Item 5

Accessible Electric Vehicle Project
Access Accessible Fleet Electrification Pilot

Access Services is planning to conduct a pilot on fleet electrification in three different regions. The vehicle to be deployed is the electric ProMaster. The project calls for the acquisition of 10 electric ProMasters and Level 2 fast charging establishment in three locations. The total budget is $3.89 Million. Access is seeking potential federal funds to kick start the project.

The potential federal funding sources are:

• Transportation Reauthorization Bill
• House Appropriations Bill
• FTA LOW/No Emission Vehicle Project
AEV - ProMaster

Automated Ramp
Recommendation

Pass a motion in support of the purchase of ten (10) accessible electric paratransit vehicles and related infrastructure to test these vehicles in paratransit service.
Item 6
Customer Survey
A Technology and Planning Focus

access
Background

- Customer Satisfaction Surveys - A method to determine if Access is meeting customer needs
- Traditional biennial survey
- More focused surveys (ex. Free Fare usage)
Survey Objectives

• To determine customer ability to utilize new Access features

• Satisfaction with existing improvements: WMR, Online Booking, Redesigned website

• Impressions with respect to new programs: hybrid vehicle expansion, development autonomous vehicle technology
Technology Survey Details

• Potential Respondents - All active Access customers

• Multiple methods for responding - Telephone, email, text, Access website

• Text, Email, Website - based survey conducted mid-to-late January

• Telephone based survey conducted late January to early February
Technology Access Assessment - Presentation
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SECTION TWO
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SECTION FOUR
Aggregate Data (Provided Separately)
# Research Methodology Snapshot

<table>
<thead>
<tr>
<th>Methodology</th>
<th>No. of Completes</th>
<th>No. of Questions</th>
<th>Incentive</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone and digital</td>
<td>1,403 (601 phone + 802 digital)</td>
<td>36*</td>
<td>None</td>
<td>Customer List</td>
</tr>
<tr>
<td>Target</td>
<td>Quality Assurance</td>
<td>Margin of Error</td>
<td>Confidence Level</td>
<td>Research Dates</td>
</tr>
<tr>
<td>Access Riders</td>
<td>Dual-level**</td>
<td>2.5% Phone: 3.9%, Online: 3.4%</td>
<td>95%</td>
<td>January 11 - February 8, 2021</td>
</tr>
</tbody>
</table>

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.
Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

<table>
<thead>
<tr>
<th>Region</th>
<th># of Surveys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>330</td>
</tr>
<tr>
<td>Eastern</td>
<td>298</td>
</tr>
<tr>
<td>Northern</td>
<td>253</td>
</tr>
<tr>
<td>West / Central</td>
<td>249</td>
</tr>
<tr>
<td>Antelope Valley</td>
<td>200</td>
</tr>
<tr>
<td>Santa Clarita</td>
<td>73</td>
</tr>
<tr>
<td>Total</td>
<td>1,403</td>
</tr>
</tbody>
</table>

### Age

- Under 18: 0.7%
- 18 to 24: 3.2%
- 25 to 34: 7.6%
- 35 to 44: 10.8%
- 45 to 54: 12.5%
- 55 to 64: 23.2%
- 65 to 74: 22.8%
- 75 or older: 17.6%
- Prefer not to say: 1.7%

### Gender

- Male: 61.6%
- Female: 36.9%
- Prefer not to say: 1.5%
Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

Use of Access for Medical Appointments

Types of Medical Appointments

- Routine medical appointments: 86.2%
- Dentist or Eye Doctor appointments: 49.8%
- Outpatient hospital procedure: 32.1%
- Dialysis treatment: 3.8%
- Other: 10.4%
- Don’t know/unsure: 1.5%

Type of Disability

- Other Physical Disability: 56.1%
- Visual Impairment: 14.4%
- Cognitive Disability: 6.8%
- Hearing Impairment: 3.6%
- Other (please specify): 9.3%
- Don’t know/unsure: 1.4%
- Prefer not to say: 8.3%

Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

Race / Ethnicity

- White: 36.0%
- African American: 22.3%
- Asian: 13.9%
- American Indian: 9.0%
- Other (please specify): 4.1%
- Prefer not to say: 1.4%

Hispanic Background

- Yes: 67.1%
- No: 27.1%
- Prefer not to say: 5.8%
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SECTION FIVE
Aggregate Data (Provided Separately)
Most have access to internet

Do you have access to the internet?

- Yes: 73.9%
- No: 26.1%
Using Where's My Ride app for majority of trips

Have you previously used the Where's My Ride mobile app to see your reservation status or track your ride in real time with Access Services?

- Yes: 45.8%
- No: 51.1%
- Don't know / unsure: 3.1%

How often would you say you use the Where's My Ride mobile app? (N=642)

- For all of my trips: 67.0%
- For most of my trips: 18.1%
- For some of my trips: 12.6%
- For none of my trips: 1.1%
- Don't know / unsure: 1.2%
Satisfied with the Where's My Ride app

How would you rate the ease of using the Where's My Ride mobile app? (N=642)

- Very easy: 58.1%
- Somewhat easy: 27.3%
- Somewhat difficult: 7.5%
- Very difficult: 3.4%
- Don't know / unsure: 3.7%

How satisfied are you with your experience using the Where's My Ride mobile app? (N=642)

- Very satisfied: 48.8%
-Somewhat satisfied: 35.7%
- Not very satisfied: 7.8%
- Not at all satisfied: 4.2%
- Don't know / unsure: 3.6%
One-fifth using online booking feature

**Do you currently utilize online booking through Access Services?**

- **Yes:** 21.8%
- **No:** 74.6%
- **Don't know / unsure:** 3.6%

**85.0%**
Find the online booking feature easy to use
(N=306)

**86.6%**
Are satisfied with their experience using the online booking feature
(N=306)
Visiting Access' website less than once per month

Have you previously visited the Access Services website?

- **Yes**: 28.4%
- **No**: 67.6%
- **Don't know / unsure**: 3.9%

75.9% Find the Access Services website easy to navigate (N=399)

80.2% Are satisfied with the Access Services website (N=399)
Majority are not familiar with autonomous vehicles

Would you be willing to take part in a focus group to assist Access Services in developing an accessible autonomous vehicle?

- 42.6% Yes
- 37.5% No
- 20.0% Don't know / Unsure

34.0% Are familiar with autonomous vehicles

55.6% Are interested in boarding an accessible autonomous vehicle for future rides
Interested in mobile ticketing options

How interested would you be in Access Services offering mobile ticketing options, which would allow pre-payment and remote payment for rides?

- Very interested: 41.1%
- Somewhat interested: 24.7%
- Not very interested: 10.8%
- Not at all interested: 15.1%
- Don't know / unsure: 8.3%

How frequently do you anticipate you would utilize mobile ticketing options if they were available through Access Services?

- For all of my trips: 31.7%
- For most of my trips: 21.9%
- For some of my trips: 16.0%
- For none of my trips: 15.3%
- Don't know / unsure: 15.1%
Prefer to receive information through e-mail

<table>
<thead>
<tr>
<th>Method</th>
<th>Composite</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail</td>
<td>36.9</td>
</tr>
<tr>
<td>Phone call</td>
<td>20.6</td>
</tr>
<tr>
<td>Text message</td>
<td>18.7</td>
</tr>
<tr>
<td>Direct mail</td>
<td>14.9</td>
</tr>
<tr>
<td>Newsletter</td>
<td>4.0</td>
</tr>
<tr>
<td>Access Services website</td>
<td>1.6</td>
</tr>
<tr>
<td>Other please specify</td>
<td>1.1</td>
</tr>
<tr>
<td>Don't know / unsure</td>
<td>1.6</td>
</tr>
</tbody>
</table>
| I do not want to receive information    | 0.6       | from Access Services
Summary and Next Steps

• Positive - but cautious - support for new projects with interest in staying updated

• Satisfaction with newly launched web-based/app-based services - work to expand adoption of services and reduce potential barriers to use

• The survey findings will guide service (ex. app/online) improvement and future project development
WMR Before and After

Before

After
WMR User Interface Update

COVID-19 Update Alert

COVID-19 Update
Beginning February 22, 2021, Access riders can book next-day trips to COVID-19 vaccination appointments at the drive-thru vaccination sites listed on accessla.org. Make sure you have a drive-thru vaccination appointment before booking your Access trip.

Please call 626.532.1616, select your preferred language, and select option 2 between the hours of 8:00am and 5:00pm to book a reservation for your Access trip to a drive-thru vaccination site.

For more information, please contact Access Customer Service.
WMR User Interface Update

Trip List update

Current trips refresh notification

Rider Preferences

How you would like to view your ride info:
- Pick-up Address
- Distance in Miles
- Major Cross Streets
- View Map in Color
- View Simplified Map

Submit
WMR User Interface Update

Simplified map view

Live vehicle tracking
WMR User Interface Update

Share rider location
Share Rider Location
Share Rider Location

Share Rider location button

Rider enters location hint

Rider hits submit to send location to driver
Share Rider Location
Share Rider Location

Pilot Deployment:

> Select 15-20 riders for pilot program
  > Includes visually-impaired riders
  > Download the updated WMR app
> Train all drivers of the new feature
> When a pilot rider books a trip, notify the rider and driver to try the feature
Questions or Comments?

Thank You.
## Statistics

<table>
<thead>
<tr>
<th></th>
<th>20-Feb</th>
<th>21-Feb</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Trips Completed</td>
<td>300,974</td>
<td>131,903</td>
<td>1,062,600</td>
</tr>
<tr>
<td>Passenger Trips Completed</td>
<td>385,412</td>
<td>162,182</td>
<td>1,313,079</td>
</tr>
<tr>
<td>Reservation Calls Answered</td>
<td>251,947</td>
<td>114,211</td>
<td>903,637</td>
</tr>
<tr>
<td>ETA Calls Answered</td>
<td>46,779</td>
<td>28,873</td>
<td>213,995</td>
</tr>
<tr>
<td>WMR ETAs Requested</td>
<td>375,058</td>
<td>125,589</td>
<td>1,035,983</td>
</tr>
</tbody>
</table>
# Performance Report Card

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Standard</th>
<th>Feb 21</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td>≥ 91%</td>
<td>92.8%</td>
<td>93.7%</td>
</tr>
<tr>
<td>Excessively Late Trips</td>
<td>≤ 0.10%</td>
<td>0.04%</td>
<td>0.04%</td>
</tr>
<tr>
<td>Excessively Long Trips</td>
<td>≤ 5%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missed Trips</td>
<td>≤ 0.75%</td>
<td>0.32%</td>
<td>0.29%</td>
</tr>
<tr>
<td>Denials</td>
<td>≤ 0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Access to Work On Time Performance</td>
<td>≥ 94%</td>
<td>99.7%</td>
<td>98.3%</td>
</tr>
<tr>
<td>Average Hold Time (Reservations)</td>
<td>≤ 120</td>
<td>35</td>
<td>44</td>
</tr>
<tr>
<td>Calls On Hold &gt; 5 Min (Reservations)</td>
<td>≤ 5%</td>
<td>0.8%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Calls On Hold &gt; 5 Min (ETA)</td>
<td>≤ 10%</td>
<td>0.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Complaints Per 1,000 Trips</td>
<td>≤ 4.0</td>
<td>2.3</td>
<td>2.1</td>
</tr>
<tr>
<td>Preventable Incidents</td>
<td>≤ 0.25</td>
<td>0.04</td>
<td>0.10</td>
</tr>
<tr>
<td>Preventable Collisions</td>
<td>≤ 0.50</td>
<td>0.49</td>
<td>0.48</td>
</tr>
<tr>
<td>Miles Between Road Calls</td>
<td>≥ 25,000</td>
<td>72,150</td>
<td>64,104</td>
</tr>
</tbody>
</table>

*access*
### Excessively Late Trips

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Trips</th>
<th>Excessively Late Trips</th>
<th>% Excessively Late Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2020</td>
<td>126,841</td>
<td>116</td>
<td>0.09%</td>
</tr>
<tr>
<td>August 2020</td>
<td>133,657</td>
<td>46</td>
<td>0.03%</td>
</tr>
<tr>
<td>September 2020</td>
<td>142,835</td>
<td>68</td>
<td>0.05%</td>
</tr>
<tr>
<td>October 2020</td>
<td>158,226</td>
<td>67</td>
<td>0.04%</td>
</tr>
<tr>
<td>November 2020</td>
<td>142,668</td>
<td>48</td>
<td>0.03%</td>
</tr>
<tr>
<td>December 2020</td>
<td>134,552</td>
<td>18</td>
<td>0.01%</td>
</tr>
<tr>
<td>January 2021</td>
<td>123,860</td>
<td>20</td>
<td>0.02%</td>
</tr>
<tr>
<td>February 2021</td>
<td>135,560</td>
<td>52</td>
<td>0.04%</td>
</tr>
</tbody>
</table>
Calls On Hold Over 5 Minutes
February 2021
ETA Calls On Hold Over 5 Minutes
February 2021
• February’s 2021 Superior Service Award Winner to Ms. Leticia Underwood of Santa Clarita.

• Southern Region hired Cyndy Lancy as their new Safety Manager.

• The Board of Directors approved the purchase requisition of 27 vehicles for paratransit service. Distribution of these vehicles is slated to begin June 2021.

• The Customer Service greeting has been modified response to a suggestion from the CAC Goals Subcommittee. The recording now include information about providing suggestions to improve service, and to file a commendation or complaint.
Thank you for joining us.
Item 9
Emergency Management Update

access
Incident Timeline Updates

- March 10: Los Angeles County Public Health expands eligibility to transit workers, including Access’ frontline workforce.
- March 16: One year anniversary of Access’ Emergency Operations Center activation.
- March 22: Access attends site visit with Foothill Transit’s Covina Transit Center in preparation for a series of vaccination events.
- March 31: First of several service restoration measures implemented.
Vaccination Transportation Operations

• As of April 8, 2021, Access has completed 1,950 trips to and from drop-off vaccination sites.
• As of April 8, 2021, Access has completed 189 trips to drive-thru vaccination sites.
• In partnership with Foothill Transit, Access will support transportation to vaccination events at the Covina Transit Center between April and June.
COVID-19 Delivery Program Updates

• As of April 7, 2021, Access has made 425,235 total deliveries to date across all active and demobilized projects.

• The delivery program in partnership with the City of Los Angeles Department of Aging concluded on March 31, 2021.

• All other delivery programs will conclude by April 30, 2021.
Impacts on Ridership

Weekday Trip Volume

Booked
Completed

access
Recent Service Demand Increase

- As vaccinations increase, Access is experiencing an increase in ridership.
- Traffic is increasing to near pre-pandemic levels in Los Angeles County.
- These factors have resulted in increasing strains and variability in day-to-day contractor performance.
Impacts on Ridership

Average Weekday Trips by Month in 2021

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2021</td>
<td>4,467</td>
</tr>
<tr>
<td>February 2021</td>
<td>5,360</td>
</tr>
<tr>
<td>March 2021</td>
<td>5,790</td>
</tr>
<tr>
<td>April 2021 (First 8 Days)</td>
<td>6,237</td>
</tr>
</tbody>
</table>
Impacts on Ridership

Trips by Month in 2021

- January 2021: 119,693
- February 2021: 131,868
- March 2021: 161,045
Impacts on Performance

On Time Performance by Month in 2021

- January 2021: 96.3%
- February 2021: 92.8%
- March 2021: 90.2%
- April 2021 (First 8 Days): 82.4%
Service Restoration Plan

1. Reduce vehicle disinfection to once per day effective March 31, 2021.
2. Allow 2-rider maximum shared rides on large vehicles effective April 1, 2021.
Service Restoration Plan

4. Allow contractors discretion to perform same-day trips based on their ability to maintain performance of core next-day ADA paratransit service effective April 12, 2021.

5. Implement shared rides with a maximum capacity of two riders on all vehicles except sedans effective April 12, 2021.

6. Demobilize all same-day service and implement full shared rides by May 1, 2021.
Rider Communication

- Reservationist Script
- Website
- Online Booking Site
- Where’s My Ride Mobile App
- Hold Messages
- Info Line Recording
- Email Notification
- Customer Service
Thank You!
Questions?

access