

# Access Services Quarterly Update Finance, Budget & Audit Committee

March 2023



# Recovering from the COVID-19 Pandemic

- Staff shortages improving compared to FY22
  - Nearly 1,500 drivers in system
  - 81 drivers needed
- Taxi subcontractor usage at 32% vs normal 50%
  - Working with taxi industry and TNCs
- Fleet replacement schedule still impacted due to global supply chain issues
  - 85 vehicle deliveries expected
  - Looking at Ford Transit option



# Key Performance Goals

Key Performance Indicators	Standard	FY22	FY23 YTD*
On Time Performance	≥ 91%	89.8%	90.8%
Excessively Late Trips	≤ 0.10%	0.14%	<b>0.06%</b>
Excessively Long Trips	≤ 5.0%	3.6%	<b>4.0%</b>
Missed Trips	≤ 0.75%	0.59%	<b>0.48%</b>
Denials	0	6	2
Access to Work On Time Performance	≥ 94%	95.8%	<b>95.5%</b>
Average Hold Time (Reservations)	≤ 120	66	<b>65</b>
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	<b>2.5%</b>
Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	<b>2.1%</b>
Complaints Per 1,000 Trips	≤ 4.0	3.2	<b>3.1</b>
Preventable Incidents per 100,000 miles	≤ 0.25	0.20	<b>0.22</b>
Preventable Collisions per 100,000 miles	≤ 0.75	0.74	0.82
Miles Between Road Calls	≥ 25,000	58,746	<b>54,507</b>

\* Statistical data through December 2022



# Operational Initiatives

- Electric Paratransit Vehicles
  - Large Ram ProMaster has been tentatively selected
- Antelope Valley Operations and Maintenance Facility
  - Strategic Plan goal of developing Access-owned or controlled paratransit operations and maintenance facilities for Access' service regions



# Working with the Community

- Community Meeting
  - Virtual meeting on February 25
- Customer Survey
  - In process to review different transportation mode options to identify needs, gaps, and future planning
- Parents with Disabilities Program Update
  - Hit a milestone in December 2022 recording its 10,000<sup>th</sup> trip since service started countywide in August of 2021



# Agency Update/Next Steps

- > Releasing Request for Proposals (RFP) for Eastern (San Gabriel Valley) service region
- > Implementing Access' Public Transportation Agency Safety Plan (PTASP) which will integrate the FTA's mandate of implementing Safety Management Systems within all transit operations
- > Seeking grant funding for Access-owned operations and maintenance facilities and its electric vehicle pilot project
- > Developing the FY24 budget request
- > Reporting on Community Meeting and Customer Survey results

# Q & A



Metro