

# Operations Update

## Transportation Professionals Advisory Committee

July 14, 2022



# Performance Statistics

	May-21	May-22	% Diff	FY to May-21	FY to May-22	% Diff
Vehicle Trips Completed	164,333	219,285	33.4%	1,554,685	2,122,535	36.5%
Passenger Trips Completed	210,917	272,787	29.3%	1,932,602	2,688,340	39.1%
Reservation Calls Answered	143,421	177,813	23.9%	1,336,765	1,749,417	30.8%
ETA Calls Answered	33,005	52,459	58.9%	320,868	464,324	44.7%
WMR ETAs Requested	158,176	342,590	116.6%	1,542,771	2,751,781	78.4%
Online Reservations	12,772	23,997	87.9%	112,860	211,122	87.1%

# Operational Challenges

- > Trip demand continued to increase
- > Difficult hiring environment for contractors
- > The taxi industry has significantly fewer drivers than before the pandemic
- > Greater than usual absenteeism

# Actions Taken

- > Engaged with TNC to potentially provide subcontracting services
- > Adjusted schedules
- > Route optimization focus
- > Increased wages where possible
- > Strong recruitment focus with bonus programs
- > Taxi rates increased
- > Contractor Hiring Assistance Program

# Performance Report Card - System Wide

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	84.3%	91.0%	89.6%
Excessively Late Trips	≤ 0.10%	0.48%	0.06%	0.15%
Excessively Long Trips	≤ 5%	5.2%	4.1%	3.6%
Missed Trips	≤ 0.75%	0.97%	0.47%	0.58%
Denials	≤ 0	0	0	6
Access to Work On Time Performance	≥ 94%	93.4%	95.3%	95.6%
Average Hold Time (Reservations)	≤ 120	87	76	65
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.2%	4.5%	3.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.3%	2.6%	2.8%
Complaints Per 1,000 Trips	≤ 4.0	4.1	3.1	3.2
Preventable Incidents	≤ 0.25	0.26	0.24	0.20
Preventable Collisions	≤ 0.75	0.63	0.73	0.74
Miles Between Road Calls	≥ 25,000	58,075	-	59,222



\*preliminary data

# Antelope Valley Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	92.1%	95.7%	87.0%
Excessively Late Trips	≤ 0.10%	0.15%	0.01%	0.44%
Excessively Long Trips	≤ 5%	2.6%	1.8%	1.8%
Missed Trips	≤ 0.75%	0.84%	0.37%	1.29%
Denials	≤ 0	0	0	1
Access to Work On Time Performance	≥ 94%	95.2%	96.3%	95.3%
Average Hold Time (Reservations)	≤ 120	80	62	89
Calls On Hold > 5 Min (Reservations)	≤ 5%	7.2%	4.5%	6.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.6%	2.2%	12.3%
Complaints Per 1,000 Trips	≤ 4.0	3.5	2.7	3.4
Preventable Incidents	≤ 0.25	0.00	0.67	0.14
Preventable Collisions	≤ 0.75	0.35	0.50	1.02
Miles Between Road Calls	≥ 25,000	72,185	-	29,597

# Antelope Valley Region

- > First Transit underwent a transition, taking over the contractor from the previous contractor. Impacts included:
  - Learning curve regarding new systems
  - Challenges of operating during pandemic
- > In response, Access and the contractor have taken the following actions:
  - Numerous staff present during the transition
  - Continued monitoring of performance, which has improved

# Eastern Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	86.1%	91.9%	89.0%
Excessively Late Trips	≤ 0.10%	0.32%	0.02%	0.16%
Excessively Long Trips	≤ 5%	1.5%	0.9%	1.2%
Missed Trips	≤ 0.75%	0.68%	0.26%	0.48%
Denials	≤ 0	0	0	0
Access to Work On Time Performance	≥ 94%	94.7%	96.2%	94.8%
Average Hold Time (Reservations)	≤ 120	43	46	26
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.1%	2.6%	0.7%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.2%	0.6%	0.5%
Complaints Per 1,000 Trips	≤ 4.0	2.8	2.2	2.6
Preventable Incidents	≤ 0.25	0.45	0.00	0.25
Preventable Collisions	≤ 0.75	0.36	0.66	0.68
Miles Between Road Calls	≥ 25,000	127,205	-	89,436



# Santa Clarita Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	93.9%	92.6%	92.3%
Excessively Late Trips	≤ 0.10%	0.00%	0.16%	0.20%
Excessively Long Trips	≤ 5%	1.7%	1.5%	2.3%
Missed Trips	≤ 0.75%	0.88%	0.89%	1.08%
Denials	≤ 0	0	0	1
Access to Work On Time Performance	≥ 94%	NA	NA	NA
Average Hold Time (Reservations)	≤ 120	98	77	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	6.8%	5.1%	5.2%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.2%	5.8%	5.6%
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.2	0.9
Preventable Incidents	≤ 0.25	0.00	0.00	0.00
Preventable Collisions	≤ 0.75	0.00	0.00	0.00
Miles Between Road Calls	≥ 25,000	-	-	135,789

# Santa Clarita Region

- > During the fiscal year and May of 2022, performance was a concern in the areas of:
  - Excessively late trips
  - Missed trips
  - Calls on hold over 5 minutes
- > In response, the contractor and Access have done the following:
  - Found that the actual number of missed trips is very low and caused by a one-off staffing issue
  - Addressed misclassified trips driving the missed trip metric
  - The contractor hired three customer service representatives

# Northern Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	73.0%	85.9%	87.3%
Excessively Late Trips	≤ 0.10%	2.01%	0.24%	0.31%
Excessively Long Trips	≤ 5%	5.1%	5.2%	3.1%
Missed Trips	≤ 0.75%	2.00%	1.00%	0.81%
Denials	≤ 0	0	0	1
Access to Work On Time Performance	≥ 94%	90.4%	98.0%	97.0%
Average Hold Time (Reservations)	≤ 120	104	103	99
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.7%	7.2%	6.2%
Calls On Hold > 5 Min (ETA)	≤ 10%	5.4%	4.0%	2.9%
Complaints Per 1,000 Trips	≤ 4.0	5.9	4.0	3.5
Preventable Incidents	≤ 0.25	0.00	0.00	0.12
Preventable Collisions	≤ 0.75	0.55	0.11	0.64
Miles Between Road Calls	≥ 25,000	45,247	-	56,038

# Northern Region

- > The Northern Region contractor has encountered performance challenges during FY22 due to:
  - Staffing
  - Increased trip demand
  - Loss of subcontractor support
  - Pandemic impact
- > In response, the contractor has taken the following actions:
  - MV has added overtime incentives
  - Brought on sub-contractor SilverRide

# Southern Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	85.6%	92.3%	91.6%
Excessively Late Trips	≤ 0.10%	0.16%	0.02%	0.03%
Excessively Long Trips	≤ 5%	9.4%	7.5%	6.2%
Missed Trips	≤ 0.75%	0.85%	0.41%	0.44%
Denials	≤ 0	0	0	0
Access to Work On Time Performance	≥ 94%	91.9%	92.6%	95.4%
Average Hold Time (Reservations)	≤ 120	128	99	89
Calls On Hold > 5 Min (Reservations)	≤ 5%	7.9%	5.0%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	10.3%	4.2%	3.6%
Complaints Per 1,000 Trips	≤ 4.0	4.5	3.6	3.1
Preventable Incidents	≤ 0.25	0.29	0.40	0.25
Preventable Collisions	≤ 0.75	0.78	1.21	0.85
Miles Between Road Calls	≥ 25,000	68,300	-	77,916

# West/Central Region

Key Performance Indicator	Standard	May-22	June-22*	FY22
On Time Performance	≥ 91%	85.3%	89.1%	89.0%
Excessively Late Trips	≤ 0.10%	0.26%	0.09%	0.16%
Excessively Long Trips	≤ 5%	3.3%	2.5%	2.6%
Missed Trips	≤ 0.75%	0.78%	0.47%	0.58%
Denials	≤ 0	0	0	3
Access to Work On Time Performance	≥ 94%	97.4%	95.7%	97.6%
Average Hold Time (Reservations)	≤ 120	48	50	30
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.5%	3.3%	1.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.3%	0.8%	0.5%
Complaints Per 1,000 Trips	≤ 4.0	4.2	2.9	3.9
Preventable Incidents	≤ 0.25	0.20	0.42	0.12
Preventable Collisions	≤ 0.75	1.01	0.53	0.69
Miles Between Road Calls	≥ 25,000	27,546	-	34,196

# West/Central Region

- > The West/Central Region had significant performance challenges in May 2022 and FY22 due to:
  - Staffing
  - Increased trip demand
  - Lack of subcontractor resources
  - Pandemic impact
- > In response, the contractor and Access has taken the following actions:
  - Hiring and referral bonuses in place

# Highlights

- > Northern Region General Manager Tom Irvin retiring; Shawn Brophy stepping up
- > TRANSMAC meeting hosted by Access
- > Online booking now available in the Antelope Valley
- > Tabletop cyber security exercise



# COVID-19 Response & Recovery Updates

- > Steady but not extreme increase in cases

	March 2022	April 2022	May 2022	June 2022
Contractor Cases	2	6	18	24
Rider Cases	1	4	12	14

- > Face coverings remain a requirement aboard Access vehicles; may become county-wide requirement this month for indoor settings
- > Staff monitoring the impact of newest variants