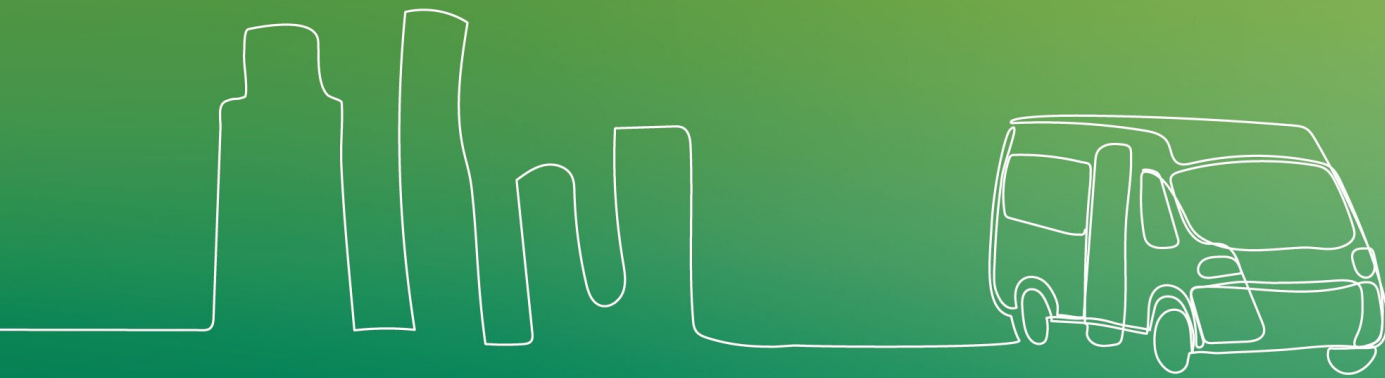


Item 7

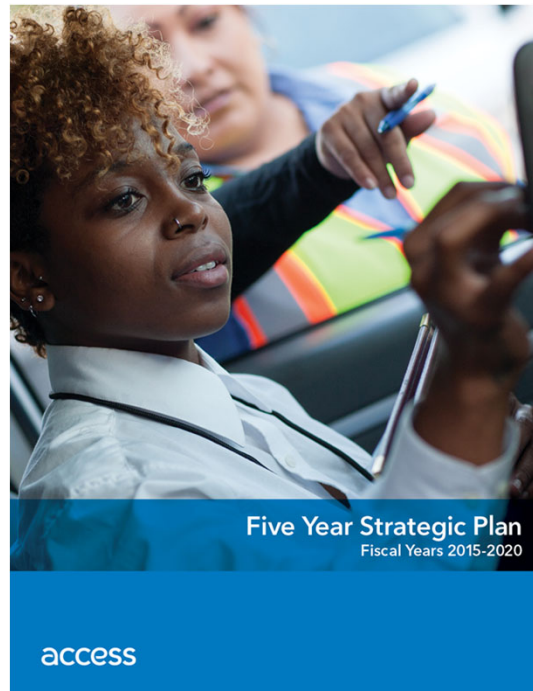
Strategic Plan Update



Strategic Plan: Purpose

- > Establish a 5-Year Horizon
- > Identify Anticipated Challenges
- > Develop Multi-Year Projects
- > Agency Focus and Transparency
- > Customer, Committees, Partners, and Staff

access



Strategic Plan - Elements

- > Anticipated challenges for Access
- > Proposed projects
- > Initial meeting with Access departments for insight
- > Followed by discussions with CAC, TPAC, and Board

Strategic Plan – (FY22 – FY26) Goals Achieved

- > Access-owned facilities (Contractor facilities)
- > Expanded funding opportunities
- > I.T. improvements – Where's My Ride & On-Line Reservations

Strategic Plan: (FY26 – 30) Challenges

- > Upcoming international events (LA28 Olympics)
- > Projected growth in customer number / trip demand
- > Anticipated need to expand fleet
- > Transition fleet to Zero Emission Vehicles
- > Continued acquisition of facilities
- > Succession planning

Strategic Plan: (FY26 – 30) Proposed Projects

- > Improve agency communications to its customers
- > Improve customer facing technology
- > Continue acquisition of facilities
- > Adopt appropriate Zero Emission fueling technology
- > Improve fleet vehicle design
- > Monitor staffing needs to keep up with ridership growth

Strategic Plan: (FY26 – 30) CAC Input

- > Develop Same Day trip service program for customers
- > Prepare for upcoming major events (ex. 2028 Olympic Games)
- > Continue collaborative work between staff and riders
- > Strengthen programs like Access to Work, Parents with Disabilities
- > Seek funding for challenging/medical trips
- > Work to improve Access vehicle design

Strategic Plan: (FY26 – 30) TPAC Input

- > Work more closely with regional centers
- > Share Strategic Plan goals with Access' contractors and customers for more perspectives
- > Work with L.A. Metro so Access Strategic goals may be incorporated into Metro's regional planning goals

Next Steps

- > February 2025: Board of Directors kick-off
- > Early 2025: Strategic Plan design work
- > June/July 2025: Possible Board adoption of Strategic Plan

Overview of Paris Lessons Learned



February 24, 2025



Metro®

Background

- Metro Board Members, key Metro staff and GME members participated in the following activities:
 - Unofficial observations
 - City of Paris tours and briefings
 - Meetings with local officials
 - Official IOC observer sessions with Paris2024



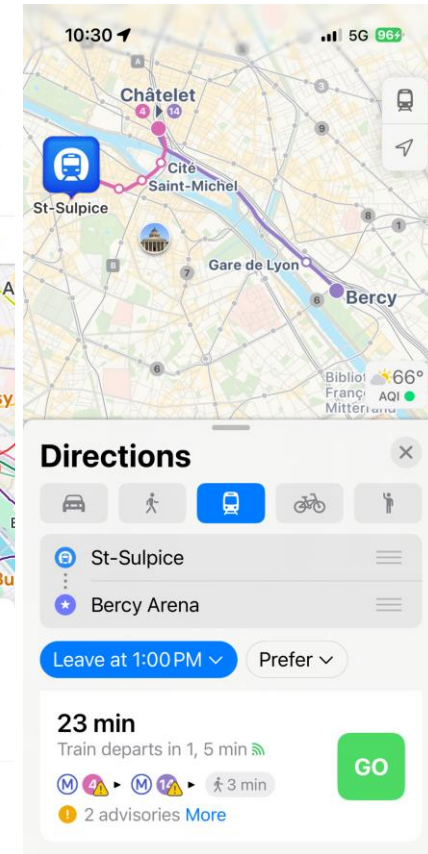
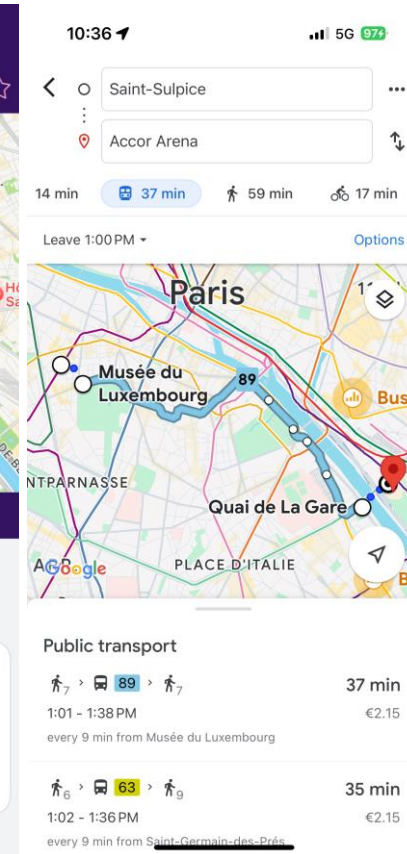
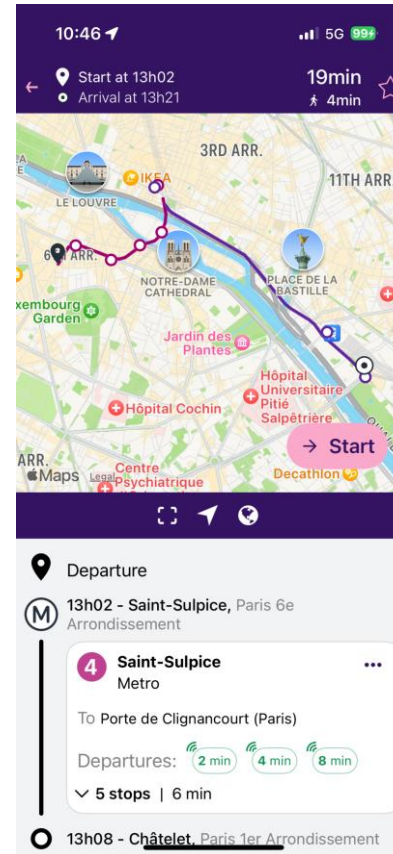
High Level Takeaways: Coordination

- Coordination on event delivery was effective between different jurisdictions
 - Safety/security
 - Wayfinding/messaging
 - Crowd management
- > Interagency coordination and coordination with the private sector is crucial to ensure clear and consistent information



Example Journey – Mobile App Data

- Saint Sulpice Station to Bercy Arena
- Friday Sep 6
- 1:07pm – 1:50pm
- Three different apps showed different routes and travel times. Actual 43 minute journey from shop to seat not reflected accurately in any of them.



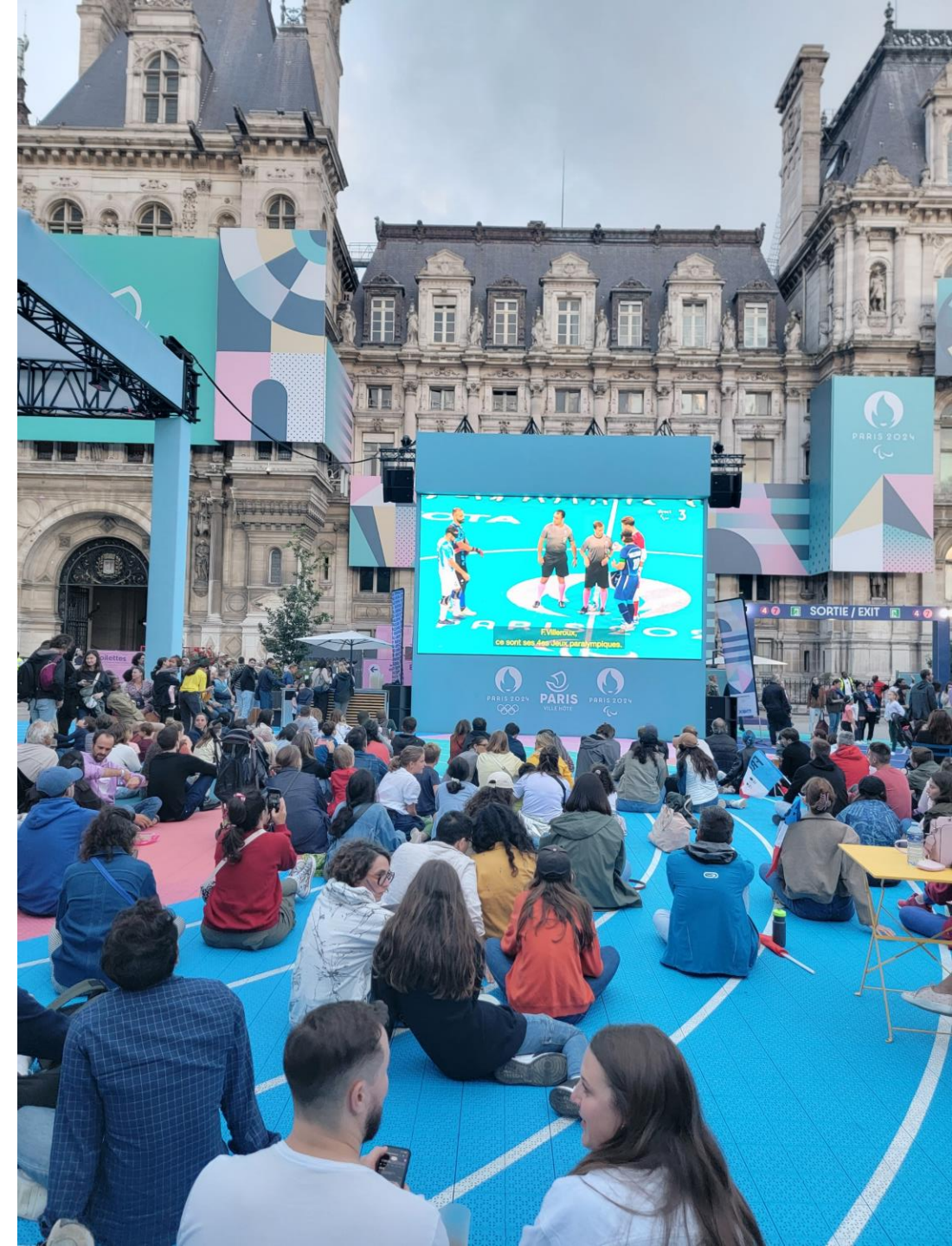
High Level Takeaways: Security and Staffing

- Law enforcement had a visible presence and people felt safe
 - Volunteers helped fill in gaps and help spectators navigate
 - Security deployment at transit stations was extensive
- > Integrate security and transportation planning early. Establish a unified command structure and identify workforce needs as early as possible.



High Level Takeaways: Live Sites

- Live Sites and open streets made the Games accessible to everyone in Paris and created excitement
- > Live Sites should be accessible by existing public transit and integrated into wayfinding.



High Level Takeaways: Transit and First/Last Mile

- Paris had robust rail capacity and did not rely as heavily on buses
 - Spectators sometimes traveled long distances to venues from the nearest stations
 - Active transportation, including open streets, complimented transit
- > Transit customer experience and design are the difference between a good experience and a great one.



High Level Takeaways: Wayfinding

- Paris24 design was eye-catching and effective
 - Heavy use of temporary materials
 - Signage was at times missing or damaged by the end of Paralympics
- > Wayfinding requires dedicated staff time and coordination in order to be a legacy of the Games.



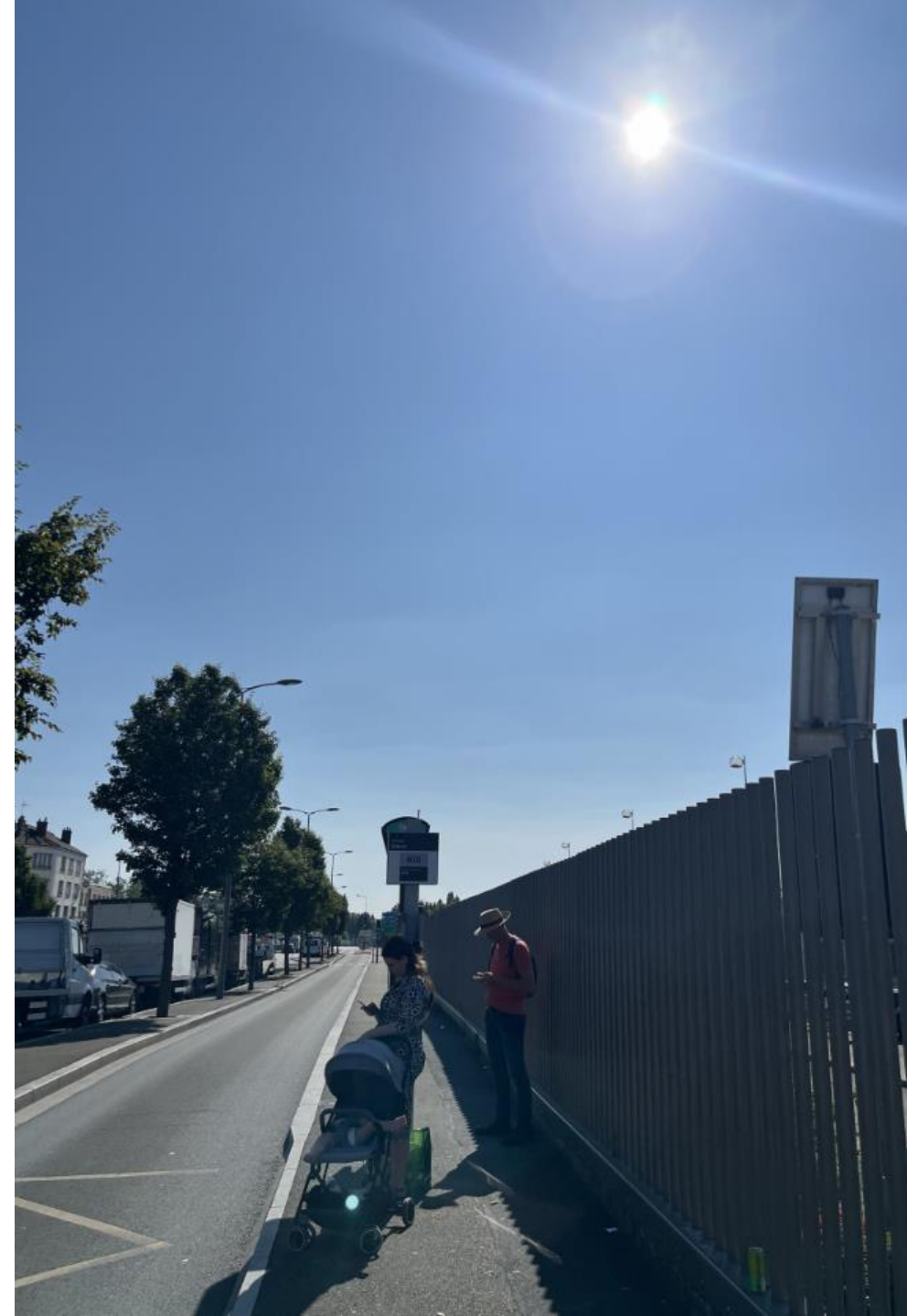
High Level Takeaways: Accessibility

- No ADA in Paris – stations often lacked elevators and had many stairs
 - Newer stations had accessibility improvements
 - Signage and first/last mile segments were not always designed to accessible standards
 - Expect many customers with disabilities to attend Olympics and Paralympics
- > ADA should be our baseline. Universal Design should be our goal.



High Level Takeaways: Heat and Shade

- Heat was a challenge in Paris – many trains, buses, buildings lacked air conditioning.
 - Shade was uneven – ample tree canopy in some areas, inadequate temporary structures in others
 - Free water stations were vital
 - Some venues required crossing long distances in the heat
- > LA has more air conditioning than Paris, but shade is limited. Heat mitigation is a health and safety issue and an opportunity to leave a legacy.



Near-Term Actions

- Pilot best practices for crowd flow management at special events
- Create wayfinding, heat, accessibility subcommittees
- Establish a data and digital governance strategy
- Participate in unified transport command center for 2026 World Cup
- Source and pilot cleaning products in existing stations
- Finalize workforce estimates and strategy

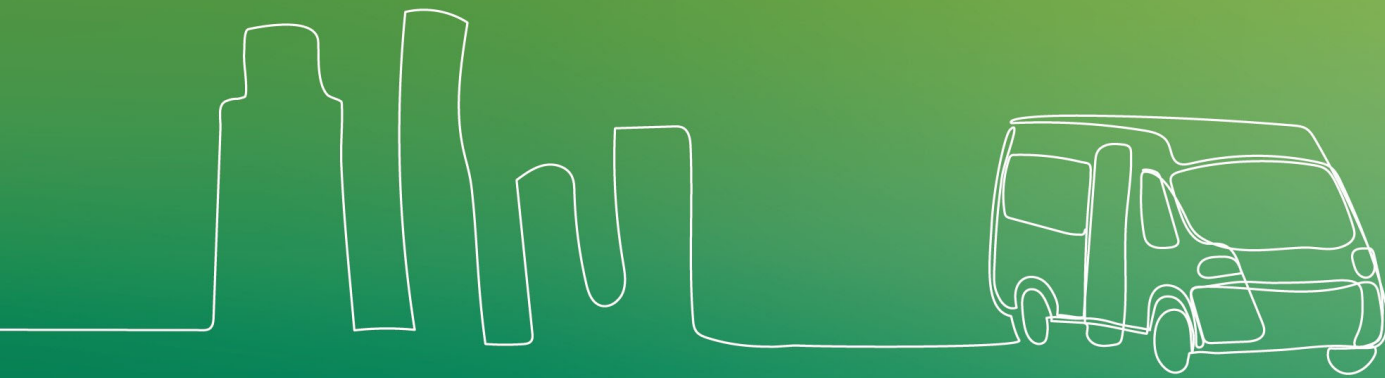


Q&A/Discussion



Item 9

Operations Update



Statistics

	December 2023	December 2024	% Change
Vehicle Trips Completed	266,548	300,384	+13%
Passenger Trips Completed	330,342	373,509	+13%
Reservation Calls Answered	199,169	199,916	+1%
ETA Calls Answered	48,155	69,162	+44%
Online Reservations	37,916	50,114	+32%

Performance Report Card

Key Performance Indicator	Standard	December	
		2024	FY25
On Time Performance	≥ 91%	92.6%	92.3%
Excessively Late Trips	≤ 0.10%	0.03%	0.02%
Excessively Long Trips	≤ 5%	3.1%	3.7%
Missed Trips	≤ 0.75%	0.32%	0.33%
Denials	≤ 0	0	1
Access to Work On Time Performance	≥ 94%	97.6%	96.4%
Average Hold Time in Seconds (Reservations)	≤ 120	56	54
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.9%	2.8%
Calls On Hold > 5 Min (ETAs)	≤ 10%	2.7%	3.0%
Calls On Hold > 5 Min (Cancellations)	≤ 10%	2.8%	2.8%
Complaints Per 1,000 Trips	≤ 4.0	2.0	2.1
Preventable Incidents per 100,000 Miles	≤ 0.25	0.08	0.26
Preventable Collisions per 100,000 Miles	≤ 0.75	1.22	0.92
Miles Between Road Calls	≥ 25,000	74,190	46,034

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

Vehicle Procurement Status

- > Last vehicles from the FY 24 build (3 Cutaways) were delivered to contractors on February 6th
- > Progress is being made on the FY 25 vehicle order approved by the Board in September.
 - > 143 small Ram ProMasters – 42 delivered so far
 - > 2 large battery electric Ram ProMasters – build ongoing
 - > 14 Turtle Top Cutaways – build to start in March



Flex Program Update

- > 2-year pilot program approved by Board in 2023
- > Southern Region partnership with Uber
- > Rider opt-in process successful
- > 227 riders opted in
- > First trip taken on July 31, 2023
- > 1,900 trips taken over 18 months

Flex Program Lessons Learned

- > Federal Drug & Alcohol Regulations limit program
- > Uber has been a great partner; positive feedback from riders
- > Program is not economically feasible within current constraints
- > Access successfully tested an e-wallet for fare payment

Flex Program Next Steps

- > Program will end in March 2025
- > Letter to be sent to all riders who opted in to explain why the program is ending
- > Riders with positive balance in their e-wallet will be issued refunds
- > Staff will continue to monitor similar programs across the country and encourage regulatory changes that would allow for similar programs in the future

Rider ID Image on Vehicle Tablets

- > Rider ID Images now appearing on vehicle tablets in the Eastern, Southern, West Central, Northern, and Antelope Valley regions
- > Access drivers are now able view an image of the rider ID photo at the time of a schedule pickup
- > Photo makes it more likely the correct rider gets picked up, speed up the boarding process, and reduce the chance of having a missing rider

