

access

QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday, August 15, 2019

10:00 a.m. - 11:30 a.m.

Access Services Headquarters
El Monte Metro Building
Third Floor Council Chamber Room
3449 Santa Anita Avenue
El Monte, CA 91731

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>
1.	Call to Order	
2.	Roll Call	
3.	Approval of Meeting Minutes for May 16, 2019	Action
4.	General Public Comment	
5.	Online Reservations Demonstration and Review Re-visited	Presentation/ Discussion (provided at meeting)
6.	Recommendations for the Definition and Development of Same-Day Ride/Trips	Presentation/ Continued Discussion
7.	New Issues Raised Subsequent to posting of the agenda	Discussion
8.	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 devices and services to facilitate communication. In determining the type of auxiliary devices 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 devices 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 devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Quality Service Subcommittee (QSS) 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 the QSS by staff or QSS members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the QSS during a QSS 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 QSS 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 QSS Chair. 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 at the discretion of the Chair.

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

"Alternative accessible formats are available upon request."

AUGUST 15, 2019

TO: QUALITY SERVICES SUBCOMMITTEE

FROM: R. P. MARTINDALE-ESSINGTON, ADA COORDINATOR FOR
CUSTOMER RELATIONS

RE: QSS MEETING MINUTES FOR MAY 16, 2019

1. CALL TO ORDER

On Thursday, May 16, 2019 at 10 am, the QSS Meeting was called to order by Chair Myrna Cabanban.

2. ROLL CALL ATTENDANCE

In attendance were the following QSS members, staff, audience participants, and guests:

Myrna Cabanban, Chair; Rycharde Martindale-Essington, Facilitator; Albert Contreras, QSS; Wilma Ballew, QSS; William Zuke, QSS; Victor Garate, GPI; Kathleen Barahas; Jacqueline Sanchez, SGT; Dr. Ronald Harris, QSS; Yael Hagen, CAC/Guest; Alex Chrisman, Access Services; Mike Greenwood, Access Services; Melissa Mungia, Access Services; Susanna Cadenas, Access Services; Jessie Ortiz, MVT; Michael Sherer, Guest; Annette Arriola, Alta Resources; LaTisha Wilson, Access Services; Wendy Cabil, CAC/QSS; Gloria Broderick, QSS; Liz Lyons, CAC/QSS; and Tina Fofoa, CAC/QSS.

Chair Cabanban welcomed the newest QSS member, Ms. Wilma Ballew, to the group and asked her to introduce herself. Ms. Ballew stated that she was looking forward to joining the subcommittee and moving ahead with the changes that were about to come.

3. APPROVAL OF MEETING MINUTES FOR FEBRUARY 21, 2019

A motion to approve the summary meeting minutes was made by Ronald Harris and seconded by Albert Contreras. The motion was approved without abstentions.

4. ONLINE BOOKING UPDATE

Melissa Mungia presented an update of the Online Reservations system to the QSS. The system was recently introduced and is able to be used in the Southern, West-Central and Eastern regions. The Online Reservations system allows persons to book, edit and cancel trips online. One no longer has to call in by phone to do these tasks. You can use your smartphone, computer or tablet—any device that can connect to the Internet with a web browser. Plans to add the Northern region in the later part of 2019 are underway. To register to use this service, you must have a Rider360 account. Note, for those who already are using the “Where’s My Ride” (WMR) app, you are already set up with a Rider360 account and so you can use it to book online reservations. Visiting the Access Services website at: <http://www.accessla.org> and clicking on the banner which says “Online Reservations” will take you to a website which will give you more information and provides you with a link to log in. The opening page of the Online Reservations system presents you with information such as how many trips you have booked for the next day and allows you to use two options to book trips: regular and express. The system does not yet allow you to book a brand new trip but instead lets you pick and choose from trips you have already taken. In regular mode, you enter all of the parameters of your trip: number of passengers, type of equipment, ETC, as you would over the telephone. In Express mode, you would just select the most recent trip and the system would fill in the rest of the information for you. Melissa Mungia then gave a step-by-step demonstration of booking an existing reservation.

Member Harris asked a question about cancellations and the process follows the current Access policy. If you cancel a trip less than two hours before it is scheduled to occur, you will be assessed a No-Show.

Member Ballew inquired about changing a trip the day before. Ms. Mungia stated that this was possible through the edit function. If you had booked a trip but then wanted to change it, as long as you logged in the day before 10:00 PM, you could check to see if a different time might be available. If so, you can change your reservation, if not, you could leave it as is.

Member Barajas stated that she had tried it and it works well. Member Barajas asked if she could forward comments about the system to Mungia, who agreed to accept them and offered to meet with her after the meeting.

Member Contreras asked whether Apple and Android devices also worked with the system and they do. Accessibility tests were initially conducted using the JAWS screen reader but testing included participants from the Braille Institute and Access Services staff.

As a follow-up question, Member Harris asked if the system had a comment section, where one could recommend future features, and the answer is “yes!” As with the next app to be discussed, WMR, a comment section exists where users can request

information, get assistance, or leave other messages concerning the system. There is no current rating system within the online application, but in the future, the WMR and the Online Reservations will reside within the same app.

Chair Cabanban, was also pleased with the performance of the application.

5. RECOMMENDATIONS FOR FUTURE IMPROVEMENTS TO THE FUNCTIONALITY OF THE "WHERE'S MY RIDE" APP

Rycharde Martindale-Essington, Facilitator, led an explanation and discussion of the next three (3) topics on the agenda: 5, 6, and 7, which are reoccurring items required by the CAC. At their March Retreat and follow-up subcommittee meetings, the CAC asked the QSS to look at several issues and on a continuing basis, report back to the CAC with responses to: (1) the WMR APP; (2) parameters for the definition and development of a Same-Day trip/ride service; and the appointment of a CAC/QSS Liaison position. Under the WMR item, the QSS was asked to provide a wish-list of items and features for future releases of the software.

Member Contreras told about his experience using the Go-Go Grandparents app where the driver contacts him when the vehicle arrives. He thought that this should be a future feature of THE WMR APP.

Member Lyons stated that the WMR app in the future should have the same abilities to see your scheduled vehicle's approach as the Uber and Lyft apps currently do.

Yael Hagen (guest) addressed Member Contreras's comment by reminding the QSS that at the end of the Five Minute Dwell period and before a No-Show can be authorized, dispatchers should be making a verification call and it is disappointing that this is not being consistently done. This is something that advocates should call for until the time that apps like WMR permit drivers to directly contact riders.

Member Barajas recommended that a future feature include text messaging between rider and driver such as Uber and Lyft does now. For those who may prefer to text rather than call, this option would serve as an added benefit.

Member Contreras brought up the fact that the ETA lines for providers work hand-in-hand with the WMR but that it would be better in the future that as one sees the count-down timer in the WMR app, one should have the ability to contact the driver.

Member Ballew expressed her positive use of the WMR app but speculated about the amount of people that might have to be hired at the dispatch to answer incoming calls for ETA if drivers were not able to directly answer ETA calls from riders.

Both Chair Cabanban and Member Zuke raised questions about the ability for providers to see comments placed in the Online Reservation and WMR apps. Provider

members believed that they could see such information but it would depend upon whether drivers were scrolling down through the app so they themselves could see this information.

6. RECOMMENDATIONS FOR THE DEFINITION AND DEVELOPMENT OF SAME-DAY RIDE/TRIPS

Rycharde Martindale-Essington continued with a discussion regarding the framework of what a Same-Day system would look like if one were to be created today. Though Access Services once offered Same-Day service as well as Next-Day service, it was compelled to give up Same-Day service years ago. He went on to say that Access Services is not actively seeking to restore Same-Day service. However, per the CAC Goals Subcommittee's instructions, the QSS is asked to provide what such a framework should look like.

Members Contreras and Member Harris pointed out that such a service would have to be responsive, picking up customers within 15 minutes of a call request. Such a service would probably serve those on some sort of prioritized basis at a graduated cost.

Member Lyons and Member Ballew also mentioned Metro's Via pilot program where a hailing ride component is being tested to support fixed route service. The membership agreed that a brokered system might work best as this is the model practiced in other areas. Though members asked for older Same-Day statistics in order to gauge what demand might look like, Martindale-Essington expressed his opinion that such stats would not be able to help in that the dynamics are so different that any comparison would not be a fair one. For example, Access now transports nearly four times the amount of registered riders as it did in 2003. Also, Access did not cleanly track Same-Day and Next-Day No-Shows and thus making a guess at what No-Show rates might be today would be difficult. What staff could do, would be to gather additional data on other systems used by Uber and Lyft.

Member Zuke raised a point that a revised Same-Day service might provide Will-Call service for patients whose treatments continue past their scheduled pick-up times.

Chair Cabanban put forth that such a framework should consider who would qualify for it. What would the purpose of the service be? and what restrictions would have to be implemented. When Same-Day service was abolished, staff did attempt to preserve a portion of it as a premium service but the costs to riders became an issue. At that time, a proposed charge of \$9.00-\$15.00 per trip was rejected by the community.

Member Contreras proposed that a funding mechanism such as Go-Fund-Me be used to pay for such a service.

Victor Garate who recalls working under the older Same-Day program, reminded the QSS that perhaps the "No Strand" policy could be expanded to support a Will-Call system for medical matters as a start.

Chair Cabanban asked QSS Members to submit their ideas to Mar. Martindale-Essington.

7. APPOINTMENT OF A QSS/CAC LIAISON

To better facilitate communication between the CAC and the QSS, the CAC asked the QSS to come up with a list of those interested in serving as the CAC/QSS Liaison. Though the CAC had not yet defined the duties or qualifications of this position, several QSS members volunteered for the spot. Members included: Wilma Ballew, Liz Lyons, and Ronald Harris.

8. MEMBER COMMUNICATIONS

Under this segment, Member Lyons sent Vice-Chair Mike Conrad's greeting and regards to the group for he had missed several Access meetings due to illness.

9. NEW ISSUES RAISED SUBSEQUENT TO POSTING OF THE AGENDA

The Chair directed Rycharde Martindale-Essington to draft up a synopsis of the QSS meeting as requested by the CAC for reporting purposes. Such synopsis will be given to the Chair and after being finalized, delivered to the CAC.

10. ADJOURNMENT

The Chair called for the motion to adjourn which was made by Member Lyons and seconded by Member Barajas. The meeting adjourned at 11:35am.