

Operations Update

Community Advisory Committee



June 8, 2021

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Statistics

	20-Apr	21-Apr	FY21
Vehicle Trips Completed	65,692	166,679	1,390,352
Passenger Trips Completed	79,604	209,615	1,721,685
Reservation Calls Answered	49,684	147,710	1,193,344
ETA Calls Answered	9,203	38,585	287,863
WMR ETAs Requested	63,734	188,988	1,384,595

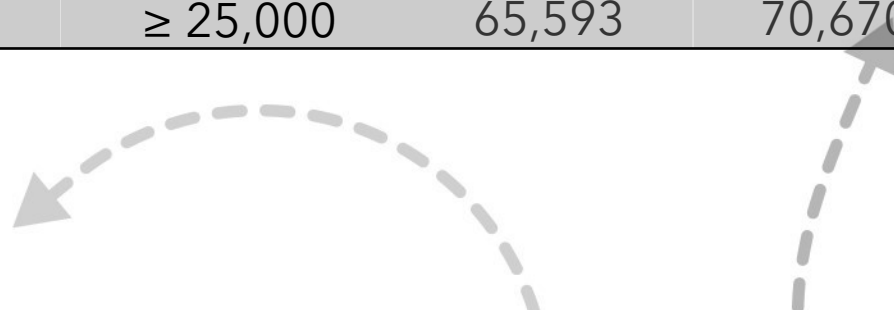
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Performance Report Card

Key Performance Indicator	Standard	April 21	FY21
On Time Performance	≥ 91%	88.4%	92.7%
Excessively Late Trips	≤ 0.10%	0.21%	0.07%
Excessively Long Trips	≤ 5%	0.5%	0.3%
Missed Trips	≤ 0.75%	0.68%	0.36%
Denials	≤ 0	1	3
Access to Work On Time Performance	≥ 94%	98.7%	98.4%
Average Hold Time (Reservations)	≤ 120	71	50
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.7%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.4%	1.6%
Complaints Per 1,000 Trips	≤ 4.0	3.7	2.5
Preventable Incidents	≤ 0.25	0.40	0.12
Preventable Collisions	≤ 0.50	0.55	0.51
Miles Between Road Calls	≥ 25,000	65,593	70,670

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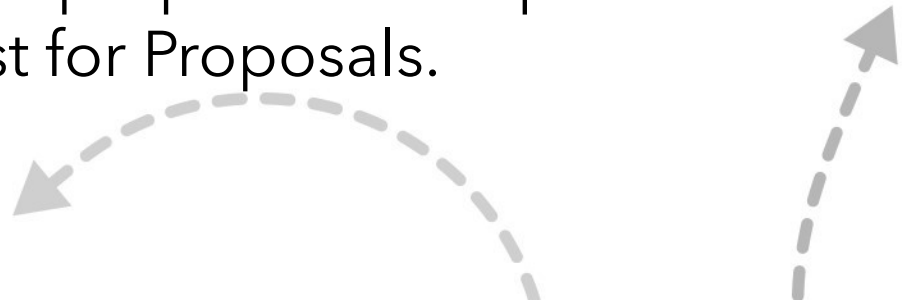
COVID-19 Updates

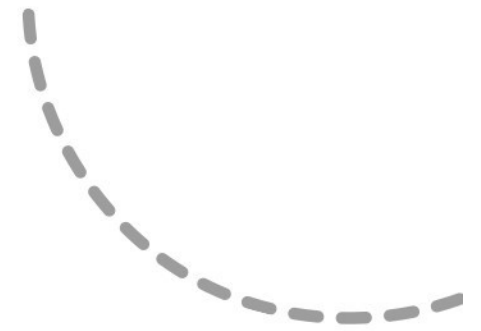
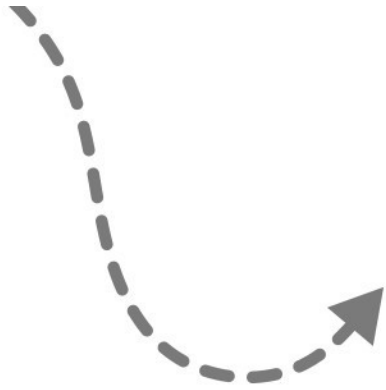
- As of May 25, 2021, Access has completed 3,213 trips to and from drop-off vaccination sites.
- As of May 25, 2021, Access has completed 395 trips to drive-thru vaccination sites.
- On May 20, the Dodger Stadium vaccination site closed.
- On May 28, the Access Emergency Operations Center demobilized and transitioned to Duty Officer Status.

Highlights

- Staff attended the virtual Abilities Expo, which had 5,000 unique visitors. Access' virtual booth in particular had 392 visitors, 36 of which clicked through to the Access website and 33 informational brochures were downloaded.
- The Access Board approved the pursuit of an electric vehicle pilot project.
- On June 6, staff received proposals in response to the Antelope Valley Request for Proposals.

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Thank you



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