

Access Services Quarterly Update

Finance, Budget & Audit Committee
Item 2

access



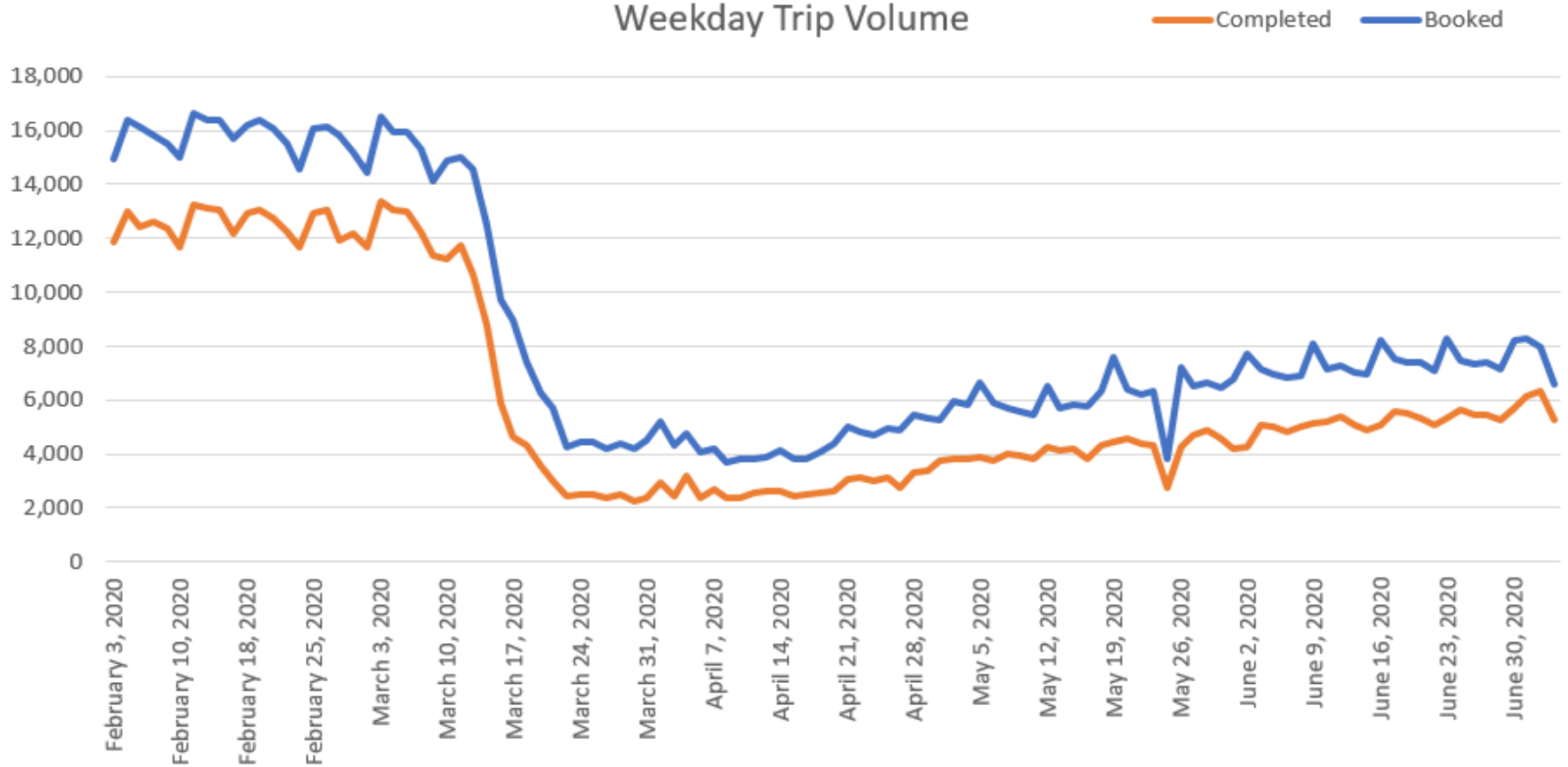
Response to COVID-19 Pandemic

- Initial service decline from 11,600 to 2,500 trips/day
- System changes :
 - No shared rides
 - Enhanced cleaning protocols
 - Face coverings required for all riders and drivers
- Additional services :
 - 240,000 meal and grocery boxes delivered
 - 14,000 trips for same day service for trips to non-emergency medical/dental appointments, grocery stores, pharmacies or drug stores, the bank, and Los Angeles County Cooling Stations

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Impacts on Ridership

Weekday Trip Volume



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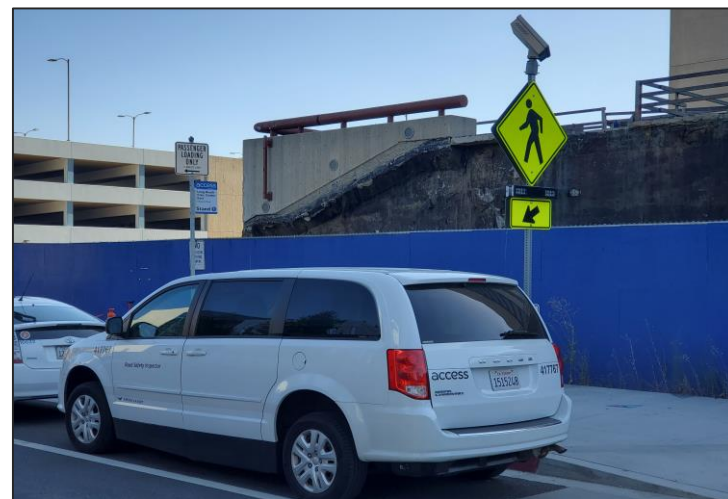


Agency Performance Goals

Key Performance Indicator	Target	FY 2019	FY 2020
On Time Performance	≥ 91%	92.0%	92.20%
Excessively Late Trips	≤ 0.10%	0.08%	0.10%
Excessively Long Trips	≤ 5%	3.8%	2.9%
Missed Trips	≤ 0.75%	0.52%	0.46%
Access to Work On Time Performance	≥ 94%	95.8%	95.9%
Average Hold Time (Reservations)	≤ 120	80	71
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.5%	3.30%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.5%	4.10%
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.5
Preventable Incidents	≤ 0.25	0.21	0.19
Preventable Collisions (Weighted)	≤ 0.50	0.64	0.67
Miles Between Road Calls	≥ 25,000	54,878	60,999

Working with Agency and Community Partners

- **Aging and Disability Transportation Network (ADTN)**
 - Parents with Disabilities (PWD) program
 - Access Board approved a modified program county-wide
- **City of Long Beach and Long Beach Transit**
 - Installed three Stand Sign locations at the new Civic Center





Agency Update/Next Steps

- Received \$330,000 DOT Mobility for All Pilot Program Grant Award
 - Will enhance Where's My Ride smartphone application to include trip planning, trip booking, trip cancellation and integrated mobile fare payment solutions.
- Recovery Plans: Normalize operations as the pandemic subsides.
 - Balance operational circumstances, including contractor capacity and ridership, as well as guidance from our public health partners and local authorities.

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