

QUARTERLY UPDATE

Finance, Budget & Audit Committee

January 19, 2022

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Recovering from the COVID-19 Pandemic

- > Operating Pre-Pandemic, Next-Day, Shared-Ride Service Model
 - Ridership has recovered to 65.2% of normal
- > In-Person Eligibility Process
 - Restarted for new applicants
- > Fleet Replacement Schedule
 - Significantly impacted due to global supply change issues
 - Capital funds repurposed for major repairs on vehicles with 250,000+ miles
- > Qualified vehicle operators and other personnel are in short supply

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Key Performance Goals

Key Performance Indicators	Goal	FY21	FY22 YTD*
On Time Performance (Next Day Trips)	≥ 91%	92.6%	90.6%
Excessively Late Trips (45+ min late)	≤ 0.10%	0.07%	0.06%
Excessively Long Trips	≤ 5%	0.5%	3.1%
Missed Trips	≤ 0.75%	0.36%	0.43%
Denials	≤ 0	4	2
On Time Performance (Access to Work)	≥ 94%	97.8%	96.8%
Average Initial Hold Time (Reservations)	≤ 120 sec	52	54
Calls On Hold > 5 Minutes (Reservations)	≤ 5%	2.2%	2.1%
Calls On Hold > 5 Minutes (ETA)	≤ 10%	1.5%	1.6%
Complaints Per 1,000 Trips	≤ 4.0	2.5	3.3
Preventable Incidents Per 100,000 Miles	≤ 0.25	0.15	0.20
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.5	0.68
Miles Between Road Calls	≥ 25,000	64,040	65,019

*Statistical data through October 2021

Working with the Community

- > Access Annual Meeting
 - Updated Access' 46 Member Agencies and other stakeholders about financial and operational results for FY21
- > Metro Task Forces
 - I-405 Comprehensive Multimodal Corridor Plan Advisory Council
 - I-710 Task Force
 - Access for All Program working group
- > Community Meeting
 - Semi-annual virtual meeting scheduled for January 2022



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)
- > Implementation of the recently-awarded Antelope Valley region contract
- > Conduct a comprehensive Customer Satisfaction Survey
- > Development of accessible electric vehicle

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