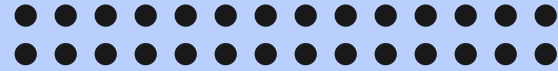
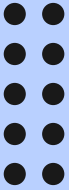


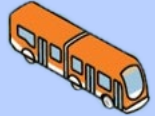
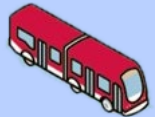


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# Access Services Semi-Annual Update Finance, Budget & Audit Committee

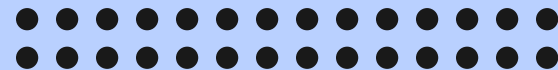
January 2024



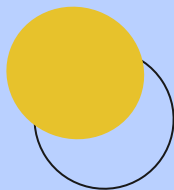


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# Key Performance Goals



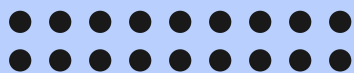
Key Performance Indicators	Standard	FY23	FY24 YTD*
On Time Performance	≥ 91%	91.3%	92.5%
Excessively Late Trips	≤ 0.10%	0.05%	0.01%
Excessively Long Trips	≤ 5.0%	3.6%	3.3%
Missed Trips	≤ 0.75%	0.44%	0.35%
Denials	0	4	2
Access to Work On Time Performance	≥ 94%	95.5%	96.7%
Average Hold Time (Reservations)	≤ 120	60	59
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.3%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.0%	2.3%
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.3
Preventable Incidents per 100,000 miles	≤ 0.25	0.19	0.17
Preventable Collisions per 100,000 miles	≤ 0.75	0.82	0.87
Miles Between Road Calls	≥ 25,000	41,561	39,861



\* Statistical data through October 2023



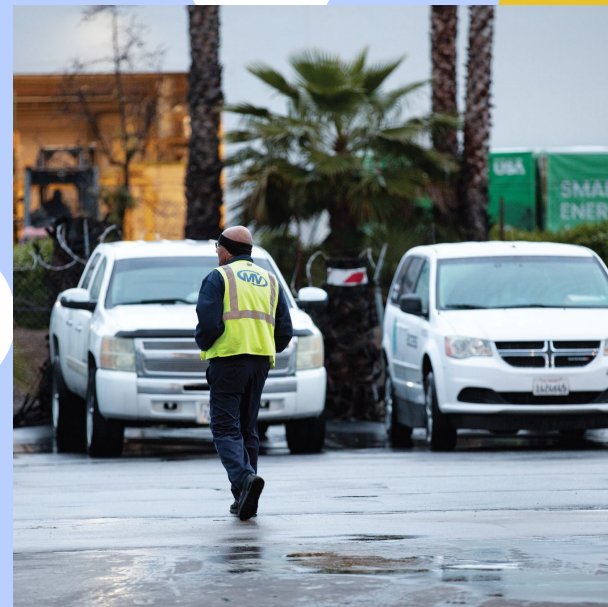
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# Operational Initiatives



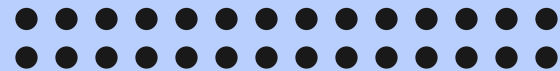
- Antelope Valley Operations & Maintenance Facility
  - Access acquired 6.8 acres of land in Lancaster
  - Projected facility opening in early 2026
- Access Flex (TNC Pilot Program)
  - Provides more operational capacity for contractors
  - Riders must opt-in to receive a TNC or taxi
- Electric Paratransit Vehicles
  - Large Dodge Ram ProMaster
  - Expected to clear federally required safety testing in February 2024
- 2028 Olympic/Paralympic games planning
  - An Access operations and maintenance facility for the games; also planning and security for venues
  - Integrate paratransit service with Metro & Olympic Committee





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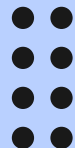
# Working with the Community



- Spirit of Accessibility Award
  - Metro's On the Move Riders Program
  - November 2023
  
- ADTN Summit
  - Access & Metro explored ways to enhance support for the transportation needs of older adults and individuals with disabilities
  
- Community Meeting
  - Virtual meeting held in September 2023
  - Discussed operational topics and Q&A session



*Spirit of Accessibility Award  
Metro's On the Move Riders Program*

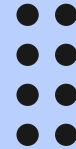
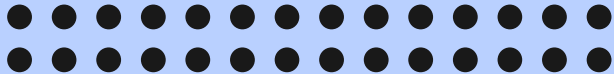




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# Agency Update/Next Steps

- Implementing the Eastern (San Gabriel Valley) service region contract award.
- Seeking grant funding for Access-owned operations and maintenance facilities and its electric vehicle pilot project
- Initiating FY24 customer satisfaction survey.
- Developing the FY25 budget request with Metro.





Thanks!

