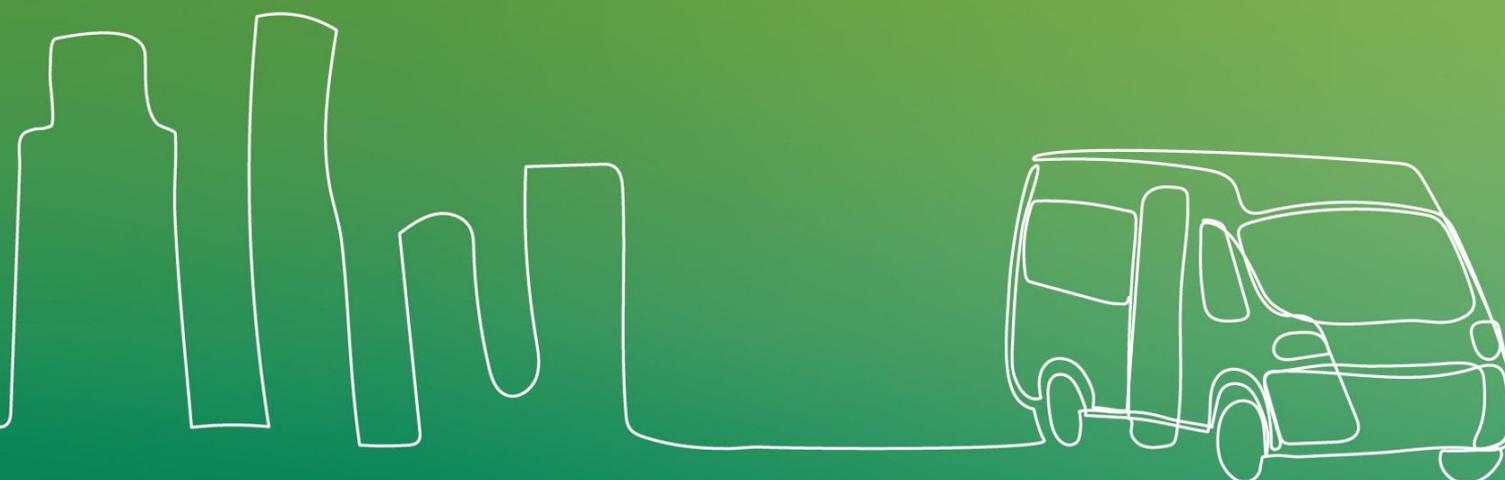


Item 7

**Consideration to Approve Public Transportation
Agency Safety Plan Update**



Federal Requirements

- > Under 49 CFR 673, transit agencies who received Federal 5307 funding are required to implement a safety plan
- > Access' first PTASP was approved by the Board in December 2022 and has since been updated annually in December
- > The PTASP was reviewed by the FTA as part of the 2025 Triennial Review
- > The PTASP incorporates safety management systems (SMS), an agency-wide, collaborative approach that ensures the necessary organizational structures, accountabilities, policies and procedures are in place to optimally manage safety

Plan Changes

- > Minor edits to the plan to incorporate the agency's safety experience
- > Addition of FY25 safety performance
- > Adjustment of safety targets based on the past three years of experience
 - > The target for safety events would change from ≤ 0.20 to ≤ 0.25
 - > The target for preventable collisions would change from ≤ 0.75 to ≤ 0.85
 - > The target for pedestrian collisions would change from ≤ 0.10 to ≤ 0.05
 - > The target for transit worker reportable injuries would change from ≤ 0.10 to ≤ 0.20
 - > The target for reportable injuries would change from ≤ 0.10 to ≤ 0.15

Recommendation

Approve the update to Access' PTASP, which documents Access' processes and activities related to Safety Management System (SMS) implementation in compliance with federal regulations.

Item 8

Visitor Policy Review



Federal Requirements

- > Visitor policy needs to be compliant with federal regulations (49 CFR Part 37.127)
- > Transit agencies must provide complementary paratransit service to visitors for up to 21 days during any 365-day period beginning with the visitor's first use of the service
- > Visitors do not need apply or receive eligibility certification
- > Visitors do need to present documentation that they are ADA paratransit eligible or provide proof of disability

Access Visitor Policy

Using Access as a Visitor: Eligible visitors to Los Angeles County will be given 21 days of service to use within one year from the first day of travel. Visitors can reapply for an additional 21 days of service once the year expires. According to ADA regulations, an individual residing outside of the area served by Access, is eligible for complementary paratransit service as a visitor, if any of the elements listed below are met: (1) if the individual is unable to use accessible, fixed route transportation services due to disability-related functional limitations; (2) if the individual presents documentation of ADA paratransit eligibility from outside Los Angeles County; or (3) if the individual has no such documentation of ADA paratransit eligibility, they can provide documentation of residence outside of Los Angeles County and proof of their disability.

Access Experience with Visitors

- > Visitor requests are processed by Access' Customer Relations Department
- > Access receives ~ 500 visitor requests per year
- > Access processed 130 visitor requests for a single event in 2024
- > Access processes several dozen visitor requests each year for the LA Marathon

Why Review the Visitor Policy Now?

- > Several mega events are coming to Los Angeles in next few years that will attract both domestic and international visitors
 - > 2026 FIFA World Cup
 - > 2027 Super Bowl
 - > 2028 Olympic and Paralympic Games

Next Steps

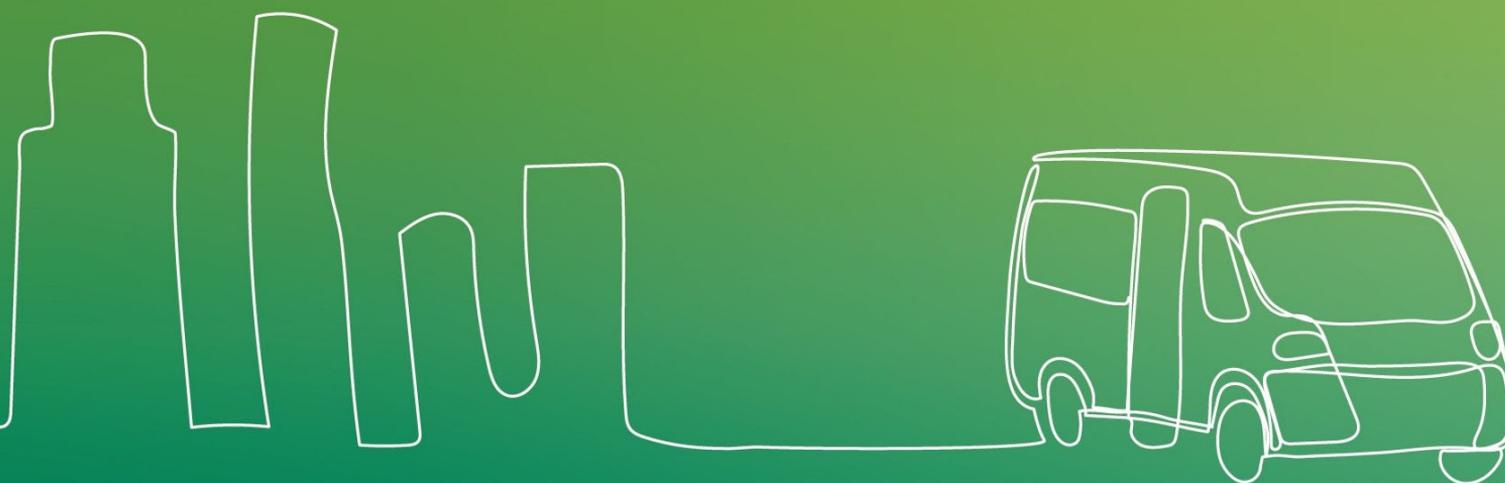
ITEM	STATUS
Update Rider360 fields to accept international phone numbers and rider language preference	Completed
Allow visitors to use the Where's My Ride App/On-Line Reservations	Completed
Create and issue welcome letter (email with instructions and tips) to riders who receive visitor eligibility	Completed
Update reservation/dispatching software fields to accept international phone numbers	In progress
Ensure Access and contractor staff can make international phone calls to riders	In progress

Next Steps

ITEM	STATUS
Promote the use of interpreting services for outbound calls to better communicate with riders	In progress
Update Access' website to include more information on visitor eligibility and assistance	In progress
Update standard operating procedures for Operations, Eligibility and Customer Relations to ensure a seamless process for eligible visitors	In progress
Update the Access Rider's Guide with revised and easier to find information for visitors	In progress

Item 9

Operations Update



Statistics

	October 2024	October 2025	% Change
Vehicle Trips Completed	338,849	371,878	+10%
Passenger Trips Completed	418,982	456,113	+9%
Reservation Calls Answered	219,239	228,328	+4%
ETA Calls Answered	79,459	80,187	+1%
Online Reservations	57,073	69,759	+22%

Performance Report Card

Key Performance Indicator	Standard	October 2025	FY26
On Time Performance	$\geq 91\%$	90.5%	92.3%
Excessively Late Trips	$\leq 0.10\%$	0.03%	0.02%
Excessively Long Trips	$\leq 5\%$	3.6%	2.8%
Missed Trips	$\leq 0.75\%$	0.34%	0.28%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	93.8%	94.8%
Average Hold Time in Seconds (Reservations)	≤ 120	62	57
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	3.6%	2.8%
Calls On Hold > 5 Min (ETAs)	$\leq 10\%$	3.8%	3.4%
Calls On Hold > 5 Min (Cancellations)	$\leq 10\%$	2.8%	2.6%
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.8
Preventable Incidents per 100,000 Miles	≤ 0.25	0.25	0.21
Preventable Collisions per 100,000 Miles	≤ 0.75	0.70	0.67
Mean Miles Between Major Mechanical Failures	$\geq 50,000$	71,051	67,764

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

Operations Staff Outreach Activities

- > Social Vocational Services
- > Service Center for Independent Life
- > David's Place
- > Rancho Los Amigos