



AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 10, 2017

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway 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 On July 11, 2017 and August 8, 2017	Action	4-10 & 11-19
10	4. General Public Comment	Information	
5	5. Report from Board of Directors/ Martin Gombert	Information	
2	6. Superior Service Award/ Fayma Ishaq	Presentation	
60	7. Comprehensive Operational Review Final Report/ Nelson/Nygaard	Presentation	
10	8. Strategic Plan/ Eric Haack	Presentation	

5	9.	Ratification of Group A/ Sherry Kelley	Action	20-21
5	10.	Subcommittee Update	Information	
5	11.	Member Communication	Information	
3	12.	New Business Raised Subsequent to the Posting of the Agenda	Possible Action	
	13.	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, Dina Garcia, Gordon Cardona, Tina Fofoa, Michael Arrigo, Liz Lyons, Olivia Almalel, Wendy Cabil, Kurt Baldwin, Terri Lantz, Rachele Goeman, Chaplain Dov Cohen 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 request 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 DIRECTORS 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).

Mr. 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.

MINUTES

Community Advisory Committee (CAC) Meeting
Tuesday, August 8, 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, Liz Lyons, Olivia Almalel, Kurt Baldwin, Terri Lantz and Rachele Goeman.

Board Members Present: Martin Gombert

Access Services Staff: Sherry Kelley, LaTisha Wilson, Art Chacon, Mike Greenwood, Randy Johnson, Fayma Ishaq, Eric Haack and Alfredo Torales.

Guests: David Kaufman (Nelson/Nygaard), Aisha 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, Dov Cohen, Dina Garcia, Gordon Cardona, Marie Francois, Michael Arrigo, Tina Fofoa and Wendy Cabil.

REVIEW & APPROVAL OF MINUTES

The August 8, 2017 minutes were not approved, as there was no quorum.

PUBLIC COMMENTS

Wilma Balew stated that the travel time from Los Angeles to Palmdale is an all day trip. She suggested that Access coordinate with other transit systems to provide better service to the Antelope Valley area.

Bill Zuke stated that the construction project at Metro might be out of compliance with the Americans with Disabilities Act (ADA). Additionally, he stated that he had a concern with the Nelson/Nygaard presentation. The idea to mimic this service after other services may steer away from the focus of the vast needs of Access customers. Lastly, he provided information regarding the president's positions concerning those with disabilities at lflaw.org.

BOARD OF DIRECTORS REPORT

Director Gombert provided a summary of the June 26, 2017 Board of Directors meeting.

- The Fiscal Year 2018 proposed budget \$177 million was approved. This makes Access the third largest transit agency in Southern California by budget. He mentioned the ridership has dropped across the transit agencies over the last five years, but increased for Access.
- The Parents with Disability contract was extended through the end of the 2018 school year.
- The Board welcomed new member Art Ida.
- The Board Members attended a workshop on the Comprehensive Operational Review, and no action was taken on any potential recommendations at this time.

COMPREHENSIVE OPERATIONAL REVIEW

Mr. Kaufman provided the final portion of the Comprehensive Operational Review (COR).

He stated that the financial trends analysis shows an increase in operating costs over the last five fiscal years from 2012 – 2017. The costs to provide service is steadily increasing, which consist of paying the contractors for transportation. The cost per trips and the number of trips provided has slowly increased.

If the current trends continue as they are, the operating costs will continue to increase by an average of 7% each year, equating to approximately \$231 million per year by fiscal year 2022. Furthermore, eligible Access customers has continued to increase. The projections indicate that the service will continue to increase or double every 10 years. In addition, the cost per passenger will increase and these costs are not sustainable.

Based on plans that are already in the works, we are expecting that the cost per passenger will increase at 15.9% by 2018. We are assuming after FY18, the cost per passenger will increase at the rate of 1.8% per year.

Access would need to improve in the following two areas in order to deliver efficient service to passengers. First, booking trips between regions and deadheads that result in idle vehicles. Second, call transfers to other providers that result in longer hold times. Mr. Kaufman also mentioned that Access has the lowest cost per trip, in comparison to any paratransit system in the United States. Access should be careful not to break the current system while attempting to fix the inefficiencies.

Mr. Kaufman reviewed the number of trips that travel between regions.

- 31% of all Access trips go between regions
- 60% of West Central trips go to other regions
- West Central has fewest trips of LA Basin regions
- 14% of vehicles hours are due to deadhead between regions

Member Baldwin requested clarification regarding the number of trips in Antelope Valley.

Mr. Kaufman replied 11,033 trips start and end within Antelope Valley. He stated that there is an opportunity to address the intra and inter regional weekday trips. This issue does not affect Antelope Valley nor Santa Clarita. However, it affects the four regions commonly referred to the LA Basin: Southern, Northern, Eastern and West Central.

Member Almalel asked if the survey accounts for early pick-ups that remained stagnant for a certain length of time.

Mr. Kaufman replied, there is no way to calculate this period.

Mr. Kaufman reviewed the six recommended alternative service models to redesign the service for improved efficiencies:

Alternative 1: Revised Service Region Boundaries

- Analyzed where the service begins and ends, including the cross boundaries
- Changing the boundaries would add as many cross-boundary trips as it eliminates
- These changes would have no effect to the customer service experience

Alternative 2: Revised Number of Regions

- Reducing the service regions would not have any significant impact or savings
- Dividing West Central would add many inter-region trips

Alternative 3: Targeted Inter-region Operation

- Contractors servicing the return leg of inter-regional trips to high-volume destinations with no transfer calls

- The savings would need to be determined based on destinations
- There would be a minimal disruption to the general method of operation
- This could be a potential pathway to Alternative 4

Alternative 4: Core Overlap Area

- No West Central contract. Central area is served by all three contractors serving the other regions
- There would be significant savings: \$4.4 million (3.9%)
- Minimal disruption; general method of operation still intact
- One less contractor; core area customers can use any contractor for trips within the core area
- The West Central contract was just awarded, therefore this is not an option in the immediate future

Alternative 5: Centralized Call Center (One call does it all)

- Centralized reservations for all regions, except Santa Clarita region (could add Santa Clarita later)
- There would be moderate savings of 1.8 million (1.6%)
- One entity would handle all of Reservations/ETA calls, without transferring calls to another region
- Moderate disruption to the contractor; final scheduling, dispatching, and use of taxis would remain the same
- This recommendation merits further consideration
- Potential pathway to alternative 6

Chairperson Conrad stated that the Southern region is still scrambling to get their system over to Trapeze. The Western and Eastern regions have their own reservation systems. In order to prevent any further confusion, how would all regions get on the same system?

Mr. Kaufman replied there are two possible solutions. First, everyone would have to get on the same system, and someone would have to inform which system it would be. Secondly, determine a way to translate the schedules between software programs.

Member Lantz stated that we went through two major changes that affected computer systems. Changing to the Trapeze software was not an easy process, and there are still issues when customers make reservations with oversized wheelchairs.

Member Goeman stated that she concurs with Member Lantz concerning riders. She stated that the Trapeze software has been a nightmare concerning her oversized guide dog, and to change again would be worse.

Member Baldwin stated that he understands the points about centralizing and agrees that a single software, centrally controlled could assist. However, he said the review has to do with the systems and not the rider's experiences. The riders experience input should be considered to solve these issues.

Alternative 6: Centralized Call and Control Center

- Analysis: significant savings of \$4.3 million (3.8%)
- One entity would take all Reservation/ETA calls
- The central entity address all scheduling, dispatching and control of all vehicle movements
- The providers would continue to employ drivers, handle shift changes and vehicle replacements

QUESTIONS:

Chairperson Conrad stated that the Western area has the most traffic of any regions. Currently, the existing drivers are familiar with the Western area. A change would create chaos for new drivers unfamiliar with the area.

Mr. Kaufman replied that this is an issue; however, there are other paratransit systems covering large areas, with experience to overcome these type of challenges.

Member Lantz stated that a single provider could not take on all of the work, and that the West Central contract was recently awarded. She questioned if other providers would take on the seasoned staff that know the area well, as a single provider could not take on all of the work.

Mr. Kaufman stated that this would affect the West Central contract.

Member Lyons stated that having a single region would cause longer hold times and issues for people with disabilities.

Mr. Kaufman stated that Access would have to increase the number of call-takers and drivers to meet the needs.

Member Lantz mentioned that our customers have various disabilities, and she is concerned that they will be overwhelmed and confused with the constant changes.

Mr. Kaufman stated that public education effort could be daunting and Access would have to continue to do outreach for clarification.

Member Lantz stated that many things could be worked out if Access customers and providers met to resolve issues. She requested that Access reach out to the Providers to consider their feedback for this recommendation.

Mr. Kaufman stated that they spent a lot of time talking with the Providers, and he is very interested to hear what they have to say.

Co-chair Aroch commented that the Providers do not look at what the customers need, they focus on their financial gain.

Sherry Kelley interjected and stated that the Board will not make any decisions until they receive the final COR with recommendations to be considered at that time.

Assessments of Technology

Mr. Kaufman stated that Access currently uses state-of-the-art software for reservations and scheduling. Moving to a single system platform makes sense. However, there would have to be a recommendation for a competitive procurement and a pathway to centralization.

He stated that there is a technology known as the IVR system. This system will allow customers to book trips on the telephone through an automated interface. In addition, the Call-Out feature informs riders that their vehicle has arrived. Web booking is an option to consider for online booking. The implementation of the WMR app is in its final stages of development, and is a good added feature. Lastly, he stated that Access is making good use of their SmartDrive, the vehicle monitoring system. This system will allow Access to obtain real data on incidents and accidents. Mr. Kaufman concluded that there are no technology recommendations to be considered.

Member Goeman asked when the final report would be presented.

Mr. Kaufman replied in October 2017.

Member Baldwin stated there is nothing in the report that mentions training, and asked if Access included training in the review.

Mr. Kaufman replied that this was not included in the review.

KEY PERFORMANCE INDICATORS

Mike Greenwood presented the potential changes to Access' Key Performance Indicators. He stated that the KPIs measures the effectiveness and efficiency of the service. We use them internally to analyze how Access compares to its peers: past performance and the industry. In addition, it also monitors how each of the contractors are performing versus the standards in the contract.

The existing KPIs includes:

- On-time performance; 91% or better
- Late 4s (excessively late trips); 0.10% or less
- Average initial hold time ; 120 seconds or less
- Calls on hold over five minutes; 5% or less

Mr. Greenwood reviewed the Semi-official KPIs.

- Trip denials; 1% or less - proposed zero trips denied
- The complaint rate target is 4 per 1,000 trips - proposed 3 per 1,000 trips
- The Preventable collision rate target is 0.5 per 100,000 miles, recommended to remain the same

The new recommended KPIs proposal includes:

- Calls on hold over 5 minutes for the ETA/cancellation calls
- Missed trips (vehicle no shows)
- Preventable Incident rate 0.25 per 100,000 miles
- Miles between road calls (vehicle breaks down)
- Excessive travel time

Member Baldwin asked how AVTA (Antelope Valley Transit Authority) checks trip accountability if they do not measure or report to any of the systems.

Mr. Greenwood stated that he would provide a report that includes AVTA trips. He said the AVTA bus route is now in the system so that we can compare.

Member Almalel asked if Access would consider starting the countdown of travel time at the schedule pick up, not upon boarding.

Mr. Greenwood replied that he would follow up on this matter.

Mr. Greenwood reviewed the KPI Summary that included the actual performance for June 2017. He stated that the proposed KPI revisions will impact the contractors, if approved. The newest contract was awarded to West Central and will go into effect October 2017. He stated that the additional KPIs have been included in the West Central contract, and the remaining KPIs will be added to contracts over the next few years. The KPI's are measured on a quarterly basis, and fall into three tiers based on the contractor's performance. Our contractors have to meet the standards for On-time performance, Late 4's and Preventable Collision Rate; however, liquidated damages will be included if they do not meet the standards.

KEY PERFORMANCE INDICATOR	CURRENT STANDARD	ACTUAL PERFORMANCE JUNE 2017	PROPOSED STANDARD
On-time performance	91.0%	91.8%	91.0%
Late 4 trips (excessively late trips)	0.10%	0.05%	0.10%
Missed trips	NA	0.56%	0.50%
Complaint rate (per 1,000 trips)	4.0	4.3	3.0
Calls on hold > 5 minutes – reservations	5.0%	4.4%	5.0%
Calls on hold > 5 minutes – ETAs	NA	16.7%	5.0%
Calls on hold > 5 minutes – cancellations	NA	5.4%	5.0%
Average initial hold time – reservations – in seconds	120	79	120
Excessive travel time	NA	3.8%	5.0%
Denials - reservations	1.00%	0.23%	0.00%
Miles between roadcalls	NA	32,465	25,000
Preventable collision rate (per 100,000 miles)	0.50	0.76	0.50
Preventable incident rate (per 100,000 miles)	NA	0.22	0.25

Mr. Greenwood stated that this presentation will be provided to TPAC in September 2017, and possibility the Board of Directors in September/October 2017 for review.

SUBCOMMITTEE UPDATE

Sherry Kelley provided an update from the July 2017 meeting regarding the amendments to the CAC Bylaws. The changes reflect the application process. The QSS will mimic the CAC officers, whereas the Chair and Co-chair will have to be presented to the Board for approval. The next amendment states that QSS similar to CAC will follow the same policy for voting, only in person and not over the phone. Ms. Kelley stated that the changes were submitted to Andre Colaiace and she plans to present it to the Board for approval.

MEMBER COMMUNICATION

Member Lantz shared that all of the riders see how the changes affect people and how difficult it is for the providers. She thanked the providers for their service.

Member Almalel thanked everyone for the detailed presentation. She asked when riders would have the ability to listen to recordings related to weekend trips issues. Ms. Almalel stated that she had to wait over two hours because her ride was mistakenly scheduled for 10:30 pm pick up, instead of 8:30 pm. She believes the evening and weekend recordings should be available to determine if reservations or the rider caused the error.

Mr. Johnson stated that he will follow up on this matter.

Member Goeman wanted to know if a driver could pull over if a rider is sick.

Mr. Johnson said the driver should pull over and assist the rider.

Member Lyons asked how will Access handle the pick-up and drop offs at the Los Angeles County fair.

Mr. Johnson said we have a routine for the Los Angeles County Fair.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Meeting adjourned at 2:59 pm.

OCTOBER 10, 2017

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: SHERRY KELLEY, SENIOR MANAGER OF CUSTOMER SUPPORT SERVICES

RE: APPROVAL OF RE-APPOINTMENT FOR COMMUNITY ADVISORY COMMITTEE GROUP A AND MEMBER TERMS

ISSUE:

At the January 2016 Access Services Board of Directors meeting, the Board approved the proposed slate of CAC members.

As prescribed by the bylaws, there shall be eight (8) representatives appointed to a two-year term (known as Group A) and seven (7) representatives appointed to a one-year term (known as Group B). Group A terms will expire on January 22, 2018 and every two years thereafter on the date of the Board of Directors meeting; Group B terms will expire on January 21, 2019 and every two years thereafter on the date of the Board of Directors meeting.

The Group A members therefore need to be re-appointed during the December 2017 Board of Directors meeting in order to meet the upcoming term expiration date.

RECOMMENDATION:

Staff is requesting board approval to re-appoint the following members of Group A to a two-year term, which would be effective January 22, 2018 – January 27, 2020.

Group A			
Last Name	First Name	Access User	Affiliation
Arrigo	Michael	Yes	Metro Accessibility Advisory Committee/West Hollywood Advisory Board
Baldwin	Kurt	No	Independent Living Center of Southern California
Cabil	Wendy	Yes	Access Customer, National Alliance on Mental Illness (NAMI) Antelope Valley
Cardona	Gordon	Yes	Access Customer, CALIF
Foafoa	Fetineiai	Yes	Disabled Resources Center
Lantz	Terri	No	UCP Client Advocate/United Cerebral Palsy
Lyons	Liz	Yes	North Los Angeles Regional Center
Padilla	Jesse	Yes	East Los Angeles Regional Center