

QUARTERLY UPDATE

Finance, Budget & Audit Committee
October 20, 2021

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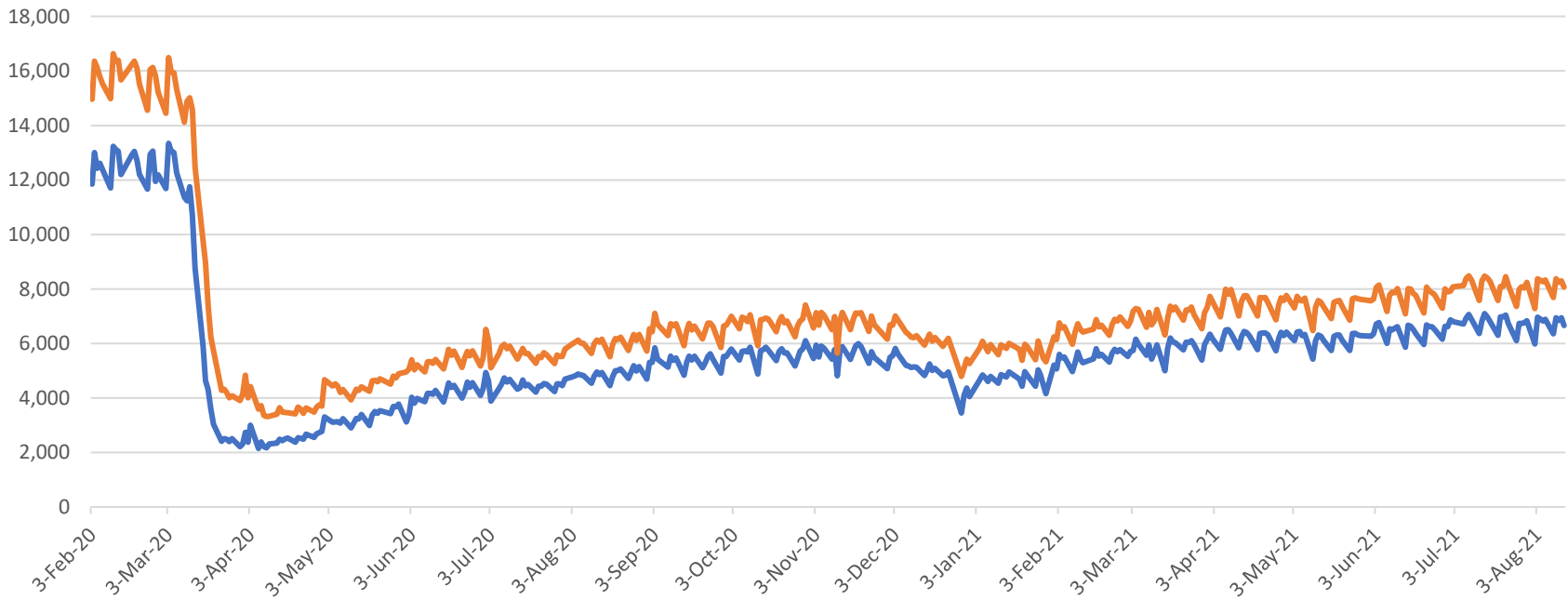
RESPONSE to COVID-19 Pandemic

- > Operating pre-pandemic, next-day, shared-ride service model
 - > Face coverings required for all riders and drivers
- > Qualified vehicle operators and other personnel are in short supply
 - > Taxi industry has been slow to recover
- > Initial service decline from 11,600 to 2,500 trips/day
 - > Ridership has recovered to 60% of normal

IMPACTS **On Ridership**

Weekday Trip Volume

Completed Booked



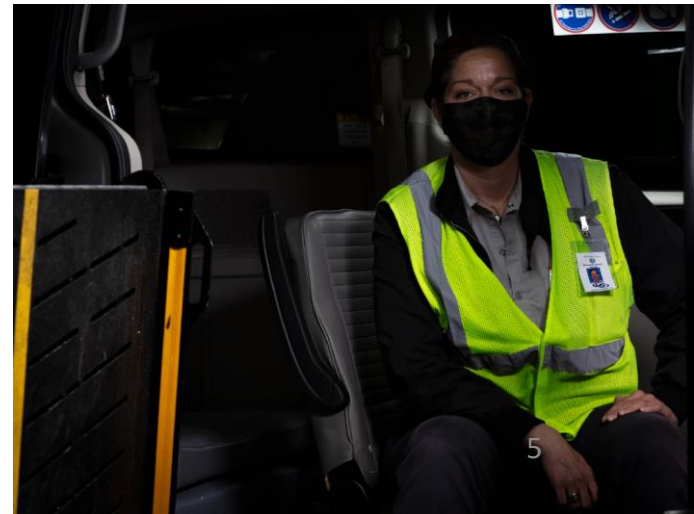
AGENCY Performance Goals

Key Performance Indicator	Goal	FY21	FY22 (YTD)
On Time Performance (Next Day Trips)	≥ 91%	92.60%	91.5%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.05%
Excessively Long Trips	≤ 5%	0.50%	2.60%
Missed Trips	≤ 0.75%	0.36%	0.36%
Denials	≤ 0	4	1
On Time Performance (Access to Work)	≥ 94%	97.80%	96.10%
Average Initial Hold Time (Reservations)	≤ 120 sec	52	49
Calls On Hold > 5 Minutes (Reservations)	≤ 5%	2.20%	1.90%
Calls On Hold > 5 Minutes (ETA)	≤ 10%	1.50%	1.20%
Complaints Per 1,000 Trips	≤ 4.0	2.5	3.3
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.29
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.5	0.70
Miles Between Road Calls	≥ 25,000	64,040	59,930

SERVING the Community

- > Parents with Disabilities Implementation
 - > Launched with the beginning of the school year, designed to help Access customers who are parents or guardians get their children to school on time in the mornings and pick their children up from school in the afternoon.
- > Virtual Community Meetings
 - > Hosted via Zoom on July 30, over 80 members of the public participated.

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AGENCY Update / Next Steps

- > Analyze impact of Metro's NextGen plan on Access' service area.
- > Enhancements to the Where's My Ride (WMR) app using \$330,000 Mobility for All federal grant funds.
- > Beta testing online reservations in the Northern region (San Fernando Valley).
- > Restart of the in-person eligibility process.
- > Award a paratransit operations contract for the Antelope Valley operational region.

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