

## **Attachment B**

**During the January 2024 Metro Board Executive Committee Meeting, individual Metro Board Directors inquired about how agency staff are responding to individual CAC Members' previous inquiries raised during their former CAC General Assembly Meetings, (specifically on the questions listed below from the CAC's former reporting period):**

*(NOTE: The views or concerns reiterated below were those of one or more individuals and not necessarily reflective of the CAC as a whole).*

- A few CAC Members have previously expressed interest in:
  - Consistent customer service skills from all Operators as they interact with customers. Especially for customers who have wheelchairs, mobility challenges, or other special needs. Some concerns were expressed about the variability of customer service skills of the Operators and the desire to see more enhanced and consistently good quality customer service skills from all Operators. Particularly for customers with special needs who require extra support and assistance.
- Metro Staff Feedback:
  - Metro Presenter to the CAC, Daniel Dzyacky, explained to the CAC Members during the October CAC General Assembly Meeting that there is robust training in place which includes hands-on experience and Standard Operating Procedures (SOPs) to ensure the best customer service possible. Mr. Dzyacky also highlighted that the training includes how to communicate with passengers on a regular basis as well as how to make announcements during incidents/events. Metro's Training Team focuses on the standards to follow and how to work in different situations. Operators are trained in how to provide proper assistance or aid to those who need special assistance. Mr. Dzyacky explained that different types of scenarios are discussed during the training and there are steps for the Operator to follow. Mr. Dzyacky also pointed out that the Operators are also customers so the training staff often will ask, "how does it feel to be a customer that is not informed?" and try to put them in the shoes of the customer so they can assess the situation of that customer.
  - With over 4,000 bus and rail operators, we understand there will always be variations in how our operators interact with customers. However, we expect all of our operators to conduct themselves according to the SOPs and training they receive.
  - Additionally, Metro conducts a Mystery Rider Program to monitor operator performance when serving riders living with disabilities or other special needs. Independent observers report on items such as courtesy towards individuals with disabilities, successful boardings, use of the ramp and kneeling features, wheelchair securement and handling of service animal

requests. According to the data, there have been no negative trends reported in the performance of these duties over the past year. In fact, Division 2 surpassed the goal in all four categories for three months in a row.

- One CAC Member formerly expressed interest in:
  - If Metro's current Operator training in this area is also applicable for other municipal agencies or if they have their own, do they follow their own standards? How does it compare to the scope of Metro's?
  
- Metro Staff Feedback:
  - Mr. Dzyacky explained to the CAC during their October 2024 General Assembly Meeting that there are different categories of Bus Operators and an Operator in charge of training new staff at the division - referred to as a Line Instructor. Metro also has Supervisors on the street called Vehicle Operations Supervisors and others Mr. Dzyacky works with daily. Those staff are certified by the Federal Transit Administration (FTA) Transportation Safety Institute (TSI) and other transit agencies send from across the US to Metro for training by our staff for TSI certification.
  - Mr. Dzyacky shared that he is of the opinion that the Metro Operator Training is one of the best in the industry. With the current Metro ADA training, there are 8-10 hours for training on how to use the vehicle ramp and different mobility devices and there are five buses to work on for hands-on training. Hands-on training is used often and is important for understanding and retention.
  - Mr. Dzyacky shared that he is not aware of any other agency spending that much time on training on the intricacies and would regard the Metro training as top quality in the industry.
  
- A CAC Member formerly expressed interest in:
  - Potential chair lifts in Metro facilities and Metro stairwells (and potentially on buses) to help those in wheelchairs and those who may need to use stairs in an emergency, when / if elevators are not working. (CAC Member Descargar' s related concerns and input).
  
- Metro Staff Feedback:
  - Metro is always interested in addressing any concerns and recommendations expressed by Metro customers.
  - Metro has previously considered chair lifts at stations. Nevertheless, placing chair lifts on stairs would create Fire / ADA code violations.
    - All stairs must maintain the required minimum clear width to meet code required evacuation egress.

- Handrails must be within 30" reach and be provided on both sides of the stairway. Wide stairways have additional center handrails as required.
    - Handrails must not be obstructed at any time.
  - At underground stations, areas of refuge are located inside the emergency stairwells behind fire-rated doors at the end of the platform. The doors are fitted with push bars and each area of refuge can accommodate at least one wheelchair / mobility scooter. Emergency phone/intercoms with connection to the Rail Operations Center are placed in each area of refuge so the customer can call for assistance.
  - If elevators/escalators are not functional, customers typically travel to the next rail station and connect with Metro bus service to complete the trip. Where/when bus headways are infrequent, Access Services can be contacted to complete the trip, but the wait time for the vehicle can be long.
  - The Metro bus fleet is composed of 100% low floor vehicles fitted with ramps that can be deployed manually if needed. Lifts were previously used on buses in the era before low floor buses. Lifts had a much higher frequency of malfunction / breakdown, requiring much additional maintenance.
- **Per Moniek Pointer's additional feedback from Metro Emergency Management/Preparedness** (specifically, regarding CAC Member's question re: the Metro Gateway Headquarters Building stairwells and stair chairs):
    - Metro Transit Security (MTS) is responsible for evacuating anyone needing assistance with the stair evacuation chairs.
    - A person would be assigned to stay with the person needing assistance and notify MTS who would come and retrieve the evacuation chair and help with the evacuation.
    - Evacuation chairs are stored in the vestibule of the service elevators on each floor.
    - MTS is trained in how to use the chairs.
    - Metro Safety is working on buying new chairs and will hold training courses with MTS once the new chairs have been acquired.
    - Ms. Pointer confirmed that MTS is aware of this responsibility and the chair locations, and Metro Staff, if ever necessary, would notify either the first or third-floor security for assistance or call extension 27600.
    - Ms. Pointer and Mr. Luu from Risk / Safety checked all the stairwells on the 3<sup>rd</sup> floor and located one evacuation stair chair.
      - That one stair chair is located at the end of the hallway, where the meeting rooms are.

- Ms. Pointer indicated that there would ideally be more / additional evacuation stair chairs for the 3<sup>rd</sup> floor, including the other stairwells, some connected to the Board Room.
  - Per Ms. Pointer, for stairwells that do not have evacuation chairs, it appears there would be space for them to be mounted.
- CAC members expressed interest regarding how Metro is reaching communities and the public regarding the CAC Meetings and how we can ensure we are reaching our key demographics for Metro and L.A. County:
- Metro Staff Feedback:
  - Metro posts all CAC meeting notices on the online public agency calendar and posts all meeting notices (Final Agendas) on the public bulletin boards at the physical meeting location (Metro Gateway Headquarters Building).
  - Metro also provides and promotes a simultaneous virtual meeting option for each CAC Meeting to increase access and ease of participation in the meetings by the public. The public may also participate in-person at the physical meeting location.
  - The meeting notices and Final Agendas list the physical meeting location as well as the virtual meeting room option.
  - Metro also posts the monthly CAC meetings notices in the public Metro Community Relations Newsletter.
  - Metro anticipates utilizing Next Door for promoting CAC monthly meetings (utilizing all zip codes from across LA County beginning as early as Spring 2024).

Additional avenues may be considered and explored to further enhance the reach and public awareness of the CAC meetings amongst key demographics and across all geographies of L.A. County.