

SUPPLEMENTAL

INFORMATION

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KOREAN AMERICAN SENIORS ASSOCIATION
OF ORANGE COUNTY, INC.

사단법인 오렌지카운티 한미노인회

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January 4, 2017

Orange County Transportation Authority ("OCTA")
Internal Audit Department
OCTA Clerk of the Board
550 S. Main Street
Orange, CA 92683

Re: Review of the KASA Senior Mobility Program ("SMP")

Dear OCTA Board of Directors,

I recently received a letter regarding the Investigation and Limited Scope Review of the KASA SMP conducted by your Internal Audit Department, and would like to sincerely apologize for violating its stated guidelines. Please do accept our deepest apologies.

I would like to appeal to the Board for your continued support for our program.

We promise to rectify the situation and strictly adhere to the SMP requirements. We will retrain and discipline staff to properly comply with the guidelines, and, where necessary, we will replace and hire new staff to ensure full compliance is executed. All activity will be duly monitored to avoid this type of scenario in the future.

To address the various matters outlined in your letter, please see below our responses and course of action to address and correct the situation according to the SMP guidelines.

- Wheelchair accessibility: We at KASA plan to provide wheelchair accessibility on our vehicles within 20 days from today for seniors in wheelchairs to have equal opportunity to join in all activities offered. We will also ensure and require all of our drivers to know how to operate the wheelchair lift properly and safely.

- Unallowable and unsupported costs: Our employee had improperly calculated our costs and budget figures. Upon researching the situation, it turns out that he had miscalculated based on numbers from bank statement rather than figures from actual checks, which resulted in an imbalance in our financial statements. We understood this to be an unintentional error, and have attached a revised report for your reference.

- Non-compliance with the Age Requirement: We have implemented the revised age requirement per your guidelines, such that eligible participants now must be 60 years and older. Please note that at times, our driver felt obliged to take on elderly passengers regardless of age, including those under 60, out of sympathy; however, we will ensure the driver complies with the guidelines regarding the 60 year age requirement.
- Trips Outside of Service Plan: Per your recommendation we have cancelled any trips, such as church and buffet restaurant visits, that do not fit within the approved service plan. We will also ensure that our staff diligently maintains trip sheets to detail all trips provided.


We believe we are the only group serving the Korean senior community in this capacity within Orange County, and seek to continue providing services for their well-being. We currently have over 800 members, and providing transportation services is a critical component in being able to support them.

We hope that you will consider our response and planned/executed course of action to appropriately address the issues at hand, as we earnestly appeal for your continued support for the KASA SMP.

We thank you and greatly appreciate your time, and look forward to hearing from you.

Kind regards,

Korean American Senior Association
("KASA") of Orange County
Chol Sun Pak
Chairman of KASA of Orange County
9884 Garden Grove Blvd.
Garden Grove, Ca. 92844


Chol Sun Pak