

**Metro**Los Angeles County
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metro.net**FINANCE, BUDGET AND AUDIT COMMITTEE
JUNE 18, 2014
EXECUTIVE MANAGEMENT COMMITTEE
JUNE 19, 2014****SUBJECT: ACCESS SERVICES CUSTOMER SURVEY****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file the attached Access Services Customer Survey (Attachment A), Access Services Non-User Survey (Attachment B) and Metro Access Services Town Hall Meetings (Attachment C) reports.

ISSUE

In June 2013, the Board passed a motion (Attachment D) instructing the CEO to conduct an independent review of Access Services. Bazilio Cobb Associates (BCA) was retained to perform the review. At the January 2014 Executive Management and Finance, Budget and Audit Committees, BCA presented their report and notified the Committees that they would return with the Customer Satisfaction Survey component in June 2014.

DISCUSSION

At the direction of the Board, BCA performed 3 different customer surveys, 1) Access Services Customer Survey; 2) Access Services Non-User Survey; and 3) Metro Access Services Town Hall Meetings.

Access Services Customer Survey

BCA conducted an independent survey of customers of Access Services that had actually used the service. The customer survey questionnaire was developed based on a review of services provided by Access Services, background information, previous surveys and input from key stakeholder groups. The focus of this customer survey was on Access Services customers that had used the service at least three times in the six-month period from October 1, 2013 to March 31, 2014. Access Services provided BCA with a complete list of all eligible clients, which BCA oversaw to ensure it was complete and accurate. The survey questionnaire is included in Appendix A of Attachment A.

The customer survey questionnaire was designed to obtain feedback and input on each of the key processes or functions that Access Services customers experience as part of using the service. To ensure the survey results were valid and not biased, customers were selected in a completely random manner. Customers were asked to rate the quality of: reservations service; the trips or rides; immediate assistance service; and customer service on a scale of very poor, poor, good, and very good. In addition, customers were asked whether they felt Access Services was improving, staying the same or getting worse. Open-ended questions were also included in the survey questionnaire, including why customers use the service, and what they like most and least about the service. Attachment A includes complete details on the results of the Customer Survey as well as verbatim responses to the open-ended questions.

Access Services Non-User Survey

BCA also conducted an independent survey of individuals that were eligible to use Access Services but had not used the service during the six months preceding the survey. Since those surveyed had not taken a trip on Access Services for the past six months it was important to determine why they weren't using the service, whether they were aware of the services provided by Access Services, and what forms of transportation they were using.

The target customer population was Access Services' eligible clients that had not used the system in the six-month period from October 1, 2013 to March 31, 2014. Access Services provided BCA a complete list of all eligible clients that had not used the system during this period. BCA oversaw Access Services' process for providing this list to ensure it was complete and accurate. To ensure the survey results were valid and not biased, customers were selected in a completely random manner. Attachment B includes the non-user survey questionnaire as well as details of the results. In addition, verbatim responses to the open-ended questions can be found in Appendix B of the attachment.

Metro Access Services Town Hall Meetings

As part of the independent review, BCA held six town hall meetings throughout L.A. County to engage in open discussion of the services provided by Access Services in their respective areas. The forums were widely marketed to encourage broad participation. Flyers were developed and distributed in English and Spanish and included how to obtain information on the town hall meetings in other languages. Flyers were mailed to rehabilitation centers, independent living centers, senior centers, assisted living centers, multipurpose centers, regional centers, and Veterans' centers throughout L.A. County. Flyers were also provided to each of Access Service's contract providers with instructions to place them on the seats of vehicles.

Each forum began with a welcome, introductions, and meeting overview. The participants were asked to discuss the following topics and address "What Is Working

Well and What Is Not Working Well” when making a reservation, taking a trip, calling for immediate assistance, and calling to commend or complain. Access Services representatives were not allowed to be in the room during the first 90 minutes of each meeting to encourage participants to engage in honest and frank discussion. For the last 30 minutes, Access Services representatives were invited in to answer questions and respond to individual, specific concerns. Attachment C contains a combined summary of the participant’s comments and concerns. Appendices A-F of Attachment C contain verbatim comments made at each of the town hall meetings.

Next Steps

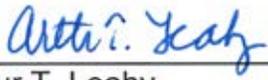
Access Services will further analyze the results of the three surveys and develop an action plan to address the concerns of the participants. Metro staff will follow-up to ensure this action is taken.

ATTACHMENT(S)

- A. Access Services Customer Survey;
- B. Access Services Non-User Survey;
- C. Metro Access Services Town Hall Meetings
- D. June 2013 Motion regarding Access Services (Item 75)

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Attachment A

Due to the considerable size of the attachments we have not included them in the report. Please copy and paste the url below into your web browser to access Attachment A.

[http://libraryarchives.metro.net/BR_Attachments/FBA EMC Access Services Customer Survey A.pdf](http://libraryarchives.metro.net/BR_Attachments/FBA_EMCAccessServices_CustomerSurvey_A.pdf)

Attachment B

Due to the considerable size of the attachments we have not included them in the report. Please copy and paste the url below into your web browser to access Attachment B.

http://libraryarchives.metro.net/BR_Attachments/FBA_EMC_Access_Services_Customer_Survey_B.pdf

Attachment C

Due to the considerable size of the attachments we have not included them in the report. Please copy and paste the url below into your web browser to access Attachment C.

http://libraryarchives.metro.net/BR_Attachments/FBA_EMC_Access_Services_Customer_Survey_C.pdf

Metro Executive Management Committee
June 20, 2013

MOTION RELATED TO ITEM 67 (Access Services)
Director Knabe, Chairman Antonovich and Director Katz

Access Services is the agency that administers Los Angeles County's Coordinated Paratransit Plan on behalf of the County's 43 public fixed-route operators, including Metro. Access provides these federally-mandated paratransit services to certain eligible persons with disabilities who cannot ride the accessible public fixed-route buses and trains. This is a critically-important transit service for many of the County's most vulnerable residents and we need to ensure that this service is not only maintained but is also of the highest quality.

Access receives funding from Metro to provide this service according to the minimums established in the Americans with Disabilities Act, which defines that the paratransit service area as $\frac{3}{4}$ of a mile on either side of a local transit route. We were recently notified that due to Metro's development of a new standard Los Angeles County transit map (511), Access is now providing service to customers who are now no longer in the service area or who travel to locations not in the service area. Access has determined that approximately 2,085 individuals are now technically no longer eligible for their services.

This Board needs to be aware of how changes to local transit routes may impact our paratransit services. Metro needs to do this proactively, but to date, this analysis has only been done after the fact, which is one reasons why we are in this predicament today. It simply does not make sense that one person is eligible for this service while their neighbor that is only ten feet away is not.

We need to make sure we are doing all that we can to ensure that this service is provided in a consistent, yet compassionate manner. At the same time, this Board needs to ensure that Access is given the appropriate oversight to make certain that it is operating in the highest possible manner.

WE, THEREFORE, MOVE that the MTA Board of Directors approve the Access budget for Fiscal Year 2014 subject to the following.

Instruct the CEO to:

- A. Ensure that any future discussions regarding changes to any fixed-route service include a thorough cost benefit analysis of the impact to our ADA paratransit services.
- B. Closely coordinate with local transit providers, including municipal dial-a-rides and other paratransit service to assist patrons.

- C. Identify supplemental federal and state funds, including grants, to augment the Access budget that can be used in the near-term to Grandfather-In current Access clients that now find themselves out of the service area.
- D. Return at the December Board Meeting with an independent review using an outside contractor that includes the following:
- Customer satisfaction survey of Access patrons;
 - Review and analysis of projected demand for Access for the next five years;
 - Listing of all federal and state funds eligible for Access and their projected uses;
 - Funding plan, including cost and demand mitigation strategies;
 - Performance and financial review of Access, including review of their eligibility certification criteria, Access service provided compared to the ADA requirements; and
 - Longer term strategy and options to apply future service changes to current Access clients.
- E. Work with Access to incorporate findings and recommendations of the above review into Access operations and budget request for Fiscal Year 2015.