AGENDA
COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 11, 2014
1:00pm - 3:00pm
Los Angeles County MTA
Union Station Conference Room, 3rd Floor
One Gateway Plaza,
729 Vignes Street, Los Angeles CA 90012

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**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 to the board 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](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 agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the board 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 Chairperson. 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 available upon request."
CALL TO ORDER

Chairperson Arrigo called the meeting to order at 1:05 p.m.

ROLL CALL

CAC Members Present: Maria Aroch, Michael Anthony Arrigo, Kurt Baldwin, Dov Cohen, Phyllis Coto, Tina Foafoa, Terri Lantz, Jesse Padilla, Howard Payne and Nan Stoudenmire.

CAC Members Absent: Marie-France Francois, Dina Garcia, and Liz Lyons.

Board Members Present: Martin Gombert and Theresa DeVera.


Guests: William Zuke (Access Customer), Hugh Hallenberg (Access Customer), Jeff Casillas (San Gabriel/Pomona Regional Center), Cleo Ray (Access Customer), Frank Lucas (CTI), Karina Moreno (CTI), London Lee (San Gabriel Transit), Teresa Gonzales (MV Transportation), Victor Garate (Global Paratransit), Gordon Cardona (Access Customer), Julie Gaona (Access Customer), Rigo Gaona (Access Customer), Giovanna Gogreve (Metro), Adriana Passarella (Guest), Neil Richmond (Guest), Monica Custer (Guest), and Wendy Cabil (Access Customer).
INTRODUCTIONS

Chairperson Arrigo welcomed the members, staff and guests to the meeting and asked that everyone introduce themselves.

REVIEW & APPROVAL OF THE CAC MEETING MINUTES FROM JANUARY 14, 2014

Motion: Member Coto.
Second: Member Payne.
Abstentions: None.
Corrections: Member Baldwin pointed out that under the Member Communication section, a comment starts out with “he stated” and it should have said “Member Baldwin stated.”

Minutes were approved with the clarification.

GENERAL PUBLIC COMMENT

Access customer Ms. Wendy Cabil stated that she is a new member on Access and was denied a ride due to her address being “out of the service area.” She asked if there was a way to work around the policy or make an exception.

She also expressed her interest in serving on a committee representing the Antelope Valley Region.

REPORT FROM BOARD OF DIRECTORS

Director Gombert gave a brief update on the January 27, 2014 Board Meeting. He began by stating that the January 2014 Superior Service Award was presented to Ms. Mary Ellen Randall, Driver for Diversified Transportation.

He continued his report by stating that under the Consent Calendar, there was nothing notable to report and said that all of the items were approved as presented.
Director Gombert also said that Access Chief Operating Officer, Mr. F Scott Jewell presented an item to approve the Fiscal Year 2014/2015 Funding Request. He said that the item was approved as presented.

He continued his presentation by stating that Access Manager of Planning & Coordination, Mr. Matthew Avancena gave a brief overview of the Metro Audit of Access and said that no action was required.

Director Gombert also reported that Access Deputy Executive Director, Mr. Andre Colaiace presented the staff recommendation to add and extend funds to the Fairfax Research Group contract but said that the item was tabled. He concluded his report by stating that Access Operations Administrator, Mr. Jack Garate gave a presentation on the upcoming 2014 Roadeo.

Chairperson Arrigo thanked Director Gombert for his report.

FLEET FORMULA

Access Operations Analyst, Ms. Melissa Thompson gave a brief presentation on the “Fleet Formula”. She stated that the formula was developed to determine the amount and type of vehicles needed to meet the service demands of the ADA Paratransit system.

Ms. Thompson presented a power point slide show that reviewed the following points:

- Peak times
- Provider resources (Subcontract and provider dedicated vehicles and Access vehicles)
- Benefits of Fleet Formula:
  - Focus on accessible vehicles
  - Strategic approach to vehicle resources
  - Maximize cost of resources to cover most trips
  - Utilize provider resources for peak hours
Ms. Thompson concluded her presentation by thanking the committee for allowing her to participate in today’s meeting and said that she was happy to answer any questions.

Member Lantz stated that she was surprised to see the high call volume displayed on the graph between the hours of 1:00 p.m. and 2:00 p.m. and said that she thought the peak times were mornings and afternoons.

Ms. Thompson stated that the information gathered was based on six months of data.

Member Baldwin added that standing order rides are more difficult to get during the morning and afternoon hours.

Member Lantz stated that about three years ago, when Access was asked what the best time of day to call was, staff recommended early afternoon. She expressed her concern for the customers who have regular business hour schedules and also said that the types of vehicles should be looked at as well.

Member Coto asked if Access was considering using a “bus” type of vehicle that could transport about 50 people and the fare could be paid with the Tap Card.

Ms. Thompson replied that she did not have the specifics regarding the types of vehicles being researched however said that staff and the contractors were having continuing discussions about the vehicles.

Member Coto asked how many vehicles would be purchased.

Ms. Thompson responded that the budget had not been finalized and explained that her role in the process was determining the formula for the amount of vehicles needed and not so much in terms of the financial aspects of the planning.

Mr. Foster explained that the purpose of the formula was to determine the amount of accessible vehicles needed. He stated that the focus was to find the best mix of fleet vehicles for the service.
Member Lantz agreed with focusing on the best fleet mix and added that many customers live at the same place and multiple vehicles are sent versus sending one large vehicle that can accommodate several customers.

Member Baldwin asked if the vehicle capacity in the formula was 1.3 passengers per trip.

Ms. Thompson replied that the number being used was 1.2 passengers per trip.

**PUBLIC COMMENT ON ITEM 6**

Access customer Mr. Hugh Hallenberg asked how many customers are wheelchair users and how many are ambulatory.

Ms. Thompson responded that she did not have the exact data but approximately 20-25% of the customer population used a mobility device.

Mr. Hallenberg asked if the exact information could be provided.

Chairperson Arrigo thanked Ms. Thompson for her presentation.

**CALL CENTER PERFORMANCE STANDARDS**

Access Services Manager of Customer Support, Mr. David Foster stated that as a follow-up from last month’s meeting, he was providing a review of the Call Center Performance Standards.

He explained that over the past few months, he has been updating the committee on the Call Center progress and the improvements made in terms of quality assurance and responsiveness. He said that part of that process was outsourcing calls to address the growing call volume. He presented a slide show that reviewed the following areas:

- Annual Call Volume Trend from FY 9/10 to FY 13/14
• New Performance Standards:
  • Average initial hold time 5 min or less
  • Average call length 5 minutes or less
  • Abandon call rate 10% or less
  • Percentage of calls on hold more than 5 minutes 10% or less
• Results for calls on hold more than 5 minutes in Customer Service and OMC. He said that for OMC the hold time in October was 3.47 minutes and in January 0.46. The Customer Service hold time in October was 5.23 and decreased in January to 1.10.

Mr. Foster stated that after today’s discussion he was requesting a motion from the CAC to vet or support the new performance standards.

Member Baldwin stated that in the October Board Box, the average initial hold time was 5 minutes and asked when the hold time was changed from 4 minutes to 5 minutes.

Mr. Foster responded that the Call Center has never had a 4 minute standard.

Member Baldwin asked if the 4 minute standard was for reservations.

Mr. Foster stated that reservations have a 2 minute average initial hold time standard and the percentage of calls on hold is 5%.

Member Coto congratulated Access for the improvements made in the call center.

Mr. Hallenberg asked if the average initial hold time began when the automated recording picked up.

Mr. Foster responded that once the customer selects an option in the queue, the hold time begins to count how long the person is
Member Padilla asked what the busiest time of the day was in terms of hold time.

Mr. Foster responded that the Call Center’s busiest times are Monday mornings and the day after a holiday.

A discussion ensued regarding the hold times and Member Baldwin asked if the Customer Service phone number was the number being referred to in the discussion.

Mr. Foster clarified the phone number being discussed was 1800-827-0829.

Member Baldwin inquired if the 5 minute average initial hold time was too high and asked if the time should be reduced.

Mr. Foster responded that 5 minutes seemed like a reasonable number, and said that the idea was to keep the times consistent in terms of round numbers. He explained that if the abandon rate percentage and the percentage of calls on hold over 5 minutes standards are met, then the average initial hold time would be much lower than the 5 minute standard.

Member Baldwin expressed his concern for customers that have limited minutes on their cell phone plans and said that reducing the hold time could give the rider a better overall experience.

A discussion ensued regarding the different types of prepaid phone plans and other state provided communication devices.

Mr. Foster reiterated that it was not possible to approach a 5 minute hold time if the two 10% standards are being met. He explained that when the item was presented to the Board to have the calls outsourced in order to meet the standards, part of what the Board approved along with the additional funding and
coverage was that the standards would be adhered to. He stated that if the CAC is willing to approve the standards, a brief report can be provided monthly to update the committee on the performance standards.

Member Payne congratulated staff for doing a great job and said that he has experienced much lower hold times in the last few months.

Chairperson Arrigo thanked Mr. Foster for his presentation and stated that the item was listed as a Presentation Item on the agenda.

Mr. Foster responded that it should have been listed as an Action/Possible Action Item. He asked if it was possible for the committee to make a motion to change the item from Presentation to Action.

Member Baldwin responded that the item must be listed as an action item on the agenda so that people are aware that action may be taken on a particular item. He clarified that he was in support of the recommended performance standards.

PUBLIC COMMENT ON ITEM 7

Access customer Mr. Hugh Hallenberg suggested that all items be listed on the agenda as “Possible Action.” He also requested that all items be presented in writing.

Mr. Foster responded that sometimes guest speakers will provide orals presentations and may not have any written items to present.

Mr. Foster asked if the items should be brought back as an action item next month.

Chairperson Arrigo thanked Mr. Foster, staff and providers for their hard work and for the great job the team is doing.
QSS APPOINTMENTS

Access Services Community Relations Analyst, Mr. Richard Martindale-Essington stated that he was requesting approval to appoint the 2014/2015 slate of candidates to the Quality Services Subcommittee (QSS).

He stated that the QSS was comprised of three types of representatives: Access staff, customers and provider staff. He further explained that the committee is an informal group that looks at different service issues and makes recommendations to the CAC and Access staff based on the information brought by its members.

He continued his presentation by stating that the QSS was looking for three types of appointments. He said that generally, the CAC is required to appoint at least one member but more than one CAC member can serve on the committee. He also stated the QSS requires members from each service region and said that there are currently five additional vacancies the committee would like to fill. He asked that the CAC approve the recommendation and approve the slate of candidates presented in today’s item.

Chairperson Arrigo thanked Mr. Martindale-Essington for his presentation and asked if there were any questions.

PUBLIC COMMENT ON ITEM 8

Access customer Ms. Tonni Yee-Hemphill stated that she experienced some communication issues with cell phone and internet connection however said that she did submit her QSS application.

Member Coto stated that she served on the QSS and said that she did not receive proper notification about the meeting schedule and also mentioned that several meetings were cancelled. She stated that she was not sure if she would be re-selected for the committee.
Member Baldwin asked Member Coto if she would continue to serve on the QSS or if she was removing herself from the slate of candidates.

Member Coto stated that she would like to continue on the QSS if proper meeting notifications are provided.

PUBLIC COMMENT ON ITEM 8 CONTINUED

Access customer Mr. Hugh Hallenberg clarified that the QSS is strictly volunteer and there is no compensation or transportation reimbursement for participating on the committee.

A discussion ensued regarding compensation and Mr. Martindale-Essington explained that according to the bylaws, members of the CAC who are appointed to various tasks are given stipends however that provision does not apply to non CAC members.

Access customer Ms. Tonni Yee-Hemphill stated that during her time serving on the QSS, several meetings were cancelled due to lack of room availability and because there were not enough items for the agenda. She disagreed and said that there were plenty of items to discuss and said that if the meeting calendar is prepared in advance, booking a conference room should not be a problem.

Chairperson Arrigo asked Mr. Martindale-Essington to explain the QSS meeting schedule.

Mr. Martindale-Essington stated that the next QSS meeting would be held on March 6th.

Mr. Hallenberg asked if the committee met monthly or quarterly.

Mr. Martindale-Essington replied that bylaws specify that the committee is required to meet at least once quarterly but can meet more often if necessary.

Chairperson Arrigo asked Vice-Chair Lantz to read the slate of candidates listed on the agenda.

Eastern Region:
Gloria Broderick  
Jeffrey Casillas

**Northern Region:**
Daniel Garcia  
Vacancy

**Southern Region:**
Myrna Cabanban  
Michael Conrad

**West Central:**
Patricia Hyland  
William Zuke

**North County Antelope Valley**
2 Vacancies

**North County Santa Clarita**
2 Vacancies

**At-Large Disability Community**
Rachel Goeman- Service Animals  
Arturo Nevarez-Cross Disabilities  
Hugh Hallenberg- Elderly & Seniors with Disabilities

**Motion:** Member Cohen moved to approve staff’s recommendation to appoint the list of (14) members to the QSS.

Second: Member Payne.

Discussion: None.

Pass/Fail: Motion passed.
SUBCOMMITTEE UPDATES

Chairperson Arrigo asked Vice-Chair Lantz to provide a subcommittee update.

Member Lantz stated that there are currently two subcommittees meeting; the Tap Card Subcommittee and the Service Animal Subcommittee. She asked that the members of the Tap Card Subcommittee stay for a few minutes after today’s meeting to discuss the schedule for the next few months. She explained that the subcommittee has discussed several issues related to the tap card and customers not being able to read the information on the card. Some recommendations were made on the size, print and color contrast for the card. She stated that a full report would be provided after the next few meetings.

She stated that the Service Animal Subcommittee also met and some issues were resolved. She said that this committee could continue to meet but there were no other major issues raised.

Chairperson Arrigo stated that the Service Animal Subcommittee was planning to meet and will continue to meet on an as needed basis. He said the subcommittee’s next meeting would probably be held at the Braille Institute since there is a large population of guide dog users.

Member Lantz stated the Service Animal Subcommittee also discussed the limited amount of space in the vehicles not only for guide dog users but for people in oversized wheelchairs as well.

Chairperson Arrigo stated that at previous meetings he had mentioned the idea of forming an “Outreach Subcommittee” and said that with the Abilities Expo and the Community Meetings coming up, it was a good time to discuss the idea.

Mr. Foster stated that for the CAC Selection Subcommittee, Ms. Monica Custer and Mr. Gordon Cardona were both interested in serving on the CAC and were at today’s meeting. He asked if the subcommittee could take a few minutes after the meeting to meet with them.
Member Coto asked if the CAC was still taking applications to serve on the committee.

Mr. Foster responded that applications for the committee are always being accepted.

**MEMBER COMMUNICATION**

Member Coto stated that she was looking forward to the Tap Subcommittee meeting and said that she hoped the committee would follow up on the idea of working with major stores like CVS and Ralphs to provide tap card services for free.

**PUBLIC COMMENT**

Access customer Ms. Wendy Cabill asked if the Complaints Subcommittee was still active and said that the information on the website was not current.

Mr. Foster responded that a few years back the CAC was re-formed and the Bylaws changed in terms of how subcommittees are formed. He explained that the subcommittees are more like ADHOC committees and currently there is no specific Complaints Subcommittee in place.

Member Aroch stated that the Community Meetings are a good forum for customers to express their concerns and said meetings are held in every region.

Mr. Foster stated that the previous iteration of the CAC helped develop the current complaints process and said that any changes would be referred to the CAC for input. He stated that the focus has been on improving the Call Center however it would be a good time to look at the complaints process and make it better.

Member Foafoa stated that she attended the Southern Region Community Meeting and said that on her way home she had a share ride with a customer who did not pay the full fare. She said that the driver asked the customer for the remaining .50 cents however the customer said that was all he had. She said the
customers need to know that they are required to pay the entire fare.

She thanked Access and Customer Service for helping her with her rides and with no-show issues. She also thanked the CAC for their dedication for helping Access customers.

Member Padilla stated that the CAC is doing a great job and that he was glad to be part of the committee. He commended Chairperson Arrigo and everyone for their patience.

He also mentioned an issue regarding an Access customer who had a problem with his pick up from the regional center. He stated that the customer waited for 3 hours and called Access several times to check on the vehicle. He said that he did not know if the customer was picked up or not.

Chairperson Arrigo suggested that Mr. Padilla get the customer’s name, ID#, and ride details so that Access staff can follow up on the issue.

Member Cohen stated that when he first joined the committee, he was a new resident of the West Los Angeles Veterans Home and was the 15th resident. He said that currently there are 250, and headed to 396 residents. He said that approximately 100 are Access customers and said that the service has improved over the last few months and thanked Access on behalf of the veterans.

Member Aroch also thanked Access staff and congratulated Mr. Foster for doing a great job.

Member Baldwin thanked Member Padilla for his discretion keeping the customer’s information private and said that he was excited to see someone from the Antelope Valley at today’s meeting. He said that since 1996 that he’s been associated with Access and knows David Foster, there has not been a representative of the Antelope Valley on the CAC. He encouraged the individual from the Antelope Valley to apply to serve on the committee.
He also remarked that the Paratransit Rider’s Coalition had restructured their meetings and commented that future meetings would be held on a bi-monthly basis. He also mentioned that the subcommittees would meet on the off month. He said that the next meeting would be held on March 18th and asked that anyone interested contact him for more information.

Member Lantz stated that the UCP hosted a transportation meeting that included representatives and vendors from Access and said that it was a great exchange of information between the customers and the people who are directly scheduling the rides. She thanked Global for participating and California Transit for continuing to work on the issues discussed.

She stated that as committee members, the goal was to think about other rides and said that the Paratransit Rider Coalition is doing that. She also thanked the Eastern Region for helping a customer attend a very important funeral service. Lastly, she thanked Access for the improvements over the last few years especially regarding the Call Center.

Member Padilla stated that he loved to hear stories about when Access goes above and beyond the call of duty for the customers.

Chairperson Arrigo stated that the Abilities Expo was coming up and would be held on February 28th and March 1st and 2nd. He stated that Metro together with Access would have a booth and encouraged the CAC to sign up and represent the committee. He said that he would be there on March 1st and asked if Access would be providing free transportation.

Mr. Foster responded that he would find out and said that typically free transportation is provided for community meetings but said that members attending the Expo could contact him.

Member Payne said that he recently noticed more Long Beach Veterans using a reclining type of oversized wheelchairs and said that he posted a memo reminding everyone to inform Access of their mobility device.
Member Stoudenmire stated that she also attended the Southern Region Community Meeting and said that staff did an excellent job.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

Member Padilla announced that Metro would be hosting a “Speed Dating” event on Valentine’s Day and said that the information was available online for anyone who was interested.

Member Lantz asked if someone could provide some brief details about the Abilities Expo pickup and drop off process.

Access Services Southern Region Project Administrator, Mr. Alfredo Torales stated that the process would be the same as last year. He explained that staff would be on site to coordinate the return trips for the customers.

Member Lantz encouraged people to attend and stated that the Abilities Expo used to be held in Anaheim and she was grateful that the event was moved to Los Angeles.

She also asked if it was possible to have the providers give input on the type of vehicles being looked at for the fleet mix.

Mr. Foster asked if she was requesting an item with information about the fleet mix composition.

Member Lantz responded yes and asked if provider staff could attend and give their feedback.

Mr. Foster responded that he could not guarantee that a provider could be there to present the item but said that he would work with Operations to discuss a presentation in terms of the fleet mix and how the trip demand would be met.

ADJOURNMENT

Motion: Member Cohen.
Second: Member Payne.

Meeting was adjourned at 2:45 p.m.
MARCH 11, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. MARTINDALE-ESSINGTON, COMMUNITY RELATIONS ANALYST

RE: ADDITIONAL QUALITY SERVICES SUBCOMMITTEE APPOINTMENTS

ISSUE:

The Community Advisory Committee (CAC) is responsible for the annual and periodic appointment of members to the Quality Services Subcommittee (QSS.) In February of 2014, the CAC made the last of several appointments to the QSS. However, an approved applicant was accidently left off of the list presented to the CAC for ratification.

RECOMMENDATION:

At this time, the CAC is asked to approve the following candidate who has expressed a willingness to serve. Three basic types of QSS membership can be approved by the CAC in any combination. Approved applicants wishing to apply for seats on the QSS can be voted on by the CAC throughout the year.

2014-15 QSS Nominee List By Service Region and Category

At-Large Disability Community Representation:

Kathleen Barajas (Cross-Disabilities)
BACKGROUND:

The QSS is a standing subcommittee of the CAC, created in February of 2000. The QSS is charged with advising the CAC and Access Services staff members on ways of insuring quality control for the Access ADA Paratransit service. The QSS can:

- hear and review customer and service provider issues that are presented to them;
- prioritize those issues, formulate plans of action, and make recommendations to the CAC and Access Services staff members.

The QSS term is for one (1) year and begins in February 2014 and ends January 2015.

Three basic types of QSS membership can be approved by the CAC in any combination. Types of membership include:

1. One Access Paratransit customer from each existing service region appointed by the CAC;
2. One additional appointment from each existing service region appointed at the discretion of the CAC;
3. At least one member from the CAC appointed by the CAC.
MARCH 11, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: DAVID FOSTER, MANAGER OF CUSTOMER SUPPORT SERVICES

RE: SUPPORT FOR NEW CALL CENTER PERFORMANCE MEASURES

ISSUE:

During the January 2014 CAC meeting, a presentation was provided regarding recent improvements to the Access Call Centers. One of the key improvements made were revised performance measures intended to provide a more responsive call center for our customers.

Access believes it is important to officially adopt these standards for the agency and therefore requesting CAC support and approval of the revised performance standards.

RECOMMENDATION:

CAC support and approval of new performance measures for Access Services’ call centers:

a. Average Initial Hold Time: 5 minutes or Less
b. Average Call Length: 5 minutes or Less
c. Abandon Rate: 10% or Less
d. Percentage of calls on hold >5 minutes: 10% or Less
BACKGROUND:

Primarily as a result of the implementation of the TAP card in August 2011, the Access Customer Service Center experienced a tremendous increase in call volume. It was decided to outsource calls to mitigate demand as well as concentrate Access call center staff to the peak times during the week. The types of calls outsourced were the less customer sensitive issues related to applications for eligibility and issues related to the Access (TAP) ID card.

While the call outsourcing afforded Access the opportunity to handle the increased call demand there have been certain key performance indicators that have been trending negatively and Access has reevaluated these in order to ensure that our customers receive responsive customer service.