

Item 8

Consideration to Modify Key Performance Indicators and Service Standards



Key Performance Indicators and Standards

- > Used to measure service quality and safety
- > Approved by Board in 2017
- > 13 KPIs are industry leading
- > KPI = what we are measuring; Standard = goal
- > KPIs and standards are incorporated into service contracts; financial penalties used to encourage better performance
- > Several changes recommended for consideration

Current KPIs, Standards and Performance

Key Performance Indicator	Standard	FY22 through January 2022
On Time Performance	$\geq 91\%$	90.6%
Excessively Late Trips	$\leq 0.10\%$	0.10%
Excessively Long Trips	$\leq 5\%$	3.2%
Missed Trips	$\leq 0.75\%$	0.45%
Denials	≤ 0	4
Access to Work On Time Performance	$\geq 94\%$	96.8%
Average Hold Time (Reservations)	≤ 120	58
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	2.6%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	2.1%
Complaints Per 1,000 Trips	≤ 4.0	3.1
Preventable Incidents	≤ 0.25	0.21
Preventable Collisions	≤ 0.50	0.75
Miles Between Road Calls	$\geq 25,000$	62,875

Proposed Change - Denials

- > Standard will remain zero
- > Definition of a denial will be stricter, following federal standard
- > Per federal ADA guidance, trip denials result when a rider's trip request is not accepted
- > New LD to address call taker negotiating errors; would be less severe than LD for denial

	FY19	FY20	FY21	TOTAL
Denials per Access standards	10	18	4	32
Denials per federal standards	2	0	1	3
Completed Trips	3,491,521	2,940,073	1,728,683	8,160,277

Proposed Change - Preventable Collision Rate

- > Standard proposed to change from 0.50 per 100,000 miles to 0.75 per 100,000 miles
- > Definition of a preventable collision will remain unchanged
- > Current standard not reasonable under operating conditions
- > Proposed standard would still be more aggressive than industry-standard

	FY16	FY17	FY18	FY19	FY20	FY21
Preventable Collision Rate	0.55	0.64	0.68	0.64	0.67	0.50

Next Steps

- > Input received by CAC in January 2022 and TPAC in February 2022
- > Recommendation to full Board in April 2022
- > Incorporate into operating contracts
- > Continue to monitor and consider industry best practices on an annual basis

Recommendation

Authorize staff to modify two of the 13 KPIs - denials and preventable collisions - and their corresponding service standards in both current and future service contracts.

Item 9

**Consideration to Approve Policy
to Establish a Facilities
Development and Construction
Fund**



Real Estate Update

- > Began search in 2016 for Southern region
- > Expanded search in 2020 system-wide
- > Hired real estate broker in 2021
- > Focused search in the Antelope Valley
- > Also looking at potential partnership with local municipalities
- > Conducting a needs assessment for a potential build
- > Lack of inventory county-wide
- > Received an inventory report last week
 - > sites too small or
 - > too far from the center of the region

access

Background

- > Access requires control of its operating facilities
- > Control of facility will:
 - > Maximize competition by removing the largest barrier to entry
 - > Ensure operating space for the foreseeable future
- > Long term investment
 - > Allow for retention of the value of improvements
- > Lower the long term operating cost to the region

access

Funding Sources

- > FEMA Reimbursements
- > City of Los Angeles Reimbursements
- > County of Los Angeles Reimbursements
- > Medi-Cal Program Reimbursements
- > Federal Grants
- > Other appropriated funds as directed by the Access Board or LACMTA

Recommendation

Authorize the Executive Director to:

- > Establish a Facilities Development and Construction Fund and set aside the following funds for the purpose of developing and constructing operating facilities:
 - > Direct COVID-19 reimbursements received from the Federal Emergency Management Agency (FEMA);
 - > Direct COVID-19 reimbursements received from the County or the City of Los Angeles;
 - > Direct reimbursements received from Medi-Cal;
 - > Any other funds that may be appropriated by the Access Services Board of Directors or the Los Angeles County Metropolitan Transportation Authority (Metro) for this purpose.
- > Direct staff to apply for facility construction grants as soon as practicable.

access

Item 10

Consideration to Approve Title VI Plan (2022-2025)



Title VI Plan 2022-2025

- > Every three years - Update to Access' Title VI Plan
- > Required for all agencies that receive Federal funding
- > Is made up of three related Plans
 1. Title VI Plan
 2. Public Participation Plan
 3. Limited English Proficiency Plan
- > An opportunity to present agency's practices designed to reduce or remove barriers to participation in Access' programs

Title VI Plan 2022-2025

Elements of the Title VI Plan:

1. Approval of the agency's Title VI Plan by its Board of Directors
2. How Access notifies customers of Title VI protection
3. Presentation of Access' Title VI complaint procedures
4. Recording any Title VI complaints that have been received
5. Presentation of minority representation on non-elected advisory committees and boards
6. Requirement to monitor subrecipients

access

Public Participation Plan 2022-2025

Elements of the Public Participation Plan:

1. Demonstrate how Access provides information about its services across its service area through community outreach
2. Describe strategies and activities designed to involve minority and LEP populations in public participation activities - Including transitioning to virtual meetings
3. Share how Access notifies customers of upcoming meetings

access

Limited English Participation Plan 2022-2025

Elements of the Limited English Participation Plan:

1. Determine proportion of LEP persons encountered by Access
2. Describe the resources available for LEP persons from outreach to reducing barriers in providing the service
 - a. Telephone Interpreter Services
 - b. Google Translate feature embedded on Access website
 - c. Portable speaker phones available at Eligibility Center
 - d. Important documents printed in both English and Spanish

access

Recommendation

Approve Access Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan