CAC Meeting
October 13, 2020
COVID-19 Update

access
Incident Timeline Updates

• September 15: Access officially earned the Health and Safety Commitments Seal from the American Public Transportation Association (APTA).

• September 17: Implemented a shortened COVID-19 reservations script.

• September 18: Last day of Project Door Drop delivery program in the Antelope Valley Region.
Health and Safety Commitments Program

- Access has earned the Health & Safety Commitment (HSC) Seal from the American Public Transportation Association (APTA).
- The HSC Program focuses on four key areas:
  1. Following official guidelines from public health authorities.
  2. Regularly disinfecting vehicles and requiring face coverings.
  4. Putting health first by requiring riders and drivers to avoid public transit if sick.
Delivery Operations

• Access has two current meal and grocery delivery projects active in the four LA Basin service regions.

• Through Thursday, October 8th, Access has made 256,551 total deliveries to date across all active and demobilized projects.
Impacts on Ridership

Weekday Trip Volume

- Booked
- Completed
Same Day Service Update

• Through October 8, Access has completed 20,620 same-day trips since the program was implemented on May 4.

• Through October 8, Access has completed 37 total curbside pick up trips since the program began on June 8.
Survey Results

• Staff conducted a non-scientific phone survey of 32 riders who have used same day service, and 5 riders who have used curbside pickup service, to obtain feedback.

• The survey asked how the rider found out about the enhanced service, what worked well, and if there were any difficulties using the service.
Same Day Service Feedback

- Riders from all six service regions were included.
- 21 riders learned about same day service via the hold recording, 4 from the call taker, and 3 from their driver.
- 19 riders touted the service convenience, 5 liked its flexibility, and 3 said it was efficient.
- 19 riders identified a difficulty with scheduling limitations.
- 26 riders said they had not heard about the curbside pickup service; 6 said that they knew about it.
Curbside Service Feedback

• 4 of 5 riders said they heard about curbside pickup via the hold message; the other rider said it was from a family member.

• 3 riders liked the convenience of curbside pickup; another rider said it was a money saver to avoid delivery fees; another rider liked getting the same driver and vehicle.

• Two riders noted difficulties with businesses not offering curbside pickup; one experienced a booking error the first time she tried it; another mentioned that the driver didn’t understand the program; another thought that the pickup time should be negotiated.
Thank you!

Questions?
<table>
<thead>
<tr>
<th></th>
<th>Aug-20</th>
<th>Aug-21</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Trips Completed</td>
<td>320,586</td>
<td>128,363</td>
<td>250,394</td>
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<tr>
<td>Passenger Trips Completed</td>
<td>412,620</td>
<td>159,417</td>
<td>311,105</td>
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<tr>
<td>Reservation Calls Answered</td>
<td>257,384</td>
<td>99,415</td>
<td>204,585</td>
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<tr>
<td>ETA Calls Answered</td>
<td>53,375</td>
<td>24,167</td>
<td>49,139</td>
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<td>WMR ETAs Requested</td>
<td>367,497</td>
<td>129,558</td>
<td>258,262</td>
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### Statewide Performance Report Card

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Standard</th>
<th>Aug 20</th>
<th>FY21</th>
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<tbody>
<tr>
<td>On Time Performance</td>
<td>≥ 91%</td>
<td>93.2%</td>
<td>93.0%</td>
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<tr>
<td>Excessively Late Trips</td>
<td>≤ 0.10%</td>
<td>0.03%</td>
<td>0.06%</td>
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<tr>
<td>Excessively Long Trips</td>
<td>≤ 5%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Missed Trips</td>
<td>≤ 0.75%</td>
<td>0.32%</td>
<td>0.37%</td>
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<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>98.3%</td>
<td>98.4%</td>
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<tr>
<td>Average Hold Time (Reservations)</td>
<td>≤ 120</td>
<td>53</td>
<td>53</td>
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<td>Calls On Hold &gt; 5 Min (Reservations)</td>
<td>≤ 5%</td>
<td>2.8%</td>
<td>2.7%</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>
<td>0.12</td>
<td>0.10</td>
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<td>Preventable Collisions</td>
<td>≤ 0.50</td>
<td>0.27</td>
<td>0.41</td>
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<tr>
<td>Miles Between Road Calls</td>
<td>≥ 25,000</td>
<td>68,545</td>
<td>58,066</td>
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September Highlights

• Access hosted its first ever virtual community meeting via Zoom.

• The Antelope Valley Region has a new General Manager, Kimberly Gianos, who brings many years of paratransit experience.

• The Metro Board approved FY 20 funding for Access.
New Stand Locations

Long Beach Civic Center
Stand 1: Parking Structure at Chestnut Place, south of Broadway
Stand 2: Front of Port of Long Beach Building
Stand 3: Passenger loading zone east side of Magnolia Avenue, north of Ocean Boulevard.
Vote 2020

• Access will be providing free rides to and from polling places on November 3rd 2020.
• Applies to any statewide or federal regular election.
• Operations bulletin was issued on October 1st.
• On hold message is being updated.
• Riders simply tell reservationist that they would like to book a trip to vote.
Thank you for joining us.
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 Nov. 1);

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

• Survey to be conducted after November 3 General Election (December possible)
Questions

Thank You