

Operations Update

Community Advisory Committee

May 11, 2021

access



Statistics

	20-March	21-March	FY21
Vehicle Trips Completed	185,394	161,073	1,223,673
Passenger Trips Completed	234,517	198,991	1,512,070
Reservation Calls Answered	155,601	141,818	1,045,455
ETA Calls Answered	27,855	35,263	249,258
WMR ETAs Requested	219,414	159,624	1,195,607

access

Performance Report Card

Key Performance Indicator	Standard	March 21	FY21
On Time Performance	≥ 91%	90.2%	93.2%
Excessively Late Trips	≤ 0.10%	0.09%	0.05%
Excessively Long Trips	≤ 5%	0.0%	0.0%
Missed Trips	≤ 0.75%	0.44%	0.31%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	98.7%	95.6%
Average Hold Time (Reservations)	≤ 120	60	46
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.5%	1.8%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.4%	1.2%
Complaints Per 1,000 Trips	≤ 4.0	2.7	2.2
Preventable Incidents	≤ 0.25	0.04	0.09
Preventable Collisions	≤ 0.50	0.69	0.51
Miles Between Road Calls	≥ 25,000	76,899	65,483

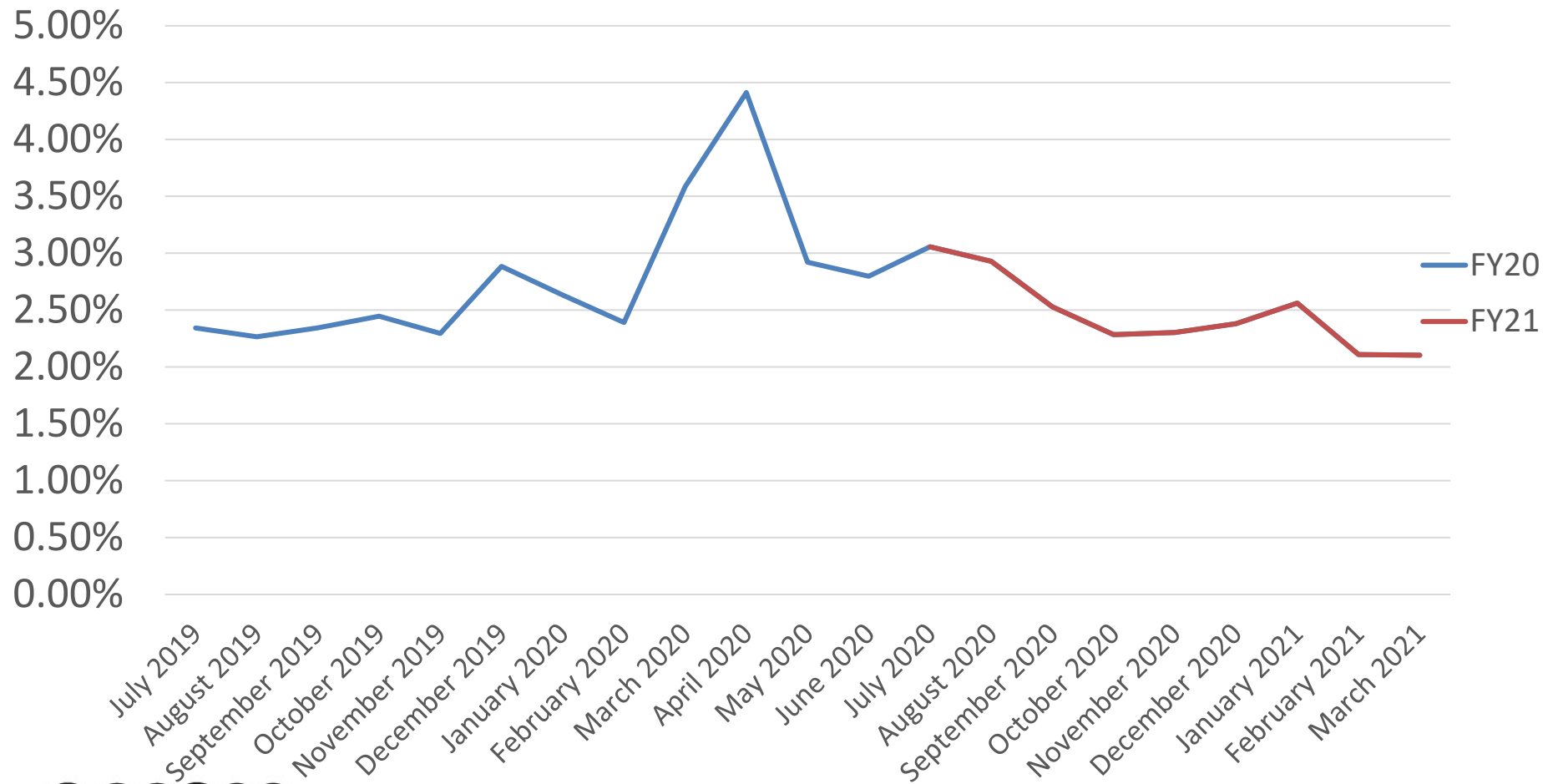
access

Excessively Late Trips

	Total Trips	Excessively Late Trips	% Excessively Late Trips
July-20	126,841	116	0.09%
August-20	133,657	46	0.03%
September-20	142,835	68	0.05%
October-20	158,226	67	0.04%
November-20	142,668	48	0.03%
December-20	134,552	18	0.01%
January-21	123,860	20	0.02%
February-21	135,560	52	0.04%
March-21	166,022	148	0.09%

access

Valid No Shows



access

Calls On Hold Over 5 Minutes

March 2021

Calls On Hold > 5 Minutes by Hour

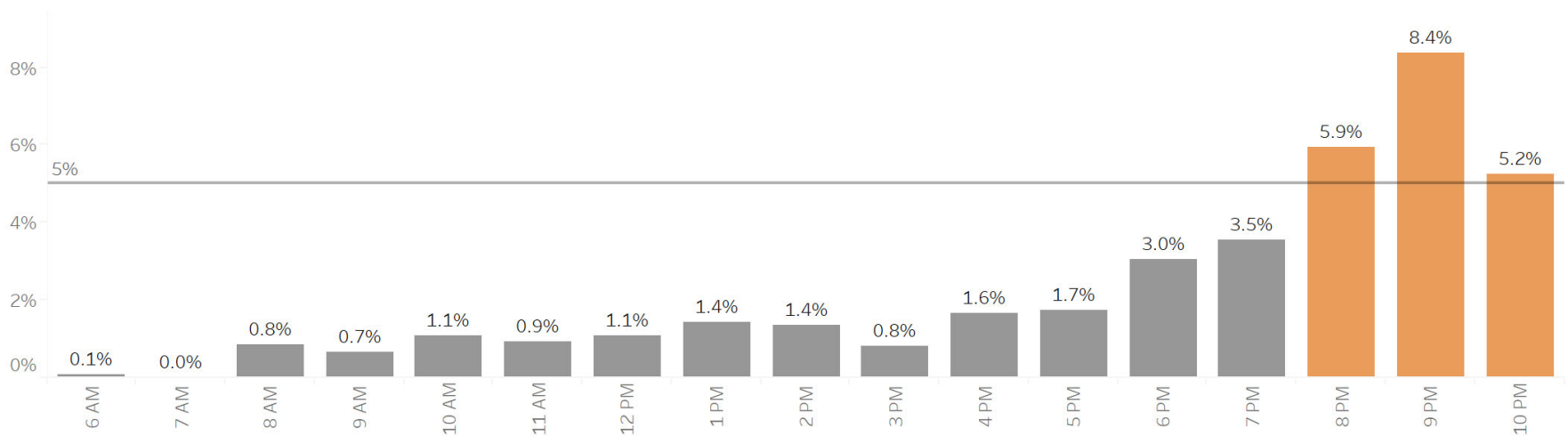
Date Range

3/1/2021 12:00:00 AM to 3/30/2021 11:59:59 PM

Contract

All

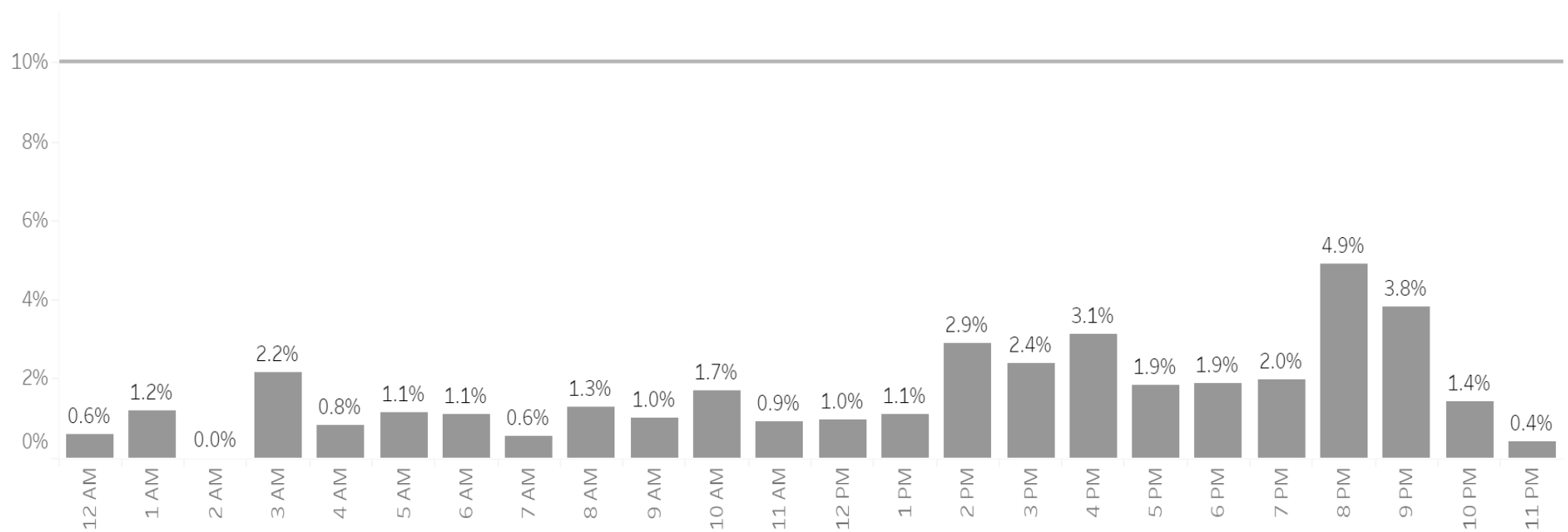
Reservation



access

ETA Calls On Hold Over 5 Minutes

March 2021



access

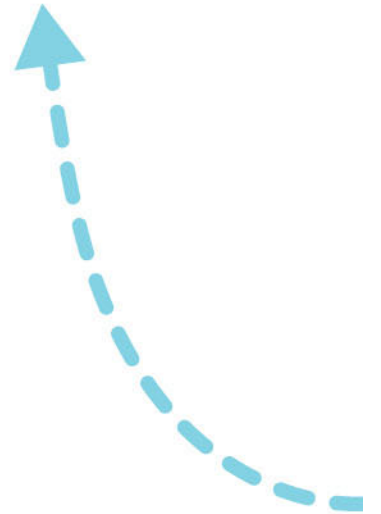
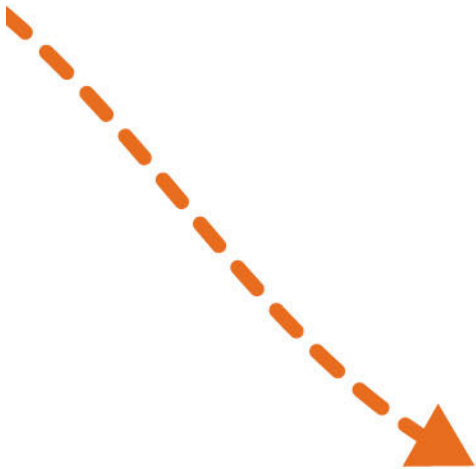
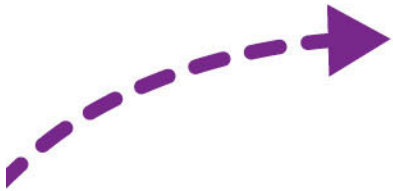
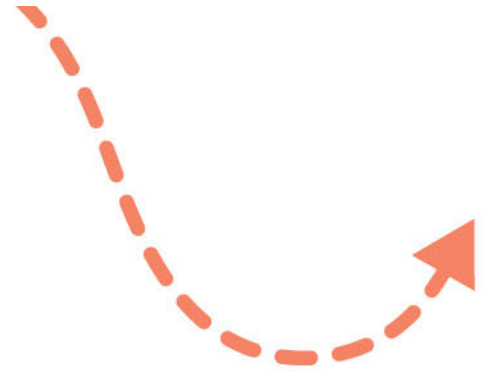
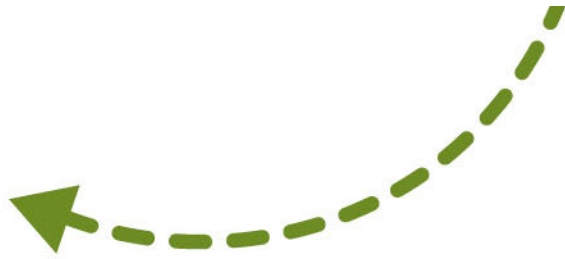


Highlights

- Access staff has begun planning the Community Meeting scheduled for July 2021.
- Dispatcher Reina Espinosa received the Superior Service Award for March.
- Access is in the process of finalizing answers to questions from prospective bidders for the Antelope Valley RFP. The proposals are due May 26, 2021.

access

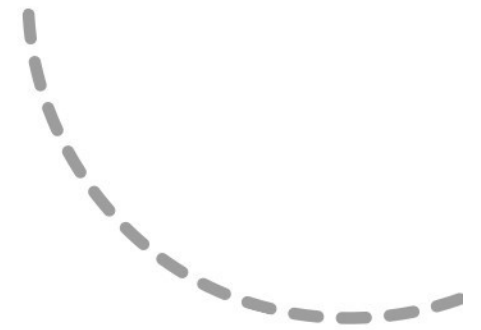
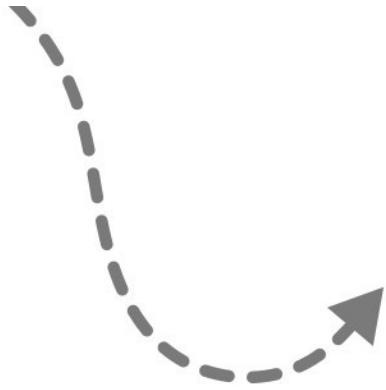
**Thank you
for joining us.**



**CAC Meeting
May 11, 2021
Emergency Management Update**



access



Incident Timeline Updates

- April 22: Communications platforms updated with service restoration measures.
- April 24: Access supports vaccination event at the Covina Transit Center.
- April 30: Final day of meal and grocery delivery program.
- May 1: Restarted shared rides and concluded the same-day service pilot program.
- May 3: Access Emergency Operations Center transitions from highest activation level to mid-level activation.

access



Vaccination Transportation Operations

- As of May 9, 2021, Access has completed 2,892 trips to and from drop-off vaccination sites.
- As of May 9, 2021, Access has completed 372 trips to drive-thru vaccination sites.
- Access will support the final Foothill Transit/City of Covina vaccination event on May 15.

access



Final COVID-19 Delivery Program Update

- All COVID-19 delivery programs have concluded.
- As of April 30, 2021, Access completed a final total of 438,292 deliveries across all projects.
- Delivery operations occurred from April 6, 2020 through April 30, 2021 and supported a total of seven projects across Los Angeles County.

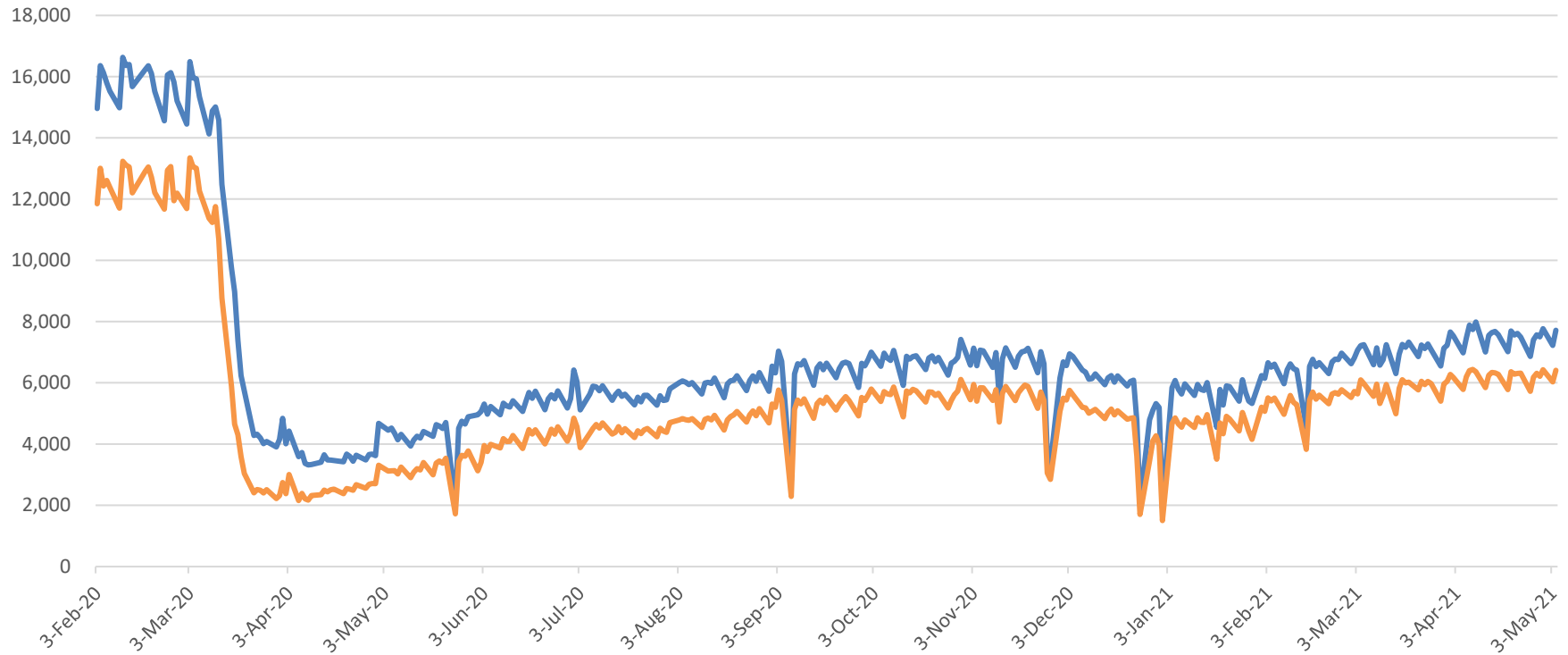
access



Impacts on Ridership

Weekday Trip Volume

— Booked — Completed

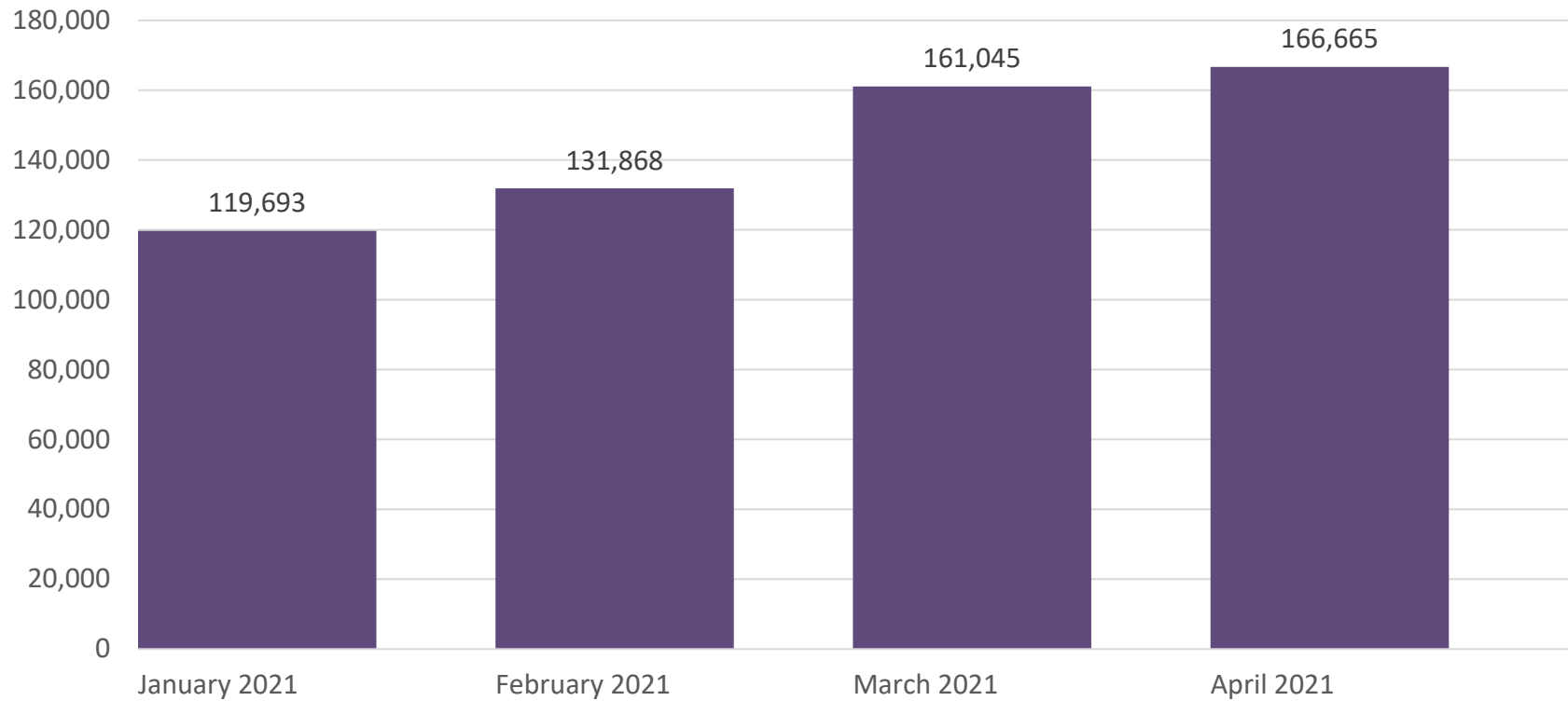


access



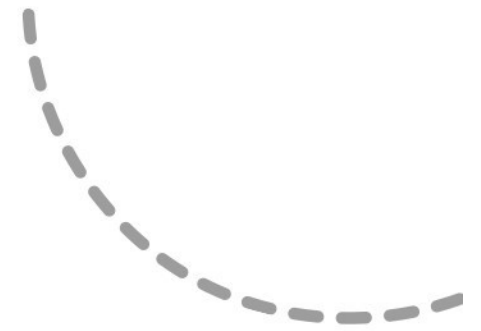
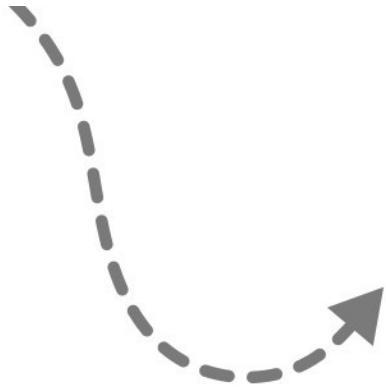
Impacts on Ridership

Trips by Month in 2021



access





Thank You!
Questions?



access

