

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, August 8, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Union Station Conference Room, 3rd Floor

One Gateway Plaza

<i>Item Time</i>	<i>Item Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1. Call to Order	Action	
5	2. Introductions		
2	3. Review & Approval of Minutes of June 13, 2017	Action	4-10
10	4. General Public Comment	Information	
5	5. Report from Board of Directors	Information	
75	6. Nelson Nygaard Comprehensive Operational Review/ David Koffman	Presentation	
5	7. Key Performance Indicators/ Mike Greenwood	Presentation	
5	8. Subcommittee Update	Information	
5	9. Member Communication	Information	
3	10. New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	11. 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 to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those 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 Community Advisory (CAC) 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 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 CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. 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 Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the 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 in the discretion of the Chair.

The CAC 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 CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, July 11, 2017
1:00pm - 3:00 pm

CALL TO ORDER

Chairperson Michael Conrad called the meeting to order at 1:00 p.m.

INTRODUCTIONS

CAC Members: Chairperson Conrad, Vice Chairperson Maria Aroch, Gordon Cardona, Tina Fofoa, Michael Arrigo, Liz Lyons, Olivia Almalel, Wendy Cabil, Kurt Baldwin, Terri Lantz, Rachele Goeman and Marie Francois.

Board Members Present: Theresa De Vera

Access Services Staff: Sherry Kelley, Sharon Astier, Art Chacon, Randy Johnson, Alexis Small, Fayma Ishaq, Eric Haack and Alfredo Torales.

Guests: Will Rodman (Nelson/Nygaard), Mr. Berez (Nelson/Nygaard), Ms. McKinney (Access Rider), Albert Contreras (Access Rider), Blanco Angulo (Access Rider), Victor Dominquez (QSS), Michael Sher (Access Rider), William Zuke (QSS), Kathleen Barajas (Access Rider), Mary Griffin (Access Rider), Mike Fricke (California Transit Inc.), Dawn Boulden (San Gabriel Transit - SGT) Belinda Conrad (QSS), and Lisa Mc Cray (Global Paratransit Inc. - GPI)

CAC Members Absent: Jesse Padilla and Maria Aroch

REVIEW & APPROVAL OF MINUTES

Chairperson Conrad asked for a motion to approve the June 11, 2017 Minutes.

Motion: Member Goeman

Second: Member Baldwin

PUBLIC COMMENTS

Michael Sher stated that a Southern region taxi driver was driving abruptly and stopping very hard during his July 10, 2017 trip. Fayma Ishaq was assigned to follow up.

Victor Dominquez spoke on behalf of Blanco Angulo. She reported that her friend's eligibility was suspended several times for No-Shows. She thanked Faustino Salvador for assisting. Alfredo Torales was assigned to follow up.

Ms. McKinney stated that drivers are not following the policy to ensure that no more than two passengers are in a sedan when there is a rider with a guide dog. She also stated that she has a reasonable accommodation for a van, but continues to be sent a cab. Alexis Small was assigned to follow up.

Victor Dominquez stated that he is still experiencing the same problem with Southern region taxi drivers talking on their cell phones while driving. Randy Johnson was assigned to follow up.

BOARD OF DIRECTOR REPORT

Director De Vera provided a summary of the June 2017 Board meeting.

- The Superior Service Award was presented to San Gabriel Transit taxi driver, Vartan Mikaelian.
- The Board approved the Consent Calendar, which included increased funds for website services and the purchase of vehicles.
- The Board approved the funding extension for the Parents with Disabilities Pilot Program through June 30, 2018.
- The Board approved increase funds to complete the new eligibility center located in Commerce, CA.
- The Customer Service Center implemented a callback feature in April 2017, and calls on hold decreased overall.
- The Where's My App will be available to all riders by September 30, 2017.

Additionally, Director De Vera reported on Measure M, a motion from Metro Board member and Los Angeles City Councilmember Paul Krekorian, which was second by Supervisor Janice Hahn and passed by the Board, to state that 75 % of the ADA/Metro Discounts for seniors and students fund be allocated to ADA paratransit activities on an annual basis.

CUSTOMER SERVICE PERFORMANCE UPDATE

Senior Manager, Sherry Kelley provided a presentation on Customer Service Performance. She stated that Alta has gradually increased their staff since the

implementation of the new Customer Service Center. Alta currently has 73 staff employees on the Access contract, which is a mix of full and part time employees. When the contract was managed internally, there were 31 full time staff allocated for Customer Service and OMC functions.

ALTA implemented the Call Back feature in April 2017, and this feature has decreased the wait time and provided an option for customers to request a call back. The system will automatically call the customer back, while allowing them to keep their place in line.

A demo was provided to staff to review a Text to Chat feature on July 10, 2017. This feature will allow our customers to engage with a representative via text to assist customers who are deaf, hard of hearing, with speech impediments and those who use a speech device.

ALTA met the performance targets for Average Initial Hold Time and Abandoned Calls, but did not meet performance for Calls on Hold (over the goal by 5.3%) and Average Call Duration (over the goal by 13 seconds).

- Offered Calls 529,667
- Answered Calls 444,114
- Average Initial Hold Time 132 seconds
- Calls On Hold >5 Min 15.3%
- Average Call Duration 313 seconds
- Abandoned Calls 7.2%

Approximately 85% of customer calls are being answered under the 5-minute goal, and 15.3% of customer calls are answered after the 5-minute goal.

The top three call types are; first time applicants/eligibility, customer education & complaint /commendation, and OMC related calls. The top three call types take the most time to address, during the busiest time of day.

Access is looking at ways to reduce call volume, decrease hold, and handle times:

- The full implementation of the Where's My Ride (WMR) App is due September 30, 2017. Therefore, ETA's will be delivered to the customer directly from the Providers, and OMC will focus on customers immediate needs.
- Online options to complete the applications for eligibility is coming soon.
- Customer awareness campaigns to encourage customers to file their comments online.

CAC Questions:

Member Lantz stated she is glad to see that customers can file complaints online and requested assistance for submission.

Ms. Kelley replied that staff will provide assistance.

Member Cohen requested information on how to obtain guest privileges outside of the Los Angeles County area.

Ms. Kelley stated that staff will provide a presentation on visitor requests at a future meeting.

Member Goeman commented on how difficult it is to file a smile via the internet and requested to have someone fix it. Secondly, she asked if emails could be sent through Access website.

Ms. Kelley replied that it would definitely work with Access IT department to review the website for ease of use.

Member Cabil asked if the Call-Back feature would be available in all service areas.

Ms. Kelley replied that the Call-back feature is only available in Customer Service Center and not Reservations.

Member Francois stated that the performance indicators looks great. She asked why the calls over five minutes was so high, and what factors are associated to calls over five minutes.

Ms. Kelley replied the high call volume during peak season and on Monday's contribute to the calls on hold. She stated that the factors that attribute to the call volume are the top three call types. Staff is focusing on reviewing the operational issues during peak season to mitigate the call volume.

Member Lantz asked if the MV/ Global transition contributed to calls over five minute.

Ms. Kelley replied, yes, and stated that the issues were resolved.

OPERATIONS PERFORMANCE UPDATE

Operations Manager, Fayma Ishaq presented the Operations Performance Report for June 2017. Operations met the year-to-date Key Performance Indicators (KPIs) in all regions.

- On Time Performance -91.5%
- Late 4- 0.09%
- Average Hold Time- 83 sec
- Calls on Hold Over 5 Min- 4.5%
- Preventable Collisions Per 100,000 Miles- (*June 2017 data is not final)

The June highlights were:

- The Joe King Scholarship was awarded to Jennifer Elhawary, Operation/Training Manager at Diversified in Antelope Valley.
- Nearly 200 riders attended Access community meeting in June.
- LAX stand signs are catalogued and geo-coded on both the departure and arrival levels.
- A new driver-training module for emergency operations and preparedness was implemented.
- The West Central region updated their technology in the vehicles from MDT's to Tablets. Drivers are being trained to use these new devices.
- Text message callouts started in West Central and Eastern regions.

CAC QUESTIONS:

Member Lyons asked if the signs are located close to the terminals.

Randy Johnson stated that the airport dictates the signs location and someone from Access will come back to provide further information.

Secondly, Member Lyons asked how soon the text message would be available in San Fernando Valley.

Ms. Ishaq replied that this project is in the pilot phase and will be implemented soon.

Member Lantz stated that the airports recently canceled all the flights due to very hot weather. She thanked CTI, Randy Johnson and others for doing an excellent job in assisting the riders at LAX.

Member Almalel asked if the tablet implementation for West Central region would have time constraints displayed on the manifest. She stated there are times when rides will only populate pick-up location and not the drop off location.

Dawn Boulden, Manager San Gabriel Transit replied, SGT is the sister company of California Transit. The drivers will be able to see more information on the tablet.

COMPREHENSIVE OPERATIONAL REVIEW

Will Rodman and Dan Berez presented the Mid Study report for the Comprehensive Operational Review, and stated that they will provide the final report within the next few months.

Mr. Berez stated that Access has serviced 4.2 million trips from FY16 to-date, which is a significant increase from 6% to 9%. The Southern region has the most trips. There has been a significant increase in ridership in the Antelope Valley from 18% to 28%, due to an increase in population in that area. However, ridership has decreased in Santa Clarita from -2% to -6%.

There are unique elements of Access' service design. Some contractors are seeing benefits in combining certain functions, such as the consolidation of reservations between SGT/CTI. Currently, MV and Global are going through a similar consolidation, whereas, Global is moving to the same software and has consolidated their reservation functions with MV. Currently SGT/CTI share and exchange trips and dedicated services within the two regions, to be more efficient in reducing deadhead.

Access has a much longer daily reservation time than the ADA requires. The team looked closely at inter-regional trips and the time it takes to book a round trip with two different contractors in two different regions. The good news about Access is that the contractors are meeting their Key Performance Indicators (KPI's).

Berez provided an extensive assessment and recommendation in the following categories:

- Fleet Needs and Service Mix
- Management & Oversight
- Reduced Reservations Hours
- Expanded Service Areas

Areas of improvement:

- Operations:
 - Reduce reservations call monitoring
 - Reformat daily operations report
- Fleet Design Maintenance:
 - Expand staff to reduce "borrowing" Road Safety staff
 - Provide tablets to staff in field
- Revisit staff wages

Chairperson Conrad asked for a motion to complete the extensive presentation at the August 8, 2017 CAC meeting due to time restraints, as the presentation was not complete. Additionally members expressed their desire to ask questions.

Motion: Member Cohen

Second: Member Goeman

For more information on the Comprehensive Operational Review report, please visit accessla.org website.

SUBCOMMITTEE UPDATE

Senior Manager, Sherry Kelley informed the CAC members of the next subcommittee meeting. All agreed to have a conference call meeting on July 19, 2017 from 1 - 2pm to discuss the pending revisions to the CAC by-laws.

MEMBER COMMUNICATION

None.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

All CAC Members agreed to adjourn at 3:06 p.m.