

access

EXTERNAL/STAKEHOLDER RELATIONS COMMITTEE

Monday, May 22, 2023

2:00 p.m.

Access Services Headquarters Council Conference Room, 3rd Floor 3449 Santa Anita Avenue El Monte CA 91731	Disabled Resource Center 2750 E Spring St # 100 Long Beach, CA 90806
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See *Note below for remote public link.

Committee Members: D. Nason, Chair
T. DeVera
A. Del Castillo

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CUSTOMER SURVEY - TRAVEL MODE CHOICE (page 5)	PRESENTATION
4. LOCAL, STATE AND FEDERAL LEGISLATIVE UPDATES	PRESENTATION
5. 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 for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any 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 Board committee 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 to the Board committee 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 the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon and (3) during the time allotted for general public comment. The exercise of the right to address the Board committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be further limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an 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 at the discretion of the Chair. The Board committee cannot and will not 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 Board committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and staff may respond to all public comments in writing prior to the next Board committee meeting.

Commitment to Civility

To assure civility in its public meetings, staff and the public are also encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. To achieve compliance with these Rules, Directors, staff, and the public are encouraged to:

- Create an atmosphere of respect and civility where Directors, staff, and the public are free to express their ideas;
- Establish and maintain a cordial and respectful atmosphere during discussions;
- Foster meaningful dialogue free of personal attacks;

- Listen with an open mind to all information, including dissenting points of view, regarding issues presented to the Board;
- Recognize that it is sometimes difficult to speak at Board meetings, and out of respect for each person's feelings, allow others to have their say without comment, including booing, whistling or clapping; and
- Adhere to speaking time limit.

Alternative accessible formats are available upon request.

***NOTE**

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/82244488708>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information - Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 669 444 9171 or +1 719 359 4580 or +1 253 205 0468
or +1 253 215 8782 or +1 346 248 7799 or +1 360 209 5623 or +1 386 347 5053
or +1 507 473 4847 or +1 564 217 2000 or +1 646 931 3860 or +1 689 278 1000
or +1 929 205 6099 or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325
or +1 312 626 6799 or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833
548 0282 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 822 4448 8708

3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

MAY 15, 2023

TO: BOARD OF DIRECTORS
FROM: ERIC HAACK, STRATEGIC PLANNER
RE: OVERVIEW OF 2023 TRAVEL MODE CUSTOMER SURVEY

SUMMARY:

Over five weeks from January 10 to February 13, 2023, Access - through its contractor Great Blue - conducted a Customer Survey of Access-eligible customers to determine the different travel modes that they use to meet their transportation needs across Los Angeles County. There was emphasis given to why a respondent may choose to use one mode of travel over another.

BACKGROUND:

Conducting customer surveys is a critical step in obtaining an enhanced understanding of passenger perceptions.

Access developed a survey questionnaire which was reviewed by and had edits recommended by Access' CAC and TPAC committees in September 2022 with similar review by Access' External / Stakeholder Relations Board Committee and full Board of Directors in September and October of 2022, respectively.

The final survey questionnaire contained approximately 70 questions, although due to skip patterns, respondents were only asked between 40 and 50 questions.

The Travel Mode Customer Survey, conducted from January 10th to February 13th of this year, asked respondents about what different transportation modes they use to meet their travel needs; and also asked when they choose to take a mode other than Access Services; why do they choose that other mode; and when do they choose to take one mode over another.

On January 10th, survey data collection started with a digital-based survey which was sent to Access customers via email and text with a weblink that would connect customers with the survey in both English and Spanish.

At the same time, Access also announced the survey on its website, its newsletter Behind the Scenes (January 9th issue), social media ads with QR codes, and seat drop

flyers in vehicles in all six Access regions. These flyers also contained a QR Code where customers could access the digital survey.

The digital portion of the survey remained open until the end of the data collection period on February 13th.

On January 23rd, Great Blue Research expanded on the digital survey by conducting telephone surveys to randomly selected Access customers who had not yet completed the digital survey.

The survey was open to all Access-eligible customers (over 103,000 individuals).

TRAVEL MODES EXPLORED

The survey asked respondents about a variety of travel modes that they may have had experience with. The survey asked about the use of fixed route buses and trains, travel on Transportation Network Company (TNC) services like Uber and Lyft, taxi (non-Access) trips, Dial-a-Ride services, Metro Micro services, travel by private car as well as travel on Access Services.

The survey explored (1) what different modes a respondent had used in the past, (2) what types of trips they took on each different mode, and (3) why they would choose that mode instead of another mode (especially instead of taking Access).

The survey also explored whether customers would be interested in participating in Travel Training and also if they had experience traveling on other paratransit systems with "visitor eligibility."

The survey ended with questions on demographics to ensure that the respondents were representative of Access' existing customer base.

SURVEY FINDINGS:

The results of the survey revealed that a majority of Access-eligible customers are able to make use of different travel modes to meet their transportation needs. Some of the highlights from the survey include the following:

Some services a large number of customers were familiar with:

- Travel on Access Services: 88.3%
- Travel on fixed route buses and rail: 56.6%
- Travel on TNC Services: 56.1%
- Travel using personal or family-member private car: 45.6%

Some services respondents had less experience with:

- Travel on Dial-a-Ride: 16.6%

- Travel on private taxi: 30.5%
- Travel on Metro Micro: 5.1%

The principal trip purpose for all different modes by respondents was travel to doctor appointments.

The main reasons for travel on a mode other than Access was respondents felt that some services were more timely and/or faster (fixed route, TNC services, private taxi, personal car, and Dial-a-Ride services); the service worked for emergency trips, same day trips, and/or spur of the moment trips where no appointment was required (fixed route, TNC services, private taxi); and the service was better suited for travel with family or friends (personal car).

A copy of the draft survey report prepared by Great Blue can be accessed at the following link:

<https://accessla.org/sites/default/files/Publications/Travel%20Mode%20Study%202023.pdf>