

Operations Update

Community Advisory Committee

January 14, 2020

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Statistics

	Dec-18	*Dec-19	FY20
Vehicle Trips Completed	263,452	287,415	1,867,511
Passenger Trips Completed	342,602	369,038	2,393,632
Reservation Calls Answered	251,274	247,627	1,534,123
ETA Calls Answered	53,281	44,957	291,102
WMR ETAs Requested	180,502	448,468	2,406,742

*not yet final

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Performance Report Card

Key Performance Indicator	Standard	*Dec-19	FY20
On Time Performance	≥ 91%	93.0%	91.4%
Excessively Late Trips	≤ 0.10%	0.04%	0.12%
Excessively Long Trips	≤ 5%	3.2%	3.3%
Missed Trips	≤ 0.75%	0.34%	0.49%
Denials	≤ 0	3	11
Access to Work On Time Performance	≥ 94%	95.6%	94.8%
Average Hold Time (Reservations)	≤ 120	69	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.5%	4.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.5%	4.9%
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.5
Preventable Incidents	≤ 0.25	-	0.22
Preventable Collisions	≤ 0.50	-	0.72
Miles Between Road Calls	≥ 25,000	-	59,558

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*not yet final

December Highlights



- > Access hosted two community meetings in the Santa Clarita and West Central regions
- > 30+ new Dodge Caravan vehicles were received by contractors
- > Access held a severe weather tabletop exercise with contractors and Agency staff to simulate and prepare for weather impacts on the operation
- > Keolis operated the day after Christmas despite rare snow in the Antelope Valley

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**Thank you
for joining us.**

