



Operations Update

Community Advisory Committee



December 14, 2021

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Statistics

	20-Oct	21-Oct	FY22
Vehicle Trips Completed	153,202	196,752	751,333
Passenger Trips Completed	190,693	249,607	956,753
Reservation Calls Answered	131,001	157,599	630,088
ETA Calls Answered	32,131	43,152	163,642
WMR ETAs Requested	155,338	229,139	886,201

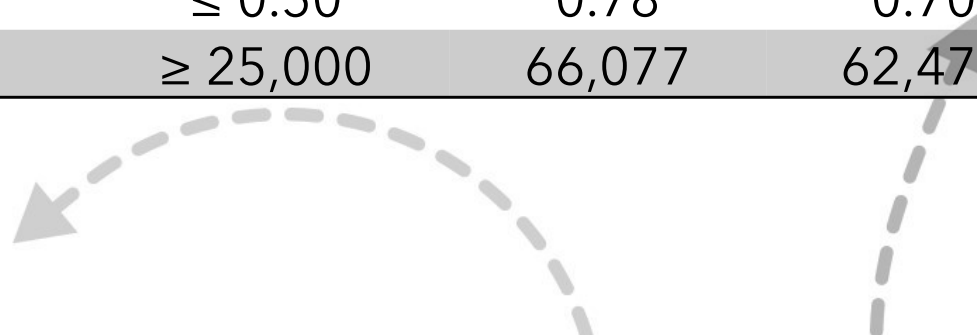
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Performance Report Card

Key Performance Indicator	Standard	Oct-21	FY22
On Time Performance	≥ 91%	89.8%	90.6%
Excessively Late Trips	≤ 0.10%	0.06%	0.06%
Excessively Long Trips	≤ 5%	3.5%	3.1%
Missed Trips	≤ 0.75%	0.45%	0.43%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	96.6%	96.8%
Average Hold Time (Reservations)	≤ 120	59	54
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.7%	2.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.9%	1.6%
Complaints Per 1,000 Trips	≤ 4.0	2.7	3.3
Preventable Incidents	≤ 0.25	0.14	0.21
Preventable Collisions	≤ 0.50	0.78	0.70
Miles Between Road Calls	≥ 25,000	66,077	62,475

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Lightly Branded Taxis

- Taxis can now be lightly branded without the traditional taxi lights and full branding.
- This was brought about by changes in taxi regulations.
- These lightly branded taxis still must display the Access “A” logo when in Access service.



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Highlights

- Staff completed a no-show audit to ensure that proper procedures are followed when no shows are processed.
- Access issued an operations bulletin clarifying that a rider may request an alternative pickup location, regardless of the existence of a location evaluation.
- Staff has begun an in-depth review of contractor lost and found procedures.
- The Performance Monitoring Subcommittee recommended the Board move forward with an extension of the West-Central contract.

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Thank you

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