

Operations Update

Community Advisory Committee

March 9, 2021

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Statistics

| | Jan-20 | Jan-21 | FY21 |
|----------------------------|---------|---------|-----------|
| Vehicle Trips Completed | 313,726 | 119,688 | 930,697 |
| Passenger Trips Completed | 399,410 | 145,431 | 1,150,897 |
| Reservation Calls Answered | 254,363 | 105,263 | 789,335 |
| ETA Calls Answered | 43,860 | 23,298 | 185,122 |
| WMR ETAs Requested | 383,627 | 104,338 | 910,394 |

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Performance Report Card

| Key Performance Indicator | Standard | Jan 21 | FY21 |
|--------------------------------------|----------|--------|--------|
| On Time Performance | ≥ 91% | 96.3% | 93.8% |
| Excessively Late Trips | ≤ 0.10% | 0.02% | 0.04% |
| Excessively Long Trips | ≤ 5% | 0.0% | 0.0% |
| Missed Trips | ≤ 0.75% | 0.18% | 0.29% |
| Denials | ≤ 0 | 1 | 2 |
| Access to Work On Time Performance | ≥ 94% | 99.7% | 98.2% |
| Average Hold Time (Reservations) | ≤ 120 | 30 | 46 |
| Calls On Hold > 5 Min (Reservations) | ≤ 5% | 0.9% | 1.8% |
| Calls On Hold > 5 Min (ETA) | ≤ 10% | 0.7% | 1.3% |
| Complaints Per 1,000 Trips | ≤ 4.0 | 1.7 | 2.1 |
| Preventable Incidents | ≤ 0.25 | 0.09 | 0.11 |
| Preventable Collisions | ≤ 0.50 | 0.47 | 0.48 |
| Miles Between Road Calls | ≥ 25,000 | 77,186 | 63,133 |

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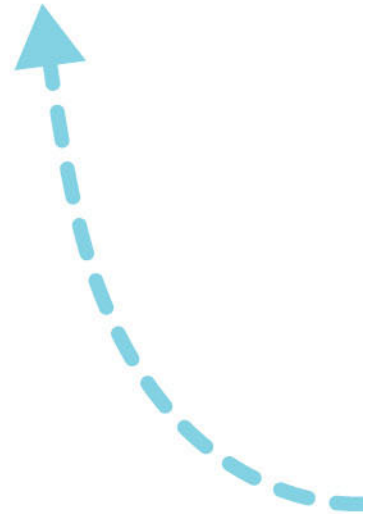
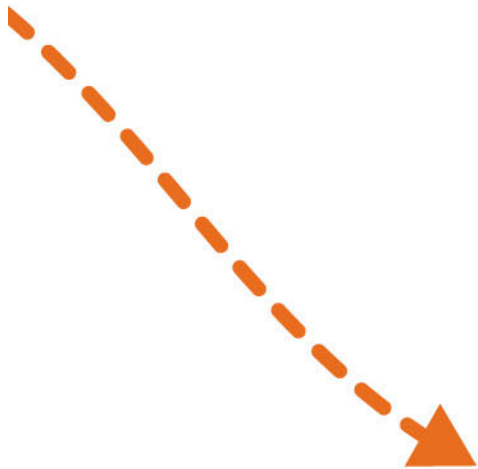
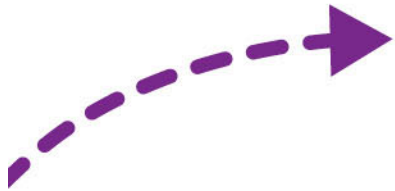
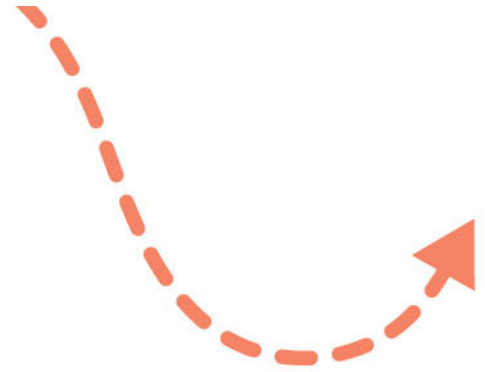
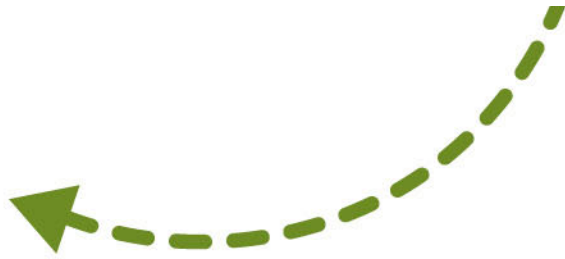


Highlights

- In January, Access approved a new backup provider in the Antelope Valley.
- The Board of Directors approved and awarded the Southern Region Service Provider Contract to Global Paratransit Inc.
- The Board of Directors approved the purchase of 27 new vehicles.
- Access began performing trips to drive-through vaccination sites.

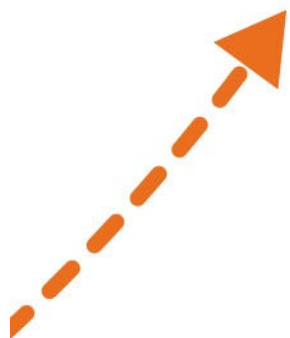
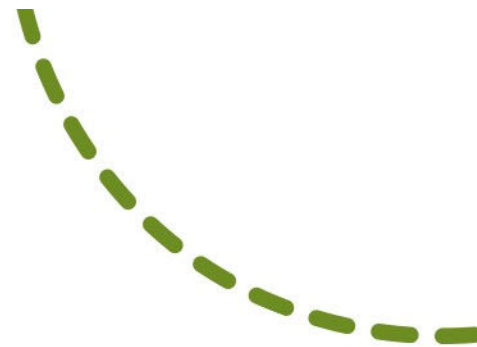
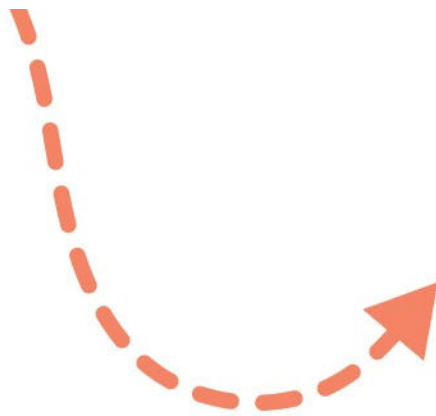
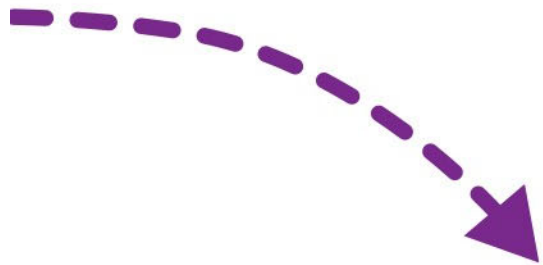
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**Thank you
for joining us.**



**CAC Meeting
March 9, 2021**

Emergency Management Update

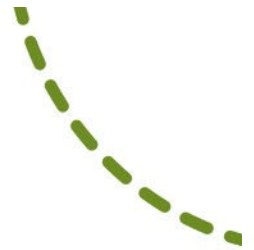


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Incident Timeline

- January 15: Access provides directions to contractors on transportation to drop-off vaccination sites.
- February 4: Access staff visit first drive-thru vaccination site with County partners.
- February 11: Access provides transportation assistance for pop-up vaccination event in Watts.
- February 22: Access begins service to drive-thru vaccination sites.

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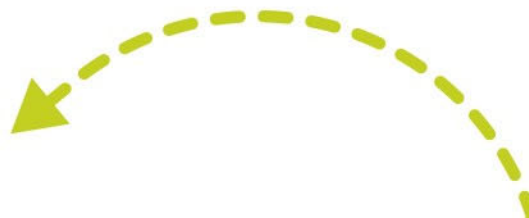


Vaccination Transportation Operations



- Vaccination Transportation Options for Access Riders:
 1. Regular next-day service to vaccination site with a drop-off area, including pharmacies, clinics, and medical offices, among others.
 2. Next-day drive-thru service to approved drive-thru Points of Dispensing: The Forum, Pomona Fairplex, Magic Mountain, Los Angeles County Office of Education, Cal State University - Los Angeles, Cal State University - Northridge, Long Beach Convention Center, and Dodger Stadium

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Vaccination Transportation Operations



- As of March 2, 2021, Access has completed 697 trips to and from drop-off vaccination sites.
- As of March 2, 2021, Access has completed 11 trips to drive-thru vaccination sites since this program was implemented on February 22, 2021.

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Scheduling a Vaccination Appointment



- Visit VaccinateLACounty.com to see if you are eligible and to schedule an appointment at sites in Los Angeles County.
- People without computer access can call (833) 540-0473 between 8:00am and 8:30pm, 7 days a week.
- For information about getting vaccinated at the Long Beach Convention Center, call (562) 570-4636, select your preferred language, and select Option 6.
- Make your vaccination appointment before booking your Access trip to the drive-thru site.

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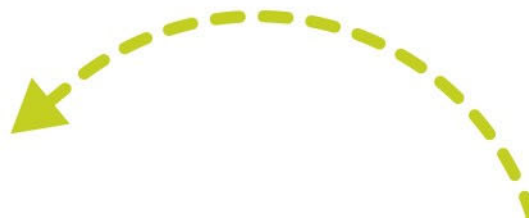


Delivery Operations



- Access continues to support four meal and grocery delivery projects in four service regions.
- As of March 3, 2021, Access has completed 390,780 total deliveries across all projects to date.
- The delivery program in partnership with the City of Los Angeles Department of Aging has been extended through March 2021.
- The Food To Life meal delivery program was expanded from 3 to 6 drop off locations.

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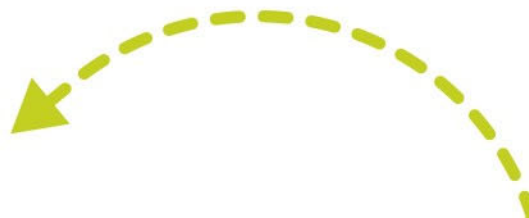


Same Day Service Update

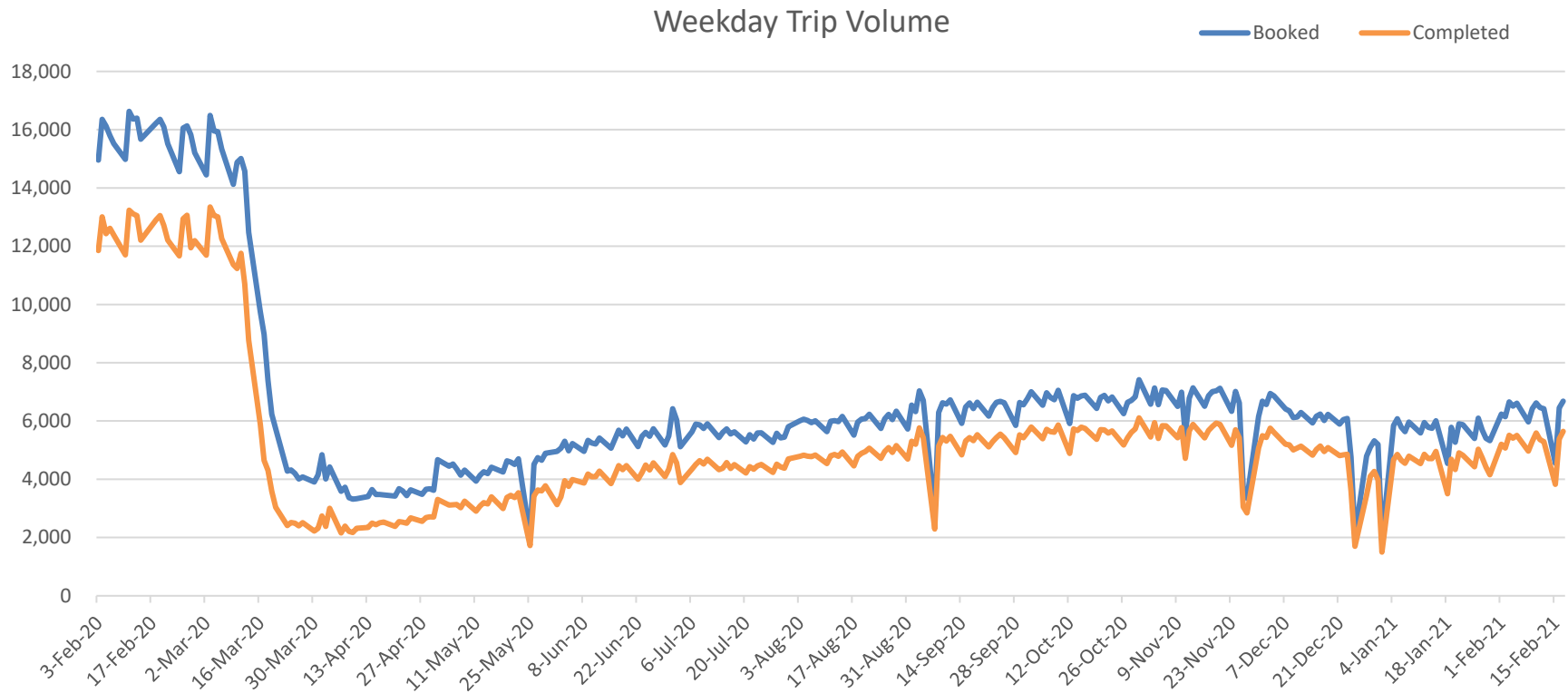


- As of March 2, 2021, Access has completed 50,015 same-day trips since the program was implemented on May 4, 2020.
- As of March 2, 2021, Access has completed 155 total curbside pick up trips since the program was implemented on June 8, 2020.

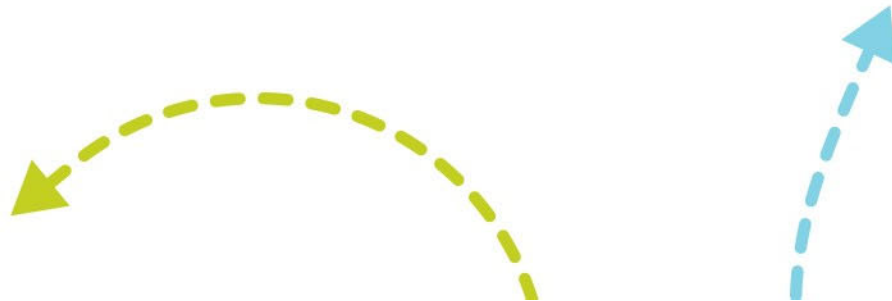
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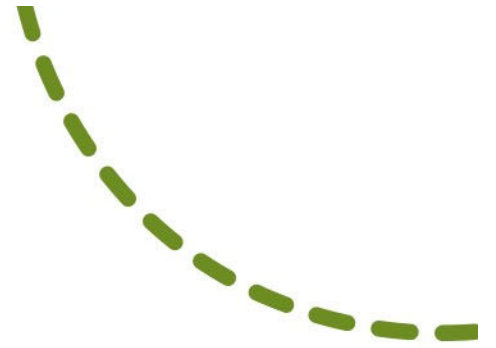
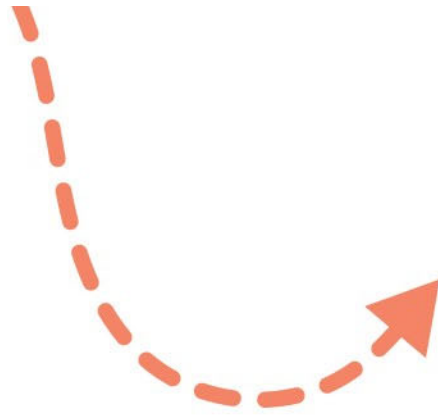
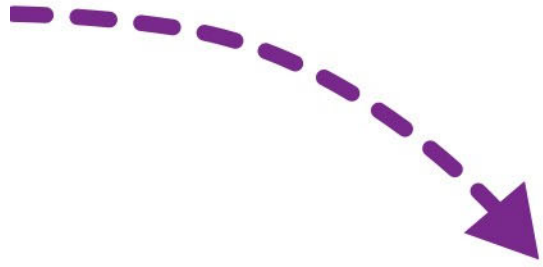


Impacts on Ridership



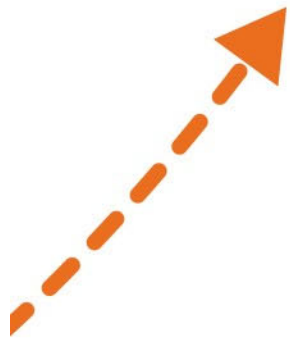
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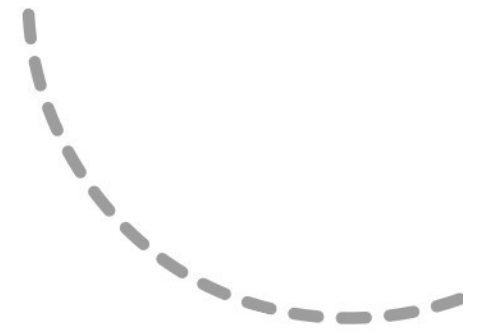
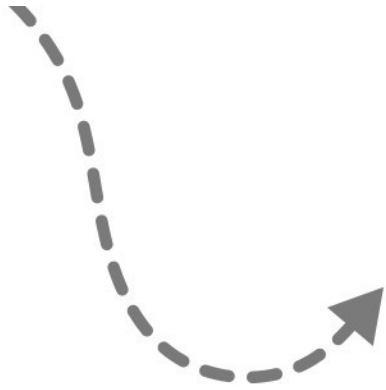
Thank you!

Questions?



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**Item 8 -
Zoom Meeting Protocol**



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Zoom - Connecting

CAC members and Access staff receive a personalized invitation email from F Scott Jewell <no-reply@zoom.us>

- Includes link and dial-in information
- Is not to be shared
- Log in early (up to 15 minutes)

Public attendee link and instructions for participating are included on the agenda. Link is also on the CAC meeting listing in the News and Events Section.

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Zoom - Audio

Use a headset whenever possible

Split your audio between input and output; input via device's built in microphone, output to headphones or other isolated audio device

Only use one audio connection method (phone or computer, not both)

Stay muted unless requesting to speak

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Zoom - Video

Frame your shot

Consider an external webcam

Disable autofocus if possible

Consider turning off your video when it is not needed

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Zoom - Public Comment

Public Comment is accepted either prior to meeting (up to 10am) either through email or US Mail.

Public Comment is taken upon announcement. Once closed it will not be opened again until the next appropriate item.

Public Comment is not a discussion.

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Zoom - In Meeting Discussion

CAC Members should either use the Zoom raise hand feature or briefly announce they wish to speak.

Ad hoc comments should not be made.

Identify yourself before speaking

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Zoom - Chat

Should only be used when providing discussion or comment and should not be used for direct communication with other CAC members.

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