

Operations Update

Transportation Professionals Advisory Committee

September 8, 2022



Performance Statistics

	July-21	July-22	% Diff
Vehicle Trips Completed	182,955	212,171	15.9%
Passenger Trips Completed	234,138	264,580	13.0%
Reservation Calls Answered	156,799	167,474	6.8%
ETA Calls Answered	39,487	39,585	0.24%
WMR ETAs Requested	205,943	318,861	54.8%
Online Reservations	16,361	21,988	34.3%

Performance Report Card - System Wide

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	$\geq 91\%$	91.3%	92.6%
Excessively Late Trips	$\leq 0.10\%$	0.05%	0.03%
Excessively Long Trips	$\leq 5\%$	2.6%	3.6%
Missed Trips	$\leq 0.75\%$	0.37%	0.41%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	95.8%	97.0%
Average Hold Time (Reservations)	≤ 120	47	63
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	1.5%	2.7%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	1.0%	1.8%
Complaints Per 1,000 Trips	≤ 4.0	3.4	2.8
Preventable Incidents	≤ 0.25	0.33	0.34
Preventable Collisions	≤ 0.75	0.72	0.85
Miles Between Road Calls	$\geq 25,000$	59,933	43,649

Antelope Valley Region

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	≥ 91%	91.0%	96.3%
Excessively Late Trips	≤ 0.10%	0.19%	0.03%
Excessively Long Trips	≤ 5%	1.7%	1.6%
Missed Trips	≤ 0.75%	0.75%	0.29%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	100%	93.5%
Average Hold Time (Reservations)	≤ 120	145	41
Calls On Hold > 5 Min (Reservations)	≤ 5%	14.7%	1.8%
Calls On Hold > 5 Min (ETA)	≤ 10%	7.1%	1.1%
Complaints Per 1,000 Trips	≤ 4.0	4.4	2.6
Preventable Incidents	≤ 0.25	1.68	0.00
Preventable Collisions	≤ 0.75	0.42	0.69
Miles Between Road Calls	≥ 25,000	19,833	14,568

Eastern Region

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	$\geq 91\%$	91.3%	93.3%
Excessively Late Trips	$\leq 0.10\%$	0.08%	0.01%
Excessively Long Trips	$\leq 5\%$	0.7%	0.9%
Missed Trips	$\leq 0.75\%$	0.35%	0.22%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	95.9%	97.0%
Average Hold Time (Reservations)	≤ 120	20	30
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	0.4%	0.8%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	0.3%	0.2%
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.0
Preventable Incidents	≤ 0.25	0.42	0.25
Preventable Collisions	≤ 0.75	1.14	0.83
Miles Between Road Calls	$\geq 25,000$	103,198	87,321

Santa Clarita Region

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	$\geq 91\%$	93.9%	91.6%
Excessively Late Trips	$\leq 0.10\%$	0.00%	0.24%
Excessively Long Trips	$\leq 5\%$	1.1%	2.0%
Missed Trips	$\leq 0.75\%$	0.52%	0.98%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	-	-
Average Hold Time (Reservations)	≤ 120	79	96
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	6.2%	6.7%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	4.1%	8.9%
Complaints Per 1,000 Trips	≤ 4.0	0.5	1.6
Preventable Incidents	≤ 0.25	0.00	0.00
Preventable Collisions	≤ 0.75	0.00	0.00
Miles Between Road Calls	$\geq 25,000$	-	-

Northern Region

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	$\geq 91\%$	92.3%	89.6%
Excessively Late Trips	$\leq 0.10\%$	0.01%	0.09%
Excessively Long Trips	$\leq 5\%$	2.4%	4.5%
Missed Trips	$\leq 0.75\%$	0.34%	0.79%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	89.9%	98.6%
Average Hold Time (Reservations)	≤ 120	96	89
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	3.4%	4.6%
Calls On Hold > 5 Min (ETA)	$\leq 10\%$	1.1%	2.1%
Complaints Per 1,000 Trips	≤ 4.0	3.6	3.2
Preventable Incidents	≤ 0.25	0.21	0.00
Preventable Collisions	≤ 0.75	0.80	0.32
Miles Between Road Calls	$\geq 25,000$	78,473	43,279

Northern Region Sub-contractor SilverRide

Month	Completed Trips
May 2022	336
June 2022	756
July 2022	752
August 2022	1,198
Total	3,042

Southern Region

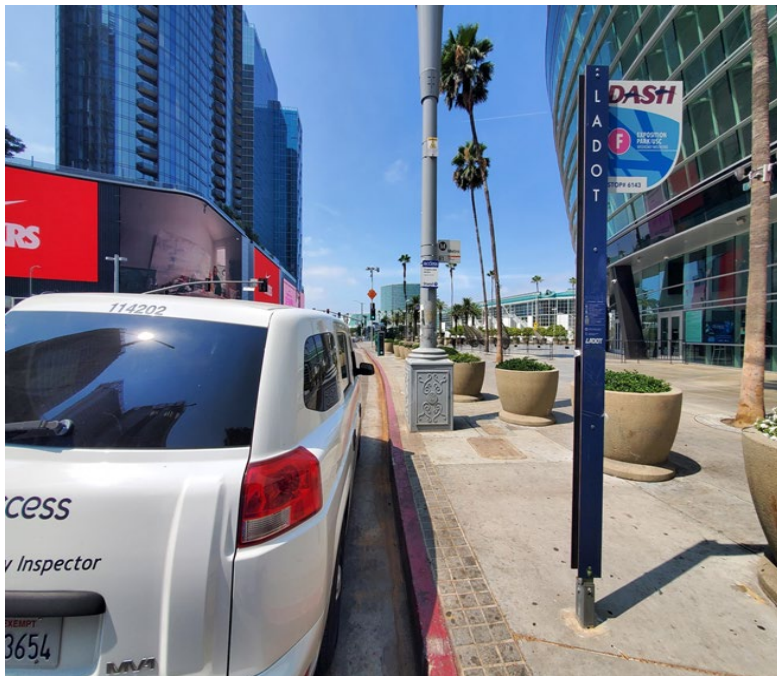
Key Performance Indicator	Standard	July-21	July-22
On Time Performance	≥ 91%	90.8%	93.3%
Excessively Late Trips	≤ 0.10%	0.03%	0.01%
Excessively Long Trips	≤ 5%	4.7%	6.4%
Missed Trips	≤ 0.75%	0.34%	0.39%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	96.2%	97.0%
Average Hold Time (Reservations)	≤ 120	48	89
Calls On Hold > 5 Min (Reservations)	≤ 5%	0.6%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	0.8%	3.5%
Complaints Per 1,000 Trips	≤ 4.0	3.3	3.2
Preventable Incidents	≤ 0.25	0.32	0.69
Preventable Collisions	≤ 0.75	0.46	1.19
Miles Between Road Calls	≥ 25,000	57,748	53,169

West/Central Region

Key Performance Indicator	Standard	July-21	July-22
On Time Performance	≥ 91%	91.5%	91.7%
Excessively Late Trips	≤ 0.10%	0.06%	0.03%
Excessively Long Trips	≤ 5%	1.6%	2.0%
Missed Trips	≤ 0.75%	0.39%	0.39%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	100%	96.3%
Average Hold Time (Reservations)	≤ 120	20	34
Calls On Hold > 5 Min (Reservations)	≤ 5%	0.4%	1.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	0.4%	0.3%
Complaints Per 1,000 Trips	≤ 4.0	3.8	2.9
Preventable Incidents	≤ 0.25	0.00	0.21
Preventable Collisions	≤ 0.75	0.62	0.84
Miles Between Road Calls	≥ 25,000	44,404	26,513

Highlights

- > Access stand signs at the Crypto.com Arena
- > Virtual Community Meeting held on August 6th
- > Access was presented with the Civic Leadership Award at the Disabled Resources Center's 46th Annual Awards dinner



access

COVID-19 Response & Recovery Updates

- > Significant decrease in cases in August 2022

	May 2022	June 2022	July 2022	August 2022
Contractor Cases	18	24	68	28
Rider Cases	12	14	29	19

- > Face coverings remain a requirement aboard Access vehicles; County avoided universal indoor mask requirement