

# QUARTERLY UPDATE

Finance, Budget & Audit Committee  
January 20, 2021

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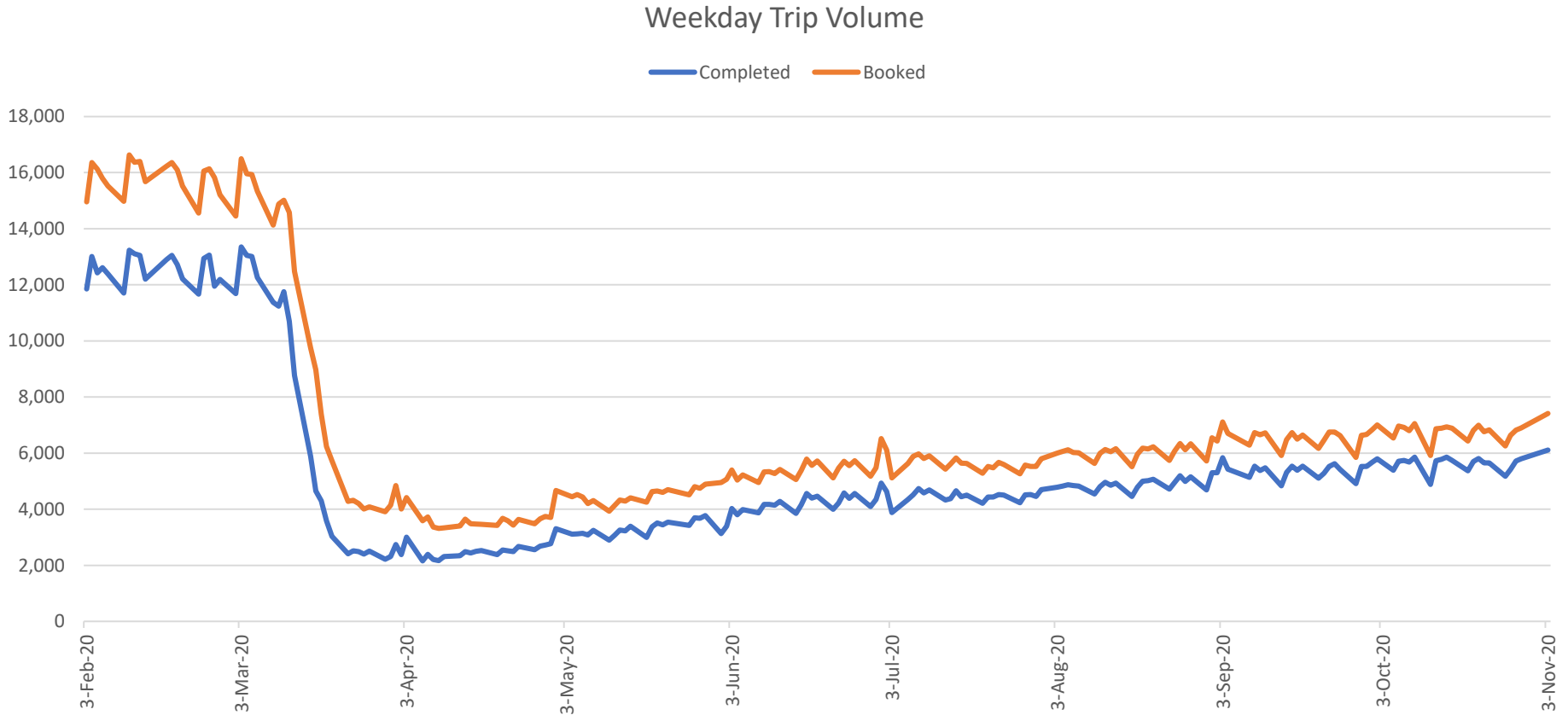


# RESPONSE to COVID-19 Pandemic

- > Initial service decline from 11,500 to 2,500 trips/day
  - > Ridership has recovered to 50% of normal
- > System changes continuing:
  - > No shared rides, enhanced cleaning protocols, face coverings required for all riders and drivers
- > Additional services continuing:
  - > 265,000 meal and grocery boxes delivered
  - > 25,000 trips for same day service for trips to non-emergency medical/dental appointments, grocery stores, pharmacies or drug stores, the bank, and Los Angeles County Cooling Stations

# IMPACTS

## On Ridership



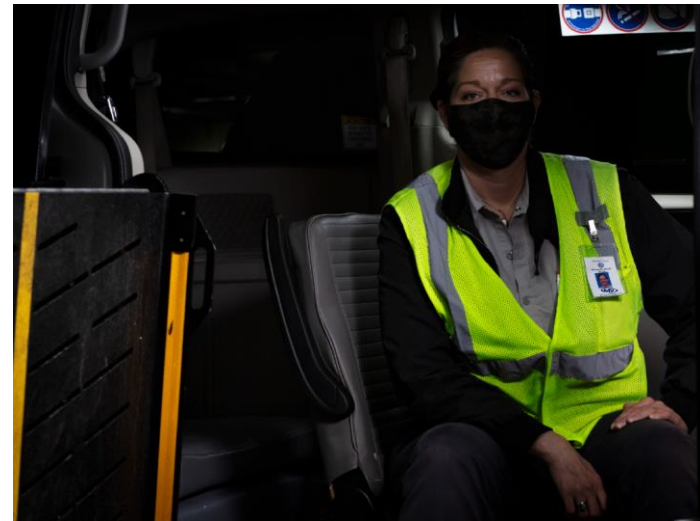
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# AGENCY Performance Goals

Key Performance Indicators (KPIs)	FY 2020	FY 2021
On Time Performance - $\geq 91\%$	92.20%	92.7%
Excessively Late Trips - $\leq 0.10\%$	0.10%	0.05%
Excessively Long Trips - $\leq 5\%$	2.90%	0.00%
Missed Trips - $\leq 0.75\%$	0.46%	0.34%
Access to Work On Time Performance - $\geq 94\%$	95.90%	97.40%
Average Hold Time (Reservations) - $\leq 120$ seconds	71	52
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	3.30%	2.20%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	4.10%	1.50%
Complaints Per 1,000 Trips - $\leq 4.0$	2.5	2.2
Preventable Incidents - $\leq 0.25$	0.19	0.08
Preventable Collisions (Weighted) - $\leq 0.50$	0.67	0.43
Miles Between Road Calls - $\geq 25,000$	60,999	78,661

# SERVING **the Community**

- > Free Fare Election Day Service
  - > Provided 330 free trips to vote
- > Zoom Community Meeting
  - > September 12, 2020 – staff presented a variety of topics to over 60 attendees



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# AGENCY Update / Next Steps

- > Analyze impact of Metro's NextGen plan on Access' service area.
- > **Recovery Plans:** Normalize operations as the pandemic subsides.
- > Balance operational circumstances, including contractor capacity and ridership, as well as guidance from our public health partners and local authorities.

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