
AGENDA
FOR THE REGULAR MEETING OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A
LOS ANGELES, CALIFORNIA 90012



Access

Board of Directors

Summary Report on Access Board Meeting attended by Kurt Hagen, Commission on Disabilities appointed Access Board Representative.

The following report is respectfully submitted by Kurt C. Hagen, Access Services Board of Directors appointee for the Los Angeles County Commission on Disabilities (LACCOD). This report is to be submitted at the April 18, 2012, regular meeting.

1. The most recent meeting was the 17th Annual Meeting held on March 28, 2012. The meeting was well attended with over 140 attendees. The following report addresses actions taken therein.

17th ANNUAL MEETING—MARCH 28, 2012

2. Minutes—The Board of Directors approved the minutes from the March 31, 2011, meeting.
3. Access Customer Service Satisfaction Survey—The Membership received a presentation from Todd Remington, of Fairfax Research Group, on the recently completed Access Customer Service Satisfaction Survey. The data contained in the presentation reflects the presentation received by the Commission.

Please see the presentation made at the March 21, 2012 Los

Angeles County Commission on Disabilities meeting by Matthew Avancena of Access Services for information regarding this topic.

4. 2011 Spirit of Accessibility Award— Marie Madsen was named the 2011 Spirit of Accessibility Awardee. Ms. Madsen has been a special education teacher since 1991. Due to budget cuts, the school was unable to provide transportation to her students so Marie turned to public transportation. She heard about Access Services and informed parents, helped students fill out their applications and took the students to their evaluation appointments. Access, through its Free Fare program, has allowed her students to continue their weekly outings using public transit. Not only has Marie enriched her students' lives, she has helped them become independent by promoting public transit.

5. 2011 Jerry Walker Commitment to Quality Award—Maribel Villagrana was named the 2011 Jerry Walker Commitment to Quality Awardee. Maribel Villagrana started her career at CARE evaluators six years ago as a Customer Service Representative. Upon finishing her degree Maribel completed CARE's training program and was promoted to Transit evaluator. Maribel genuinely cares for all of the people who come through for their functional transit assessment. Describing her as hard working is an understatement. Among all of the staff she is the most consistent and accurate. According to Louis Malvaez, Quality Assurance Supervisor for CARE, "All evaluations go through a rigorous quality assurance review process. Maribel has the least number of errors by far. She is as close to perfect as humanly possible."

ANNOUNCEMENTS

The Third (3rd) Annual Access Rodeo will be August 4, 2012 at the Pomona Fairplex.

EMPLOYEE SATISFACTION SURVEY

As mentioned in last month's report, in addition to the Customer Satisfaction Survey, there was also an Employee Satisfaction Survey conducted between January and early February 2012. An executive summary of the results of this Survey were included in the February 2012 Board Box Report and are presented here.

The Survey, conducted by an entity known as Solutioncy, included twenty-two (22) questions relating to the employee experience with Access Services in five (5) areas:

1. Their work
2. Their loyalty and level of commitment
3. The alignment of their values with the organization's values
4. Satisfaction with their supervision
5. Overall employment satisfaction

The engagement scores range from 0 to 100, where 100 represents very high engagement and 0 represents total disengagement. The national average engagement score for employees is 60. The results of this survey showed the average of Access employees score is 74, or approximately 23% higher than the national average.

Employees were asked to designate the area in which they work, and the scores were summarized based on those designations. In addition to the overall summary for all Access employees (76 of 83 employees or 92% participated) a summary was calculated for each of the designated areas as follows:

1. Customer Support Services with 27 members
2. Operations with 26 members (includes 5 Interns)
3. Finance and Administration with 16 members
4. Executive and Governmental Services with 14 members

The 92% participation rate is up from a 73% participation rate from the year before.

The overall engagement figures breakdown as follows:

Level	Definition	Range	%	#
Highly	Knows expectations;	81-	43%	33

Engaged	personally and professionally secure; committed to excellence	100		
Engaged	Often understands expectations; easily motivated	60-80	33%	25
Disengaged	Questions expectations; insecure; dissatisfied	41-59	21%	16
Highly Disengaged	Does not know expectations; fearful; very bitter	0-40	3%	2

The participation rate increased from 73% to 92% from the year prior; however, the level of disengagement also increased from 14% to 21% over the year before.

The average of 74% engagement is relatively high for most and is indicative of their commitment to the organization and their probable level of satisfaction working at Access Services.

NEXT ACCESS SERVICES BOARD OF DIRECTORS MEETING

The next regular meeting of the Access Services Board of Directors will be held on May 21, 2012.

Beginning with October 2011, the monthly “Board Box” report includes a section with a rolling calendar of upcoming Board of Directors meeting dates and the tentative anticipated topics to be covered at those meetings. Keeping in mind the caveat that these agenda items are tentative, the follow is a list of topics to be covered at the next meeting (as stated in the March 2012 Board Box Report):

April 23, 2012

Item	Description
Auditing/Financial Recording Services	Award of contract for auditing services
Ad-Hoc Budget Committee	Establishment of ad-hoc committee to review FY2012/13 budget
California Transit, Inc. (CTI)	Extension of vendor contract for transportation services in the West/Central

	region
Accurate Telecom	Extension of vendor contract for telephone maintenance services
Corvel	Extension of vendor contract for 3rd Party Risk Administration services
Free Fare Program	Policy change regarding
Backup Services	Authorization of Funding For Back Up Service Providers
Community Advisory Committee (CAC)	Proposed Chairperson of the Community Advisory Committee.

Respectfully Submitted,



Date: April 18, 2012