to-curb transportation services for eligible riders who, due to a disability, are unable to utilize fixed route public transportation. The

work that Access Services performs is on a very “human scale”, as each rider interactively arranges their reservation for transport and the vehicles Access Services utilize carry a small number of passengers. Perhaps because of Access Services’ closeness to its customers, Access Services has a wide variety of avenues by which the customers/the public have an opportunity to communicate with and influence changes and improvements made to the service, as well as voice any of their concerns.

II. Access Services Public Involvement Opportunities

Access Services has a variety of committees that are designed to take comments from the public and from community organizations and are open for public comment. Also, Access Services ensures that all meetings held by these committees are held 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 Bi-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 3rd Monday of even-numbered months. 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.

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

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.

Access Services Board of Directors Bi-Monthly Committee Meetings

The nine Board of Directors of Access Services serve on different Board Committees. The Board Chair, Vice Chair, and Treasurer serve on the Board Operations Committee. In turn, each of these Board officers chair three Board Sub-Committees: (1) External/Stakeholder Relations Committee; (2) Performance Monitoring Committee and (3) Planning and Development Committee.

All meetings of these Access Services Board of Directors Committees are open to the public and are often held on the 3rd Monday of odd-numbered months. 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.

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

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 (www.accessla.org) along with meeting agendas.

The CAC consists of fifteen (15) members. To become a CAC member, customers must first submit an application. Applications are available in both English and Spanish on Access Services' website (www.accessla.org). Applications are reviewed by a subcommittee consisting of two CAC committee members and the Manager of Customer Services. This subcommittee then provides recommendations for consideration to the full CAC committee. 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.

At the time of the writing of this Plan, there are two vacancies on the CAC committee following members ending their service on this committee.

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

Transportation Professionals Advisory Committee

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 by Access' member agencies or other specialized transportation organizations. A member subcommittee made up of two to three TPAC committee members.

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

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

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

Semi-Annual Regional Community Meetings

Access Services' County-wide service is broken down into six separate service regions. Annually, Access Services hosts community meetings in each of the six regions (See **Appendix B** for a service area map for Access Services). 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.

The six meetings have an English-language presentation. In Access larger regions, a second meeting is conducted 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 (www.accessla.org) and each of the van-operating providers for each of the six regions place copies of flyers of the upcoming events in "take one" slots inside of the Access vans. Additionally, post cards may be mailed out to customers notifying them of the date and locations of upcoming meetings. **Appendix 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 one of the last rounds of Annual Community meetings (November/December 2019), prior to the COVID-19 pandemic, meetings were held in cities with minority and LEP populations, including Baldwin Park (San Gabriel Valley), Balboa Sports Center, Encino (San Fernando Valley), Mar Vista Recreation Center, West 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.

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

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' 46 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.

Public Meetings Associated with Introduction of Origin-to-Destination and Coordinated Fare Proposals

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 E** lists the over 50 Outreach events that Access staff have participated in from July 2019 through December 2021. **Appendix F** provides a map showing an overview of all of the public outreach meetings conducted during the same period, covering much of the urbanized area of Los Angeles County which Access serves.

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

As some COVID-19 safety restrictions have eased, a handful of in-person events have taken place. It is hoped that it will not be so very long before in-person events become as frequent as they were prior to March 2020.

V. Methods of Notifying Customers of Upcoming Meetings

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

Website and Mobile Application Notifications

In the digital age, Access Services' website (accessla.org) is an invaluable tool and source of information for its customers. Dates, times and locations of upcoming meetings are all posted on the front page of the website, including any important notifications such as a fare change. In addition, there is a plethora of information to be found on the website, including the Rider's Guide, application for the service, agendas, calendar, stand sign information

directory, rider alerts, travel training information and other transit resources. Customers can also use the website to register to receive e-mail notifications. Access Services' website can be viewed and/or translated in over one hundred (100) different languages using Google translate.

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

Recorded Voice Messages

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

Seat Drops and Constant Contact Emails

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

Access also sends out email blasts to customers who have shared their email addresses with Access' Constant Contact account, so that they may be notified of upcoming Community Meetings.

Advertisement with Partner Organizations

Access Services, due to its nature of providing specialized transportation to individuals with disabilities, has a variety of partner organizations in the human services and transportation services divisions of Los Angeles County. When Access Services wishes to share information throughout the County, it can advertise with managers of these human service and transportation service partners. Access Services' information can thus be presented as posted flyers

at centers or by center staff sharing such information directly with their customer base.

VI. Customer Satisfaction Survey

Access Services will be conducting its next customer satisfaction survey in early (January/February) 2022 with Access' contractor Great Blue Research, Inc.

Access Services conducted its most recent general 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.

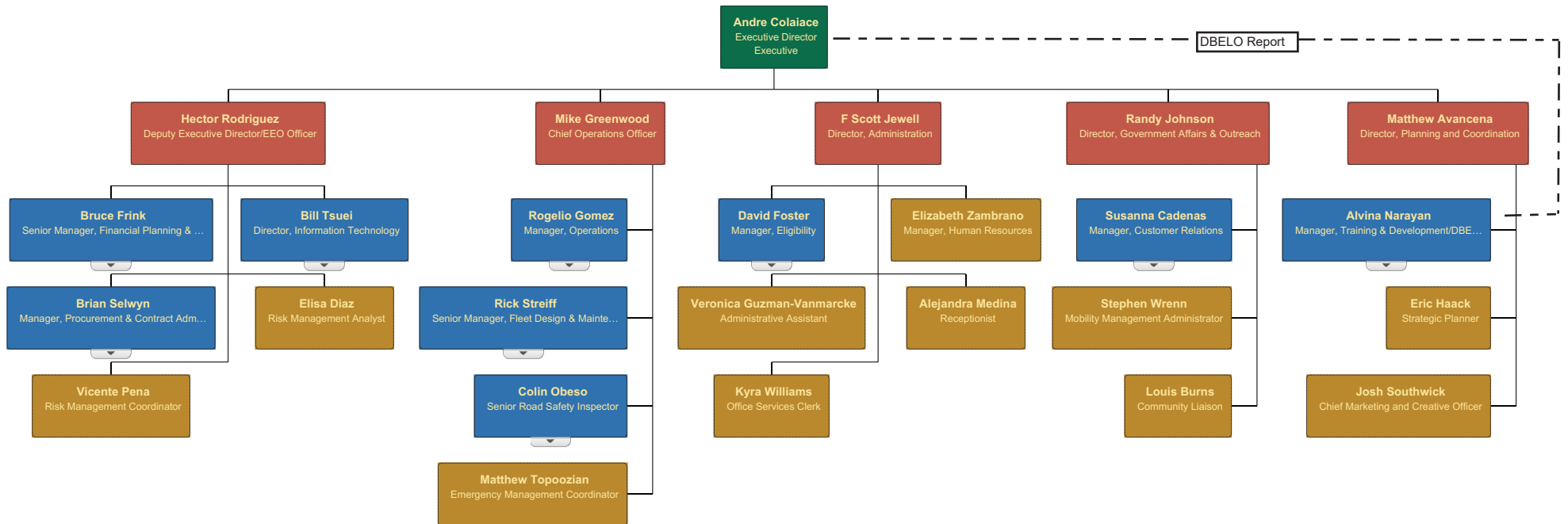
Access Services' Public Participation Plan is meant to be a living document promoting broad, active participation by our customers, including the targeting of low income, minority and LEP populations. Our policies were created with the goal of engaging our customers, the public and all other stakeholders 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:

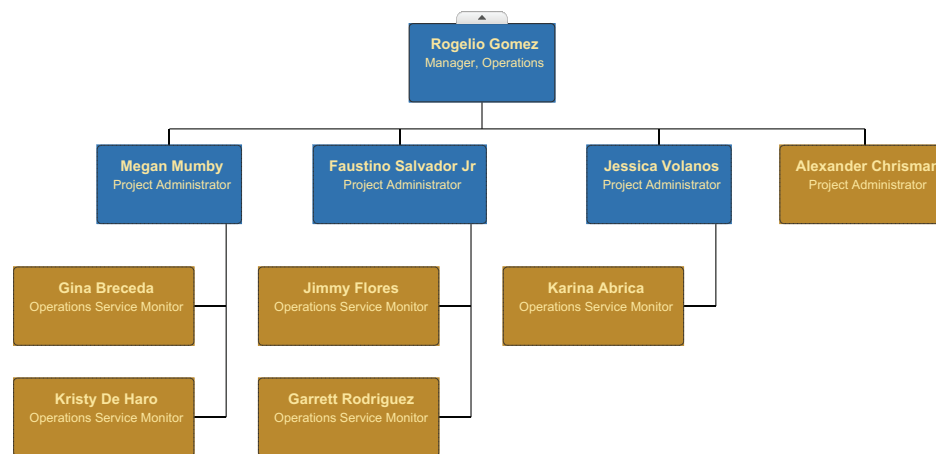
- Information regarding all meetings is posted on Access Services' website, accessla.org, which can be viewed in over one hundred (100) languages
- Public involvement opportunities include the Annual Regional Community Meetings, Community Center/Information Meetings, the Board of Directors Meetings, 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

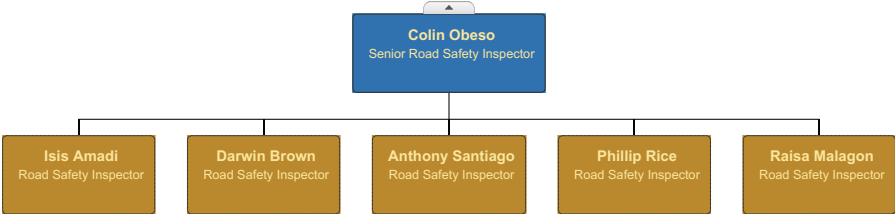
Access Services is open to additional suggestions as to how it can better provide service to the citizens of Los Angeles County and ensure that all communities in Los Angeles County have the opportunity to provide input on projects and policymaking.

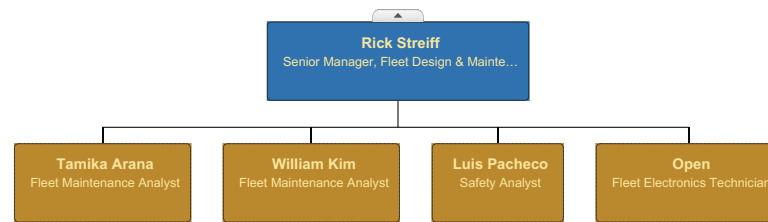
PUBLIC PARTICIPATION PLAN

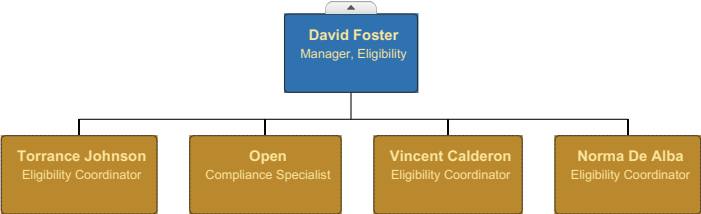
APPENDIX A ORGANIZATION CHARTS

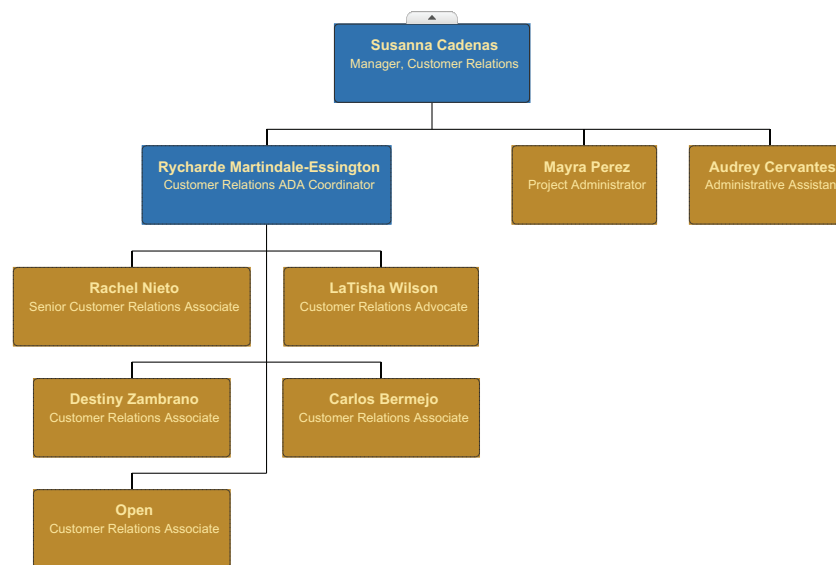


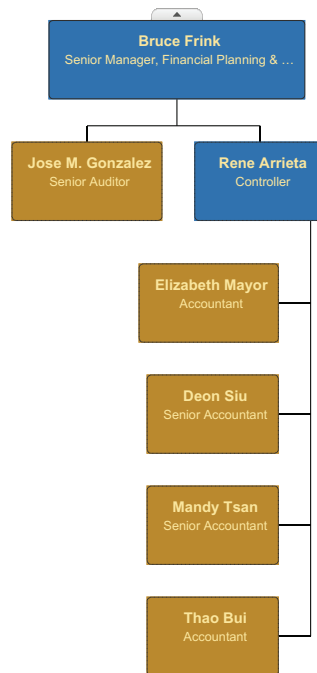


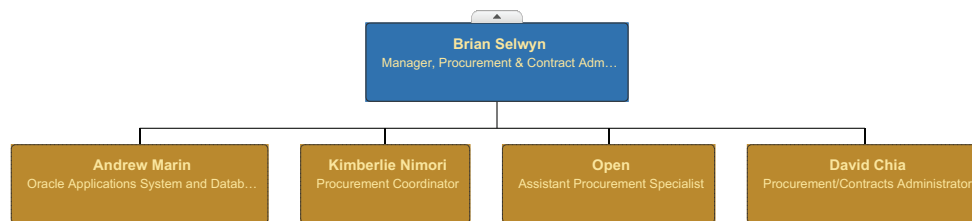


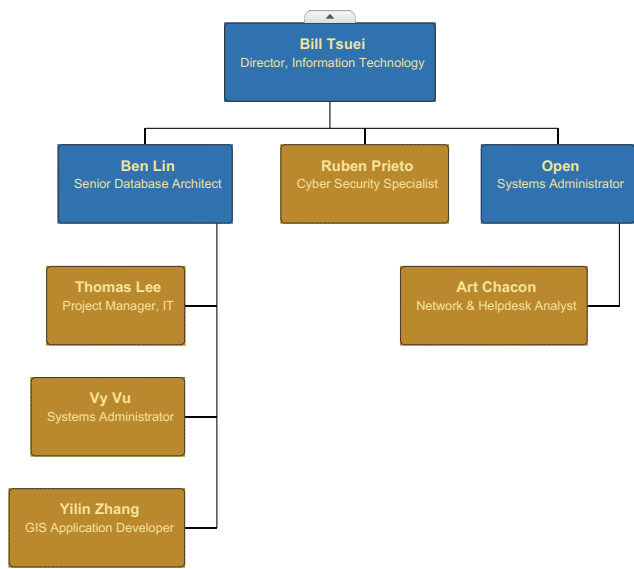


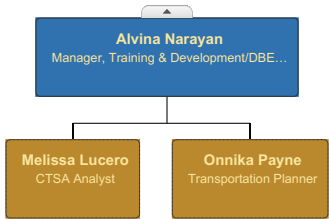








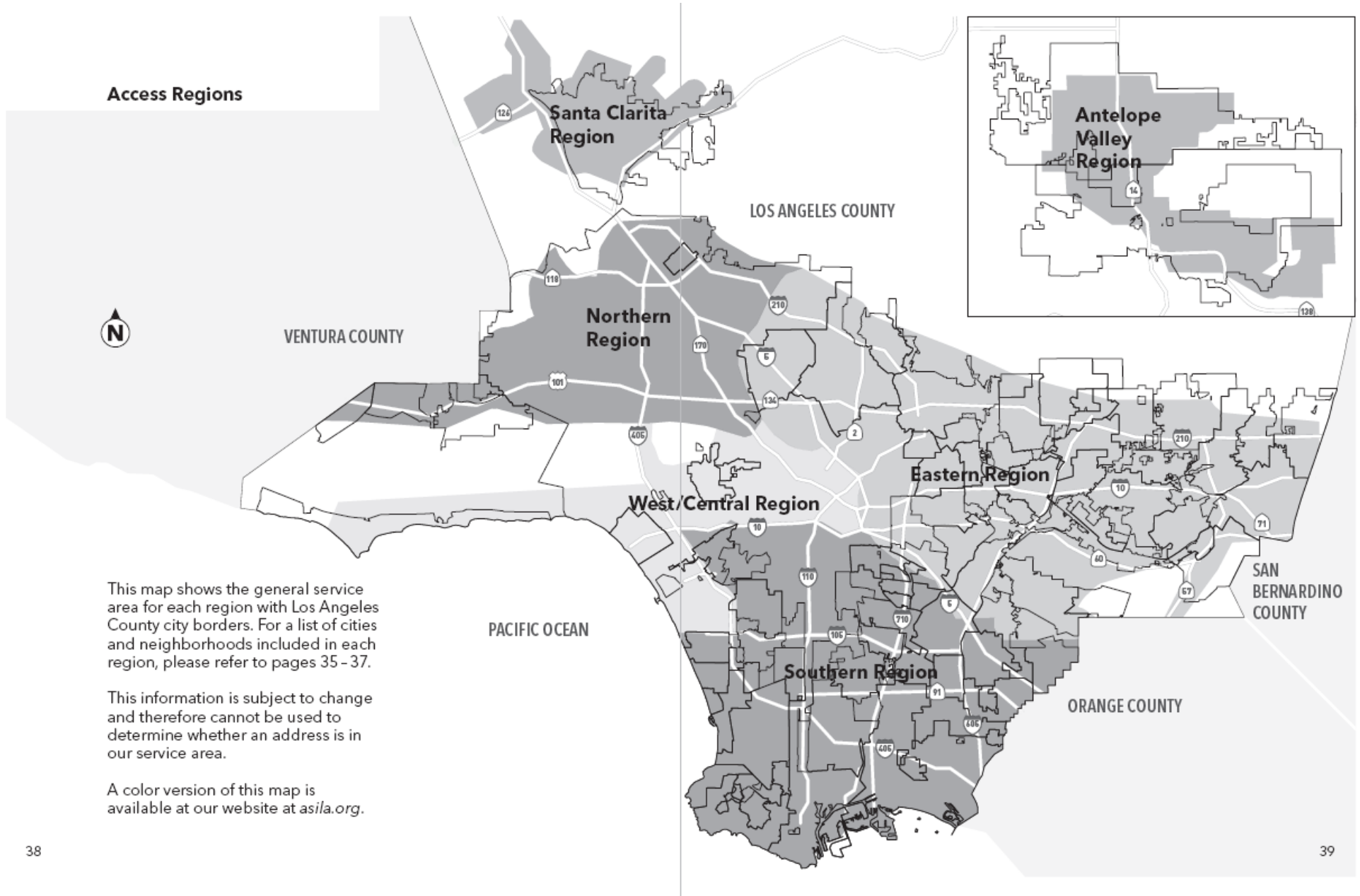




PUBLIC PARTICIPATION PLAN

APPENDIX B ACCESS SERVICE AREA MAP

Access Regions



This map shows the general service area for each region with Los Angeles County city borders. For a list of cities and neighborhoods included in each region, please refer to pages 35 - 37.

This information is subject to change and therefore cannot be used to determine whether an address is in our service area.

A color version of this map is available at our website at asila.org.

PUBLIC PARTICIPATION PLAN

APPENDIX C

FARE CHANGE COMMUNITY MEETING FLYERS



Access Services Summer '12 Community Meetings

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



Access Services Verano '12 reuniones comunitarias

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 23**
5pm-7pm
Plummer 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

access

Access Services PO Box 5728 El Monte, CA 91734-1728 asila.org

PUBLIC PARTICIPATION PLAN

APPENDIX D

REGIONAL COMMUNITY MEETING FLYERS



Access Services 2019 Community Meetings

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.

For more information, visit our website at accessla.org.

Eastern Region

Monday, November 18
3pm - 5pm (English)
6pm - 7:30pm (Spanish)
Baldwin Park Arts and Recreation, Hall #1
14403-B East Pacific Ave
Baldwin Park, CA 91706

Antelope Valley Region

Wednesday, November 20
11am - 1pm (English)
AVTA – Antelope Valley Transit Authority
42210 6th St West
Lancaster, CA 93534

Northern Region

Monday, November 25
11am - 1pm (English)
Balboa Sports Center
17015 Burbank Blvd
Encino, CA 91316

Southern Region

Tuesday, November 26
11am - 1pm (English)
Mayfair Park, Sierra Room
5720 Clark Ave
Lakewood, CA 90712

Santa Clarita Region

Thursday, December 5
11am - 1pm (English)
The Centre
20880 Centre Pointe Pkwy
Santa Clarita, CA 91350

West/Central Region

Saturday, December 7
11am - 1pm (English)
2pm - 3:30pm (Spanish)
Mar Vista
Recreation Center
11430 Woodbine St
Los Angeles, CA 90066



Access Services

Reuniones de la Comunidad 2019

Acompáñenos 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 traducción de lenguaje braille, lenguaje de signos, u otro lenguaje de traducción llame al Servicio al 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 del Este

lunes, 18 de noviembre
3pm - 5pm (Ingles)
6pm - 7:30pm (Español)
Baldwin Park Arts and Recreation, Hall #1
14403-B East Pacific Ave
Baldwin Park, CA 91706

Región del Valle de Antílope

miércoles, 20 de noviembre
11am - 1pm (Ingles)
AVTA – Antelope Valley Transit Authority
42210 6th St West
Lancaster, CA 93534

Región del Norte

lunes, 25 de noviembre
11am - 1pm (Ingles)
Balboa Sports Center
17015 Burbank Blvd
Encino, CA 91316

Región del Sur

martes, 26 de noviembre
11am - 1pm (Ingles)
Mayfair Park, Sierra Room
5720 Clark Ave
Lakewood, CA 90712

Región de Santa Clarita

jueves, 5 de diciembre
11am - 1pm (Ingles)
The Centre
20880 Centre Pointe Pkwy
Santa Clarita, CA 91350

Región del Oeste/Centro

sábado, 7 de diciembre
11pm - 1pm (Ingles)
2pm - 3:30pm (Español)
Mar Vista
Recreation Center
11430 Woodbine St
Los Angeles, CA 90066

access

Access Services PO Box 5728 El Monte, CA 91734-1728 accessla.org



Access Services

2021 Community Meetings

Access invites you to our Virtual Community Meetings.

The meetings will take place online using Zoom. The meeting is scheduled for **Saturday, July 31, 2021**. There will be two meetings. The first meeting will be in Spanish, and will begin at 10:00am, the second meeting will be in English and will begin at 1:00pm.

Please visit Access' website at accessla.org and scroll down to the News and Access Events section. You can then click on the Community Meeting event for further information. If you prefer calling in, please dial the toll free number at **877.853.5247** and enter **Webinar ID: 963 1422 9695**. You can **Dial *9** to raise your hand to ask questions during the meeting.

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El Monte, CA 91734
accessla.org



Access Services

Reuniones de la Comunidad 2021

Access los invita a nuestras Reuniones de Comunidad Virtualmente.

Las reuniones se llevarán a cabo en línea usando Zoom. La reunión está programada para el **sábado 31 de julio de 2021**. Habrá dos reuniones. La primera reunión será en español y comenzará a las 10:00 am, la segunda reunión será en inglés y comenzará a la 1:00 pm.

Visite el sitio web de Access en accessla.org y desplácese hacia abajo hasta la sección Noticias y Eventos de Access. Luego puede seleccionar el evento Reunión de la Comunidad para obtener más información. Si prefiere llamar, marque el número gratuito al **888.788.0099** e ingrese el **ID del seminario web: 982 4662 2910**

Puede **marcar *9** para levantar la mano y hacer preguntas durante la reunión.

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Access Services

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PUBLIC PARTICIPATION PLAN

APPENDIX E
COMMUNITY OUTREACH TRACKING
SPREADSHEET

**APPENDIX B // APPENDIX E
LIMITED ENGLISH PROFICIENCY PLAN // PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
JULY 2019 TO DECEMBER 2021**

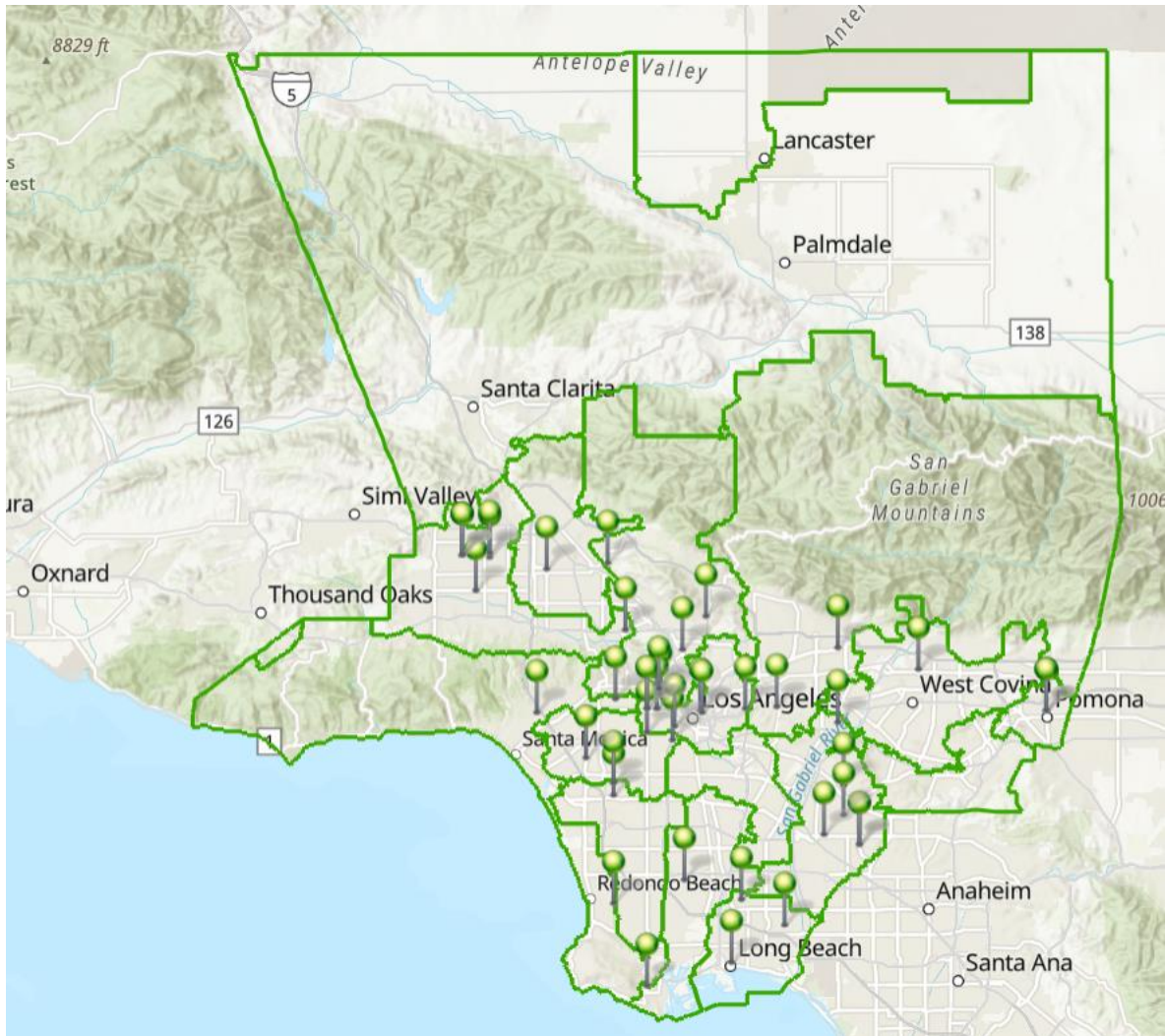
No.	Meeting Type	Region	Location	City	Month/Year
1	CALVET West LA (Access Presentation)	Southern	Veterans Homes of California	Los Angeles 90049	Jul-19
2	2nd Annual City of Inwindale Health & Safety Fair	Eastern	Inwindale Senior Center	Inwindale 91706	Jul-19
3	Wayfinders (Access Presentation)	Southern	CSUDH Housing	Carson 90746	Jul-19
4	Harbor Regional Center - Your Family, Our Focus	Southern	Willenberg Career and Transition Center	San Pedro 90732	Jul-19
5	Community Benefits Awareness (Access Presentation)	Southern	PATH Metro Villas	Los Angeles, CA 90004	Aug-19
6	Easterseals Southern California (ESSC) Harris Wortham Inc. (Access Presentation)	Southern	Kaye Buford Independe	Inglewood, CA 90303	Aug-19
7	Frank D. Lanterman Regional Center - Resource Fair and Access Presentation	Southern	Frank D. Lanterman Regional Center	Los Angeles 90010	Aug-19
8	Senior Love Day (Access Presentation)	Southern	Christian Unity MBC	Inglewood 90301	Aug-19
9	Metro On the Mover Riders Program - Older Adult Transportation Pop-up	Eastern	Arcadia Community Center	Arcadia 91007	Sep-19
10	Fall Prevention and Healthy Aging Summit	Southern	Bazzeni Wellness Center	Long Beach 90813	Sep-19
11	City of La Mirada - Community Health Information and Safety Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-19
12	Villa Scalabrini (Access Presentation)	Northern	Villa Scalabrini Retirement Center & Special Care Unit	Sun Valley 91352	Sep-19
13	City of La Mirada Health and Wellness Lecture Series (Access Presentation)	Southern	La Mirada Activity Center	La Mirada 90638	Sep-19
14	24th Annual Life After High School Fair	Northern	Leichman Career & Transition Center	Reseda 91335	Sep-19
15	7th Annual Special Needs Resource Fair (CSUN & Family Focus Resource Center)	Northern	California State University Northridge (University Student Union)	Northridge 91330	Oct-19
16	Ability Awareness Festival (No labels, No limits)	Southern	California State University Los Angeles Student Union Plaza	Los Angeles, CA 90032	Oct-19
17	Creating a Path to Employment Disability Resource Fair	Eastern	Verdugo Job Center	Glendale 91204	Oct-19
18	Monterey Park Fall Wellness & Expo	Eastern	Langley Center	Monterey Park 91754	Oct-19
19	SCLARC Community Advisory Committee Meeting	Southern	South Central Los Angeles Regional Center	Los Angeles 90018	Oct-19
20	Your Family, Our Focus (Presentation and Fair)	Southern	Harbor Regional Center Long Beach	Long Beach 90807	Nov-19
21	Panorama Mall's 39th Annual Government Day	Northern	Panorama Mall	Panorama City 91402	Nov-19
22	Personal Assistance Service Council (PASC) Open House	Southern	California Endowment for the Arts	Los Angeles 90012	Nov-19
23	Diabetes Workshop (Access Resource Table)	Southern	H. Claude Hudson Comprehensive Health Center	Los Angeles 90007	Nov-19
24	Parnell Park Harvest Feast	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Nov-19
25	Raised on Records (Metro's On the Move Riders Program) Resource Fair	Southern	Union Station (Ticketing Concourse Room)	Los Angeles 90012	Dec-19
26	Everlasting Adult Day Health Care Center (Access Presentation)	Southern	Everlasting Adult Day Health Care Center	Los Angeles 90026	Dec-19
27	National Health Foundation (Access Presentation)	Southern	Reno Motel Housing Program	Los Angeles 90016	Dec-19
28	Culver City Senior Center (Access Presentation)	Southern	Culver City Senior Center	Culver City 90232	Dec-19
29	Retirement Housing Foundation (Access Presentation)	Southern	Culver City Rotary Plaza	Culver City 90230	Feb-20
30	Harbor Regional Center - Adult Department Management Meeting (Access Presentation)	Southern	Harbor Regional Center	Torrance 90503	Feb-20
31	Abilities Expo Los Angeles	Southern	Los Angeles Convention Center	Los Angeles 90015	Feb-20
32	2020 Beyond the Bus Transportation Resource Fair	Eastern	Whittier Senior Center	Whittier 90602	Feb-20
33	South El Monte Senior Center (Access Presentation)	Eastern	South El Monte Senior Center	South El Monte 91733	Feb-20
34	OTMRP (Older Adult Transportation Pop-Up: Westside/Central)	Southern	Pan Pacific Senior Activity Center	Los Angeles, CA 90036	Feb-20
35	Deaka McClain Whittier Event - Nehemiah Project (Conference table)	Eastern	Zoe Church Casmpus	Whittier, CA 90604	Mar-20
36	Metro OTM - Older Adult Transportation Pop-up (Access Presentation)	Southern	(Virtual Zoom) Metro Los Angeles	Los Angeles 90012	Nov-20
37	Disabled Students Programs and Services (DSPS) (Access Presentation)	Southern	(Virtual Zoom) Glendale Community College	Glendale 91208	Mar-21
38	All Abilities Resource Fair (Family Focus Resources Center)	Northern	(Virtual) California State University, Northridge, Family Focus Resources Center	Northridge 91330	Oct-21
39	San Fernando Valley Life After High School - The Road to Transition #1	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Nov-21
40	Frank D Lanterman Regional Center (Access Presentations)	Southern	(Virtual Zoom)	Los Angeles 90010	Nov-21
41	San Fernando Valley Life After High School - The Road to Transition #2	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Nov-21
42	LIFE Program Sign-up/Infomational	Southern	Norwalk Light Rail Station	Norwalk 90650	Dec-21
43	LIFE Program Sign-up/Infomational	Northern	North Hollywood Station	North Hollywood 91601	Dec-21
44	San Fernando Valley Life After High School - The Road to Transition #3	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Dec-21
45	LIFE Program Sign-up/Infomational	Southern	International Institute of Los Angeles (IILA)	Los Angeles 90031	Dec-21
46	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21
47	LIFE Program Sign-up/Infomational	Southern	Wilshire/Western/Alfred Hoyun Song Station Transit Depot	Los Angeles 90005	Dec-21
48	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21
49	Braille Institute (Access Presentation)	Southern	(Virtual Microsoft Teams)	Los Angeles 90029	Dec-21
50	LIFE Program Sign-up/Infomational	Southern	Long Beach Transit	Long Beach 90802	Dec-21
51	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21

PUBLIC PARTICIPATION PLAN

APPENDIX F
MAP OF
PUBLIC MEETING/PUBLIC OUTREACH
LOCATIONS

MAP OF PUBLIC OUTREACH MEETINGS

(Attended July 2019 - December 2021)



APPENDIX M
ACCESS SERVICES
LIMITED ENGLISH PROFICIENCY PLAN

ACCESS SERVICES
LOS ANGELES COUNTY

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

AND

LANGUAGE ASSISTANCE PLAN

OCTOBER 2022 TO SEPTEMBER 2025

I. Introduction

Access Services is the Americans with Disabilities Act (ADA) Paratransit provider for Los Angeles County. Access Services, provides transportation services throughout the Los Angeles County basin, the San Gabriel and San Fernando Valleys as well as the north-county communities of Santa Clarita and the Antelope Valley. In providing the paratransit service for a County with approximately 10 million residents, Access Services does interact with individuals with varying degrees of ability to speak and/or understand English. For this reason, Access Services has developed this Limited English Proficiency Plan and Language Assistance Plan.

Persons, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP." In Los Angeles County, according to U.S. Census records and as will be presented later in this Plan, approximately 23.29% of the County's residents would describe themselves as not able to communicate in English very well.

This Limited English Proficiency Plan and corresponding Language Assistance Plan are drafted in accordance with the requirements of FTA's Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 1, 2012) as well as Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency (August 16, 2000).

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

The U.S. Department of Transportation handbook, titled *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)"* (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (*Handbook, page 5*).

The *Handbook* further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (*Handbook, page 5*).

Recipients of FTA assistance are encouraged to use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. (*Handbook, page 6*)

For many LEP individuals, public transit is a principal transportation mode used. It is extremely important that Access Services is able to communicate effectively with all of its riders, both LEP and non-LEP individuals alike. When Access Services is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible for all of the agency's customers. For these reasons, Access Services is committed to taking reasonable steps to ensure meaningful access for LEP individuals to this agency's paratransit services.

This Plan will demonstrate the efforts that Access Services has undertaken to make its service as accessible as possible to all persons irrespective of their ability to communicate using the English language. Additionally, Access Services does welcome any comments or suggestions that would further improve the effectiveness of this Plan and/or our ability to communicate more effectively with our customers.

II. FOUR-FACTOR ANALYSIS

The analysis provided in this report has been developed in order to ensure that Access Services provides language assistance to Limited English Proficient (LEP) persons. FTA Circular 4702.1B spells out the steps necessary to prepare a comprehensive LEP plan. The circular recommends a four-factor analysis be performed. The sections that follow constitute Access Services' Four-Factor Analysis.

A. Factor 1: The Number or Proportion of LEP Persons Eligible to be Served or Likely to be Encountered by the Program or Recipient

Guidance from executive Order 13166 (65 FR 159) states "... A factor in determining the reasonableness of a recipient's efforts is the number or proportion of people who will be excluded from the benefits or services absent efforts to remove language barriers." In essence, "the greater the number or proportion of LEP persons from a

particular language group served or encountered in the eligible service population, the more likely language services are needed.”

1. Factor 1, Step 1: Identify How LEP Persons Interact with the Recipient’s Agency.

Access Services is the ADA complementary paratransit provider for Los Angeles County. There are a variety of ways that Access staff comes in contact with applicants for the service, customers of the service and Personal Care Attendants and guests of the customers.

- 1) Application Process: For a person to receive paratransit eligibility, that person must first request an Access application form, from Access’ Customer Service Division. This interaction is performed through a telephone call with the Customer Service Division. The application may also be requested on-line through Access’ website.

Currently, for customers who are unable to speak or understand English, a majority of Customer Service Representatives employed by Access’ customer service contractor (Alta at the time of this writing), are bi-lingual in both English and Spanish and beyond those languages, Access contracts with a telephone interpreting service agency (“Language 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 Palmdale and Santa Clarita, where the Cities of Commerce and of Los Angeles are distant destinations. The purpose of this in-person evaluation is to determine if the applicant’s disability is sufficiently severe that they would not be able to ride the County’s fixed route transit, but would be better served by paratransit transport.

If a person speaks a language other than English, MTM – the contractor who handles Access’ in-person eligibility evaluations – takes certain steps. Many of MTM’s evaluation staff are proficient in Spanish as well as English. If, however, the applicant speaks a language other than English or Spanish, MTM is able to contact the telephone interpreter service. During the in-person evaluation, in which the applicant must physically walk along a course inside of the Eligibility Center, the evaluator and applicant may listen to the interpreter representative through a mobile speaker-phone on a phone. The telephone interpreter service representative is able to translate what the applicant is saying to the evaluator and vice versa.

Access previously used telephone headsets for the evaluator and the applicant, however, this technology proved problematic and not as reliable as the current speaker-phone approach which is available on multiple devices.

- 3) Eligibility Appeals: If an applicant, following the in-person eligibility evaluation is determined to be ineligible for paratransit services, the applicant may appeal that determination. If the applicant is an LEP person, the appeals specialist is able to make use of the same telephone interpreter service that was available at the eligibility center. Access pays the expense for the call (as it does for calls made by MTM and its contractors) and allows the appeals specialist to concentrate on evaluating the applicant’s argument to be found eligible for paratransit services.
- 4) Making Reservations and/or contacting Access: Once an applicant is found eligible for Access Services and is able to use the services of Access, much of their future communications with Access will be to make reservations for transportation. Trip reservations are made via telephone with one of six contractors Access retains in different parts of Los Angeles County. A map of Access’ Service area is contained in **Appendix A**. Each of Access’ contractors has a number of call-taker/reservation staff members who speak both English and Spanish. For individuals wishing to make trip reservations, but they do not speak English or Spanish, then the contractor staff can also contact Access’ telephone interpreter service, for translation assistance, similar to the methods listed above.
- 5) Traveling On Access: The principal service that Access provides its customers is paratransit transportation, which is a Next Day curb-to-curb

service. During transit, there should be limited need for a customer to communicate with an operator as the trip is already in process and the starting point and ending point are automatically transmitted to the van operator's onboard computer (MDT).

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

6) Mobile Application and On-Line Applications

Access has introduced two services that make use of mobile application software and internet software.

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

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

Access 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. It is Access' intent that these services will benefit Access customers who are interested in using these on-line/mobile application services irrespective of a customer's primary language.

2. Factor 1, Step 2: Identify LEP Communities, and Assess the Number or Proportion of LEP Persons from each Language Group to Determine the Appropriate Language Services for each Language Group.

Access Services provides paratransit services throughout Los Angeles County. Please see **Appendix A** for a map of Access' service area. This section will draw data from the U.S. Census to show the variety of languages spoken in Los Angeles County.

Using the U.S. Census' American Community Survey 1-Year Estimate (2019), and drawing from the Report "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over" for Los Angeles County, there are approximately 42 recognized languages (or language groups) spoken in Los Angeles County.

Table 1 summarizes the variety of languages in use in Los Angeles County and the percentage and number of people who reported speaking English less than "very well" to the U.S. Census. As shown in **Table 1**, throughout Los Angeles County, there are 42 languages or language-groups the Census' American Community Survey (2019) identifies as being spoken, with 36 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 1.47 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 (2.36% Chinese; 1.04% Korean and 0.83% 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.

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

Los Angeles County, California		
Language Spoken & English Proficiency	Population Estimate	Percent of Population
Total:	9,459,860	100%
Speak only English	4,086,991	43.20%
Spanish:		
Speak English less than "very well"	1,474,408	15.59%
Chinese (incl. Mandarin, Cantonese):		
Speak English less than "very well"	223,547	2.36%
Korean:		
Speak English less than "very well"	98,581	1.04%
Armenian:		
Speak English less than "very well"	78,209	0.83%
Tagalog (incl. Filipino):		
Speak English less than "very well"	75,065	0.79%
Vietnamese:		
Speak English less than "very well"	51,305	0.54%
Persian (incl. Farsi, Dari):		
Speak English less than "very well"	30,082	0.32%
Japanese:		
Speak English less than "very well"	21,965	0.23%
Russian:		
Speak English less than "very well"	19,253	0.20%
Thai, Lao, or other Tai-Kadai languages:		
Speak English less than "very well"	17,162	0.18%
Arabic:		
Speak English less than "very well"	16,723	0.18%
Khmer:		
Speak English less than "very well"	11,869	0.13%
Ilocano, Samoan, Hawaiian, or other Austronesian languages:		
Speak English less than "very well"	9,636	0.10%
Bengali:		
Speak English less than "very well"	6,596	0.07%
Other languages of Asia:		
Speak English less than "very well"	6,141	0.06%
Hindi:		
Speak English less than "very well"	5,922	0.06%
Portuguese:		
Speak English less than "very well"	5,881	0.06%
French (incl. Cajun):		
Speak English less than "very well"	5,103	0.05%
Punjabi:		
Speak English less than "very well"	4,621	0.05%
Amharic, Somali, or other Afro-Asiatic languages:		
Speak English less than "very well"	3,974	0.04%
Hebrew:		
Speak English less than "very well"	3,429	0.04%
Other Indo-European languages:		
Speak English less than "very well"	3,349	0.04%
Yoruba, Twi, Igbo, or other languages of Western Africa:		
Speak English less than "very well"	2,717	0.03%
Urdu:		
Speak English less than "very well"	2,680	0.03%
Ukrainian or other Slavic languages:		
Speak English less than "very well"	2,597	0.03%
Other and unspecified languages:		
Speak English less than "very well"	2,366	0.03%
Nepali, Marathi, or other Indic languages:		
Speak English less than "very well"	2,153	0.02%
Tamil:		
Speak English less than "very well"	2,031	0.02%
Gujarati:		
Speak English less than "very well"	1,968	0.02%
Greek:		
Speak English less than "very well"	1,944	0.02%
Italian:		
Speak English less than "very well"	1,830	0.02%
Haitian:		
Speak English less than "very well"	1,792	0.02%
German:		
Speak English less than "very well"	1,619	0.02%
Polish:		
Speak English less than "very well"	1,453	0.02%
Yiddish, Pennsylvania Dutch or other West Germanic languages:		
Speak English less than "very well"	1,257	0.01%
Telugu:		
Speak English less than "very well"	1,172	0.01%
Serbo-Croatian:		
Speak English less than "very well"	796	0.01%
Swahili or other languages of Central, Eastern, and Southern Africa:		
Speak English less than "very well"	714	0.01%
Malayalam, Kannada, or other Dravidian languages:		
Speak English less than "very well"	462	0.00%
Other Native languages of North America:		
Speak English less than "very well"	307	0.00%
Hmong:		
Speak English less than "very well"	182	0.00%
Navajo:		
Speak English less than "very well"	145	0.00%

Data Source, U.S. Census American Community Survey 1 year Estimates (2019)
Data Set: "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over"

3. **Factor 1, Step 3: Identify the Literacy Skills of LEP Populations in Their Native Languages, in Order to Determine Whether Translation of Documents will be an Effective Practice.**

Access has made information about its service available in a variety of ways and in multiple languages. For Los Angeles County, the U.S. Census American Community Survey provides information about “spoken” language skills, but not about literacy skills in English or other languages.

Despite not having information regarding literacy levels, Access has already developed means by which Access customers and/or members of the public may read Access’ information in a great variety of methods.

All documents important for customers of Access to review are available in English and also in Spanish, this includes Access’ application, Rider’s Guide, and Community Meeting notices.

Additionally, Access’ Rider’s Guide and Community Meeting notices are available through Access’ website (www.accessla.org). Notices of community meetings and the text of the entire Riders’ Guide is available on Access’ website and can be translated (using a link contained on the Access website) through “Google Translate” into over 100 languages.

Information about applying for Access is also available through Google Translate in a variety of languages, and it instructs potential applicants to telephone Access for further information. Additionally, as mentioned above, as needed operators can communicate with a customer through Access’ telephone interpreter service.

4. **Factor 1, Step 4: Identify Whether LEP Persons Are Underserved by the Recipient Due to Language Barriers.**

Access recognizes the importance of its transportation services to its customers and has used a variety of technology improvements to ensure that individuals who benefit from Access’ services do not face barriers to receive such services and effectively receive the benefits they need.

Telephone Interpreter Service: Access provides a telephone translation service which allows customers to apply for service, go through the in-person eligibility process, reserve transportation and ask questions in their native language without facing a barrier due to being Limited English Proficient.

Physical and On-Line Translation of Documents: Additionally, all of Access' important customer documents are printed in English and Spanish and Access' important customer documents are also available on-line and can be translated through an on-line "Google Translate" service (an example of an important customer document would be the Access Services Riders' Guide).

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

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

B. Factor 2: The Frequency with which LEP Persons Come into Contact with the Program.

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

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

Unlike other public transit systems, Access' customers must reserve a paratransit trip in advance. This is generally done by way of a telephone call to Access in order to receive transportation. Some trips may be reserved using Access' on-line reservations process. When a customer (or even a person who is not currently a customer of Access) telephones Access and the caller does not speak English, the Access operator connects with Access' telephone interpreter service.

Table 2 provides a summary of the frequency that interpreter services were used by Access operators between July 2019 and November 2021. During this

TABLE 2
TOTAL LANGUAGES TRANSLATED THROUGH
ACCESS SERVICES' TELEPHONE
INTERPRETER SERVICE
(JULY 2019 TO NOVEMBER 2021)

	Requested Languages	July 2019 - Dec. 2019 Number	Jan. 2020 - June 2020 Number	July 2020 - Dec. 2020 Number	Jan. 2021 - June 2021 Number	July 2021 - Nov. 2021 Number	Total	Percentage
1	Albanian		1				1	0.00%
2	Amharic	10	7	6	14	18	55	0.16%
3	Arabic	213	153	212	225	315	1,118	3.24%
4	Armenian	1,970	1,309	1,744	2,023	2,248	9,294	26.91%
5	Assyrian				1	5	6	0.02%
6	Bengali	3	4	19		7	33	0.10%
7	Bulgarian	2	3	2			7	0.02%
8	Burmese	2	8	14	6	20	50	0.14%
9	Cambodian	30	27	68	5		130	0.38%
10	Cantonese (Chinese)	635	289	441	653	786	2,804	8.12%
11	Croatian	3	1	3	1		8	0.02%
12	Dari	1		2		2	5	0.01%
13	Farsi	1,044	688	835	985	1,011	4,563	13.21%
14	French	2	3	1	4	1	11	0.03%
15	Greek	2			2	4	8	0.02%
16	Gujarati	3	3	7	14	11	38	0.11%
17	Haitian Creole			1			1	0.00%
18	Hakka (Chinese)				2	1	3	0.01%
19	Hebrew	3	2		6	9	20	0.06%
20	Hindi	30	31	20	55	44	180	0.52%
21	Hungarian	1	1	1		1	4	0.01%
22	Ilocano			2	7		9	0.03%
23	Indonesian	22	3	12	7	12	56	0.16%
24	Italian	1	1	1			3	0.01%
25	Japanese	17	6	13	14	10	60	0.17%
26	Karen			1			1	0.00%
27	Khmer				27	74	101	0.29%
28	Korean	702	424	610	547	644	2,927	8.48%
29	Kurmanji			1			1	0.00%
30	Latvian					1	1	0.00%
31	Lithuanian				1		1	0.00%
32	Mandarin (Chinese)	1,147	716	897	1,084	1,274	5,118	14.82%
33	Polish		3	3	2	9	17	0.05%
34	Portuguese		2		2		4	0.01%
35	Punjabi	10	4	13	10	15	52	0.15%
36	Romanian					2	2	0.01%
37	Russian	860	659	750	1,060	1,095	4,424	12.81%
38	Samoan			1			1	0.00%
39	Serbian	3	1	2	1	2	9	0.03%
40	Sinhalese			2	2	1	5	0.01%
41	Shanghainese					3	3	0.01%
42	Sorani	2	1	2	1		6	0.02%
43	Spanish	606	394	234	343	319	1,896	5.49%
44	Tagalog	41	49	137	117	168	512	1.48%
45	Taiwanese				3	12	15	0.04%
46	Tamil	1					1	0.00%
47	Telugu					2	2	0.01%
48	Thai	16	8	36	34	56	150	0.43%
49	Tigrinya		1			5	6	0.02%
50	Toishanese	4	4	6	8	19	41	0.12%
51	Turkish		1	4		4	9	0.03%
52	Ukranian	2				2	4	0.01%
53	Urdu	1		6	5	11	23	0.07%
54	Vietnamese	167	74	126	172	189	728	2.11%
55	Yoruba				2	2	4	0.01%
Total:		7,556	4,881	6,235	7,445	8,414	34,531	100.00%

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 34,500 conversations with interpreters for 55 different languages.

Table 3 presents a summary of the languages that received more frequent interpreter requests (between 500 and 9,300 times a specific language sought for translation over the course of two and a half years [July 2019 to November 2021]).

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'

**TABLE 3
 MOST REQUESTED LANGUAGES
 TRANSLATED THROUGH ACCESS SERVICES'
 TELEPHONE INTERPRETER SERVICE
 (JULY 2019 TO NOV. 2021)**

	Most Requested Languages (July 2019- Nov. 2021)	Total Call Requests	Percentage
1	Arabic	1,118	3.24%
2	Armenian	9,294	26.91%
3	Cantonese (Chinese)	2,804	8.12%
4	Farsi	4,563	13.21%
5	Korean	2,927	8.48%
6	Mandarin (Chinese)	5,118	14.82%
7	Russian	4,424	12.81%
8	Spanish	1,896	5.49%
9	Tagalog	512	1.48%
10	Vietnamese	728	2.11%
Total Language Line Requests:		34,531	100.00%
Total Translation Requests of Most Frequently Requested languages:		33,384	96.7%

* Languages defined as Most Requested if required use of telephone translation service more than 500 times over the course of 29 months (July 2019-November 2021)

TABLE 4
TOTAL LANGUAGES TRANSLATED THROUGH
ACCESS SERVICES' TELEPHONE
INTERPRETER SERVICE - BY ACCESS WORK GROUP
(JULY 2019 TO NOV. 2021)

	Requested Languages	Total	Access Work Groups		
			Access Services Admin.	Service Providers	Eligibility & Appeals
1	Albanian	1	-	1	-
2	Amharic	47	10	24	21
3	Arabic	1,004	304	426	388
4	Armenian	7,705	2,192	4,910	2,190
5	Assyrian	6	-	1	5
6	Bengali	30	10	14	9
7	Bulgarian	7	3	1	3
8	Burmese	49	9	19	22
9	Cambodian	118	35	38	57
10	Cantonese (Chinese)	2,365	682	964	1,158
11	Croatian	5	-	8	-
12	Dari	4	1	4	-
13	Farsi	3,682	1,088	2,493	982
14	French	9	4	6	1
15	Greek	6	2	3	3
16	Gujarati	36	11	11	16
17	Haitian Creole	1	-	-	1
18	Hakka (Chinese)	3	-	-	3
19	Hebrew	17	2	9	9
20	Hindi	155	50	71	59
21	Hungarian	3	1	2	1
22	Ilocano	9	1	8	-
23	Indonesian	36	13	36	7
24	Italian	2	-	3	-
25	Japanese	47	15	21	24
26	Karen	1	1	-	-
27	Khmer	101	21	30	50
28	Korean	2,417	874	1,119	928
29	Kurmanji	1	-	1	-
30	Latvian	1	-	1	-
31	Lithuanian	1	1	-	-
32	Mandarin (Chinese)	4,121	1,555	2,081	1,380
33	Polish	17	3	6	8
34	Portuguese	4	1	1	2
35	Punjabi	49	10	16	26
36	Romanian	2	-	2	-
37	Russian	3,631	1,047	2,797	579
38	Samoan	1	-	-	1
39	Serbian	7	4	2	3
40	Sinhalese	5	1	2	2
41	Shanghainese	3	2	-	1
42	Sorani	4	1	5	-
43	Spanish	1,454	799	723	374
44	Tagalog	481	98	178	236
45	Taiwanese	15	4	6	5
46	Tamil	-	-	1	-
47	Telugu	2	-	2	-
48	Thai	146	23	53	74
49	Tigrinya	6	-	3	3
50	Toishanese	41	11	8	22
51	Turkish	9	1	5	3
52	Ukranian	2	1	3	-
53	Urdu	23	-	9	14
54	Vietnamese	613	217	278	233
55	Yoruba	4	-	2	2
Total:		28,509	9,108	16,407	8,905

Access Services - Includes all functions handled at Access' 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

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

2. Factor 2, Step 2: Purchase of passes and tickets through vending machines, outlets, websites and over the phone.

Again, Access Services' paratransit operations are different from other public transit forms. To utilize Access, a customer must have an Access identification card.

An Access customer will only receive this identification card upon successfully receiving paratransit eligibility through Access' eligibility center.

Similar to Step 1 above, Access has effectively removed language barriers for our agency's customers by providing language interpreter services over the telephone to arrange eligibility and make transportation reservations as well as to make translation services available through mobile speaker-phones during the in-person session of the eligibility evaluation so that a LEP person may effectively communicate with their evaluator.

3. Factor 2, Step 3: Participation in public meetings.

Public Outreach Meetings:

Access participates in a variety of public meetings/public outreach sessions and conducts its own annual community meetings every year throughout Los Angeles County.

Generally, regional centers, senior centers or other social service center request presentations on the types of service that Access provides to persons with disabilities.

It is common that these outreach meetings can be held in minority and/or LEP communities. In such cases, the event organizer (social center) will arrange to provide an interpreter to be present at the event, if it is anticipated that there will be a number of LEP individuals attending the meeting who would need language assistance in a language other than English.

Appendix B provides a list of over 56 different public meetings and outreach meetings conducted between July 2019 and December 2021. **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.

Due to the COVID-19 pandemic, a number of social service agencies and centers have suspended in-person meetings. It is expected that when it is safe to do so, Access will be able to resume its activities of attending numerous in-person outreach meetings in multiple diverse communities across Los Angeles County.

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 the COVID-19 pandemic, Access has hosted its community meetings in a virtual setting via the Zoom platform.

Public Governance Meetings:

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

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

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

5. Factor 2, Step 5: Ridership surveys.

Access will be conducting a Customer Satisfaction Survey of its population of current Access riding customers in January/February of 2022 with results expected in April 2022.

Access conducted its last general customer satisfaction survey via telephone in October/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.

Table 5 presents the results uncovered from the 2017 Customer Satisfaction Survey. The vast majority of Access customers primarily speak either English (70%) or Spanish (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 2022 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

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

Language	Total	Service Region					
		Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West/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).

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

Access Services provides ADA paratransit transportation services for Los Angeles County for 46 fixed route operators and partner organizations in the County of Los Angeles.

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

Importance of Access Services’ Activities

Access provides a unique and necessary service to its customers. For many of the agency’s customers, without the option of Access, their mobility would be severely restricted.

It is in recognition of the importance of the services that Access provides that the agency has developed a variety of language assistance features to assist LEP persons (both current paratransit customers and members of the public):

- 1) Telephone Interpreter Services - available 24 hours a day/7 days a week
- 2) Access website internal link with “Google Translate” service to translate webpage information.
- 3) Printed material available in Spanish (the most common language spoken by Access customers/Los Angeles County residents outside of English).

D. Factor 4: The Resources Available to the Recipient for LEP Outreach, as well as the Costs Associated with that Outreach

FTA Circular 4702.1B provides that for this section “Resource and cost issues can often be reduced by technological advances, reasonable business practices,

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

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

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

Recent Access Improvements

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. Language Assistance Plan

FTA Circular 4702.1B requires that following the completion of the Four-Factor Analysis, the agency "shall use the results of the analyses to determine which language assistance services are appropriate" (FTA C 4702.1B, p. III-8).

There are a minimum of five (5) elements to the Language Assistance Plan spelled out in the FTA regulations. Those separate elements are addressed individually in the pages that follow.

A. Include the Results of the Four-Factor Analysis, Including a Description of the LEP Population(s) Served.

Access' Four-Factor Analysis presented earlier in this report. Access provides paratransit transportation services throughout the County of Los Angeles following the fixed route service area of our 46 partners.

There are a great many LEP communities that are present in Los Angeles County. For a summary of the communities with LEP populations and which language groups have members who speak English less than 'very well' - as per U.S. Census terms - please see **Table 1.** Table 1 also lists the largest LEP communities in Los Angeles County in order from largest to smallest population. Spanish is, by far the single largest non-English language spoken in Los Angeles County and also has the largest number of individuals who speak the English language less than 'very well.'

B. Describe How the Recipient (Access) Provides Language Assistance Services by Language.

Access has a variety of language assistance services that were included as part of the Four-Factor Analysis. The following bullet-points summarize those services.

- 1) Telephone interpreter service available accessed by Access Services call center staff; provider staff; Eligibility and Eligibility appeals staff, which allows persons to communicate effectively even if a language barrier would exist without the interpreter service;

In terms of the language assistance services by language, Access' Language-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 <http://www.languageline.com/customer-service/languages/>

- 2) "Google Translate" embedded feature on Access website. Information posted on the Access website can be viewed in English or - through a Google Translate link on the Access website - can be translated into any of dozens of languages, including the text of Access' Rider's Guide;

In terms of the language assistance services by language, "Google Translate" allows Access' web-based information to be translated into 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 <http://www.languageline.com/customer-service/languages/>

- 4) Printed materials provided in English and Spanish. Access' applications, Rider's Guide, Community meeting announcements are provided in both English and Spanish (the most common language spoken by Access customers as well as County residents next to English);

C. Describe How the Recipient (Access) Provides Notice to LEP Persons About the Availability of Language Assistance.

Access has developed its language assistance programs to be virtually automated, so that the customer/member of the public need not search for the assistance.

- 1) With respect to use of the telephone interpreter service, if a person calls Access' call center; one of Access' service providers or goes to Access' in-person eligibility center or the office of an eligibility appeals specialist, the call-taker or customer can identify the language they are speaking and the call-taker will then connect in with the telephone interpreter service after a brief hold period.
- 2) With respect to the "Google Translate" service embedded in Access' webpage, which allows persons viewing Access' website to translate information into any variety of languages, the "Choose Another Language" is on the left-hand side of Access' home page, so a customer can choose a language to translate information to as the first thing once they reach the internet page.
- 3) For customers of Access who must receive written information in Spanish or Braille, that language information is contained in Access' customer information database, so future written communications will be provided to that individual in their preferred language format.

Access has attempted to develop a system in which a customer need not "seek out" language assistance, but that that assistance is already available for those members of the public, applicants and customers who need some language assistance in order to fully participate at Access.

D. Describe How the Recipient (Access) Monitors, Evaluates and Updates the Language Access Plan.

Access staff will perform semi-annual checks with respect to the most requested languages through the telephone interpreter service to ensure that Access' does not need to develop new/different services for its customers, members of the public.

E. Describe How the Recipient (Access) Trains Employees to Provide Timely and Reasonable Language Assistance to LEP Populations

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

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

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

IV. Conclusion

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

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

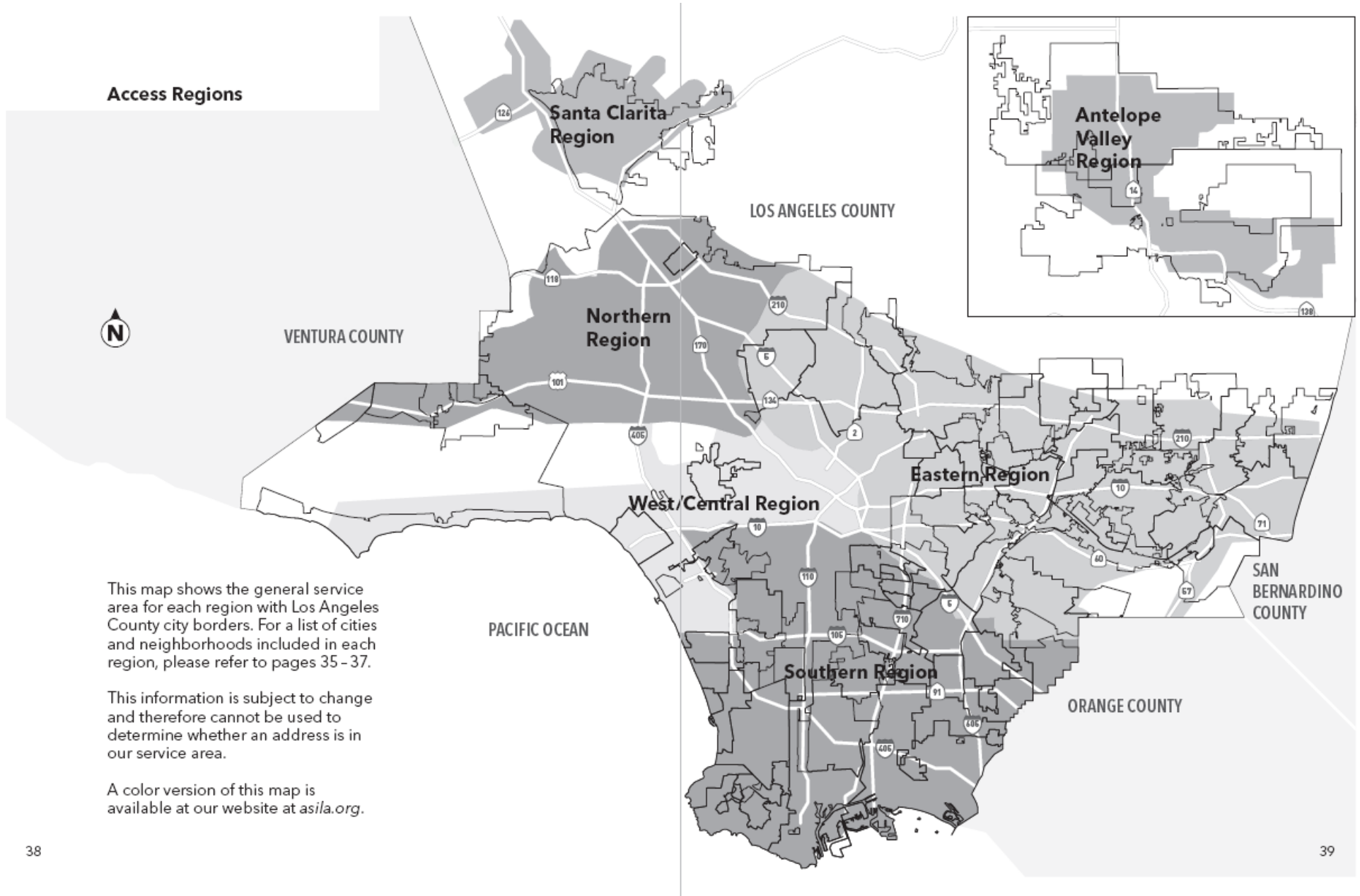
LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX A

ACCESS SERVICES

SERVICE AREA MAP

Access Regions



This map shows the general service area for each region with Los Angeles County city borders. For a list of cities and neighborhoods included in each region, please refer to pages 35 - 37.

This information is subject to change and therefore cannot be used to determine whether an address is in our service area.

A color version of this map is available at our website at asila.org.

LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX B

ACCESS SERVICES

LIST OF PUBLIC OUTREACH MEETINGS
ATTENDED & LOCATIONS

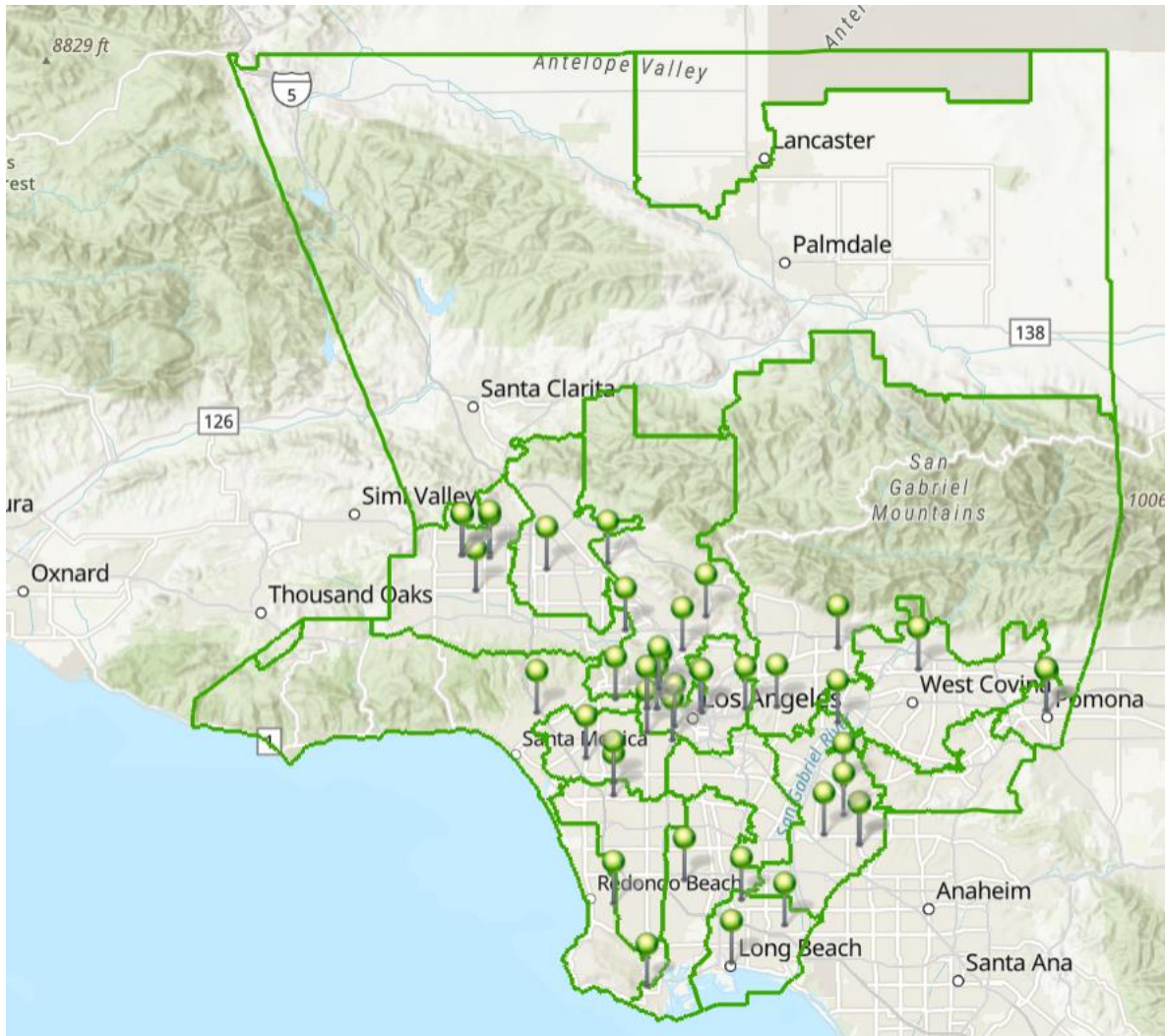
APPENDIX B // APPENDIX E
LIMITED ENGLISH PROFICIENCY PLAN // PUBLIC PARTICIPATION PLAN
LIST OF PUBLIC OUTREACH EVENTS ATTENDED BY ACCESS
JULY 2019 TO DECEMBER 2021

No.	Meeting Type	Region	Location	City	Month/Year
1	CALVET West LA (Access Presentation)	Southern	Veterans Homes of California	Los Angeles 90049	Jul-19
2	2nd Annual City of Inwindale Health & Safety Fair	Eastern	Inwindale Senior Center	Inwindale 91706	Jul-19
3	Wayfinders (Access Presentation)	Southern	CSUDH Housing	Carson 90746	Jul-19
4	Harbor Regional Center - Your Family, Our Focus	Southern	Willenberg Career and Transition Center	San Pedro 90732	Jul-19
5	Community Benefits Awareness (Access Presentation)	Southern	PATH Metro Villas	Los Angeles, CA 90004	Aug-19
6	Easterseals Southern California (ESSC) Harris Wortham Inc. (Access Presentation)	Southern	Kaye Buford Independe	Inglewood, CA 90303	Aug-19
7	Frank D. Lanterman Regional Center - Resource Fair and Access Presentation	Southern	Frank D. Lanterman Regional Center	Los Angeles 90010	Aug-19
8	Senior Love Day (Access Presentation)	Southern	Christian Unity MBC	Inglewood 90301	Aug-19
9	Metro On the Mover Riders Program - Older Adult Transportation Pop-up	Eastern	Arcadia Community Center	Arcadia 91007	Sep-19
10	Fall Prevention and Healthy Aging Summit	Southern	Bazzeni Wellness Center	Long Beach 90813	Sep-19
11	City of La Mirada - Community Health Information and Safety Fair	Southern	La Mirada Activity Center	La Mirada 90638	Sep-19
12	Villa Scalabrini (Access Presentation)	Northern	Villa Scalabrini Retirement Center & Special Care Unit	Sun Valley 91352	Sep-19
13	City of La Mirada Health and Wellness Lecture Series (Access Presentation)	Southern	La Mirada Activity Center	La Mirada 90638	Sep-19
14	24th Annual Life After High School Fair	Northern	Leichman Career & Transition Center	Reseda 91335	Sep-19
15	7th Annual Special Needs Resource Fair (CSUN & Family Focus Resource Center)	Northern	California State University Northridge (University Student Union)	Northridge 91330	Oct-19
16	Ability Awareness Festival (No labels, No limits)	Southern	California State University Los Angeles Student Union Plaza	Los Angeles, CA 90032	Oct-19
17	Creating a Path to Employment Disability Resource Fair	Eastern	Verdugo Job Center	Glendale 91204	Oct-19
18	Monterey Park Fall Wellness & Expo	Eastern	Langley Center	Monterey Park 91754	Oct-19
19	SCLARC Community Advisory Committee Meeting	Southern	South Central Los Angeles Regional Center	Los Angeles 90018	Oct-19
20	Your Family, Our Focus (Presentation and Fair)	Southern	Harbor Regional Center Long Beach	Long Beach 90807	Nov-19
21	Panorama Mall's 39th Annual Government Day	Northern	Panorama Mall	Panorama City 91402	Nov-19
22	Personal Assistance Service Council (PASC) Open House	Southern	California Endowment for the Arts	Los Angeles 90012	Nov-19
23	Diabetes Workshop (Access Resource Table)	Southern	H. Claude Hudson Comprehensive Health Center	Los Angeles 90007	Nov-19
24	Parnell Park Harvest Feast	Eastern	Parnell Park Community and Senior Center	Whittier 90604	Nov-19
25	Raised on Records (Metro's On the Move Riders Program) Resource Fair	Southern	Union Station (Ticketing Concourse Room)	Los Angeles 90012	Dec-19
26	Everlasting Adult Day Health Care Center (Access Presentation)	Southern	Everlasting Adult Day Health Care Center	Los Angeles 90026	Dec-19
27	National Health Foundation (Access Presentation)	Southern	Reno Motel Housing Program	Los Angeles 90016	Dec-19
28	Culver City Senior Center (Access Presentation)	Southern	Culver City Senior Center	Culver City 90232	Dec-19
29	Retirement Housing Foundation (Access Presentation)	Southern	Culver City Rotary Plaza	Culver City 90230	Feb-20
30	Harbor Regional Center - Adult Department Management Meeting (Access Presentation)	Southern	Harbor Regional Center	Torrance 90503	Feb-20
31	Abilities Expo Los Angeles	Southern	Los Angeles Convention Center	Los Angeles 90015	Feb-20
32	2020 Beyond the Bus Transportation Resource Fair	Eastern	Whittier Senior Center	Whittier 90602	Feb-20
33	South El Monte Senior Center (Access Presentation)	Eastern	South El Monte Senior Center	South El Monte 91733	Feb-20
34	OTMRP (Older Adult Transportation Pop-Up: Westside/Central)	Southern	Pan Pacific Senior Activity Center	Los Angeles, CA 90036	Feb-20
35	Deaka McClain Whittier Event - Nehemiah Project (Conference table)	Eastern	Zoe Church Casmpus	Whittier, CA 90604	Mar-20
36	Metro OTM - Older Adult Transportation Pop-up (Access Presentation)	Southern	(Virtual Zoom) Metro Los Angeles	Los Angeles 90012	Nov-20
37	Disabled Students Programs and Services (DSPS) (Access Presentation)	Southern	(Virtual Zoom) Glendale Community College	Glendale 91208	Mar-21
38	All Abilities Resource Fair (Family Focus Resources Center)	Northern	(Virtual) California State University, Northridge, Family Focus Resources Center	Northridge 91330	Oct-21
39	San Fernando Valley Life After High School - The Road to Transition #1	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Nov-21
40	Frank D Lanterman Regional Center (Access Presentations)	Southern	(Virtual Zoom)	Los Angeles 90010	Nov-21
41	San Fernando Valley Life After High School - The Road to Transition #2	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Nov-21
42	LIFE Program Sign-up/Infomational	Southern	Norwalk Light Rail Station	Norwalk 90650	Dec-21
43	LIFE Program Sign-up/Infomational	Northern	North Hollywood Station	North Hollywood 91601	Dec-21
44	San Fernando Valley Life After High School - The Road to Transition #3	Northern	(Virtual) North Los Angeles County Regional Center and Los Angeles Unified School District	Chatsworth 91311	Dec-21
45	LIFE Program Sign-up/Infomational	Southern	International Institute of Los Angeles (IILA)	Los Angeles 90031	Dec-21
46	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21
47	LIFE Program Sign-up/Infomational	Southern	Wilshire/Western/Alfred Hoyun Song Station Transit Depot	Los Angeles 90005	Dec-21
48	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21
49	Braille Institute (Access Presentation)	Southern	(Virtual Microsoft Teams)	Los Angeles 90029	Dec-21
50	LIFE Program Sign-up/Infomational	Southern	Long Beach Transit	Long Beach 90802	Dec-21
51	LIFE Program Sign-up/Infomational	Eastern	Pomona Transit Center	Pomona 91768	Dec-21

LIMITED ENGLISH PROFICIENCY PLAN
APPENDIX C
ACCESS SERVICES
MAP OF PUBLIC OUTREACH MEETINGS
ATTENDED

MAP OF PUBLIC OUTREACH MEETINGS

(Attended July 2019 - December 2021)



APPENDIX N
ELEMENTS OF FTA C 4702.1B
NOT-APPLICABLE TO ACCESS SERVICES

Access' Title VI Report was prepared pursuant to FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients and reflects the policies of Access Services.

Access Services is a public transit agencies designed to administer and manage the delivery of complementary Americans with Disabilities Act (ADA) paratransit service.

Access does not provide any fixed route services nor does its curb-to-curb transportation service require or utilize any station or depot facilities for passenger pick-ups and drop-offs.

FTA C 4702.1B - Chapter IV - Does Not Apply to Access Services

Chapter IV of FTA circular 4702.1B sets forth the guidelines for Fixed Route Transit Providers. Access Services, by its nature as a Paratransit provider, does not operate any fixed route bus or rail service. For this reason, Access' Title VI requirements are contained exclusively in Chapter III (General Requirements and Guidelines). Access current Title VI Plan lists Access' compliance with the General Requirements and Guidelines set forth in Chapter III of FTA circular 4702.1B.

Equity Analysis Regarding Construction Projects - Does Not Apply to Access Services

Access Services' principal service is to provide curb-to-curb transportation to customers of its service. Access does not maintain public stations or depots for customers to transfer from one "route" to another and/or to board particular paratransit "routes."

Access also does not foresee any reason that it would become involved in overseeing the construction of any public transportation facility.

It is for the above reasons that discussion associated with Access' equity analysis responsibilities associated with facility construction was not included in Access' Title VI Plan as Access would not pursue the construction of a facility to aid our customers in accessing our transportation services.