## AGENDA
### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

**Tuesday, February 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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11. New Business Raised Subsequent to the Posting of the Agenda Possible Action

12. Adjournment Action

ACCESS SERVICES DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY. ACCORDINGLY, ACCESS SERVICES SEEKS TO ENSURE THAT INDIVIDUALS WITH DISABILITIES WILL HAVE AN EQUAL OPPORTUNITY TO PARTICIPATE IN THE RANGE OF ACCESS SERVICES EVENTS AND PROGRAMS BY PROVIDING APPROPRIATE AUXILIARY AIDS AND SERVICES TO FACILITATE COMMUNICATION. IN DETERMINING THE TYPE OF AUXILIARY AIDS AND SERVICES FOR COMMUNICATION THAT WILL BE PROVIDED, PRIMARY CONSIDERATION IS GIVEN TO THE REQUEST OF THE INDIVIDUAL WITH DISABILITIES. HOWEVER, THE FINAL DECISION BELONGS TO ACCESS SERVICES. TO HELP ENSURE AVAILABILITY OF THOSE AUXILIARY AIDS AND SERVICES YOU REQUIRE, PLEASE MAKE EVERY EFFORT TO NOTIFY ACCESS SERVICES OF YOUR REQUEST AT LEAST THREE (3) BUSINESS DAYS (72 HOURS) PRIOR TO THE MEETING IN WHICH YOU WISH TO UTILIZE THOSE AIDS OR SERVICES. YOU MAY DO SO BY CONTACTING (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided 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://asila.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."
ITEM 3

MINUTES
Community Advisory Committee (CAC) Meeting
Tuesday January 14, 2014
1:00 p.m. – 3:00 p.m.

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, Phyllis Coto, Tina Foafaa, Marie-France Francois, Terri Lantz, Liz Lyons, Jesse Padilla, Howard Payne and Nan Stoudenmire.

CAC Members Absent: Chaplain Dov Cohen.

Board Members Present: Dan Levy and Theresa DeVera.


Guests: William Zuke (Access Customer), Hugh Hallenberg (Access Customer), Kathleen Barajas (Access Customer), Christine Blue (Access Customer), Jeff Casillas (San Gabriel/Pomona Regional Center), Frank Lucas (CTI), Karina Moreno (CTI), London Lee (San Gabriel Transit), Teresa Gonzales (MV Transportation), Guest of Michael Arrigo, Cleo Ray (Access Customer), Beulah Brown (Access Customer), Victor Garate (Global Paratransit), Jess Segovia (Metro), Giovanna Gogreve (Metro), Carl Torres (Metro), and Adriana Passarella.
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 Lyons.

Second: Member Coto.

Abstentions: None.

Corrections: None.

Motion was approved.

GENERAL PUBLIC COMMENT

Access customer Mr. Hugh Hallenberg stated that he was glad to be at today’s meeting and questioned why all of the pickups from this location are handled by California Transit (CTI). He asked if Access had considered having Global handle the return trips for people returning to the Southern Region rather than having CTI drive all over the county.

He also mentioned that he previously served on the CAC and has a longtime relationship with Access Services. He said that he was grateful for the service and said that thanks to Access, he was able to travel beyond the Torrance area.

Access customer Ms. Kathleen Barajas asked when the CAC would be filling the vacancies and stated that she submitted her CAC application in December 2012, but did not receive a response. She said that in August she received some indirect information that she was not chosen to serve on the committee, but at another CAC meeting she heard that there were still openings on the committee. She explained that with the help of Mr. David Foster she submitted
an updated application and once again expressed her interest in serving on the committee.

Access Services Manager of Customer Support Services, Mr. David Foster stated that he informed Ms. Barajas that the vacancies on the committee remained unfilled and encouraged her to submit a new application. He mentioned that Mr. Hugh Hallenberg and Ms. Kathleen Barajas were both interested in serving on the committee and asked if the Selection Subcommittee could meet with them briefly after today’s meeting.

Chairperson Arrigo announced the passing of Access longtime customer Mr. Gary Jansen and stated that if he was here today, he would be making a public comment at this time. He stated that in the Member Communication portion of the meeting a few minutes would be dedicated to honor Mr. Jansen’s memory.

REPORT FROM BOARD OF DIRECTORS

Director Levy gave a brief update on the December 2, 2013 Board Meeting. He began by stating that the November 2013 Superior Service Award was presented to Ms. Soledad Diaz, Risk Manager for Global Paratransit.

He continued his report by stating that the consent calendar included an item to re-appoint CAC Members in Group A to another (2) year term beginning January 2014 through January 2016.

Director Levy also said that an item was approved to increase funding for Customer Service calls outsourcing which will be reviewed in a presentation later on today’s agenda.

Lastly, he stated that the Eastern Region contract was renewed with San Gabriel Transit for the amount not to exceed 154 million dollars over a five year base period.

Chairperson Arrigo thanked Director Levy for his report and stated Item #8 would be moved up on the agenda for consideration of Mr. Carl Torres’ schedule who will be presenting the item.
METRO BUS STOP USABILITY STUDY

Metro Operations Planner IV, Mr. Carl Torres stated that he was at today’s meeting to give a brief presentation about the Metro Bus Stop Usability Study. He gave some background about himself and said that he began at Metro as a bus operator for ten years working out of Division 2, then as a schedule maker. He stated that he moved on to become a Planner and was now Planner IV for Metro Operations. He stated that his department received the Bus Stop Usability Study last year and said that he was asked to be the project manager.

He stated that the study came about because of a situation where an Access passenger was unable to access a bus stop due to the configuration of the stop. He explained that the customer filed a complaint with the FTA Office of Civil Rights. He said that the FTA sided with the customer and informed Access that all passengers with “restricted” eligibility would have to be given “unrestricted” eligibility which would cost Access over 20 million dollars. He further explained that the case was settled and the FTA advised Access that a usability study was required that would include every Metro and other transit system bus stop in Los Angeles County to determine if the stops are ADA compliant or non-compliant.

Mr. Torres stated that the consulting firm hired to do the project was called TranSystems and had many years of experience working on similar projects. He said that the Usability Study’s official start date was January 6th and a kick off meeting would be scheduled soon.

He explained that this is a huge project with a time frame of about 18 months that will include the inspection of every stop in the county. He said that there are approximately 15,000 Metro stops and 10,000 stops from other transit agencies. He said that once the study is complete, the goal is to create a database that will include a picture and description of every bus stop that will be available online to all passengers. He explained that the database will say if the bus stop is ADA compliant or not and thanked the committee for allowing him to present this information at today’s meeting.
Member Lyons stated that in the San Fernando Valley there are many non-accessible stops and asked if the bus stops will be made accessible after the study is completed. She also asked if the areas with rocky terrain would be mentioned in the database.

Mr. Torres responded that the database will say if the bus stop is accessible or not and the study results will be forwarded to each city to determine if the stop will be repaired.

Access Services Executive Director, Ms. Shelly Verrinder stated that there are currently no adopted ADA regulations for what is considered to be an “ADA compliant stop.” She explained that the Americans with Disabilities Act Guidelines (ADAG), has not determined that information yet. She explained that when the process began, Access wanted to either provide service or provide bus stops that are compliant prior to the passage of the ADA or wait for the (ADAG) regulations. She stated that the reason for the pictures and the description is so the customer can look up a stop and be able to see all directions. She stated that the intent of the website is for it to be accessible to everyone and the customers can see the path of travel and whether a stop is accessible or not. Lastly, she stated that the definition as to what is considered to be compliant is still up in the air however the goal is to create a solution that will be more user-friendly for everyone.

Member Baldwin stated that he has complained for years about the eligibility process not looking at the overall accessibility of sidewalks and streets. He explained that individuals will encounter situations where for example, they have a job interview at a location where they have not gone to before and will not know if the stop is accessible or not until after. He stated that by then Access has already identified the person as not-eligible or restricted eligibility.

Ms. Verrinder explained that Access' policy regarding implementation of eligibility is that the individual has the responsibility to identify what stops are non-accessible so that information is considered in the eligibility process. She said that the other side of this is that if Access is aware that there are stops that are not accessible, then Access is supposed to base their
decision on anyone that could ever use it. She said that the FTA Office of Civil Rights, Access and Metro left it as an open complaint and FTA is aware that the Usability Study is moving forward.

Member Baldwin stated that there are still accessibility standards for building blocks for accessible design for floor space and amount of space, which is mentioned in both the ADAG and the standards for accessible design.

Ms. Verrinder stated that the biggest issues that have been identified are landscaping, newspaper racks, post office boxes and curb cuts.

She also stated that if a person needs to get somewhere and the database shows the bus stop as not accessible, the individual can call Access OMC for a ride.

Mr. Torres stated that any new stops that Metro adds have strict guidelines for accessibility as well as stops that are moved need to meet the requirements as well.

Member Coto stated that both Access and Metro have improved their service however said that there are still some Metro drivers that are not stopping at the curb.

Member Padilla stated that the Metro Line 258 seems to pass up several stops along the way due to grassy areas.

Mr. Torres stated that there are several Metro lines affected by grassy areas.

Member Baldwin stated that there are sections of Santa Clarita that are not serviced as well. Member Lyons asked if benches that block the entry or exit of the bus will be included in database.

Mr. Torres stated that the study will identify benches, trash receptacles, shelters and path of travel curb cuts.
PUBLIC COMMENT ON ITEM 8.

Access Customer Mr. Hugh Hallenberg stated that the accessibility study is a good idea and mentioned that the last time he used public transit it was evident that the drivers do not have the authority to ask people to move from the area designated for wheelchairs.

Mr. Torres that the drivers are trained to ask the person to move but if the individual refuses, there is nothing the bus operator can do.

He thanked the committee once again for allowing him to present this item at today’s meeting and stated that he would be coming back to the CAC to provide quarterly updates on the project.

Chairperson Arrigo stated that Item #7 would also be moved up on the agenda.

METRO AUDIT

Access Services Manager of Planning and Coordination, Mr. Matthew Avancena began his presentation by apologizing to the committee for not providing the audit report to the committee prior to the meeting for their review and explained that the report was published yesterday.

He stated that he would review the key summary findings and some of the recommendations set forth in the Metro report. He stated that some people may recall this past summer, the Metro Board as an addition of funding Access for it’s 2014 Fiscal Year, requested a comprehensive audit of Access Services and asked that some items be reviewed.

Mr. Avancena stated that report included the following items:
- Review of Access Services Customer Satisfaction Survey
- Five-Year Projected Demand for Access Services
• Federal and State Funds Eligible for Access Services Projected Uses
• Funding Plan, Including Cost and Demand Mitigation Strategies
• Cost Containment Strategies Compared to Industry Best Practices
• Performance and Financial Review, and Eligibility Certification Criteria
• Level of Paratransit Services Provided Compared to ADA Requirements
• Longer-Term Strategy and Options for Future Service Changes

Mr. Avancena stated that the report had 13 findings and 12 recommendations which are described in detail in the review. He also said that the report includes Access official response to the findings.

Chairperson Arrigo thanked Mr. Avancena for his report.

Member Payne asked what services were considered “beyond the call of duty” that Mr. Avancena referred to in his presentation.

Mr. Avancena that a list of the services was found on pages 39 and 40 of the report.

He clarified that Metro is not providing any recommendation as to whether or not Access should continue or discontinue the services. He said that Metro is saying these services are not required by the ADA.

Member Lyons asked for clarification regarding the point to point measuring distance by walking.

Mr. Avancena explained that currently the service area is defined as ¾ mile of fixed route on a point-to-point basis rather than on walking distance. He said that the report is suggesting that Access
consider measuring the distance by walking distance which will in turn reduce the service area.

Ms. Verrinder added that the only recommendation that Access disagrees with in the report is the recommendation of the Service Area Map as it does not specify how ¾ mile is calculated. She explained that currently the service area is measured by “as the crow flies” using Metro bus stops and zones on the map which is linked to Access.

Member Coto stated that in regards to callouts, she said that sometimes they work and sometimes they don’t.

Ms. Verrinder reminded everyone that callouts will work only 50% of the time.

Member Coto asked if customers could request their reservation online and also suggested that the 800 number be eliminated and each provider have a local phone number.

Member Baldwin stated that he liked the letter at the end of the report responding to the review and said that his only objection was that redundancy would work on centralized call center and reservation centers. He said that the call center and reservations center did not have to be separate which would also address the issue of dead-head back to the service areas.

Ms. Verrinder stated that the members who have been around for a long time know that many of the issues mentioned in the recommendations have been studied over time. She said that it was a good time to review them again since the system has changed and it is important to be looking at ways to improve the service. She mentioned that technology has advanced in terms of how now Access has a virtual centralization where everything runs off of one server. Lastly, she stated that the problem with Access has been that the service area is so large and the travel patterns don’t match up but this issue will be looked at again.
Member Baldwin stated that he did not agree with the finding related to services provided beyond what the ADA requires and provided some information from the Department of Justice.

He explained that “in Title III of the regulations in the section by section analysis, the statutes clearly contemplate that the guidelines established a level of access a minimum that the standards must meet or exceed that the guidelines are not to be minimal in the sense that they would be provided for a low level of access, to the contrary Congress emphasized that the ADA requires a high degree of convenient access.” He stated that some of the items mentioned have implications and said that he would like the opportunity to review the report and provide some input.

Ms. Verrinder stated that the items are recommendations for study and said that the process will begin by going through the advisory committees for review and cost analysis.

Member Lantz stated that she noticed some of the items mentioned had been previously discussed at length at the CAC, Board, and community level which is why services were implemented.

She said that if the reservation hours are reduced, the call volume increases and the hold times will be affected. She stated that the standing orders for example are a benefit to Access and to the people who have difficulty scheduling their rides themselves. She stated that standing order rides also help with routing since the dispatchers are aware of these trips in advance. Lastly, she agreed with Member Baldwin in that she would like to be given an opportunity to review and provide comments before any action is taken.

Ms. Verrinder stated that there are no recommendations to take action and said that the report is to receive and file. She explained that from a staff perspective, the recommendations can be looked at as a list of items that will be coming along on future agendas of the CAC, TPAC and QSS.
She also said that Access is moving forward with the Interactive Voice Recognition (IVR) system and mentioned that it was already implemented in the Antelope Valley and MV regions. She said that online reservations were coming up in the next few months. She added that Access was a very complex system providing over 10,000 trips daily so any changes to the service would take time considering the various factors involved.

Member Lantz stated that she hoped the community would be given an opportunity to provide input before any changes are made. She expressed her appreciation for the services that Access provides and said that she has seen the service grow and improve. Lastly, she said that Los Angeles is the most complex area to provide this type of transportation and said that she was glad Access and Metro were looking at the issues carefully.

Member Coto stated that within the last two years she hasn’t been on as many shared rides as she used to.

Ms. Verrinder responded that the prior to the implantation of Stratagen and other software, the share ride percentage was at 20-25% however it is currently at 85%.

Member Lyons asked if the Metro Review document could be provided in a more accessible format for her computer to read.

Member Baldwin agreed with Member Lyons and stated that PDF format is not accessible.

Mr. Foster stated that he would check with Metro.

Chairperson Arrigo thanked Ms. Verrinder for being at today’s meeting.

CALL CENTER IMPROVEMENTS

Access Services Manager of Customer Support Services, Mr. David Foster began his presentation by stating that over the past few years he has provided call center updates however today’s
presentation would address some of the findings in the Metro Audit relating to the call center.

He said that in the last two to three years, there has been a need for change in how the call center is managed due to:

- Growing call volume because of the increasing ridership
- Access/Tap ID Card Implementation September 2011

He explained that over the past five years, the annual call volume trend has increased and displayed a slide with the number of calls from FY 9/10 to present.

He stated that the Current Customer Service structure is:

Access Customer Services and OMC Operates Monday - Friday from 6:00 a.m. - 11:00 p.m.

Southland Transit handles OMC after hours, weekends and holidays. Also handle application requests, eligibility inquiries and Tap card inquiries.

Mr. Foster explained that the changes were implemented in phases and said that first Phase was “Call Volume Management.” He explained that the second phase was “Call Quality Management” and said that the “New Performance Standards” are the following:

- Average Initial Hold Time - 5 minutes or less
- Average Call Length - 5 minutes or less
- Abandon Rate - 10% or Less
- Percentage of Calls on Hold more than 5 minutes - 10% or less

Mr. Foster stated that for the months of October, November and December there was a dramatic reduction in average initial hold times in both Customer Service and OMC. He stated that more importantly the abandon rate and the percentage of calls on hold over (5) minutes dropped dramatically and for the past two months Customer Service and Southland Transit met the new standards.
Member Padilla asked what “abandon rate” meant.

Mr. Foster explained that abandoned calls were calls that came in and were not answered for example when a customer hangs up before the call is answered.

A discussion ensued regarding abandoned calls.

Member Lyons mentioned that the phone loop plays the same message over and over stating how many calls are ahead.

Mr. Foster stated that over the years Access has worked with the community regarding what information they would like to receive while on hold and the majority preferred to know how many calls are ahead of them.

Member Coto suggested that music be played during the hold time.

Mr. Foster stated that the providers have different messages playing in the phone loop.

Member Aroch stated that the call volume may increase in January because customers who were on vacation for the holidays are back to school and work.

Mr. Foster stated that the call volume didn’t change much for January and said that it was around 10,000. He said that staff would continue to monitor the calls closely each month going forward to see what adjustments are needed.

Member Lantz stated that depending on the amount of rides the customer is scheduling, the call length may vary.
A discussion ensued regarding automated booking and the (IVR) system that is coming soon.

San Gabriel Transit Call Center Manager, Mr. London Lee stated that the Eastern Region has implemented “Express Booking” which allows customers to book up to (4) trips that are taken consistently without having to speak to a live person.
Member Coto stated that she is hesitant about visiting large venues because she doesn’t know where to be dropped off.

Mr. Foster stated that whenever possible, customers should try to identify the location where they are going however Customer Service is able to assist if the customer has questions regarding a location.

Member Lantz asked if Express Booking was available at California Transit as well.

Mr. Lee responded that Express Booking is available at CTI.

Member Arrigo stated that he has used Express Booking and liked the service.

Mr. Lee stated that this feature allows the customers to schedule their trips and avoid long hold times.

SUBCOMMITTEE UPDATES

Member Lantz stated that Tap Card Subcommittee met briefly after last month’s meeting and said that there was nothing significant to report at this time. She asked that the subcommittee members stay after today’s meeting for a brief discussion. She also stated that there is a Service Animal Subcommittee immediately after today’s meeting and asked that the subcommittee members stay and meet with Mr. Geoffrey Okamoto.

Item #11 New Business was heard before Member Communication.

NEW BUSINESS RAISED SUBSEQUENT TO POSTING OF AGENDA

PUBLIC COMMENT ON ITEM 11

Access customer Mr. Hugh Hallenberg mentioned an issue regarding the jump seats in the vans and said that they seem to be an obstacle for many people using wheelchairs. He stated that
possibly better routing would help so that wheelchair and ambulatory customers are sent the proper vehicle.

Member Lyons stated that on December 28th San Fernando Valley had some technical difficulties and their computer systems were down. She stated that they handled the situation very well and thanked them for doing a good job.

Member Lantz referred to Mr. Hallenberg’s comment and requested that an item be put on a future agenda addressing the vehicle “jump seats.” She stated that several people in wheelchairs have not been able to take their trips because of the seats and would like to see this issue discussed further.

Mr. Foster announced that the next round of Community Meetings was coming up and stated that the CAC would receive a flyer with all of the dates and locations. He also stated that the Abilities Expo was also coming up on February 28th through March 2nd.

Metro ADA Paratransit Program Administrator, Ms. Giovanna Gogreve stated that as Mr. Foster mentioned the Abilities Expo was coming up and Metro along with Access Services would have a booth at the event. She said that the tethering team would be there along with members of Metro’s Accessibility Committee to answer questions.

Mr. Hugh Hallenberg asked if announcement could be made informing customers that the Community Meetings are not meant to be “complaint sessions” and were for the community to work together improve the overall service.

Chairperson Arrigo stated the upcoming meetings and expo would great opportunities for the CAC to represent Access. He also mentioned that there are booklets on the tables describing various trainings and workshops that Access will be hosting. He encouraged the committee to contact Charace Thompson and sign up to attend some of these classes. Member Lyons asked if there a fee to attend the workshops.
Chairperson Arrigo asked her to contact Charace Thompson at Access to get more information.

MEMBER COMMUNICATION

Chairperson Arrigo stated that as mentioned earlier in the meeting he would to dedicate a few minutes for anyone who would like to share a story or memory about Mr. Gary Jansen.

Member Lantz stated that Mr. Jansen served on the CAC for a number of years and said that those who knew Gary knew that he not only cared about Access but also he also cared about the people getting around in the community. She said that Gary was like his own Access fan club and he came with some unique abilities and challenges. She stated that Mr. Jansen reminds her of the reason why she is serving on the CAC and how customers with various types of disabilities should be kept in mind. She closed her comments by stating that remembering what Mr. Jansen represented will celebrate his life and hoped that everyone remembers him in a fond way and all of the points that he brought to the committee.

Member Coto stated that one of the issues she remembered Mr. Jansen bringing up at the meeting was regarding overcrowding of vehicles.

Member Stoudenmire stated the Mr. Jansen had a lot of good insight to the issues discussed at the meetings.

Mr. Lee stated that he remembers Mr. Jansen’s positive outlook of Access and he thought very highly of the service. He said that Mr. Jansen proudly wore the San Gabriel Transit T-Shirt.

Member Foafoa stated that she remembers talking with Mr. Jansen on shared rides and said that he was a sweet person and was nice to be around.

Member Padilla stated that he was sorry to hear about Mr. Jansen’s passing and stated that he also had a few shared rides with him and remembers Mr. Jansen’s positive comments at the meetings.
He said that he is sure that if Mr. Jansen was here, he would say that Access has improved over the years.

Member Aroch stated that she was sorry to hear about the loss of Mr. Jansen and stated that the community is blessed to have people like him to advocate for persons with disabilities.

He announced that the next Paratransit Rider’s Coalition meeting will be held next Tuesday from 1:30 p.m. to 2:20 p.m. and asked that anyone interested contact him.

Member Arrigo thanked everyone for attending the meeting and for sharing about Mr. Jansen. He said that remembered when he served on the CAC with Gary Jansen at the building downtown and Gary shared that he had perfect attendance. He closed his comments by stating that Mr. Jansen will be greatly missed and asked for a motion to adjourn in his memory.

**ADJOURNMENT**

Motion: Member Baldwin made a motion to adjourn the meeting in memory of Mr. Gary Jansen.

Second: Member Payne.

Meeting was adjourned at 2.52 p.m.
FEBRUARY 3, 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.
ITEM 8

FEBRUARY 11, 2014

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

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

RE: 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 April of 2013, the CAC made the last of several appointments to the QSS.

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.

RECOMMENDATION:

At this time, the CAC is asked to approve the following list of fourteen (14) candidates who have expressed a willingness to serve. Three basic types of QSS membership can be approved by the CAC in any combination. Though five (5) vacant positions exist and must be filled to have meaningful regional customer representation, applicants wishing to apply for these remaining seats can be voted on by the CAC throughout the year.

2014-15 QSS Nominee List By Service Region and Category

Eastern:

Gloria Broderick
Jeffrey Casillas

Northern:

Daniel Garcia
(Vacant)

Southern:

Myrna Cabanban
Michael Conrad
West-Central:

Patricia Hyland
William Zuke

North County/Antelope Valley:

(Vacant)
(Vacant)

North County/Santa Clarita Valley:

(Vacant)
(Vacant)

At-Large Disability Community Representation:

Rachele Goeman, (Service Animal)
Arturo Nevarez, (Cross Disabilities)
Hugh Hallenberg, Elderly and Seniors with Disabilities

CAC Appointed Representatives:

Michael Arrigo
Phyllis Coto
Tina Foafoa
Dina Garcia