CAC Meeting
November 10, 2020
Emergency Management Update
COVID-19 Delivery Program Updates

• On November 2\textsuperscript{nd}, Access implemented a new meal delivery program in partnership with the Kevin Dobson Memorial Food to Life Program.

• There are three current meal and grocery delivery projects active with four service regions involved.

• As of Wednesday, November 4\textsuperscript{th}, Access has made 271,000 total deliveries to date across all active and demobilized projects.
COVID-19 Same Day Service Update

• As of November 3rd, Access has completed 24,621 same-day trips since the program was implemented on May 4.

• As of November 3rd, Access has completed 46 total curbside pick up trips since the program began on June 8.
COVID-19 Impacts on Ridership

Weekday Trip Volume

- Booked
- Completed

access
Great California ShakeOut Drill

- On October 15, Access participated in the Great California ShakeOut Statewide Earthquake Drill.
- The drill was planned and facilitated via Zoom by Access’ Workplace Safety Committee.
- Forty-seven staff members participated.
2020 Election EOC Activation

• On November 3rd and 4th, the Access Emergency Operations Center (EOC) activated with an additional evening shift to monitor for potential service disruptions related to the election.

• A Road Safety Inspector was on duty late into the evening hours.

• A total of 332 trips to voting locations or ballot drop off sites were scheduled on Election Day.
  • Voting Locations: 229
  • Ballot Drop Off: 103

• No impacts to service were reported.
Thank you!

Questions?

access
Community Advisory Committee

Technology Focused
Customer Survey Update

Tuesday, November 10, 2020
Background

- Customer Satisfaction Surveys - A method to determine if Access is meeting customer needs
- Traditional biennial survey
- More focused surveys (ex. Free Fare usage)
CAC and TPAC Discussion Highlights

• Presentations: CAC on Aug. 11 and TPAC on Sep. 8;

• Preference for a technology-focused survey at this time

• Discussion to expand options for reaching customers

• TPAC discussion on reaching non-English/non-Spanish speaking respondents

• Review of draft questionnaire
Draft Survey Question Topics (1-3)

• What technology does the respondent have? - Internet, smart phone, wearable technology, data plans, etc.

• Comfort or concerns with Access vehicle improvements - AV and/or electric vehicle development

• Comfort or concerns with mobile ticketing for Access trips
Draft Survey Question Topics (4-8)

- Experience with Where’s My Ride mobile app
- Experience with Online Booking
- Experience with Access’ website
- Best methods to disseminate Access information
- General Demographic information
Alternative Survey Distribution Methods

- Traditionally used telephone surveys
- Access’ contractor will expand to an email survey platform
- Also, can deploy a text-to-web-based survey
- For non-English & non-Spanish speaking respondents, may use Access’ translation service
Next Steps

• Seeking review and comments to the survey questionnaire (by Dec. 1);

• Eligible respondents:
  • Access customers who have used Access technology;
  • Access customers active (pre-pandemic); or
  • All eligible Access customers
Questions

Thank You
Good for one ride up to 19.9 miles
non-refundable

Customer Service
1.800.827.0829
(TDD) 1.800.827.1359

current size: 3.5” x 2.75”

NO TACTILE DIFFERENCE NEEDED BECAUSE BASE COUPON IS THE LARGEST OF ALL THE COUPONS

TEAR OFF DIFFERENTIATOR
3” x 2.5”

**Flex Coupon**

$2.00 value
non-refundable

Customer Service
1.800.827.0829
(TDD) 1.800.827.1359

Tactile notch to differentiate from Plus Coupon

3” x 2.5”

**Plus Zone +**

For use with Base Coupon
non-refundable

Customer Service
1.800.827.0829
(TDD) 1.800.827.1359

Current size: 2.75” x 2.25”
## Statistics

<table>
<thead>
<tr>
<th></th>
<th>Sep-19</th>
<th>Sep-20</th>
<th>FY21</th>
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<tbody>
<tr>
<td>Vehicle Trips Completed</td>
<td>311,868</td>
<td>138,123</td>
<td>388,517</td>
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<tr>
<td>Passenger Trips Completed</td>
<td>397,504</td>
<td>171,772</td>
<td>482,877</td>
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<tr>
<td>Reservation Calls Answered</td>
<td>260,959</td>
<td>118,088</td>
<td>322,673</td>
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<td>ETA Calls Answered</td>
<td>51,921</td>
<td>28,512</td>
<td>77,651</td>
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<tr>
<td>WMR ETAs Requested</td>
<td>*</td>
<td>139,465</td>
<td>397,727</td>
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*data not available*
## Performance Report Card

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<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Standard</th>
<th>Sep 20</th>
<th>FY21</th>
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<tbody>
<tr>
<td>On Time Performance</td>
<td>≥ 91%</td>
<td>92.8%</td>
<td>92.9%</td>
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<tr>
<td>Excessively Late Trips</td>
<td>≤ 0.10%</td>
<td>0.05%</td>
<td>0.06%</td>
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<tr>
<td>Excessively Long Trips</td>
<td>≤ 5%</td>
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<tr>
<td>Missed Trips</td>
<td>≤ 0.75%</td>
<td>0.31%</td>
<td>0.35%</td>
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<tr>
<td>Denials</td>
<td>≤ 0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Access to Work On Time Performance</td>
<td>≥ 94%</td>
<td>98.0%</td>
<td>98.2%</td>
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<tr>
<td>Average Hold Time (Reservations)</td>
<td>≤ 120</td>
<td>49</td>
<td>52</td>
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<tr>
<td>Calls On Hold &gt; 5 Min (Reservations)</td>
<td>≤ 5%</td>
<td>1.4%</td>
<td>2.2%</td>
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<tr>
<td>Calls On Hold &gt; 5 Min (ETA)</td>
<td>≤ 10%</td>
<td>1.5%</td>
<td>1.5%</td>
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<tr>
<td>Complaints Per 1,000 Trips</td>
<td>≤ 4.0</td>
<td>2.2</td>
<td>2.3</td>
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<tr>
<td>Preventable Incidents</td>
<td>≤ 0.25</td>
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<td>Preventable Collisions</td>
<td>≤ 0.50</td>
<td>0.44</td>
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<td>Miles Between Road Calls</td>
<td>≥ 25,000</td>
<td>55,148</td>
<td>57,016</td>
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October Highlights

- Access participated in the Great California ShakeOut exercise.

- Contractor staff were provided Access Strong shirts for their hard work and dedication during the pandemic.

- The Southern Region RFP is in the proposal review stages.

- Access staff are starting to prepare the Antelope Valley RFP.
Thank you for joining us.