Metro

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Metropolitan Transportation
Authority
One Gateway Plaza
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Los Angeles, CA

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Board Report

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FINANCE, BUDGET AND AUDIT COMMITTEE
JANUARY 16, 2019

SUBJECT: ACCESS SERVICES - QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Access Services - ADA Paratransit.

ISSUE

This is a quarterly update on Access Services (Access), as requested by the Finance, Budget and Audit Committee.

DISCUSSION

Agency Overview

Access is the Los Angeles County transit agency that provides paratransit services on behalf of Metro and 44 other fixed route operators, as mandated by the Americans with Disabilities Act (ADA). Eligibility for Access is based on a person's ability to use accessible buses and trains in Los Angeles County and has 158,000 registered riders to date. Access' paratransit service is a next-day, shared-ride, curb-to-curb service with additional assistance available to qualified individuals. The service is operated by six contractors in the following regions of Los Angeles County: Eastern, Southern, West Central, Northern, Santa Clarita Valley and Antelope Valley. Access provides services in which customers are picked up and dropped off within 3/4 of a mile of local bus route and rail lines. Customers call Access' providers directly to make trip reservations.

FY19 - Operational Performance to Date

Access oversees its contractors' compliance with federal law and regulations and their service to Los Angeles County paratransit customers through regular audits and the monitoring of a number of Key Performance Indicators (KPIs). The major KPIs are listed below.

From July 1 through November 1, 2018, Access provided more than 1.17 million passenger trips, approximately a two percent increase over the same period last year. Year to date, on-time

performance (OTP) remained strong during September and October, which are generally challenging months because of increased customer demand coupled with significantly increased traffic congestion. Call center performance is generally positive, with the Customer Service and Operations Monitoring Center continuing to show significant improvement.

As discussed in prior reports, providers are reporting difficulties hiring and retaining customer service representatives because of the competitive labor market which caused reservations call center performance to be slightly below standard (5.8% versus 5%).

In FY19, preventable collisions have ticked upward but continue to be considerably lower than those experienced by peer transit operators. Access counts any contact as a collision (even if there is no damage), regardless of dollar value, to emphasize the importance of safety. This focus has led to a decrease in Access' auto liability premiums for the past two years.

For providers that are not meeting established KPIs, staff requests the submission of corrective action plans and assesses liquidated damages to enforce contractual compliance.

Key Performance Indicator	Target	FY 2017	FY 2018	*FY 2019
On Time Performance	≥ 91%	91.5%	92.1%	92.4%
Average Hold Time (Reservations)	≤ 120 sec	83	83	91
Calls On Hold > 5 Minutes (Reservations)	≤ 5%	4.5%	5.1%	5.8%
Service Complaints Per 1,000 Trips	≤ 4.0	3.8	3.4	4.0
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.64	0.68	0.70
Average Hold Time (Customer Service)	≤ 180	131	126	92
Average Hold Time (Operations Monitoring Center)	≤ 180	126	103	68

*FY19 as of 11/01/2018

On-time Performance (OTP) - Access has an OTP standard of 91% within a 20-minute arrival window and measures on-time performance by using GPS validation to verify driver-reported arrival time at pick-up locations. On-time windows of 20 or 30 minutes are standard for ADA paratransit.

Reservations - Average Hold Time / Calls on Hold over 5 Minutes - Access measures the average amount of time, in seconds, that calls for reservations are on hold before being answered. In addition, Access measures the percentage of reservation calls that are on hold for five minutes or longer before being answered.

Preventable Collisions - Access tracks preventable collisions system-wide, at the contractor level, and down to the driver level. As a primary measurement of how safe the paratransit system is, the preventable collision rate is calculated monthly and measures the number of preventable collisions per 100,000 service miles, an industry standard.

Service Complaints per 1,000 Trips - Access tracks the number of complaints it receives to monitor the overall quality of the service. All complaints received, regardless of validity, are included in this measure.

Customer Service Center and OMC - Average Hold Time - Access measures the average amount of time, in seconds, that calls for its Customer Service Center and OMC are on hold before being answered.

Working with Community Partners

The Rancho Los Amigos National Rehabilitation Center (Rancho): Rancho in Downey is one of Access' largest trip generators. Several enhancements were implemented by Access' Southern Region provider, Global Paratransit (Global), including the provision of a dedicated road supervisor to Rancho who is also serving as a "floater." Staff from both the provider and Access are monitoring this arrangement and have received positive feedback from Rancho leadership and customers. In addition, Global hosts an annual review of all drivers on proper mobility device securement protocols. This year, Global has integrated Rancho staff's feedback into the training and collaborated with Rancho to ensure that the mobility devices used as part of this training reflect the devices used by Rancho's customers.

Aging and Disability Transportation Network (Network): In June 2016, the Metro Board passed a motion ("Countywide Services for Older Adults and People with Disabilities") that asked for an action plan to better address the transportation needs of older adults and people with disabilities that included an evaluation of the feasibility of enhancing Access. Metro and Access staff have been meeting with Network representatives to discuss and study the following enhancements to the service: technology to improve dispatching/routing; website enhancements to improve the customer experience; improved processes to facilitate the negotiation of pick-up times; and continued enhancements to the travel training program. The proposed enhancements will ultimately be brought to the Access Board of Directors for consideration. One such proposal, regarding adding additional transfer times between the North County and the Los Angeles Basin, will be brought to the Access Board in February 2019.

The Network and Access have also been working together on strategies to continue the Parents with Disabilities (PWD) program, which provides additional assistance to Access customers with school-age children. Access and the Network have met with possible program partners, such as the Los Angeles Unified School District, and are discussing different service models that could be used to expand the program countywide.

Technology Update

Where's My Ride (WMR): More than 3,100 customers have downloaded the WMR application. The app, which is being used nearly 7,000 times a day, allows customers to obtain an estimated time of arrival (ETA) and vehicle location for their trips, and provide feedback and comments after the trip is

completed. Based on customer feedback, the latest update now displays the vehicle identification number and type of vehicle to assist customers in identifying their vehicle. Access is also expanding the WMR Help Desk phone line to provide customers with information and tech support.

Online Reservations: Access is in the process of implementing an Online Reservations platform. Currently beta testing of the new system is taking place with customers in its West Central and Eastern Regions. This test group is booking trips online and has provided valuable feedback. This platform is expected to go live in March 2019 in those two regions.

All of the above initiatives, as well as the expanded suite of KPIs that will assist in providing enhanced service to Access customers are funded by Measure M 2%.

Woolsey Fire: From Thursday, November 8, 2018, through Saturday, November 17, 2018, Access and regional contractor staff were involved in response efforts due to the destructive Woolsey wildfire, which affected both Los Angeles and Ventura Counties. Access' Emergency Operations Center (EOC) was activated to monitor the fire's effect on Access' operations.

The Woolsey Fire highlighted the importance of Access' Emergency Management Program and demonstrated the effectiveness of Access' partnerships with its contractors and member agencies. This partnership proved critical when Access was contacted by the Palos Verdes Peninsula Unified School District for assistance evacuating 103 adults and children from a Malibu youth camp. Access helped coordinate the evacuation using buses from the Los Angeles Department of Transportation (LADOT) and Santa Monica Big Blue Bus (BBB) on behalf of the Palos Verdes Peninsula Transit Authority.

Free Rides to the Polls

Access joined with Metro and other transit operators to provide free rides to the polls on Election Day. The initiative was approved by the Access Board at a special meeting and staff then informed riders using seat drops, website notices and recordings on reservations and customer service lines. Access received positive feedback from customers for this effort and is making this a permanent policy moving forward.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Goal 2: Deliver outstanding trip experiences for all users of the transportation system

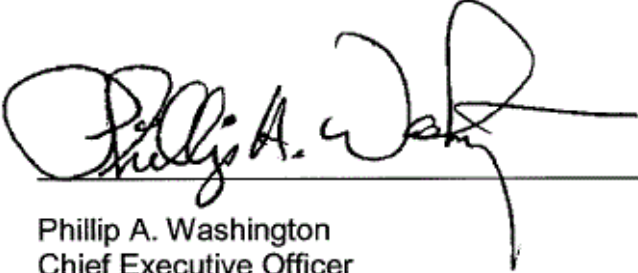Goal 3: Enhance communities and lives through mobility and access to opportunity

NEXT STEPS

Access is in the process of completing the following:

- Continue development and implementation of an online reservations platform with initial deployment in March 2019;

- Amend existing contracts to include an expanded suite of Key Performance Indicators (with accompanying liquidated damages) to provide enhanced ADA paratransit service;

- Continue to work with Community Partners;

- Work with Metro staff to develop the FY20 Budget.

Prepared by: Giovanna M. Gogreve, Senior Manager Transportation Planning, (213) 922-2835 (in consultation with André Colaiace, Executive Director, Access Services, (213) 270-6007)

Reviewed by: Nalini Ahuja, Chief Financial Officer, (213) 922-3088

Phillip A. Washington
Chief Executive Officer

Access Services Quarterly Update

Finance, Budget & Audit Committee
January 16, 2019

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Agency Performance Goals

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"Where's My Ride" application (WMR) – Update

- Ride information and notifications
  - Estimated Time of Arrival (ETA)
  - Map view of vehicle location
  - "Rate My Ride" function
  - New feature – Vehicle type and ID number

- Downloaded by over 3,100 customers

- Used 7,000 times per day

- WMR Help Desk

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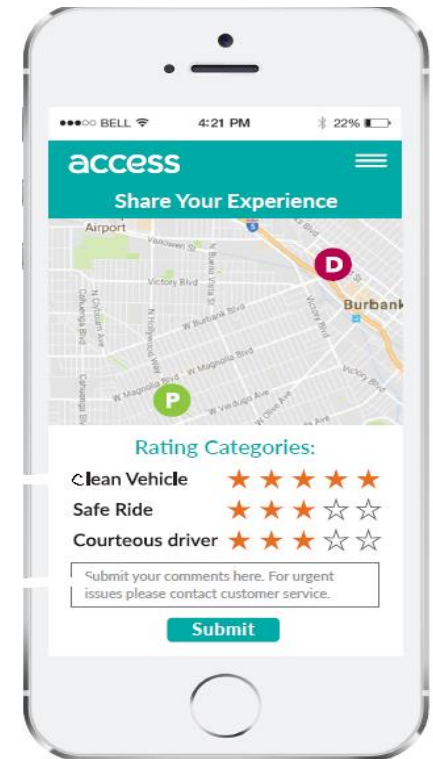
Online **Reservations**

- The Web Booking Application is an easy to use tool that allows customers to:
  - Book a next day trip
  - Edit an existing next day trip
  - Cancel a trip
- Implementation:
  - Phase 1 – go live March 2019 In Eastern & West/Central Regions
  - Phase 2 – go live Summer 2019 San Fernando Valley and Santa Clarita, and Southern Regions

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Working with Community Partners

Rancho Los Amigos National Rehabilitation Center

- Dedicated road supervisor and "floater"
- Dedicated transportation coordinator "starter"
  - Both positions facilitate transportation for Rancho patients
  - Assist customers to their vehicles, provide ETAs
  - Rebook trips if medical appointments go late
- Positive impact on site operations

Positive Impacts	Prior 6 Months	Current
On Time Performance	91%	93%
Rebooked Trips (<45 min)	16	40
Complaints	27	14

- Joint training on securing mobility devices

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Aging & Disability Transportation Network

- Enhance mobility options for customers in Antelope Valley/Santa Clarita regions
  - Additional weekday, weekend and holiday transfers to Los Angeles basin
  - Conducting outreach in Santa Clarita and Antelope Valley to ensure that needs are being met

- Parents with Disabilities Program (PWD)
  - Identify permanent funding for program
  - Seeking program partners (e.g. LAUSD)
  - Discussing different models to expand program

- Technology improvements
  - Website enhancements
  - More enhancements to Where's My Ride app
  - Development of comparable phone system to offer same benefits as app

- Service improvements
  - Driver to Rider Communication System – Pilot
  - Working with software developers on routing and dispatching software

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Agency Update/Next Steps

Agency Update

- Free Rides to the Polls

- Woolsey Fire Response

- Continue work with Community Partners

Next Steps

- On line Reservations – March 2019

- FY20 Budget Development

- Amend existing contract with expanded KPIs

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