

## Item 7

# Free Fare and Travel Training Programs Update



# Free Fare – Description & Purpose

- Available to all customers eligible for Access Services
- Customers may travel for free on fixed route systems. Customer IDs include TAP technology
- To increase mobility options (choices) for persons with disabilities
- To reduce or stabilize costs of providing paratransit services

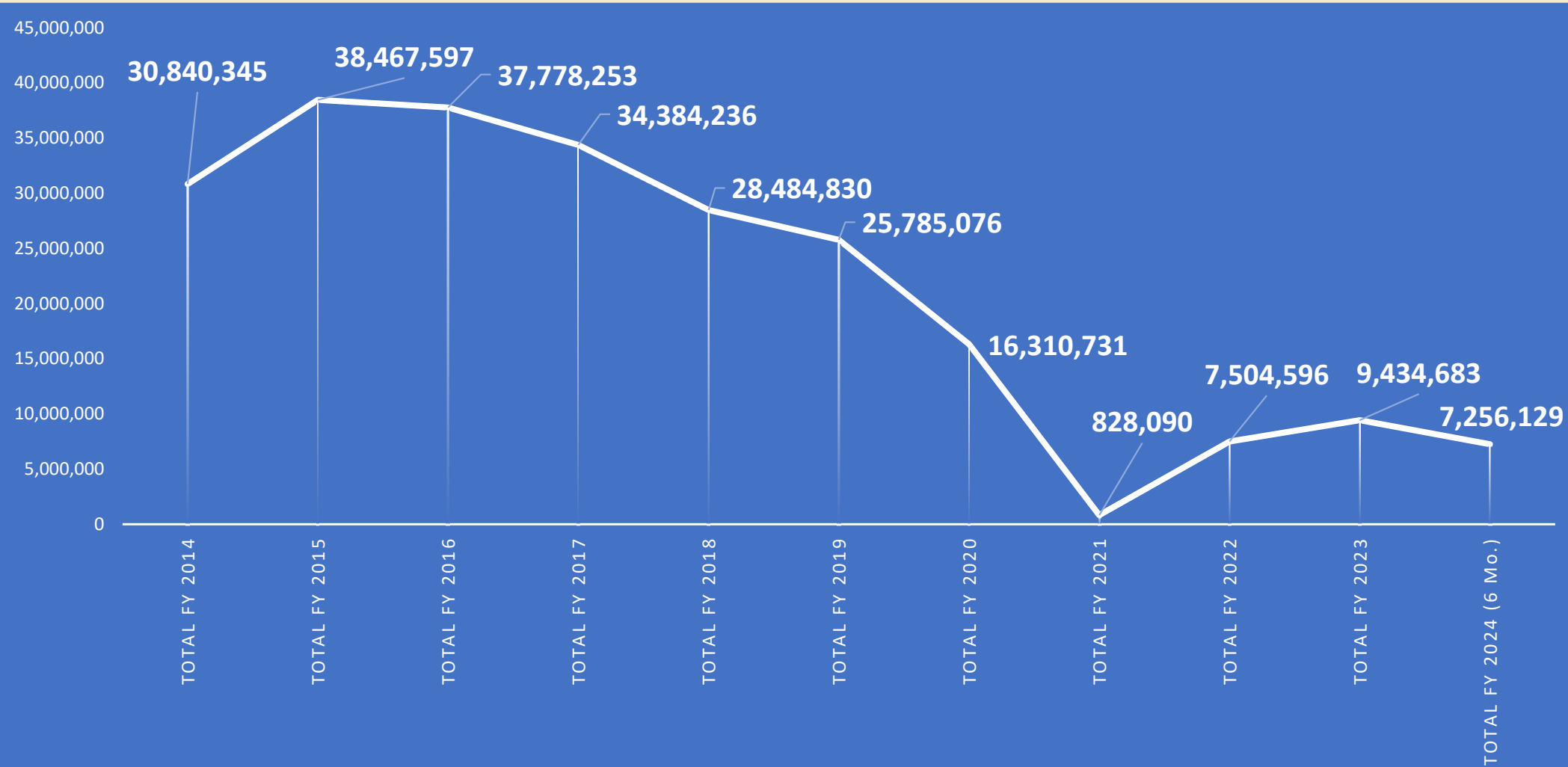
# Travel Mode Survey (2023) Results

- 56.6% of respondents indicated they take Free Fare for some trips
- Of those almost 60% travel with a PCA
- 70% said they took between 1 and 20 trips per month
- Principal trip purpose: Medical appointments

# Travel Mode Survey (2023) Results

- Principal reasons why choosing Fixed route: trips were seen as timely and faster and there was no appointment required
- 38.1% said if they could not use Free Fare, they would take more trips on Access

# Free Fare Trend in Ridership (2014-2023)



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# Free Fare Trend in Ridership (CY2023)

- Travel by Agency
  - L. A. Metro 79.4% ~ 7.6 million trips
  - Foothill 4.7% ~ 450k
  - Long Beach 4.7% ~ 449k
  - Santa Monica 2.8% ~ 267k
  - Montebello 2.1% ~ 205k

# Free Fare Customer Trends

- Customer Averages
  - 2015-2019 ~108k customers/yr
  - 2022-2023 ~ 56k customers/yr
- Free Fare-using customers average two (2) Access trips/month

# Access Encourages Use of Free Fare

- Access Newsletter
- Community Meeting presentation
- Updated outreach event materials
- Group and One-on-one Travel Training

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# Travel Training – Long Term Impacts

- Benefits of Travel Training are multi-year
- In the first year when customers are trained 94% continue to take free fare (TAP Data)
- Studying TAP data, it was observed that almost 40% of customers continued taking bus trips up to 8 years after travel training.
- Access use remains low for years for those who receive training

# Methods to Calculate Cost Savings

Different methods to calculate savings

- \$60/Access trip
- 1 of 10 trips - FY 2023 = 9.4M trips
  - 940k non-Access trips
  - \$56m savings
- Fewer average trips
  - Access trips by Free Fare users - 2.4/month
  - Access trips by non-F. F. users - 4.4/month
  - \$1,440/customer/year -
  - 2023 = 57,736 customers
  - \$83 million saved

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## Item 8

# Operations Update



# Statistics

	<b>August 2023</b>	<b>August 2024</b>	<b>% Change</b>
Vehicle Trips Completed	283,780	316,730	+12%
Passenger Trips Completed	350,805	393,265	+12%
Reservation Calls Answered	205,102	213,150	+4%
ETA Calls Answered	42,266	71,976	+70%
Online Reservations	27,291	48,032	+76%

# Performance Report Card

Key Performance Indicator	Standard	August 2024	FY25
On Time Performance	≥ 91%	92.8%	93.4%
Excessively Late Trips	≤ 0.10%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.5%	3.2%
Missed Trips	≤ 0.75%	0.31%	0.29%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	95.2%	96.1%
Average Hold Time in Seconds (Reservations)	≤ 120	53	51
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.8%	2.7%
Calls On Hold > 5 Min (ETAs)	≤ 10%	3.0%	2.9%
Calls On Hold > 5 Min (Cancellations)	≤ 10%	2.4%	2.5%
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.9
Preventable Incidents per 100,000 Miles	≤ 0.25	0.18	0.21
Preventable Collisions per 100,000 Miles	≤ 0.75	0.74	0.81
Miles Between Road Calls	≥ 25,000	42,112	38,662



Green is good, yellow is cautiously optimistic, red is not meeting standard

# Operations Staff Outreach Activities - September 2024

- Ability First Care
- Best Community Based Adult Services
- Universal Studios Hollywood
- Los Angeles Residential Community Foundation
- Social Vocational Services
- UCLA Hyperbaric Center
- Sinai Adult Day Health Care



# New Access Stands at Dodger Stadium



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# Vehicle Procurement Status

- Build of 67 small Ram ProMasters underway; 48 delivered as of 10/16/24
- Build of 3 Cutaways pending
- Next order of vehicles has received Board approval; awaiting Cutaway quotes before purchase orders can be issued.



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# Major Event Planning

- Staff fully engaged in planning for upcoming major events
  - 2025 Abilities Expo
  - 2026 World Cup
  - 2027 Super Bowl
  - 2028 Olympic and Paralympic Games
- Developing Special Event Annex to agency's Emergency Operations Plan
- Monitoring trip volume to major sporting and cultural events
- Involved in multiple committees



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