



Access Services Quarterly Update

Metro Finance, Budget and
Audit Committee
September 19, 2018

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Agency Performance Goals

Key Performance Indicator	Target	FY 2017	FY 2018	*FY 2019
On Time Performance	≥ 91%	92%	92%	94%
Average Hold Time (Reservations)	≤ 120	83	83	72
Calls On Hold > 5 Minutes (Reservations)	≤ 5%	4.5%	5.1%	4.5%
Service Complaints Per 1,000 Trips	≤ 4.0	3.8	3.4	3.3
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.65	0.68	0.71
Average Hold Time (Customer Service)	≤ 180	131	126	79
Average Hold Time (Operations Monitoring Center)	≤ 180	126	103	52

*as of 8/1/18

Rancho Los Amigos National Rehabilitation Center

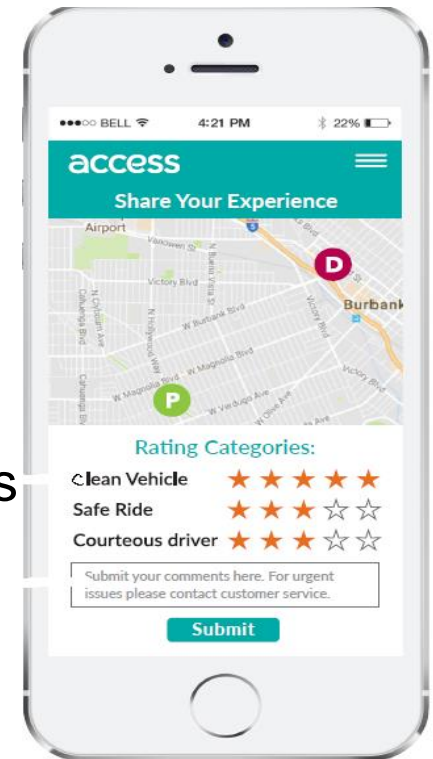
- > Dedicated road supervisor and “floater”
- > Dedicated transportation coordinator “starter”
- > Increased outreach and monitoring



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“Where’s My Ride” application (WMR) – Update

- > Ride information and notifications
 - Estimated Time of Arrival (ETA)
 - Map view of vehicle location
 - “Rate My Ride” function
- > Downloaded by over 2,400 customers
- > In use by large facilities and adult day care centers
- > Working on new features



Agency Update

- > Online Reservations
- > Customer Outreach
 - Community Meetings
- > Contract Implementations
 - San Fernando Valley
 - Santa Clarita

