

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 11, 2019  
1:00 pm - 3:00 pm  
Los Angeles County MTA  
Gateway Plaza, third Floor  
One Gateway Plaza

<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
	1.	Call to Order	Action	
5	2.	Introductions		
3	3.	Review & Approval of Minutes of May 14, 2019	Action	3-13
10	4.	General Public Comments	Information	
5	5.	Report from Board of Directors/Martin Gombert	Information	
15	6.	Parents with Disabilities Update - Eric Haack	Information	
10	7.	Operations Report/Faustino Salvador	Presentation	
15	8.	Preparations for Transfer Trip Expansion - Mike Greenwood	Information	
10	9.	Member Communications	Information	
15	10.	CAC Subcommittee Update - Matthew Avancena	Action	14-16
5	11.	QSS Meeting Report - Rycharde Martindale	Possible Action	17-18
15	12.	Customer Satisfaction Survey - Eric Haack	Information	19-21
5	13.	New Business Raised Subsequent to the	Possible Action	



**MINUTES**  
Community Advisory Committee (CAC) Meeting  
May 14, 2019  
1:00 pm - 3:00 pm

CALL TO ORDER

Chair Maria Aroch called the meeting to order at 1:08 p.m. She clarified the rules on speaking in the appropriate order and only when called on according to the bylaws.

INTRODUCTIONS

**CAC Members Present:** Maria Aroch, Chair; Michael Arrigo, Vice-Chair; Kurt Baldwin, Marie-France Francois, Wendy Cabil, Terri Lantz, Yael Hagen, Gordon Cardona, Dina Garcia, Jesse Padilla, Liz Lyons, and Olivia Almalel.

**CAC Members Not Present:** Rachele Goeman, Michael Conrad, and Tina Fofoa.

**Board Members Present:** Theresa DeVera

**Access Services Staff Present:** Matthew Avancena, Mike Greenwood, Eric Haack, Veronica Guzman-Vanmarcke, LaTisha Wilson, Art Chacon, Kevin Andoaga, Yilin Zhang, Randy Johnson, Onnika Payne, Megan Mumby, Brian Selwyn, Tamika Arana, David Chia, Louis Burns, Hector Rodriguez.

**Guests Present:** Jesse Ortiz (MV Transportation), Aurora Delgado (CTI), William Zuke (QSS), Jaqueline Sanchez (San Gabriel Transit), Annette Arreola (Alta Resources), Scott Gerick (Rider), Wilma Ballew (Rider & QSS member), Angie Smith (Rider), Katherine George Chu (LA County Disabilities Commission), Asia Chu (Rider), Vincent Smith (Rider), Michael Sher (Rider), Bianca Gomez (Tierra del Sol foundation), Victor Garate (Global Paratransit), Mario Romero (MTM), Marisol Guerrero (Easter LA Regional Center), Candy (Marisol Guerrero's assistant), Arnold Sachs (Citizen).

REVIEW & APPROVAL OF MINUTES

Chair Aroch asked for a motion to approve the May 14, 2019 minutes.

- Motion: Member Baldwin
- Seconded: Member Lyons
- Abstain: Member Almalel
- Motion: Passed
- Member Comments:

Member Cabil made a comment that on page 11, it should say "last year" instead of

last night.

Member Lantz stated that there was an amendment to be made to her comments in the May 14, 2019 minutes. Her comment on the alternative type of rides, if they were fingerprinted and had background checks. She asked the question to the VIA representative. She would like that included in the minutes.

### PUBLIC COMMENTS

Veronica Guzman-Vanmarcke, Access Administrative Assistant, read the yellow public comment form for the meeting attendees who wished to make a public comment.

Theresa DeVera, Secretary of the Board of Directors, made a public comment by stating that on Friday, May 3<sup>rd</sup>, she called Customer Service and found out from them that her trip had not been assigned. She wonders how many riders go through this. She was assigned to a vehicle that had to spend more time picking her up, therefore making the existing riders late.

Scott Garig made a public comment by stating that sometimes when he calls Customer Service he has issues with the call being dropped or there's an extremely long hold. There are issues that need to be looked in to. Latisha was assigned to speak with Mr. Garig on this issue.

Wilma Ballew made a public comment by stating that she wanted to clarify the process of submitting a public comment and when it could be submitted. She wasn't sure if the comment could be submitted during the meeting or before the meeting. She is not always sure if she wants to make a public comment on an item until the discussion begins. Matthew Avancena answered that this is at the discretion of the Chair. Public comment slips can be given to the meeting administrative assistant, during the meeting and before the meeting. Anything turned in during the meeting becomes a comment where the Chair will decide if she will call on you or not.

Secretary DeVera stated that when someone wants to speak in a meeting they need to state the item number on the public form so that they can speak on it.

Member Lantz restated that it is the discretion of the Chair when submitting a public comments. Also, because in the past there have been people in the community that have impediments where they are not able to speak so quickly as others, there are exceptions in allowing them more the three minutes to speak and again this is also at the discretion of the Chair.

Member Baldwin stated that this could be something they can discuss at one of the subcommittees. The public is generally not part of the CAC meeting discussion. If there is a public comment made on the actual discussion, then this is not permitted versus if the comment is made on the actual item.

Member Lantz stated that she understands that the public is there to be heard and she would like to be considerate of this. Chair Aroch stated that she agrees but would still like the public comment form filled out as the process states.

Angie Smith made a public comment by stating that Veronica Guzman-Vanmarcke already addressed the issue of understanding the public comment forms. She stated that sometimes during a meeting, when she doesn't understand a subject, she needs clarity on a discussion that is in process and would like to be able to fill out a form at that time to ask her question.

### BOARD OF DIRECTORS REPORT

Board Secretary, Theresa DeVera, provided a brief summary of the May 13, 2019 Board of Director's meeting. She stated that the following items were discussed at the meeting:

- New and Updated version of the rider 360
- Approved funds to develop the technology services
- Where's my Ride update and Online booking

### Member Discussion:

Member Cabil asked what was actually approved in the Antelope Valley. Theresa DeVera stated that an extension to the contract was approved.

Member Lantz asked how many years the contract for both the Southern Region and for MV transportation. Ms. DeVera stated that they are getting their final option on the 10-year contract. Deputy Executive Director, Hector Rodriguez, stated that most contracts are 10 years. They sometimes need to be renegotiated. After the next 10 years are over they have to go out to bid. They exercised the last two option years for those contracts already. Member Lantz stated that she understands the contracts are a long process and she feels that it took a lot longer than usual. She hears the concern from the riders who are scared for their provider and their rides, despite all the changes happening. Mr. Rodriguez stated that there are many things different to the contract but they did have to renegotiate the minimum wage so that they can retain the drivers. He will explain more in detail during his presentation.

## CAC SUBCOMMITTEE UPDATE

Matthew Avancena, Director of Planning and Coordination, gave an update of the various Subcommittees formed by the CAC. The Operations subcommittee and the bylaws subcommittee are two of the three and he would like to give the opportunity to Member Baldwin and Member Hagen to continue the discussion.

Member Baldwin stated that he sent a summary to the subcommittee members. He would like to clarify that a Chair was never voted in for the subcommittees. This is something they need to vote on, in their next meeting. Of the four issues that were discussed, improving routing and avoiding mismatched rides, improving the stand sign program, minimize missed trips and no shows, and avoiding excessively long rides. They began with the latter by discussing the data available and analyzing the problem. They speculated a variety of issues, like the time of day and where the service takes place. They also need to measure the time of pick up, to the time the rider was dropped off and make this the whole ride experience. Mike Greenwood, Chief of Operations Officer, will provide the data that could be useful to the discussion and he will be looking at rides that are more than two hours, including the time of day and whether they drop off inside or outside the service area, as well, as what other information should be added.

Member Hagen stated that the bylaws subcommittee is also doing the information flow and how they get information to the CAC and how they are receiving it from the QSS. They discussed some issues that would not be too time consuming such as formulating a form that would facilitate that information to go back and forth between the different boards. There would be four columns as noted:

- Items Discussed
- Brief Summary of Issue
- Essence of Discussion
- Action or Motions taken

### Member Discussion:

None.

## STRANDING POLICY UPDATE

Mike Greenwood, Chief Operations Officer, was asked to provide the CAC subcommittee with solutions to improve the current stranding policy. He outlined the stranding policy guidelines and clarified the definition of being "stranded". He understands there are areas that require improvement.

## Member Discussion:

Member Baldwin stated that in the definition of the stranding policy there should be included that sometimes there are exceptions where the rider cannot make a reservation the night before especially from a hospital but for also other legitimate reasons not pertaining to this.

Member Lantz agrees with Member Baldwin and she stated that sometimes illness is a valid reason to not be able to reserve a ride. She stated that there have still been problems even after the policy was revised. She stated that there are people that are stranded also in their own home and she believes it is just as important as being stranded out in the street.

Mike Greenwood agreed with Member Lantz regarding her comment. He asked if there are individual riders, they could pull calls from, to check if there needs to be any retraining on the side of the OMC.

Member Francois asked if there was some sort of algorithm or checklist so that they are better able to properly identify what is going on to understand stranding. Mr. Greenwood stated that this is something they can work on.

Member Hagen stated that a lot of the training needs to be done by CS but also at the OMC level. The providers themselves should also be trained so they recognize when someone is stranded. She hopes that someone who has trouble communicating doesn't get better service than someone who can better communicate. The biggest problem is that they will never know the situation until it has occurred.

Member Almalel stated that many strandings happen during evenings or weekends and there are no supervisors available. The CS staff is not always aware of the actual stranding protocol so they should also be aware of it. The staff should always be prepared to handle these situations. Member Almalel will call the OMC when trips are late and she does this so that there is a better record of the occurrence. She asked if it was possible to document when riders are being stranded so that they look at the history of the rider and are able to determine if this is the fault of Access or if the rider is also taking advantage of the situation.

Member Cabil stated that sometimes in the Antelope Valley the GPS is not working correctly when riding with Lyft because of the wind and asks herself if this could also be a problem with Access drivers. Mike Greenwood stated that there are some connectivity problems in that area and they also have problems processing electronic payments because of this.

Member Lyons stated that she has been stranded at some point when she had to go to the hospital for an emergency and she was not able to get a ride home afterwards. She is happy that Access will now pick up people if there is an emergency. Member Lyons also agreed with Member Almalel concerning the verifying or keeping track of strandings

per riders who go through this.

Member Padilla stated that he agrees with Member Almalel concerning the keeping track of strandings per rider for accountability.

Vice-Chair Arrigo asked a rhetorical question concerning a rider who has a doctor's procedure at a medical facility and it ends up being longer than usual so they miss their ride. That rider not only gets a no show but also has to wait many hours to wait for a ride. Mike Greenwood stated that the rider can call CS and ask them to change the pickup time. They can also call and ask for a pick up for the next available ride, which can be 30 minutes or 3 hours. The next step would then be to call the OMC. Mr. Greenwood is working to make this a smoother process.

Member Lantz stated that maybe the rider could directly called the OMC instead of going through all this process. She knows of a rider that was stranded for five hours and was not able to get a ride for another three hours. Member Lantz called OMC and was finally able to get through the OMC to get that person a ride. Mike Greenwood stated that riders need to be able to have the tools to go through the appropriate venues to fix their issues.

Chair Aroch stated that maybe during the Community meetings they could mention this issue and explain what their options are if they are ever stranded.

Member Hagen stated that she appreciated Mike Greenwood's description of the options available to the riders concerning strandings. She stated that the no show verification call is something that can also be used for strandings as a tool to explain the riders situation and finding a solution. They need to minimize the time from the rider realizing there is an issue and finding someone who is in a position to help. There are providers that are allowing riders to speak to dispatchers when stranded and other providers that are not allowing this.

Member Francois stated that since the contractors are responding then they might have to revisit the contract to clarify this issue. In the Inland Empire besides connectivity, some of the issues that people have with their phones is the extreme heat.

Member Padilla stated that curb-to-curb stranding issues seem to happen more and maybe drivers need to be re-trained to clarify this issue.

Member Almalel stated that CS has never recommended her to call the OMC when she has been stranded. She never knew this was an option and it was never been explained to her. In addition, some of the driver's GPS have been delivering the wrong directions and they drivers use this as an excuse. They are relying completely on the GPS and they fail to look at the notes that sometime stated pertinent information with landmarks and directions given by the rider.

Member Lantz stated that it seems that there are not only personal rider health issues but also environmental issues mentioned. If that is the case, then it is not the riders

fault that the driver then goes somewhere else to try to pick up the rider. Some pick up points are not very easily accessed and this is an issue. Some riders have Access as one option to get around but some of the riders do not have a choice, and something bad can happen to them if they are left stranded.

Member Arrigo stated that many riders are put on hold for a long time and during this hold, a recording could be informing riders that they can call the OMC and give them the number to call reach them.

### Public Comments

Arnold Sachs stated that Access is one of the most corrupt industries in the world because the people that need this service have not equity in the game. They need the service and if they complain, they will be dropped. They need to figure out a way to get the power out of Access and give it back to the riders. He stated that he believed he was dropped from Access because he complained.

Chair Aroch asked Mr. Sachs to he can speak on the actual issue on the Agenda. She stated that the General public comments are in the beginning of the meeting.

### FY 2020 DRAFT BUDGET

Hector Rodriguez, Deputy Executive Director, gave a response on the previous discussion concerning stranding. He stated that if something happens to a rider, the more information they have concerning time, date and name of driver or CS rep then they can go back and research this to find a solution. Providing Access with a set of recommendations to better treat situations is the best way to find solutions. They will take a look at the script so as to make the proper adjustments. If there any riders out there that are stranded in a medical facility and need an emergency ride and they are Medical or Medicare recipient, they do qualify for free transportation back home.

Hector Rodriguez then presented the FY 2020 Draft Budget. He spoke about the Budget Process and the HDR Projections that need to be provided to Metro. He discussed the Metro requirements when submitting the budget to them. Last year the Board asked Access to provide a Budget Projection. The following issues were discussed:

- Administrative Costs
- Cost Per Trip
- Cost Comparison
- FY19 Projection/FY20 Budget Comparison
- Measure M Projects
- Funding

### Members Discussion:

Member Baldwin understands that the KPIs have been reestablished in the past years

and they are designed to hold the providers accountable on the quality of their service. He is wondering how this particular issue is something that is added to the Measure M enhancements slide.

Hector Rodriguez stated that there were 13 approved KPIs and they were added to the contracts. They had to renegotiate these into the contracts. Member Baldwin stated that in the past, they had decided to eliminate some of the KPIs from the contracts and some of those items that were eliminated, seem to be back in the contracts. He is wondering why this issue is being put down as an enhanced service that is being put down under Measure M. He asked if this is something that is just being lumped up together with the other KPIs. He stated that he feels that holding contractors accountable for the quality of their service should not be considered an enhancement. Mr. Rodriguez stated that because this is an allowable expense then yes, this is under that umbrella. He clarified that holding the contractors accountable is not an enhancement but the addition of KPIs and associated liquidated damages are the enhancements.

Member Hagen asked what the \$9 million allocated to vehicles was for. She asked if this was for maintenance or procurement of new vehicles. Hector Rodriguez responded that this was for procurement of new vehicles and that these vehicles were then leased out to the contractors for \$1 dollar a month. The contractor is then responsible for the maintenance of the vehicles. Mrs. Hagen is also concerned about the subject of enhancements and is wondering why travel training is included as an enhancement. Mr. Rodriguez stated that this was one of the specific issues tied to Measure M.

Member Cabil asked for clarity with eligibility determination. Mr. Rodriguez responded that this was the process of applying to Access and the whole evaluation process. She asked on how this was projected. Mr. Rodriguez stated that their statistical firm provides them with the number of applicants that are likely to apply each year. He stated that there is a thick book with the process of how they come to have this result and Member Cabil asked if it was accessible to the public. He stated that it is and the budgets are accessible online.

Member Padilla asked what a KPI was and Mr. Rodriguez responded it was a Key Performance Indicator.

Member Lantz stated that she was a bit confused because she was told that Measure M funding was for new projects and new enhancements. Travel training has been around for years so she is just wondering why it is also included if this is not a new project. She stated the ¾ mile issue is not even being addressed and this money is not being used to address some of these new issues. Mr. Rodriguez stated that as it relates to ADA Paratransit, it is not the stipulation that it pertains to new projects. Their request to Metro is for all funding and it is Metro's responsibility to allocate it as they ask for it. They need to have a projected amount sent to Metro and then Metro allocates the budget for that amount.

Member Lantz stated that they should probably direct their questions to Metro concerning the guidelines of the Measure M funding and how it should be used.

### Public Comments

None.

### CUSTOMER SATISFACTION SURVEY

Eric Haack, Strategic Planner, presented on the Customer Satisfaction Survey that Access plans to put out this summer. This is a survey that is done every two years and is one of the tools used to get feedback from the customers. There is an outside firm that puts together questions for them to ask their riders. He would like to review these questions with the CAC members and get suggestions or recommendations. The topics are as follows:

- Rides on Access
- Reservation Process
- Customer Service Calls
- Filing Complaints or Commendations
- Perceptions of a rider's most recent Access trip
- Back-Up Service through Access OMC
- Beyond the Curb Service
- Service Animals on Access
- General Customer Information

### Member Discussion:

Member Padilla stated that Driver Sensitivity Training was not on the list and Mr. Haack responded that these survey questions are directed to the customer so they may not have an idea on this. However, the question regarding the driver being effective could be the question that best pertains to this.

Member Lyons stated that with the issue of service animals is an important question. She also stated that some people when doing a telephone survey may have health problems that does not allow them to complete their survey. Mr. Haack stated that he would note this and make the appropriate changes.

Member Cabil stated the evaluation process, the appeal process, the where's my ride app, and the satisfaction of the vehicle performance should be added to the survey questions. She wonders how long these vehicles are maintained and if there is a log for keeping track on some of the older vehicles.

Member Cardona stated that trip length could be on the list of questions.

Member Almalel asked if the rider could be asked if they knew what a posey belt is. She is always offered this and she had no idea what that is and she is sure many riders don't either. In addition, she wanted to know if there could be a possibility of an online survey available. Mr. Haack stated that they could use the Survey Monkey for these surveys as well. He stated that they only have 10% of customers' email address so they have a more limited access to them.

Member Garcia stated that they could get an average of the last trips taken by a rider instead of an overall count of all the trips. This would be a more thorough way of getting the most accurate and recent feedback.

Member Hagen stated that she agrees with Member Garcia with having a sort of time limit on the most recent trips because service does improve and this can affect a survey. She agrees with the alternative formats of doing the survey and that maybe in the beginning of the message there could be various options to either take a longer or shorter survey. Sometimes people cannot take a survey until later so allowing people to have options like accessing the survey online could also be important. In addition, using acronyms is probably not good because not everyone knows what ETA stands for. She asked if the members could get a copy of questions for them to review at their own leisure. Mr. Haack stated that he would do so.

Member Francois stated that she believes all answers are good answers and she is sure the survey consultant has a method to factor in the answers in a valid way. She stated that sometimes people are on medication or not doing well so they should have another opportunity to complete the survey in a different way. She also, stated that the transgender community should be added to the demographics when asking riders questions.

Member Baldwin stated that posey belts are a brand name and they are actual gait belts so he is not sure why the drivers are using this terminology. He recommends that the question of what trip stands out the most and he would like to ask about the beyond the curb service as well.

Member Cardona stated that posting the survey on the Access website and social media would be a good idea.

Member Arrigo stated that alternate methods of doing the survey could also be to mailed a hard copy to customers.

Member Padilla asked if there was social media presence for Access and Mr. Haack stated that this is a great idea but probably not feasible before this survey goes out.

Member Garcia stated that concerning the no show policy, the riders could be asked if they have ever been stranded and ask them to explain why.

Member Hagen stated that she did the survey last year and she remembers the feeling

of not knowing how to answer certain questions because of the way they are worded. It seems that the questions were put together by someone who does not understand a riders' issues. Some of the multiple-choice questions were hard to respond to and she recommends more open-ended questions.

#### ADJOURNMENT

Chair Aroch asked for a motion to adjourn the meeting.

Motion: Member Lyons

Second: Member Padilla

The meeting adjourned at 3:03 pm

JUNE 11, 2019

TO: CAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND COORDINATION

SUBJECT: CAC SUBCOMMITTEE UPDATE AND RELATED ACTIONS

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BACKGROUND:

At the April 9 CAC meeting, the CAC took action to form three subcommittees and tasked the QSS and the full CAC committee to work on various issues. The three subcommittees are as follows:

**1. Bylaws/Process subcommittee** - Member Yael Hagen called for a motion to create the CAC subcommittee to review the CAC bylaws. In addition, this subcommittee will also be tasked to review issues such as:

- CAC attendance
- Public participation
- Meeting duration
- CAC agendas and standing items (and its order in the agenda).
- Volunteers for a QSS Liaison

Members of the subcommittee are Kurt Baldwin, Maria Aroch, Yael Hagen, Terri Lantz, Wendy Cabil, Tina Fofoa, and Michael Conrad. Matthew Avancena represents Access Services.

**2. Operations Subcommittee** - Member Kurt Baldwin called for a motion to create the CAC subcommittee to address the following:

- Missed trips and No shows
- How to avoid long rides
- Routing and miss-matched rides
- Improve stand signs and improve identification e.g. geo locating
- Clear communication to riders and drivers regarding locations
- Expanding locations at key venues

Members of this subcommittee are Kurt Baldwin, Terri Lantz, Yael Hagen, Wendy Cabil, Dina Garcia, Tina Fofoa, and Maria Aroch. Mike Greenwood represents Access Services.

**3. No-Strand Subcommittee** - Member Terri Lantz called for a motion to create a CAC subcommittee to address the stranding issue. Member of this subcommittee are Terri Lantz, Maria Aroch, Yael Hagen, Wendy Cabil, Tina Fofoa, Dina Garcia, and Kurt Baldwin. Mike Greenwood represents Access Services.

**Other Issues** - Member Hagen proposed to have the following items on a future agenda. Member Baldwin clarified this is not a motion but a recommendation to discuss these items in a future meeting.

- How to improve negotiation of pick up time.
- How to improve provider and rider training.

- The script for the on hold information.
- The video vignettes

**QSS Tasks/Projects** - Member Hagen made a motion to ask the QSS for recommendations on the items listed:

- Develop recommendations on what a same day trip would look like; enhancing services or a premium service could be a brokerage model on how to be able to offer same day trip services.
- Expanding the functionality of the where's my ride app.

Subsequently, the CAC subcommittee members met via conference call on May 9th and June 5th to discuss some of the issues. The summary below is the discussions that took place from the conference calls, courtesy of Kurt Baldwin.

#### May 9 meeting

Of the four issues to make recommendations the subcommittee is tasked with - improved routing and avoid miss-matched rides, expand and improve the stand sign program, minimize missed trips and no shows and, to avoid unreasonably long rides. The subcommittee decided to start with developing a recommendation on avoiding unreasonably long rides.

The subcommittee discussed what data is available and how to define the problem. Members speculated that there may be a variety of issues at play from time of day, to whether the vehicle leaves the contract service area or not, etc. Members also discussed getting data on the riders experience regarding the time spent taking the trip. This would be starting with the negotiated pick up time to the time of getting off the vehicle at the destination.

A meeting was scheduled on June 5<sup>th</sup> at 2PM and Mike Greenwood agreed to look into what data can be useful for the discussion and will gather data on rides that last more than two hours, including time of day and whether the destination is inside the contract services area or outside. In addition, how information can be aggregated to look at the riders experience in length of travel time.

#### June 5 meeting

##### Operations subcommittee meeting summary

Mike Greenwood discussed the data provided on the breakdown of riders experience with length of travel, including wait time. Most rides, over 70 percent, are less than one hour and a small number, less than 3 percent, are over two hours. We asked if we

could get more detailed information on those trips that are over 2 hours and Mike said he would find out what data is available on that group to inform next month's subcommittee discussion.

We also had a short discussion on stranding.

#### Bylaws/Process subcommittee meeting summary

We discussed how to bring a recommendation to the CAC as an action item, specifically regarding our reporting method proposal, Mathew discussed how the process could work and we agreed to bring that proposal to the CAC for action at our next meeting. We discussed how much time was needed for the CAC meeting and the time frame for reserving the meeting space with Metro. Mathew will check to see if it possible to pad some extra time into the meeting either before or after or both.

We also discussed limiting the agenda items and/or forgoing verbal reports with written reports. We also discussed what parts of the bylaws we would what to review and possible recommend changes. Member selection and elections were brought up as was member participation and better description of responsibilities.

#### RECOMMENDATION:

Based on the discussions above, the Bylaws/Process Subcommittee request the CAC approve the recommendation to develop a reporting form and/or format for the CAC Chair to report its monthly meeting to the Board of Directors as part of his/her ex-officio report.

The report shall be in the following format: 1) reportable agenda item; 2) summary of the issue; 3) summary of the discussion; 4) any action taken. The CAC chair may summarize the issue and discussion.

**ITEM 12**

**JUNE 11, 2019**

**TO: COMMUNITY ADVISORY COMMITTEE (CAC)**

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

**RE: QUALITY SERVICES SUBCOMMITTEE (QSS) MEETING UPDATE**

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**ISSUE:**

On Thursday May 16, 2019, the QSS met in El Monte, CA and addressed the following agenda items:

- ✓ On-Line Booking Update;
- ✓ Recommendations for Future Improvements to the Functionality of the “Where’s My Ride” App;
- ✓ Recommendations for the Definition and Development of Same-Day Ride/Trips; and,
- ✓ Appointment of a QSS/CAC Liaison.

## BACKGROUND

During its Goals Retreat and at its subsequent March and April meetings, and teleconferences, the CAC asked the QSS to look at several items relating to the attainment of such goals. A more complete report to the CAC will be provided but briefly, the overall resolution under the three items in particular included:

Recommendations for Future Improvements to the Functionality of the “Where’s My Ride” App

- Folding future features such as communicating with Dispatch along with several functions within the same app. Example, including Online Reservations.

Recommendations for the Definition and Development of Same-Day Ride/Trips

\*If funding were found for such a premium program, incorporating On-Demand services such as Uber and Lyft as contractors. Staff requested that members submit comments regarding their ideas.

Appointment of a QSS/CAC Liaison.

\*Though the role of this position is undefined at this time, volunteers who are interested in serving in a rotating capacity include: Liz Lyons, Ronald Harris, and Wilma Ballew.

## RECOMMENDATION

File and accept the update.

June 3, 2019

TO: COMMUNITY ADVISORY COMMITTEE  
FROM: ERIC HAACK, STRATEGIC PLANNER  
RE: ACCESS SERVICES 2019 CUSTOMER SATISFACTION TELEPHONE SURVEY

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**ISSUE:**

Access Services intends to be conducting a Customer Satisfaction Survey in the summer or autumn of 2019. Prior to beginning this survey, Access staff are seeking input from the Community Advisory Committee (CAC) members and Transportation Professionals Advisory Committee (TPAC).

On Thursday, March 14, 2019, a presentation was given to the TPAC membership seeking input on the survey and on Tuesday, May 14, 2019, a similar presentation was given to the CAC membership for their comments.

This memo will summarize those items sought for consideration in the 2019 Access Customer Satisfaction Survey by both the TPAC and CAC at their respective meetings.

**TPAC CUSTOMER SATISFACTION SURVEY DISCUSSION SUMMARY:**

On Thursday, March 14, 2019 Access staff sought input from the TPAC membership on the proposed Customer Satisfaction Survey. TPAC members provided comments on a potential new question, but principally were concerned with reaching a representative number of Access customers in this survey.

**Efforts to Reach Many Access Customers**

The TPAC membership wished to ensure that all customers who wished to participate in the survey would be able to do so. TPAC members were particularly interested in discussing efforts that Access could adopt that would permit customers who do not speak English or Spanish to participate in the survey.

There was also a discussion of having using different technologies to reach a wider number of Access customers. Proposals included releasing an On-Line survey (similar to developing a "Survey Monkey" online survey). TPAC also discussed the idea of texting portions of the survey to Access customers, that

customers could answer questions about certain topics contained in the survey, even if not completing the entire survey via text.

Lastly, TPAC discussed having the Customer Satisfaction Survey emailed to Access customers. Upon review, it was determined that while Access has telephone numbers for 100% of Access' customers, at this time Access has email addresses only for 10% of its customer population.

### **Additional Question to Ask**

TPAC member did discuss adding a question into the survey allowing customers to answer whether they are eligible for Medicare. This would help Access determine how many of its customers have Medicare managed benefits, for future reimbursement from the State of California.

### **CAC CUSTOMER SATISFACTION SURVEY DISCUSSION SUMMARY:**

On Tuesday, May 14, 2019 Access staff sought input from the CAC membership on the proposed Customer Satisfaction Survey. CAC members wished to ensure that certain topics were included in the final Survey questionnaire, while also shared (similar to TPAC) desire that this survey reflect the opinions of many Access customers.

### **CAC Topics Sought for Inclusion in the 2019 Customer Satisfaction Survey**

- 1) Eligibility Appeals Process - Provide questions for customers to discuss their satisfaction with the Eligibility Appeals process, if they did participate in such. Note: Eligibility experiences have not been covered in previous Customer Satisfaction Surveys.
- 2) Where's My Ride Mobile Application Experience - Provide questions for customers to discuss whether they have used the app; do they like or dislike it; do they have any issues with the application?
- 3) Comfort of the Vehicle - The 2017 survey has questions related to the (a) appearance, (b) comfort, and (c) cleanliness of the vehicle a customer traveled in. It is intended that these questions will remain in the 2019 survey.
- 4) Trip Length - Ask if the customers feel if their trips take the right amount of time, or are too long. Question 3 of the 2017 survey asked about a customer's travel time on Access. That question will remain in the 2019 survey, but an additional question can be added, if desired.
- 5) Seat Belt Extension / Posey Belt - Ask a question of whether drivers have offered seat belt extensions to customers who desire it.  
Note: Perhaps a question could be included specifically did a customer feel "safe" during their trip and then, if the answer is "no", there could be a follow-up question of why did the customer not feel safe.
- 6) Ask on more than the "Last Trip" taken on Access, but instead ask about "Last 3 trips" or "overall opinion of Access." - The 2017 survey included questions on a customers most recent (last) trip using Access (questions 3 through 22).

- Additional questions have been added allowing the customer to discuss their overall opinion of Access (questions 23 through 25).
- 7) Include in Demographic Questions transgender information as an option.
  - 8) Experience with Stranding by Access - Ask questions of (a) whether a customer has been stranded and (b) whether they were able to schedule a back-up trip through Access. Questions 33 through 36 of the 2017 survey relate to a customer requesting a back-up trip from the Operations Monitoring Center, but maybe more detail is sought on this topic.

### **Efforts to Reach Large Number of Access Customers**

The CAC also discussed the possibility of having a “longer format” and “shorter format” survey for Customer Satisfaction. The CAC discussed giving customers the option of taking a “long version” or “short version” survey. At this time, Access will likely conduct a single survey for all customers, but depending upon responses - and response rate - Access may develop shorter survey questionnaires on more specific topics.