

# Quarterly Update

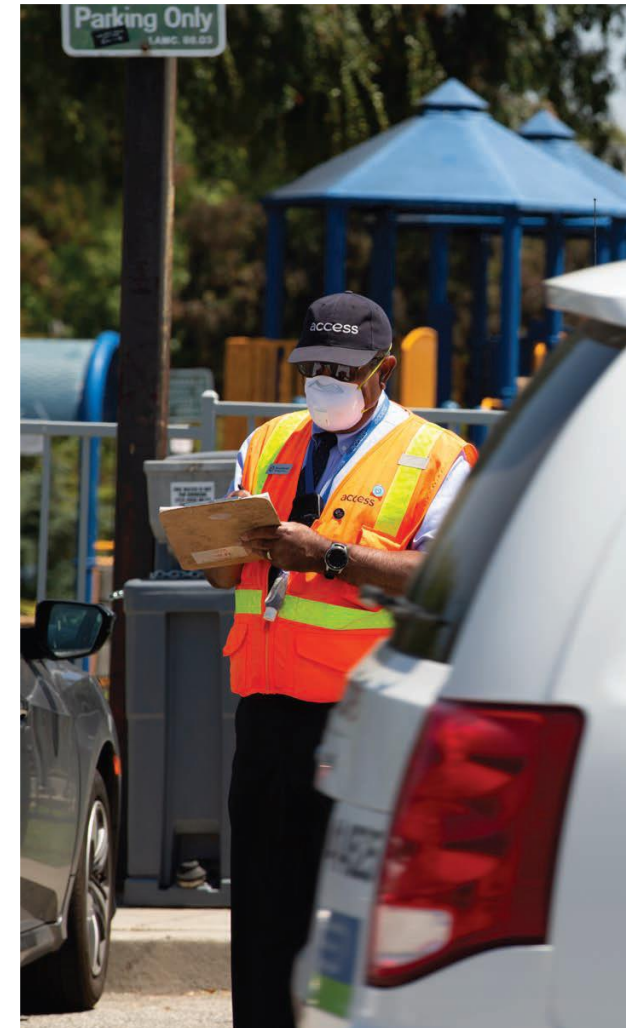
Finance, Budget & Audit Committee

October 2022

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# Emerging from the COVID-19 Pandemic

- > Qualified vehicle operators and other personnel are in short supply, but situation is improving
  - > Increase in FY23 funding for contractor wages
  - > 129 drivers added since May 2022
- > Taxi subcontractor usage at 32% vs normal 50%
  - > Increase in FY23 funding for taxi reimbursement
  - > Working with taxi industry
- > Fleet replacement significantly impacted
  - > 103 vehicles to be replaced later this year
  - > Additional 260 vehicles need to be replaced by end of FY23



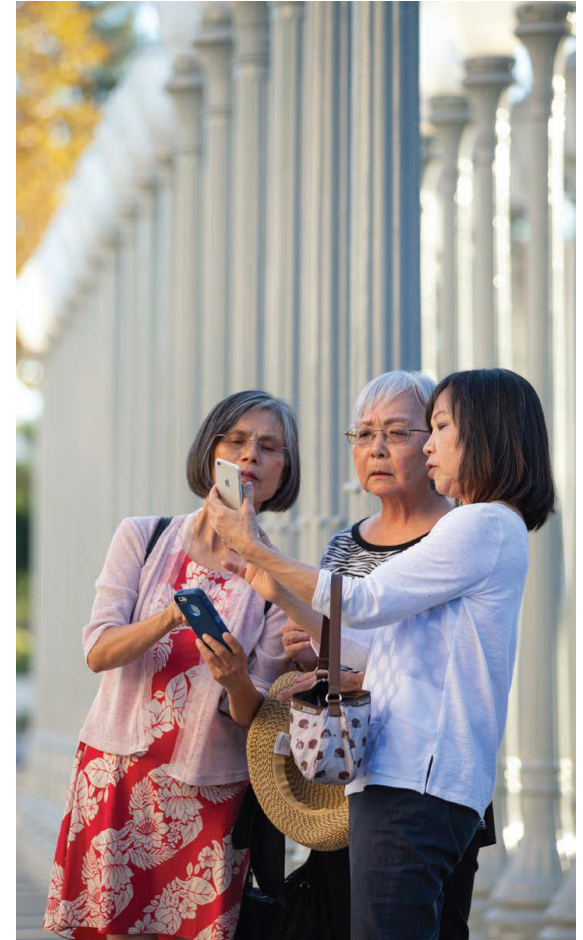
# Key Performance Goals

Key Performance Indicator	Standard	FY22	FY23 YTD*
On Time Performance	≥ 91%	89.8%	92.5%
Excessively Late Trips	≤ 0.10%	0.14%	0.03%
Excessively Long Trips	≤ 5.0%	3.6%	3.6%
Missed Trips	≤ 0.75%	0.59%	0.41%
Denials	0	6	0
Access to Work On Time Performance	≥ 94%	95.8%	97.1%
Average Hold Time (Reservations)	≤ 120	66	63
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	2.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	1.7%
Complaints Per 1,000 Trips	≤ 4.0	3.2	3.0
Preventable Incidents per 100,000 miles	≤ 0.25	0.20	0.32
Preventable Collisions per 100,000 miles	≤ 0.75	0.74	0.84
Miles Between Road Calls	≥ 25,000	58,746	54,212

\*Statistical data through August 15, 2022

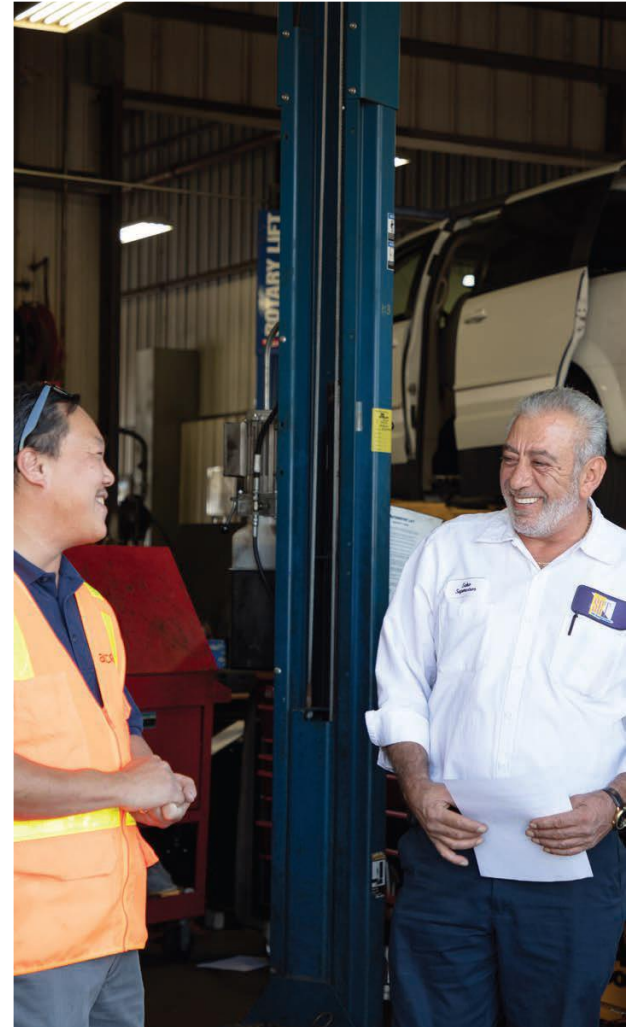
# Working with the Community

- > Community Meeting
  - > Held virtually on August 6, 2022
  - > 90 attendees
- > Access Community Advisory Committee (CAC)
  - > New subcommittees focusing on review of KPIs, service standards, and development of how-to videos for riders



# Operational Initiatives

- > Analyzing the use of Transportation Network Companies (TNCs)
  - > “Rider choice” pilot proposal
  - > Allow contractors to provide limited number of TNC ADA trips like Uber & non-Access certified taxicabs
- > Facilities Plan
  - > Ownership of facilities
  - > Enhance competition of bids
  - > Lower long-term operating costs & providing operational stability



# Access Update/Next Steps

- > Forming a Working Group to analyze increasing operational capacity through TNCs and non-certified taxis
- > Initiating pilot program for accessible electric paratransit vehicles
- > Continuing to assist Access contractors through Access' Contractor Hiring Assistance Program
- > Seeking other outside grant funding for operating facilities
- > Enhancing Where's My Ride (WMR) app using (Mobility for All) federal grant funds - \$330K
- > Launching marketing campaign to raise awareness of Where's My Ride app and online reservations

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