



Access Services Quarterly Update

Metro Finance, Budget and
Audit Committee
April 11 , 2018
1:00 P.M.

access



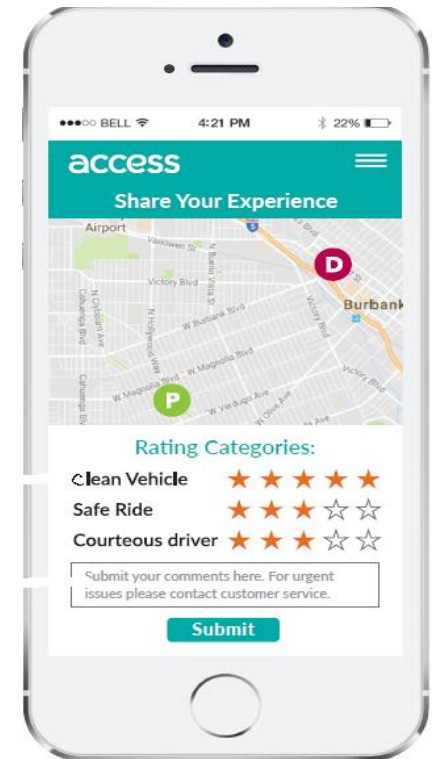
Agency Performance Goals

Key Performance Indicators	Target	FY16	FY17	*FY18
On Time Performance	≥ 91%	91%	92%	92%
Reservations - Average Hold Time	≤ 120 sec	89	83	80
Reservations - Calls On Hold > 5 Minutes	≤ 5%	4.6%	4.5%	4.0%
Preventable Collisions Per 100,000 Miles	≤ 0.50	0.55	0.64	0.67
Service Complaints Per 1,000 Trips	≤ 4.0	3.4	3.8	3.6
Customer Service - Average Hold Time	≤ 180 sec	105	131	172
Operations Monitoring Center - Average Hold Time	≤ 180 sec	104	126	132

* Through 3/11/18

“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
- > Launched in December/January
- > Downloaded by over 1,000 customers
- > In use by large facilities like Rancho Los Amigos



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Agency Update

- > Online Reservations
- > Customer Outreach
 - Abilities Expo
- > Contract Awards
 - San Fernando Valley
 - Santa Clarita
- > FY 18/19 Budget Process
 - June 2018