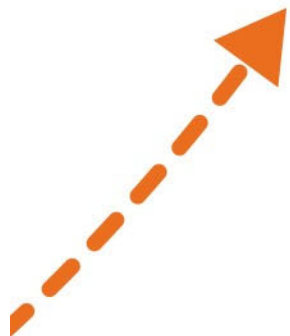
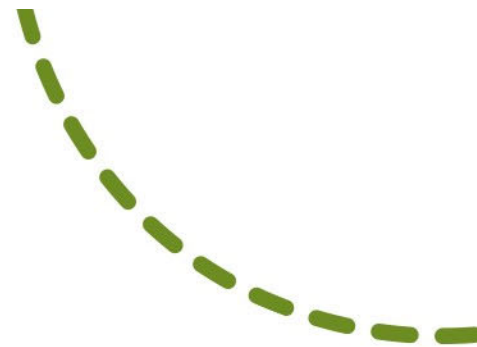
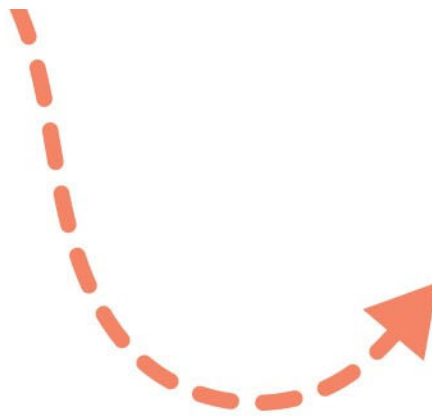
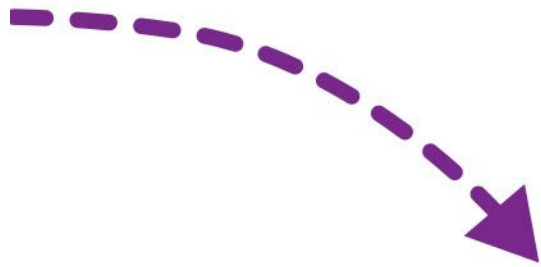


**CAC Meeting
January 12, 2021
Emergency Management Update**



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Incident Timeline Updates

- November 20th: Public messaging updated due to the new statewide Limited Stay at Home Order.
- November 23rd: Delivery program restarted.
- December 7th: Public messaging again updated due to new Regional Stay at Home Order.
- December 14th: Access sent a letter to Governor Newsom advocating for vaccine prioritization for transit and paratransit workers.

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COVID-19 Delivery Program Updates



- There are four current meal and grocery delivery projects active with four service regions involved.
- As of January 7th, 2021, Access has made 333,796 total deliveries to date across all active and demobilized projects.
- The delivery program in partnership with the City of Los Angeles Department of Aging has been extended through January 31, 2021.

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COVID-19 Same Day Service Update

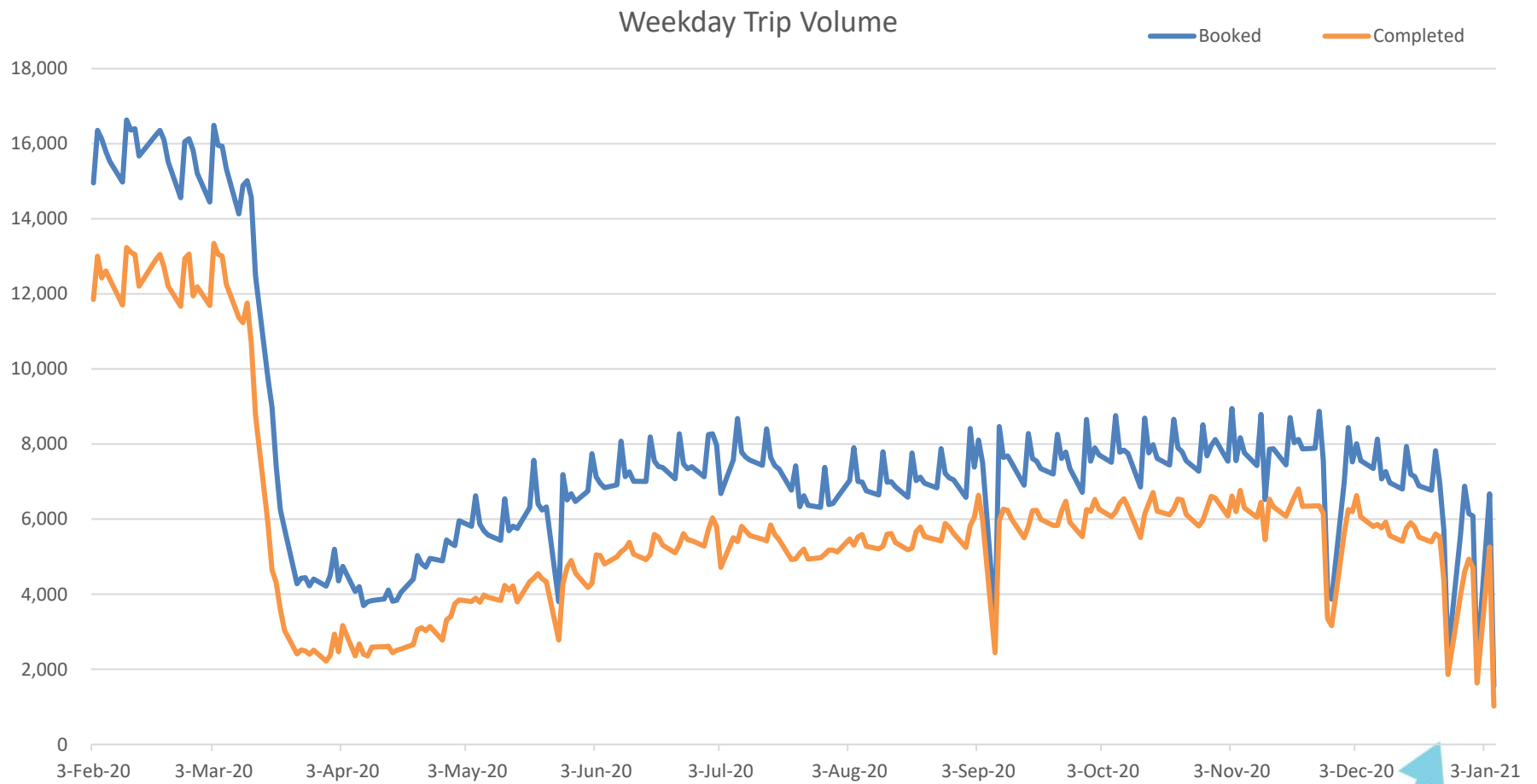


- As of January 4th, Access has completed 37,155 same-day trips since the program was implemented on May 4.
- As of January 7th, Access has completed 102 total curbside pick up trips since the program began on June 8.
 - Curbside pick up trips have doubled between November and January.

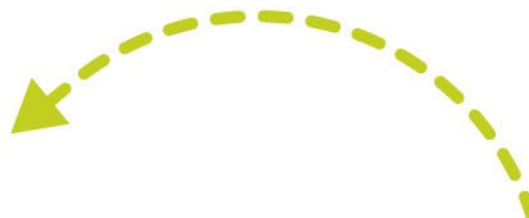
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COVID-19 Impacts on Ridership



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Other COVID-19 Updates



- The Access Emergency Operations Center (EOC) remains activated virtually at its highest level of staffing to coordinate the agency-wide response to COVID-19.
- The Access EOC and Access Operations continue to carefully monitor the current case surge in Los Angeles County and engage with contractors to ensure service continuity.
- Access continues to engage with the Los Angeles County Department of Public Health regarding potential vaccine prioritization to transit and paratransit workers.

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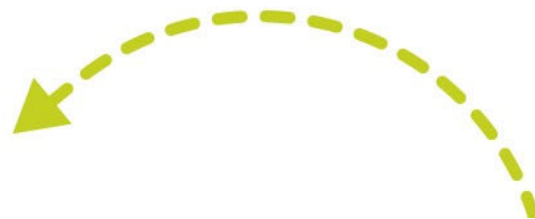




Thank you!

Questions?

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Operations Update

Community Advisory Committee

January 12, 2021

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Statistics

	Nov-19	Nov-20	FY21
Vehicle Trips Completed	302,074	139,062	680,781
Passenger Trips Completed	387,677	172,347	845,917
Reservation Calls Answered	251,488	120,971	574,645
ETA Calls Answered	47,262	27,289	137,071
WMR ETAs Requested	*	139,465	397,727

*data not available

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Performance Report Card

Key Performance Indicator	Standard	Nov 20	FY21
On Time Performance	≥ 91%	94.2%	93.0%
Excessively Late Trips	≤ 0.10%	0.03%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.26%	0.32%
Denials	≤ 0	1	1
Access to Work On Time Performance	≥ 94%	99.5%	97.8%
Average Hold Time (Reservations)	≤ 120	45	51
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.7%	2.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.2%	1.5%
Complaints Per 1,000 Trips	≤ 4.0	1.9	2.1
Preventable Incidents	≤ 0.25	0.08	0.08
Preventable Collisions	≤ 0.50	0.75	0.50
Miles Between Road Calls	≥ 25,000	69,315	61,791

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Highlights

- > Recommendation for the new Southern Region Service Contract was heard by the Board Performance Monitoring Committee on January 11th
- > New RFP for the Antelope Valley Region to be released in March; current contract ends in April 2022

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**Thank you
for joining us.**

