



Access Services Quarterly Update

Finance, Budget & Audit Committee
October 16, 2019

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Agency Performance Goals

Key Performance Indicator	Target	FY19	*FY20
On Time Performance	≥ 91%	92.0%	91.5%
Excessively Late Trips	≤ 0.10%	0.08%	0.16%
Excessively Long Trips	≤ 5%	3.8%	3.1%
Missed Trips	≤ 0.75%	0.52%	0.47%
Denials	≤ 0	10	3
Access to Work On Time Performance	≥ 94%	95.8%	96.2%
Average Initial Hold Time (Reservations)	≤ 120	81	80
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.2%	4.7%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.3%	4.5%
Complaints Per 1,000 Trips	≤ 4.0	3.3	2.7
Preventable Incident Rate	≤ 0.25	0.21	0.13
Preventable Collision Rate	≤ 0.50	0.63	0.67
Miles Between Road Calls	≥ 25,000	55,228	66,172

*as of 9/1/19

Working with Agency and Community Partners

- Rancho Los Amigos National Rehabilitation Center
 - 1,839 trips to/from center with on-time performance of 91%
 - Relocating stand signs on Rancho campus to accommodate construction and building closures
- Completed driver training video on wheelchair securement



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Working with Agency and Community Partners

- Office of Extraordinary Innovation (OEI)
 - Assisted OEI in identifying Access customers for Mobility on Demand pilot
 - Sent direct mail and called to generate interest
 - Significant increase in usage by customers in mobility devices
- Aging and Disability Transportation Network (ADTN)
 - Address the transportation needs of older adults and people with disabilities
 - Parents with Disabilities Program (PWD)
 - Evaluating Request for Proposals to expand Countywide

Working with Agency and Community Partners

- Transfer Trip Service between North County and LA
 - Implemented July 1
 - Expanded weekday connections and added weekends and holidays
 - Reduced fares
 - Antelope Valley service increased 43%
 - Santa Clarita service increased 11%



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Agency Update/Next Steps

- Where's My Ride App
 - 8,200 downloads
 - Enhancing app's accessibility features and push notification options
- Online Reservations
 - May 2019 launch
 - West Central, Eastern, Southern
 - 480 trips/day, 4% of total trip volume
- Next steps
 - Continue development of online reservations
 - Integrate online reservations into the WMR application
 - Continue work with Agency and community partners, including Metro's On the Move Riders Program