

# Access Services Quarterly Update Finance, Budget & Audit Committee

January 2023

# Recovering from the COVID-19 Pandemic

- Staff shortages improving compared to FY22
- Taxi subcontractor usage at 32% vs normal 50%
  - Looking at integrating TNCs into next-day service
- Fleet replacement schedule significantly impacted due to global supply change issues
  - 122 vehicles to be replaced in FY23



# Key Performance Goals

Key Performance Indicators	Standard	FY22	FY23 YTD*
On Time Performance	≥ 91%	89.8%	90.8%
Excessively Late Trips	≤ 0.10%	0.14%	<b>0.06%</b>
Excessively Long Trips	≤ 5.0%	3.6%	<b>4.2%</b>
Missed Trips	≤ 0.75%	0.59%	<b>0.49%</b>
Denials	0	6	2
Access to Work On Time Performance	≥ 94%	95.8%	<b>95.2%</b>
Average Hold Time (Reservations)	≤ 120	66	<b>68</b>
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	<b>2.7%</b>
Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	<b>2.1%</b>
Complaints Per 1,000 Trips	≤ 4.0	3.2	<b>3.3</b>
Preventable Incidents per 100,000 miles	≤ 0.25	0.20	<b>0.25</b>
Preventable Collisions per 100,000 miles	≤ 0.75	0.74	0.86
Miles Between Road Calls	≥ 25,000	58,746	<b>62,409</b>

\* Statistical data through October 2022





# Operational Initiatives

- Electric Paratransit Vehicles
  - Pilot program will allow Access to test vehicles from multiple manufacturers to ensure that range, reliability, and safety are acceptable before making a long-term commitment
- Transportation Network Companies (TNCs)
  - Pilot project would allow contractors to provide a limited number of ADA trips utilizing TNCs like Uber, as well as non-Access certified taxicabs



# Working with the Community

- Customer Survey
  - To be conducted early 2023
  - Review different transportation mode options to identify needs, gaps, and future planning
- Annual Meeting
  - Reviewed FY22 financial and operating performance with 46 member agencies



# Agency Update/Next Steps

- > Implementing a pilot program to increase operational capacity through the use of TNCs and non-Access certified taxis
- > Initiating a pilot program for accessible electric paratransit vehicles
- > Planning to conduct a Customer Survey in 2023
- > Hosting countywide community meetings via Zoom in early 2023
- > Continuing to assist Access contractors through Access' Contractor Hiring Assistance Program
- > Seeking grant funding for Access-owned operating and maintenance facilities
- > Start development of Access' FY24 budget

# Q & A