



Metro

APRIL 18, 2014

TO: BOARD OF DIRECTORS

THROUGH: ARTHUR T. LEAHY *AL*
CHIEF EXECUTIVE OFFICER

FROM: RUTHE HOLDEN *RH*
CHIEF AUDITORS

SUBJECT: ACCESS SERVICES TOWN HALL MEETINGS

ISSUE

In June 2013, the Board passed a motion instructing the CEO to conduct an independent review of Access Services. Bazilio Cobb Associates (BCA) was retained to perform the review. We presented BCA's report to the January 2014 Executive Management and Finance, Budget and Audit Committees.

DISCUSSION

As part of the independent review, BCA has scheduled several town hall meetings throughout the county to discuss the services provided by Access Services. A meeting will be held at each of the six service areas covered by Access Services. In order to ensure that we reach out to as many patrons as possible, BCA has printed and delivered 4,500 copies of the attached informational flyers to Access Services for them to drop in the seats of riders beginning next week. The town hall meetings announcements were translated in Spanish and will also be distributed. Furthermore, the flyers provide information on where to call for more details in nine different languages, as required by Title VI.

Access Services also sent an email blast to its' ListServ contacts informing them of the upcoming meetings. In addition, BCA will be emailing the information out to several outlets including; community centers, senior centers and independent living facilities throughout the county.

If any of your constituents are interested in participating in these discussions, please feel free to share with them the attached informational flyers

NEXT STEPS

Staff will keep the Board apprised of any important developments.

Attachments:

- A. Access Services Town Hall Meetings (English)
- B. Access Services Town Hall Meetings (Spanish)

Town Hall Meetings To Discuss Access Services

Come share your views of the services provided by Access at a Town Hall Meeting in your area. This will be an open forum, where you can feel free to express your views.

EASTERN REGION

Monday, May 5th
10:00 am to 12:00 Noon
South Coast AQMD
21865 Copley Dr.
Diamond Bar, CA 91765

ANTELOPE VALLEY REGION

Tuesday, May 6th
2:00 pm to 4:00 pm
Antelope Valley Transit Authority
Community Room
42210 6th Street West
Lancaster, CA 93534

These meetings are not mandatory and free rides will be provided. Be sure to make your reservation for a ride.

WEST/CENTRAL REGION

Monday, May 5th
2:00 pm to 4:00 pm
Westchester Senior
Citizen Center
8740 Lincoln Blvd.
Los Angeles, CA 90045

NORTHERN REGION

Wednesday, May 7th
9:30 am to 11:30 am
Encino Community Center
4935 Balboa Blvd.
Encino, CA 91316

Spanish language translation will be provided at all meetings. To request special accommodations including Braille or Sign Language, call 213.922.7058 (Use the 711 California Relay Service if needed) at least three (3) business days in advance of your meeting.

SANTA CLARITA REGION

Tuesday, May 6th
10:00 to 12:00 Noon
Newhall Library
24500 Main St.
Santa Clarita, CA 91321

SOUTHERN REGION

Wednesday May 7th
2:30 pm to 4:30 pm
Long Beach Senior
Center Auditorium
1150 E. Fourth St.
Long Beach, CA 90802

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Para más información de Metro en español, por favor llame al número que aparece a continuación:

需要都会运输局的（语言名称）资料, 请拨打以下电话号码:

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오:

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください:

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây:

สำหรับข้อมูลเกี่ยวกับรถโดยสารเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง:

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով

សំរាប់ព័ត៌មានអំពី Metro ជាភាសាខ្មែរ រ សូមទូរស័ព្ទ ទៅតាមលេខនៅខាងក្រោម :

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру:

213.922.7058

Reuniones de Comunidad Para hablar de Access Services

Venga a compartir su punto de vista de Access Services en una reunión de comunidad en su área. Este será un foro abierto, donde puede sentirse libre de expresar sus opiniones.

Región del Este
Lunes, 05 de Mayo
10:00 am a 12:00 pm
South Coast AQMD
21865 Copley Dr.
Diamond Bar, CA 91765

Región del Antelope Valley
Martes, 06 de Mayo
2:00 pm a 4:00 pm
Antelope Valley Transit Authority
Community Room
42210 6th Street West
Lancaster, CA 93534

Estas reuniones no son obligatorias y se proveerán viajes gratis. Asegúrese de hacer su reservación para un paseo.

Región del Oeste/Centro
Lunes, 05 de Mayo
2:00 pm a 4:00 pm
Westchester Senior
Citizen Center
8740 Lincoln Blvd
Los Angeles, CA 90045

Región del Norte
Miércoles, 07 de Mayo
9:30 am a 11:30 am
Encino Community Center
4935 Balboa Blvd
Encino, CA 91316

Habrá traducciones en español en todas las reuniones. Para solicitar acomodaciones especiales, incluyendo Braille o la lengua de signos, llame a 213.922.7058 (Utilizar el 711 California Relay Service, si es necesario) por lo menos tres (3) días hábiles de anticipación a la reunión.

Región de Santa Clarita
Martes, 06 de Mayo
10:00am a 12:00 pm
Newhall Library
24500 Main St
Santa Clarita, CA 91321

Región del Sur
Miércoles, 07 de Mayo
2:30 pm a 4:30 pm
Long Beach Senior
Center Auditorium
1150 E. Fourth St
Long Beach, CA 90802

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