



Access Services Quarterly Update

Finance, Budget & Audit Committee
January 16, 2019

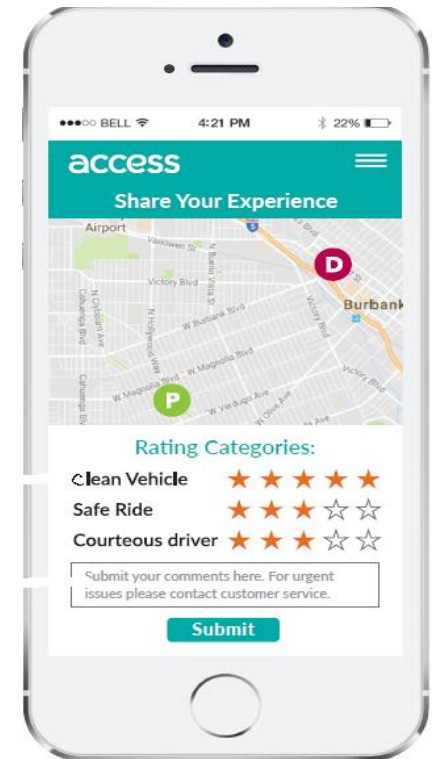


Agency Performance Goals

Key Performance Indicator	Target	FY 2017	FY 2018	*FY 2019
On Time Performance	≥ 91%	91.5%	92.1%	92.4%
Average Hold Time (Reservations)	≤ 120 sec	83	83	91
Calls On Hold > 5 Minutes (Reservations)	≤ 5%	4.5%	5.1%	5.8%
Service Complaints Per 1,000 Trips	≤ 4.0	3.8	3.4	4.0
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.64	0.68	0.70
Average Hold Time (Customer Service)	≤ 180	131	126	92
Average Hold Time (Operations Monitoring Center)	≤ 180	126	103	68
*FY19 as of 11/01/2018				

“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
 - New feature – Vehicle type and ID number
- Downloaded by over 3,100 customers
- Used 7,000 times per day
- WMR Help Desk



Online Reservations

- The Web Booking Application is an easy to use tool that allows customers to:
 - Book a next day trip
 - Edit an existing next day trip
 - Cancel a trip
- Implementation:
 - Phase 1 – go live March 2019 In Eastern & West/Central Regions
 - Phase 2 – go live Summer 2019 San Fernando Valley and Santa Clarita, and Southern Regions

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Sign Out

Online Booking

Booking Contact Us

Welcome, **Moises H Wmrtest**, Rider Id: **916481**. Sign Out if you are not **Moises H**.

Review Info

Please review the reservation details
Click "Book this trip" button below to confirm and save it.

Trip Date and Time Change
November 20, 2018 @ 3:20 PM

Pick Up Address Change
1717 N VERDUGO RD, Glendale

Drop Off Address Change
500 N BRAND BLVD, Glendale

Passengers Change
Total: 1

Load & Passengers Details Change
Primary Passenger – Moises h Wmrtest (Ambulatory)
Equipment: CRUTCHES

Callouts Change
Text me: (213) 270-6000

Fare
\$2.75
The fare is calculated according to the following:
Fare Mileage: 3.4 mi.
Fare Passengers: 1

Book this trip Cancel

Working with Community Partners

Rancho Los Amigos National Rehabilitation Center

- Dedicated road supervisor and “floater”
- Dedicated transportation coordinator “starter”
 - Both positions facilitate transportation for Rancho patients
 - Assist customers to their vehicles, provide ETAs
 - Rebook trips if medical appointments go late
- Positive impact on site operations

Positive Impacts	Prior 6 Months	Current
On Time Performance	91%	93%
Rebooked Trips (<45 min)	16	40
Complaints	27	14

- Joint training on securing mobility devices





Aging & Disability Transportation Network

- Enhance mobility options for customers in Antelope Valley/Santa Clarita regions
 - Additional weekday, weekend and holiday transfers to Los Angeles basin
 - Conducting outreach in Santa Clarita and Antelope Valley to ensure that needs are being met
- Parents with Disabilities Program (PWD)
 - Identify permanent funding for program
 - Seeking program partners (e.g. LAUSD)
 - Discussing different models to expand program
- Technology improvements
 - Website enhancements
 - More enhancements to Where's My Ride app
 - Development of comparable phone system to offer same benefits as app
- Service improvements
 - Driver to Rider Communication System – Pilot
 - Working with software developers on routing and dispatching software

Agency Update/Next Steps

Agency Update

- Free Rides to the Polls
- Woolsey Fire Response
- Continue work with Community Partners

Next Steps

- On line Reservations – March 2019
- FY20 Budget Development
- Amend existing contract with expanded KPIs

