

# QUARTERLY UPDATE

Finance, Budget & Audit Committee  
March 17, 2021

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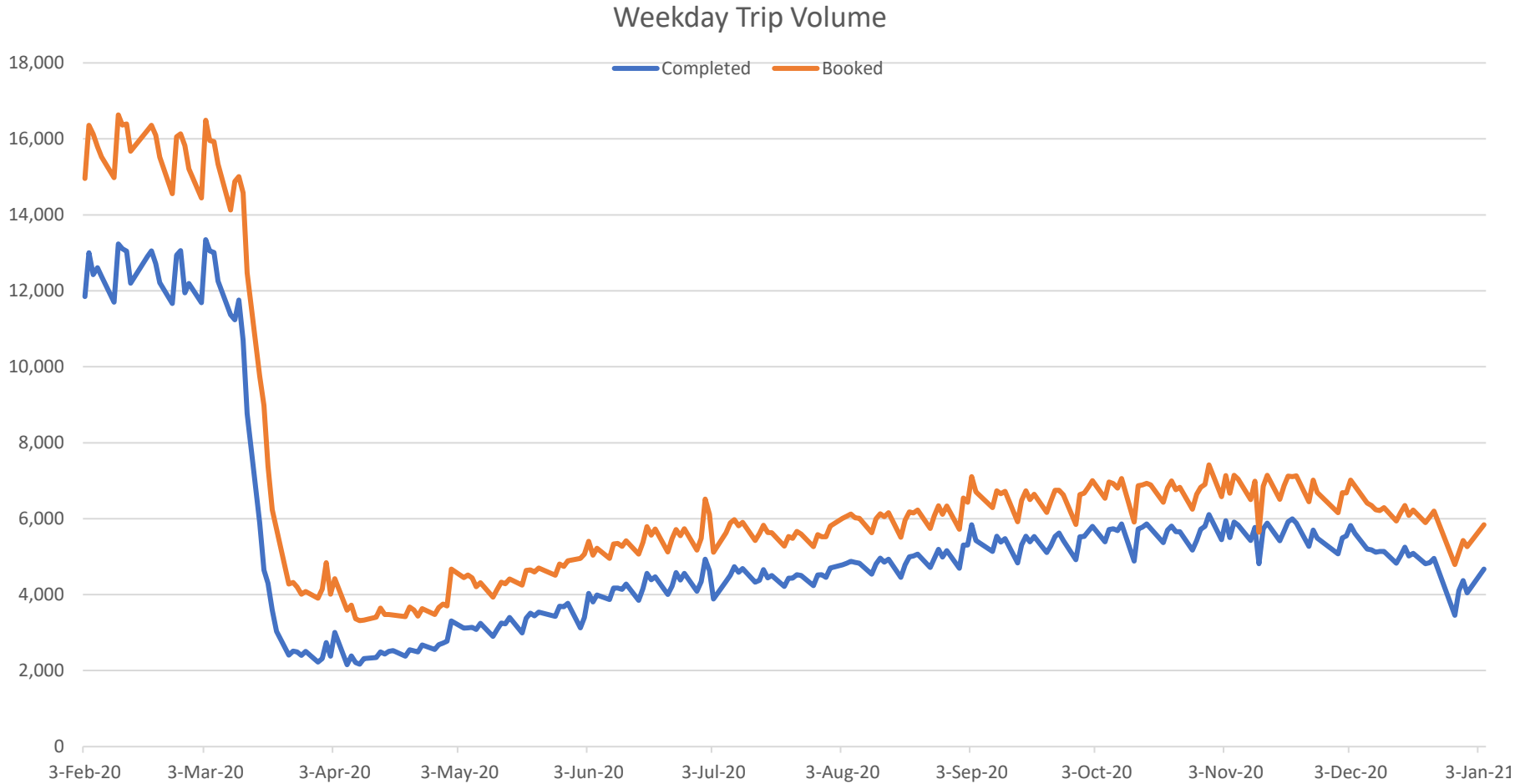


# RESPONSE to COVID-19 Pandemic

- > Initial service decline from 11,600 to 2,500 trips/day
  - > Ridership has recovered to 41% of normal to 4,700 trips/day
- > System changes continuing:
  - > No shared rides, enhanced cleaning protocols, face coverings required for all riders and drivers
- > Additional services continuing:
  - > 356,000 meal and grocery boxes delivered
  - > 43,000 same day service trips to non-emergency medical/dental appointments, grocery stores, pharmacies or drug stores, the bank, and Los Angeles County Cooling Stations.
  - > Discussing vaccine site transportation with City and County

# IMPACTS

## On Ridership



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# AGENCY Performance Goals

Key Performance Indicators (KPIs)	FY 2020	FY 2021
On Time Performance - $\geq 91\%$	92.20%	93.5%
Excessively Late Trips - $\leq 0.10\%$	0.10%	0.04%
Excessively Long Trips - $\leq 5\%$	2.90%	0.00%
Missed Trips - $\leq 0.75\%$	0.46%	0.30%
Denials - $\leq 0$	18	1
Access to Work On Time Performance - $\geq 94\%$	95.90%	98.0%
Average Hold Time (Reservations) - $\leq 120$ seconds	71	48
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	3.30%	1.90%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	4.10%	1.40%
Complaints Per 1,000 Trips - $\leq 4.0$	2.5	2.1
Preventable Incidents - $\leq 0.25$	0.19	0.11
Preventable Collisions (Weighted) - $\leq 0.50$	0.67	0.48
Miles Between Road Calls - $\geq 25,000$	60,999	61,532

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# SERVING the Community

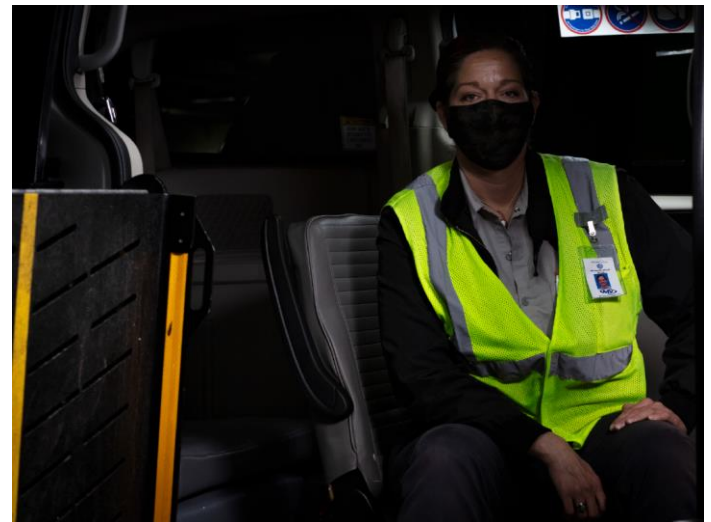
- > **Customer Survey**

- > In process to gauge customer feedback on technology

- > **Community Presentations**

- > Engagement with the Lanterman Regional Center and the Personal Assistance Services Council (PASC)

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# AGENCY

## Budget Update / Other Projects

- > **FY 21 Budget Update**

- > Ridership numbers 37 percent higher than projected

- > **FY 22 Budget Process Underway**

- > Ridership projections and service model will impact request

- > **Other Projects**

- > Analysis of how NextGen plan affects Access' service area
- > Parents with Disabilities program expansion to LA County
- > Technology enhancements to Where's My Ride App and Online Reservations

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