

Operations Update

Community Advisory Committee

June 14, 2022



Statistics

	21-Apr	22-Apr	FY22
Vehicle Trips Completed	166,679	215,300	1,903,250
Passenger Trips Completed	209,615	273,714	2,415,553
Reservation Calls Answered	147,710	176,084	1,571,444
ETA Calls Answered	38,585	48,841	411,865
WMR ETAs Requested	188,988	298,958	2,409,191

Performance Report Card

Key Performance Indicator	Standard	Apr-22	FY22
On Time Performance	$\geq 91\%$	87.0%	90.2%
Excessively Late Trips	$\leq 0.10\%$	0.22%	0.11%
Excessively Long Trips	$\leq 5\%$	4.0%	3.4%
Missed Trips	$\leq 0.75\%$	0.77%	0.54%
Denials	≤ 0	0	6
Access to Work On Time Performance	$\geq 94\%$	93.5%	95.9%
Average Hold Time (Reservations)	≤ 120	91	62
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	5.7%	2.9%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	4.7%	2.5%
Complaints Per 1,000 Trips	≤ 4.0	3.3	3.1
Preventable Incidents	≤ 0.25	0.07	0.19
Preventable Collisions	≤ 0.75	0.91	0.75
Miles Between Road Calls	$\geq 25,000$	44,360	59,455

access

Lost & Found Improvements

- New L&F Procedures implemented in May
- Tags and logs will be used to track lost items
- Drivers expected to check vehicle as rider exits
- Hours to retrieve items expanded to seven days a week, 8a-5p
- Critical items should be delivered by contractor, instead of rider needing to retrieve them.

The image shows a green tag with a red circular hole at the top. The tag is titled 'access LOST AND FOUND ITEM'. It contains a form with the following fields and handwritten entries:

Date Found	5/27/22
Rider Name	Access Rider
Rider ID	1234567
Found by	Alex Chrisman
Picked up by	Access Rider
Rider Signature	<i>[Signature]</i>
Date Returned	6/10/22
Description of Item	Purse; black, leather

Staff: Keep this lost and found tag for record keeping after item returned to rider.

access

Highlights



- New Access stand installed at Long Beach Airport
- First Transit transition continues to go smoothly in the Antelope Valley
- Vicente Pena joined the Operations Department as a Project Administrator

access

Driver Resource Update

- Several driver pay initiatives to be reviewed by Board in June
- The northern region's use of subcontractor SilverRide, a TNC, is going well
- Staff is considering the addition of Uber as a back-up provider
 - Would increase capability of OMC to resolve stranded rider situations
- Staff is working with our largest contractor on possible use of Uber as a subcontractor for ADA trips
 - Board will be briefed in June
 - Detailed review by CAC in July
- Staff considering expanded use of non-certified taxi drivers

access