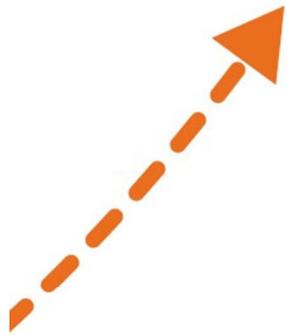
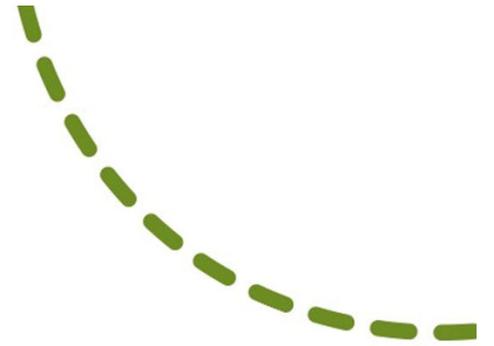
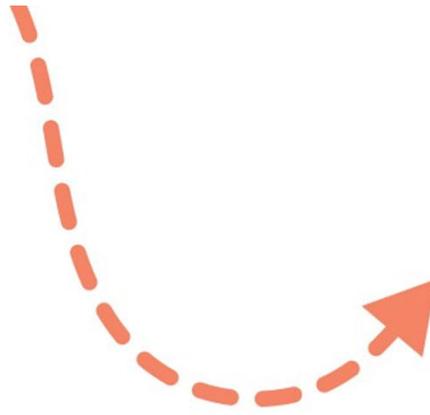
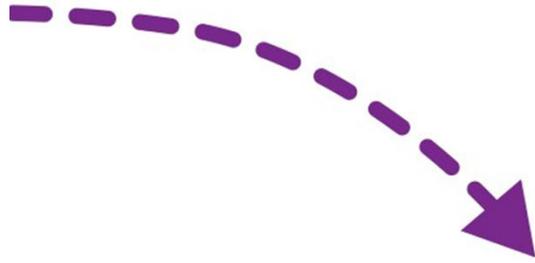
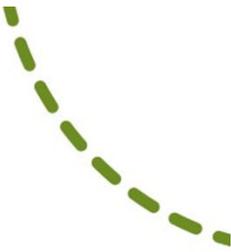


Item 9
Consideration To Approve
Supplemental FY20 and Draft FY21
Funding Requests



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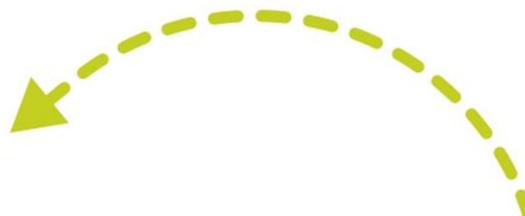
Legal Requirements



Anderson v. Rochester-Genesee Regional Transp. Authority 337 F.3d 201, 210 -212 (C.A.2 (N.Y.),2003)

- § 37.131(b) requires paratransit service providers to plan to meet 100% of the demand for next-day ride requests.
- Requirement to Fully Fund Expected Demand
- FTA Assurances

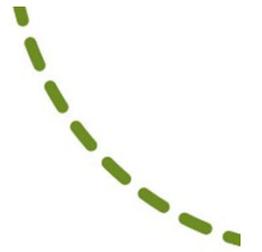
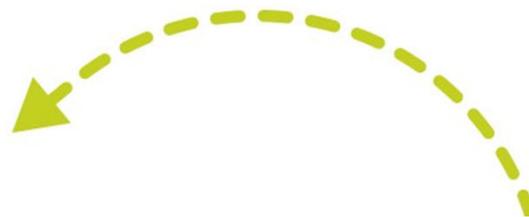
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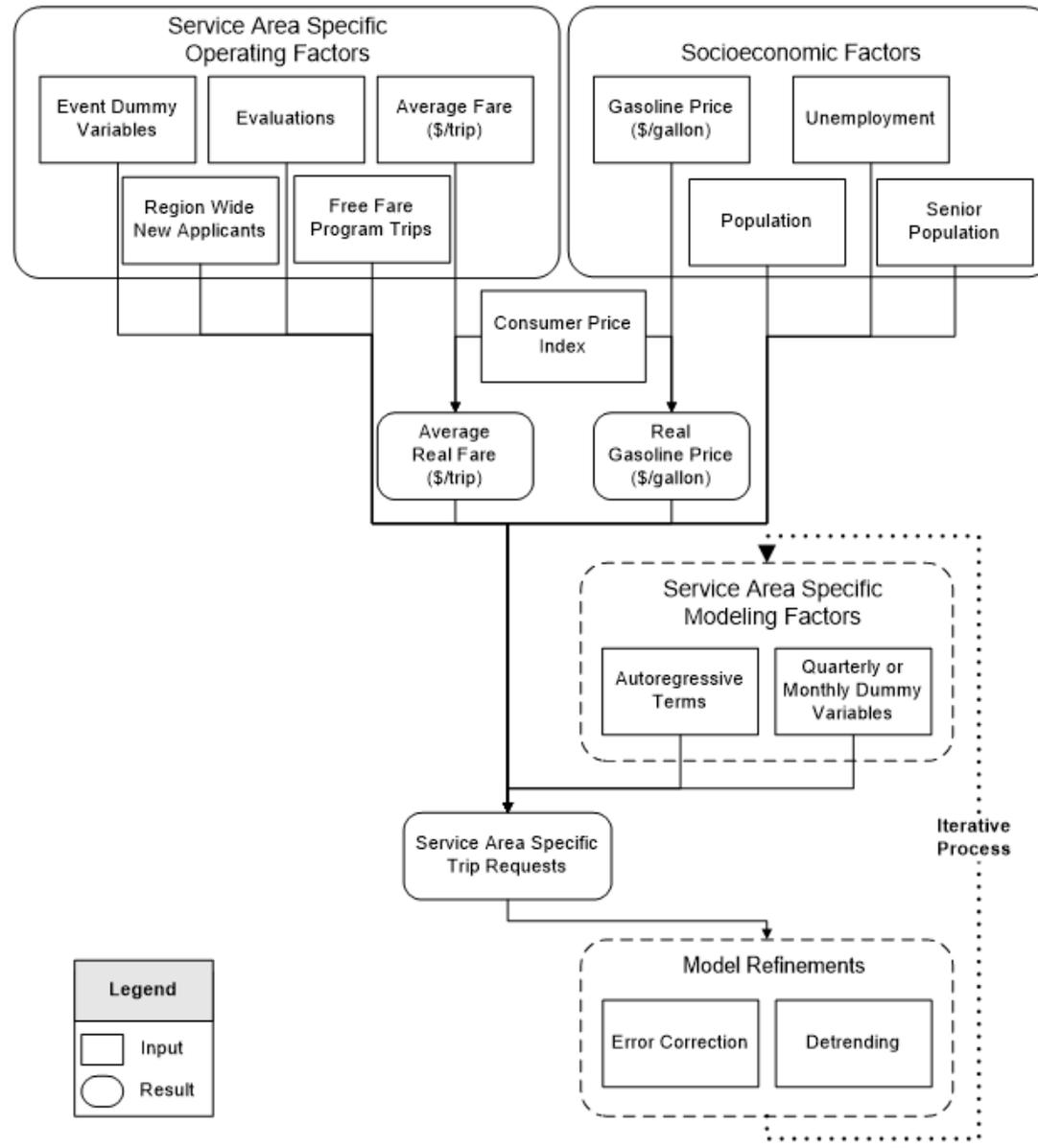
Budget Process

- HDR Projections
 - Calendar Year Actuals
 - Final Report March/April

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HDR Variables



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HDR FY21 Passenger Forecast

Fiscal Year	TOTAL	Eastern	West/ Central	Northern	Southern	Antelope Valley	Santa Clarita	Backup
2019	4,504,011	1,364,886	723,284	769,173	1,393,972	206,629	45,790	277
2020	4,848,776	1,444,131	768,806	817,832	1,537,523	226,648	53,114	723
	7.7%	5.8%	6.3%	6.3%	10.3%	9.7%	16.0%	161.2%
2021	5,187,703	1,524,036	826,545	862,669	1,657,911	256,925	59,080	537
	7.0%	5.5%	7.5%	5.5%	7.8%	13.4%	11.2%	-25.8%
2022	5,540,099	1,596,990	884,388	917,782	1,784,853	291,259	64,253	574
	6.8%	4.8%	7.0%	6.4%	7.7%	13.4%	8.8%	6.8%
2023	5,915,508	1,673,262	946,282	978,048	1,916,757	330,700	69,847	612
	6.8%	4.8%	7.0%	6.6%	7.4%	13.5%	8.7%	6.8%
2024	6,334,859	1,759,263	1,015,410	1,046,156	2,060,118	377,114	76,142	656
	7.1%	5.1%	7.3%	7.0%	7.5%	14.0%	9.0%	7.1%
2025	6,769,240	1,845,454	1,087,812	1,116,304	2,207,893	428,474	82,602	701
	6.9%	4.9%	7.1%	6.7%	7.2%	13.6%	8.5%	6.9%
2026	7,207,477	1,927,754	1,161,622	1,185,997	2,358,304	483,968	89,086	746
	6.5%	4.5%	6.8%	6.2%	6.8%	13.0%	7.8%	6.5%
2027	7,673,852	2,013,121	1,239,956	1,259,611	2,517,811	546,526	96,033	795
	6.5%	4.4%	6.7%	6.2%	6.8%	12.9%	7.8%	6.5%
2028	8,177,742	2,103,644	1,324,858	1,338,444	2,689,318	617,135	103,496	847
	6.6%	4.5%	6.8%	6.3%	6.8%	12.9%	7.8%	6.6%
2029	8,715,228	2,197,220	1,414,596	1,421,801	2,872,257	696,886	111,566	902
	6.6%	4.4%	6.8%	6.2%	6.8%	12.9%	7.8%	6.6%

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HDR FY21 Monthly Forecast

Month	TOTAL	Eastern	West/ Central	Northern	Southern	Antelope Valley	Santa Clarita	Backup
Jul-20	423,335	126,798	67,858	70,724	133,486	19,859	4,566	44
Aug-20	433,528	126,477	69,335	72,449	139,048	21,304	4,870	45
Sep-20	432,776	127,858	68,944	71,456	138,001	21,391	5,082	45
Oct-20	452,512	134,350	71,577	75,974	143,125	22,479	4,959	47
Nov-20	408,484	121,000	64,948	67,727	129,707	20,321	4,738	42
Dec-20	412,139	120,049	64,726	68,777	134,010	19,821	4,712	43
Jan-21	420,700	124,783	66,226	70,173	133,769	20,889	4,818	44
Feb-21	415,157	121,083	66,962	68,809	132,829	20,610	4,821	43
Mar-21	453,066	130,719	71,993	74,541	148,048	22,288	5,431	47
Apr-21	441,911	130,404	70,826	73,389	139,458	22,689	5,099	46
May-21	451,339	130,077	72,678	74,923	145,812	22,710	5,092	47
Jun-21	442,755	130,437	70,471	73,727	140,619	22,563	4,892	46

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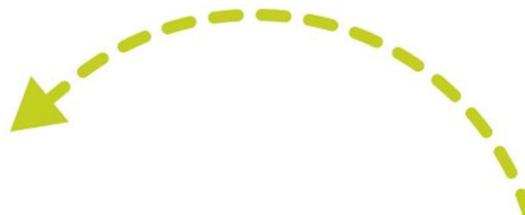
Forecast

	FY21 Forecast	FY20 Forecast	% Change from Original Forecast
FY2020	4,848,776	4,485,320	
	7.70%	1.10%	9.32%
FY2021	5,187,703	4,722,755	
	7.00%	5.30%	15.66%

HDR Historical Data

Year	Actual Passengers	HDR Projected Passengers	% Difference
FY14	3,740,313	3,794,923	-1.44%
FY15	4,040,485	4,092,766	-1.28%
FY16	4,287,943	4,334,872	-1.08%
FY17	4,343,048	4,389,944	-1.07%
FY18	4,383,105	4,428,762	-1.03%
FY19	4,457,931	4,574,728	-2.55%
FY20	1,636,917	1,544,353	5.99%

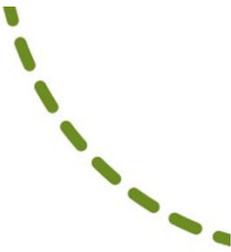
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Southern Region Performance

	Before 5M	After 5M	
	Jul-Dec 2018	Jan-Jun 2019	% diff
On Time Performance - $\geq 91\%$	91.6%	92.4%	1%
Excessively Late Trips - $\leq 0.10\%$	0.11%	0.05%	-55%
Excessively Long Trips - $\leq 5\%$	8.4%	3.8%	-55%
Missed Trips - $\leq 0.75\%$	1.2%	0.4%	-71%
Trip Denials ≤ 0	2	2	0%
Access to Work On Time Performance - $\geq 94\%$	95.1%	98.0%	3%
Average Hold Time (Reservations) - ≤ 120	91	92	1%
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	4.1%	3.3%	-20%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	10.0%	4.3%	-57%
Complaints Per 1,000 Trips - ≤ 4.0	6.8	2.5	-63%
Preventable Incidents - ≤ 0.25	0.35	0.24	-31%
Preventable Collisions (Weighted) - ≤ 0.50	0.66	0.47	-29%
Miles Between Road Calls - $\geq 25,000$	23,322	85,477	267%

Trip Factor



- Forecast of Passengers
- Convert to Trips
- Trip Factor = Actual Passengers last 12 months

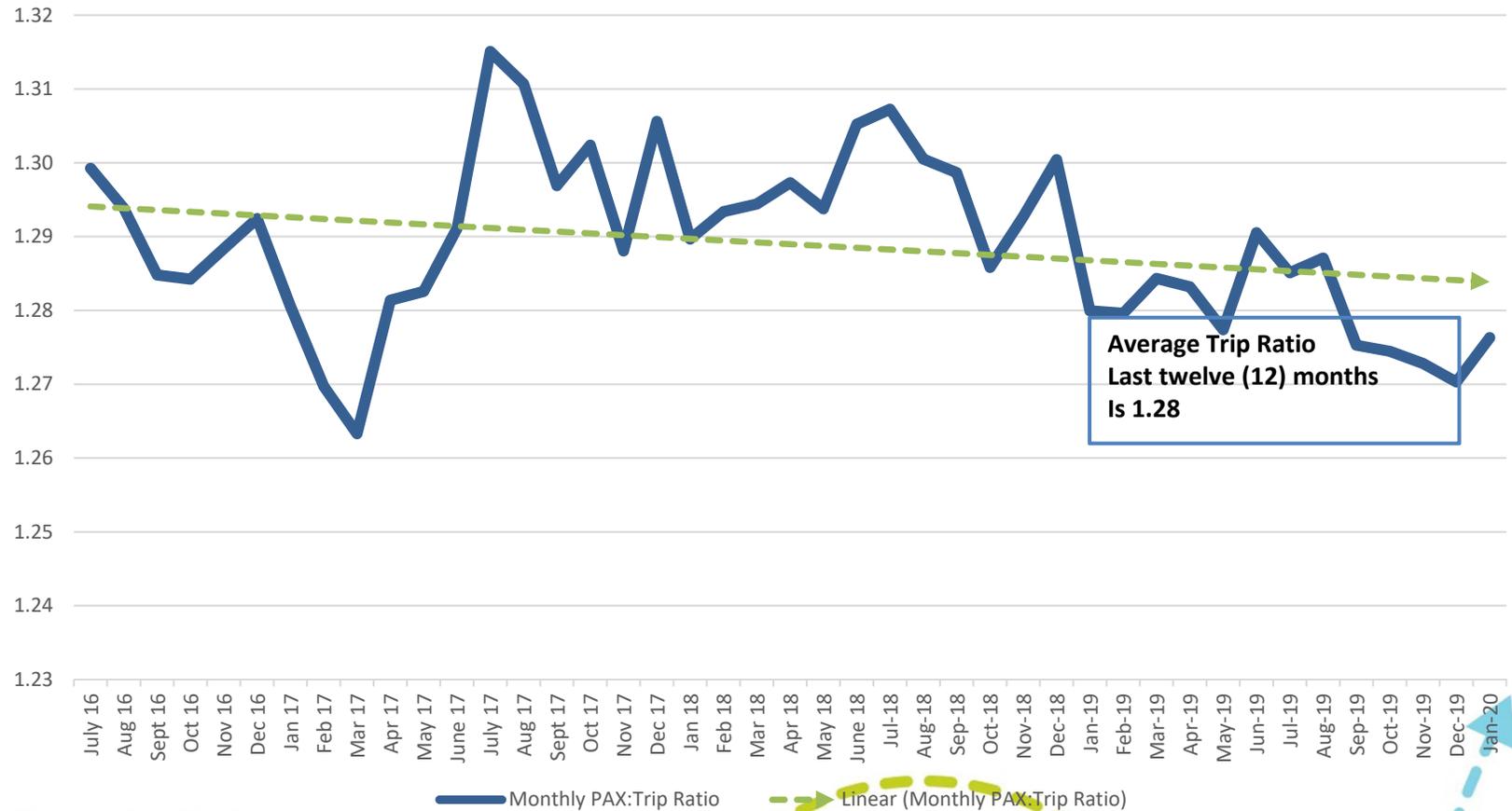
Actual Number of Trips last 12 months

- Usual range 1.32 - 1.28

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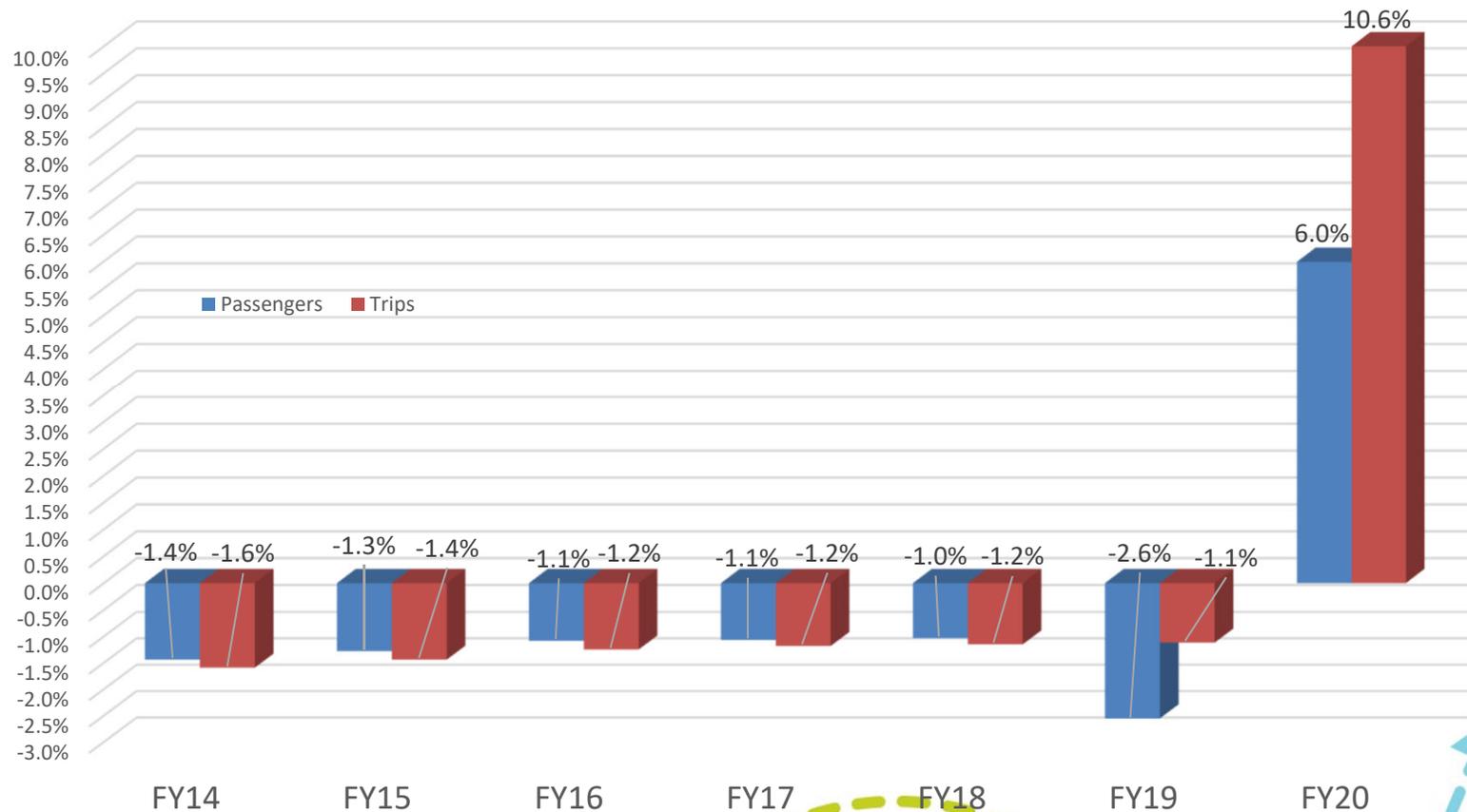


Historical Passenger to Trip Ratio



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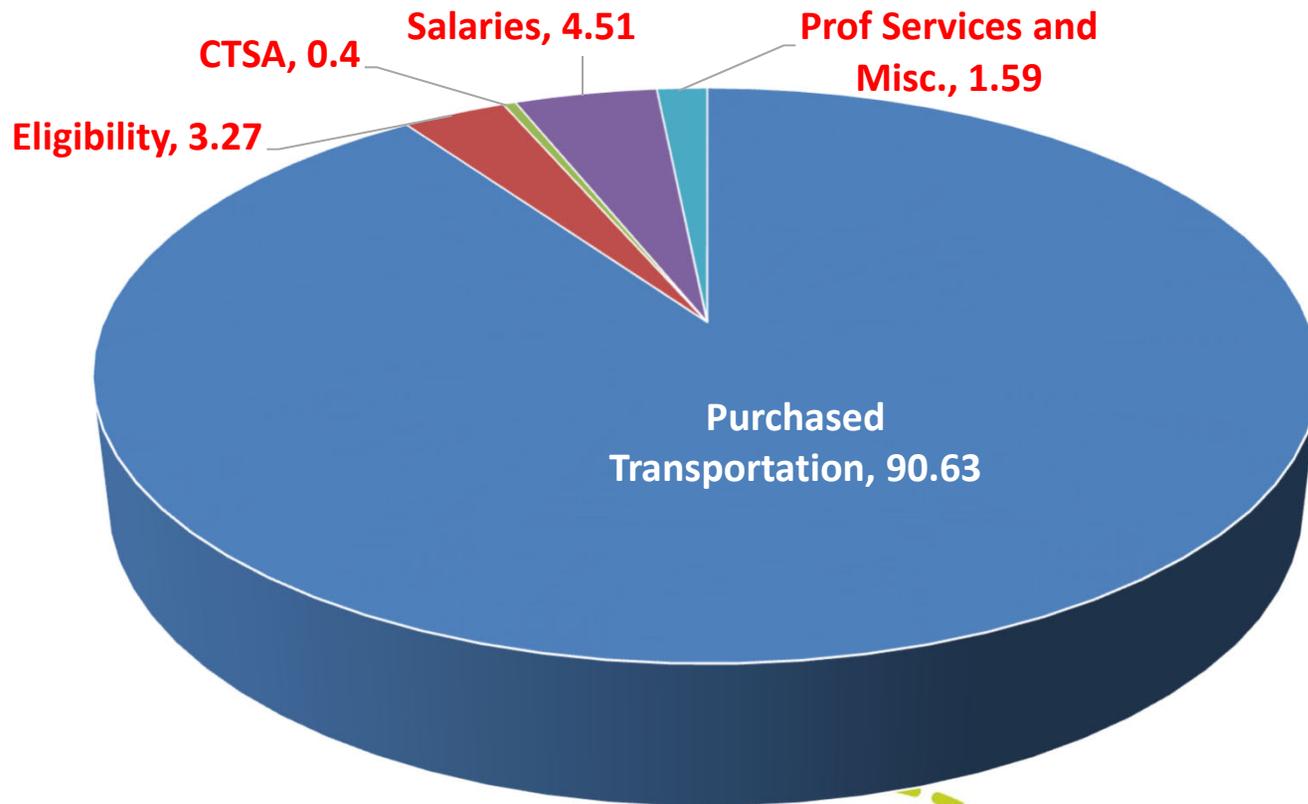
Passengers and Trips FY14 - FY20



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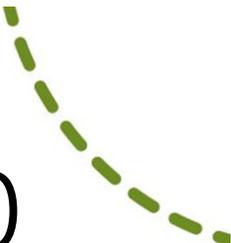


Costs as a Percent of Budget



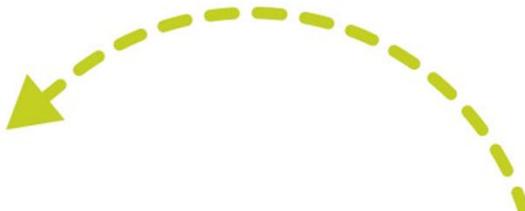
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Draft Financials - First Half FY20

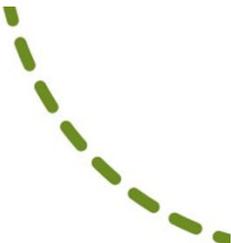


	Actuals		Budget		Var B/(W)
	Q1 Total	Q2 Total	Q1 Total	Q2 Total	
Direct Transportation Total	\$41,005,942	\$42,202,150	\$38,907,222	\$39,195,042	(\$5,105,828)
Contracted Support Total	\$3,612,867	\$3,456,332	\$3,613,449	\$3,337,542	(\$118,208)
Mgmt & Admin Total	\$2,842,277	\$2,732,288	\$2,778,055	\$3,034,490	\$237,981
Expenses Total	\$47,461,086	\$48,390,769	\$45,298,726	\$45,567,074	(\$4,986,055)

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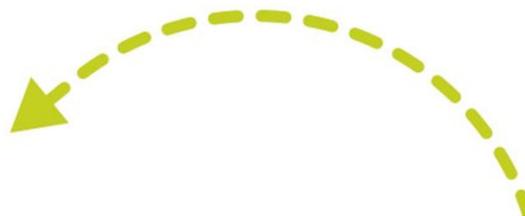



Next Steps for FY20 Budget



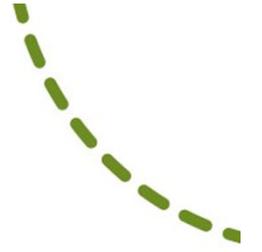
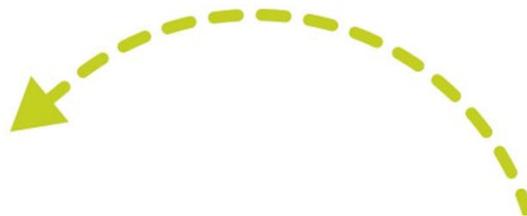
- **FY20 Supplemental Request**
 - February - Request that "Reserve" be released
 - February - Submit Supplemental funding request to Metro
 - March/April Request Access Board amend FY20 Budget
 - Revise internal budget to reflect revised funding

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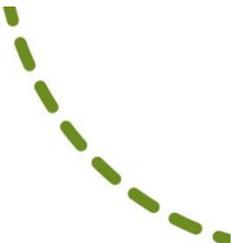


FY21 Draft Budget

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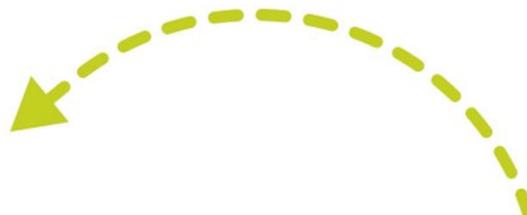


Budget Process - Revised

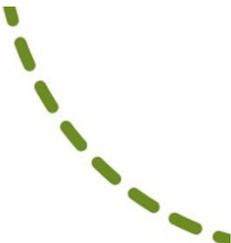


- Access Board of Directors
 - Access Board draft budget review - January/February
 - Staff submit Preliminary budget by February 1
 - Submit Funding Request Letter April
 - Approve budget - May/June
 - MOU - February - June
- Metro Requirements
 - Metro Board approves Budget - May
 - Metro Board approves Subsidies - June
 - MOU - February - June

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Purchased Transportation



	FY 19-20 Projection	FY 20-21 Budget
Passengers (HDR):	4,848,776	5,187,703
Trips:	3,788,106	4,052,609
Trip Factor % (non-Cert):	1.280	1.280
Avg Cost per Trip:	\$43.12	\$45.29
Total Purchased Transportation:	\$163,355,299	\$183,523,521

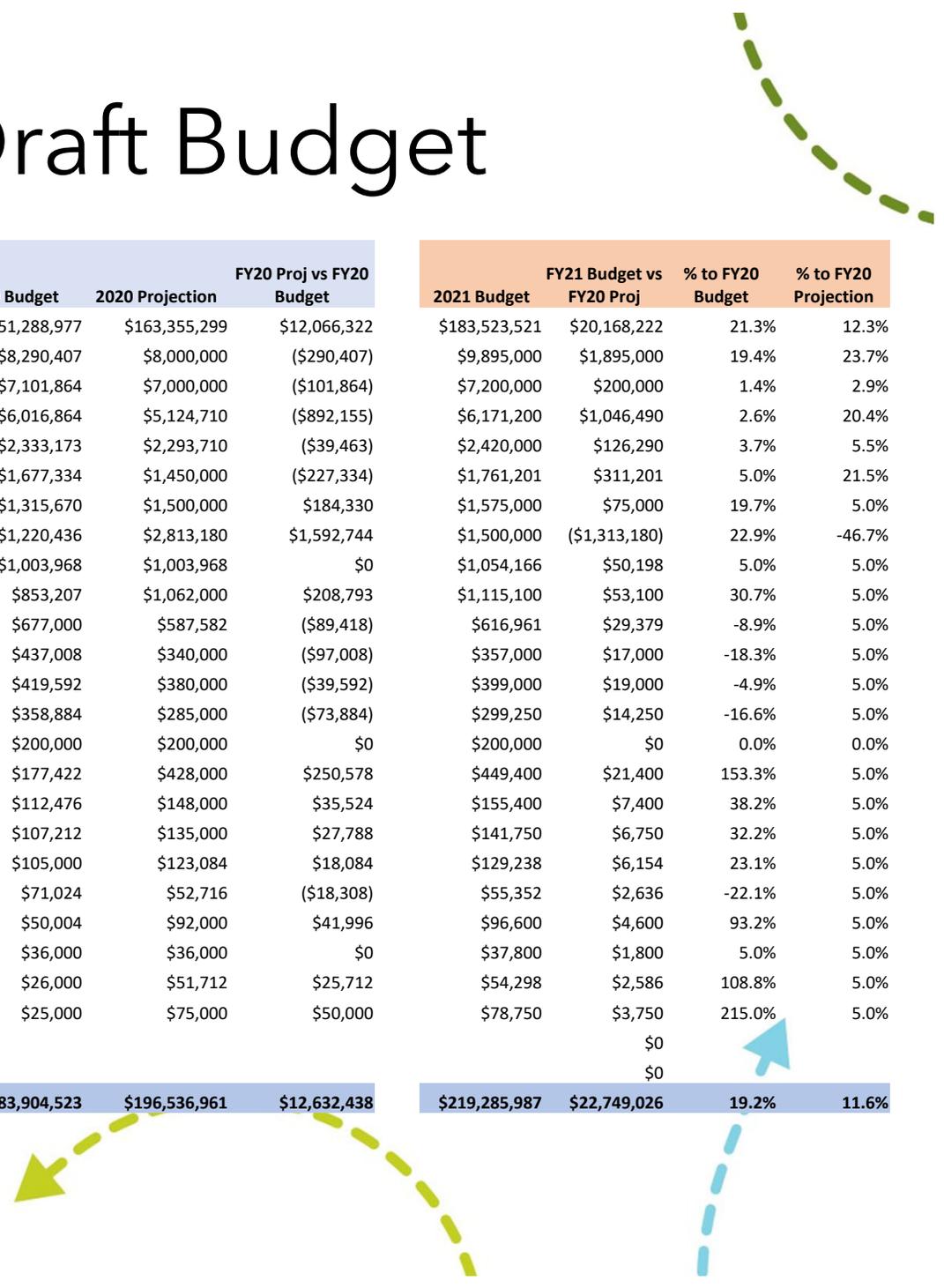
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FY21 Draft Budget

Expenses	2018 Actuals	2019 Actuals	2020 Budget	2020 Projection	FY20 Proj vs FY20 Budget	FY21 Budget vs FY20 Proj			
						2021 Budget	FY21 Budget vs FY20 Proj	% to FY20 Budget	% to FY20 Projection
Purchased Transportation	\$124,843,458	\$141,339,015	\$151,288,977	\$163,355,299	\$12,066,322	\$183,523,521	\$20,168,222	21.3%	12.3%
Salaries & Related Expense	\$6,873,622	\$7,348,695	\$8,290,407	\$8,000,000	(\$290,407)	\$9,895,000	\$1,895,000	19.4%	23.7%
Insurance	\$6,111,053	\$5,852,213	\$7,101,864	\$7,000,000	(\$101,864)	\$7,200,000	\$200,000	1.4%	2.9%
Eligibility and Appeals	\$4,754,953	\$5,221,896	\$6,016,864	\$5,124,710	(\$892,155)	\$6,171,200	\$1,046,490	2.6%	20.4%
Contracted Customer Service	\$2,257,996	\$2,213,129	\$2,333,173	\$2,293,710	(\$39,463)	\$2,420,000	\$126,290	3.7%	5.5%
NW & Telecom Maintenance	\$1,246,943	\$1,302,579	\$1,677,334	\$1,450,000	(\$227,334)	\$1,761,201	\$311,201	5.0%	21.5%
Professional Services	\$1,824,425	\$1,752,938	\$1,315,670	\$1,500,000	\$184,330	\$1,575,000	\$75,000	19.7%	5.0%
Communications	\$2,110,731	\$2,397,399	\$1,220,436	\$2,813,180	\$1,592,744	\$1,500,000	(\$1,313,180)	22.9%	-46.7%
Office Rent	\$974,707	\$995,788	\$1,003,968	\$1,003,968	\$0	\$1,054,166	\$50,198	5.0%	5.0%
Travel Training	\$617,465	\$837,130	\$853,207	\$1,062,000	\$208,793	\$1,115,100	\$53,100	30.7%	5.0%
Printed Materials	\$579,888	\$529,388	\$677,000	\$587,582	(\$89,418)	\$616,961	\$29,379	-8.9%	5.0%
Postage/Mailing	\$271,616	\$229,108	\$437,008	\$340,000	(\$97,008)	\$357,000	\$17,000	-18.3%	5.0%
Promotions/Events	\$311,306	\$397,947	\$419,592	\$380,000	(\$39,592)	\$399,000	\$19,000	-4.9%	5.0%
Vehicle Costs	\$114,690	\$207,818	\$358,884	\$285,000	(\$73,884)	\$299,250	\$14,250	-16.6%	5.0%
Security	\$200,000	\$200,000	\$200,000	\$200,000	\$0	\$200,000	\$0	0.0%	0.0%
Tether Pilot Program	\$81,807	\$88,940	\$177,422	\$428,000	\$250,578	\$449,400	\$21,400	153.3%	5.0%
Other Expense	\$68,790	\$62,633	\$112,476	\$148,000	\$35,524	\$155,400	\$7,400	38.2%	5.0%
Travel and Conference	\$116,145	\$116,469	\$107,212	\$135,000	\$27,788	\$141,750	\$6,750	32.2%	5.0%
Other Related Employee Expense	\$112,683	\$82,055	\$105,000	\$123,084	\$18,084	\$129,238	\$6,154	23.1%	5.0%
Office/Kitchen Supplies	\$48,968	\$41,877	\$71,024	\$52,716	(\$18,308)	\$55,352	\$2,636	-22.1%	5.0%
Temporary Personnel	\$39,558	\$146,359	\$50,004	\$92,000	\$41,996	\$96,600	\$4,600	93.2%	5.0%
Repair & Maintenance	\$23,639	\$23,454	\$36,000	\$36,000	\$0	\$37,800	\$1,800	5.0%	5.0%
Board Compensation	\$17,182	\$9,938	\$26,000	\$51,712	\$25,712	\$54,298	\$2,586	108.8%	5.0%
Business Meetings & Meals	\$30,157	\$37,790	\$25,000	\$75,000	\$50,000	\$78,750	\$3,750	215.0%	5.0%
Increase/(Decrease) in def benefit liab	(\$132,429)	\$586,427					\$0		
Provision For Income Tax	\$5,862	\$8,203					\$0		
Expenses Total	\$153,505,215	\$172,029,187	\$183,904,523	\$196,536,961	\$12,632,438	\$219,285,987	\$22,749,026	19.2%	11.6%

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FY21 Draft Budget

Expenses	2020 Budget	2020 Projection	2021 Budget
Purchased Transportation	\$151,288,977	\$163,355,299	\$183,523,521
Salaries & Related Expense	\$8,290,407	\$8,000,000	\$9,895,000
Insurance	\$7,101,864	\$7,000,000	\$7,200,000
Eligibility and Appeals	\$6,016,864	\$5,124,710	\$6,171,200
Contracted Customer Service	\$2,333,173	\$2,293,710	\$2,420,000
NW & Telecom Maintenance	\$1,677,334	\$1,450,000	\$1,761,201
Professional Services	\$1,315,670	\$1,500,000	\$1,575,000
Communications	\$1,220,436	\$2,813,180	\$1,500,000
Office Rent	\$1,003,968	\$1,003,968	\$1,054,166
Travel Training	\$853,207	\$1,062,000	\$1,115,100
Printed Materials	\$677,000	\$587,582	\$616,961
Postage/Mailing	\$437,008	\$340,000	\$357,000
Promotions/Events	\$419,592	\$380,000	\$399,000
Vehicle Costs	\$358,884	\$285,000	\$299,250
Security	\$200,000	\$200,000	\$200,000
Tether Pilot Program	\$177,422	\$428,000	\$449,400
Other Expense	\$112,476	\$148,000	\$155,400
Travel and Conference	\$107,212	\$135,000	\$141,750
Other Related Employee Expense	\$105,000	\$123,084	\$129,238
Office/Kitchen Supplies	\$71,024	\$52,716	\$55,352
Temporary Personnel	\$50,004	\$92,000	\$96,600
Repair & Maintenance	\$36,000	\$36,000	\$37,800
Board Compensation	\$26,000	\$51,712	\$54,298
Business Meetings & Meals	\$25,000	\$75,000	\$78,750
Expenses Total	\$183,904,523	\$196,536,961	\$219,285,987

Budget Need:	\$12,632,438	\$35,381,464
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FY21 Draft Budget

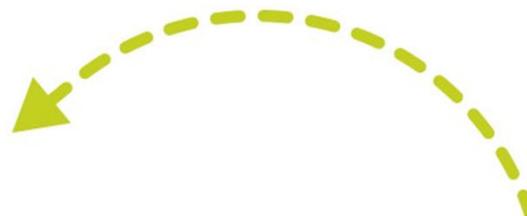
Expenses	2021 Budget	FY21 Budget vs FY20 Proj	% to FY20 Budget	% to FY20 Projection
Purchased Transportation	\$183,523,521	\$20,168,222	21.3%	12.3%
Salaries & Related Expense	\$9,895,000	\$1,895,000	19.4%	23.7%
Insurance	\$7,200,000	\$200,000	1.4%	2.9%
Eligibility and Appeals	\$6,171,200	\$1,046,490	2.6%	20.4%
Contracted Customer Service	\$2,420,000	\$126,290	3.7%	5.5%
NW & Telecom Maintenance	\$1,761,201	\$311,201	5.0%	21.5%
Professional Services	\$1,575,000	\$75,000	19.7%	5.0%
Communications	\$1,500,000	(\$1,313,180)	22.9%	-46.7%
Office Rent	\$1,054,166	\$50,198	5.0%	5.0%
Travel Training	\$1,115,100	\$53,100	30.7%	5.0%
Expenses Total	\$219,285,987	\$22,749,026	19%	12%

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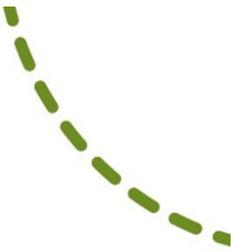
Budget By Metro Categories

Access Budget per Metro Categories	2020 Budget	2020 Projection	2021 Budget
Expenses			
Total Contracted Support	\$13,985,333	\$14,622,182	\$14,934,112
Total Direct Transportation	\$158,590,841	\$170,555,299	\$190,923,521
Total Mgmt & Admin	\$11,328,349	\$11,359,480	\$13,428,354
Total Operating Expenses	\$183,904,523	\$196,536,961	\$219,285,987
Capital			
Capital - Federal Funds	\$7,448,252	\$7,448,252	\$10,200,000
Capital - Local Funds			
Prior Yr Capital - Prop C	\$1,318,803	\$1,318,803	
New Capital - Prop C	\$488,000	\$488,000	
Facilities			\$3,000,000
Capital Total	\$9,255,055	\$9,255,055	\$13,200,000
Total Funding/Expenses:	\$193,159,578	\$205,792,016	\$232,485,987
Parents With Disabilities Program			\$3,000,000

access



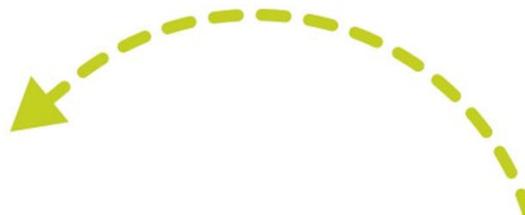
Next Steps for FY21 Budget

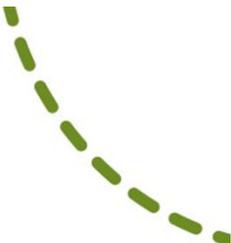


- **FY21 Budget Development**

- February - Present proposed FY21 budget to Board
- February - Provide draft budget to Metro
- March/April - Budget Submittal Due to Metro:
- April - Submit formal Funding Request

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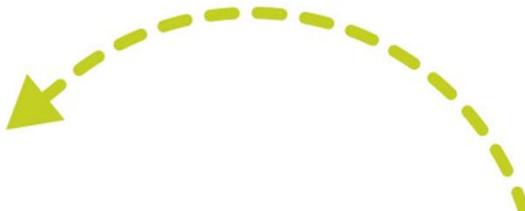




Recommendation

Authorize staff to submit a supplemental funding request of \$12,632,438 for FY20 and a draft budget for planning purposes in the amount of \$232,485,987 for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).

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Access Services Five Year Strategic Plan 2020-2025

Transportation Professionals Advisory
Committee
February 13, 2020

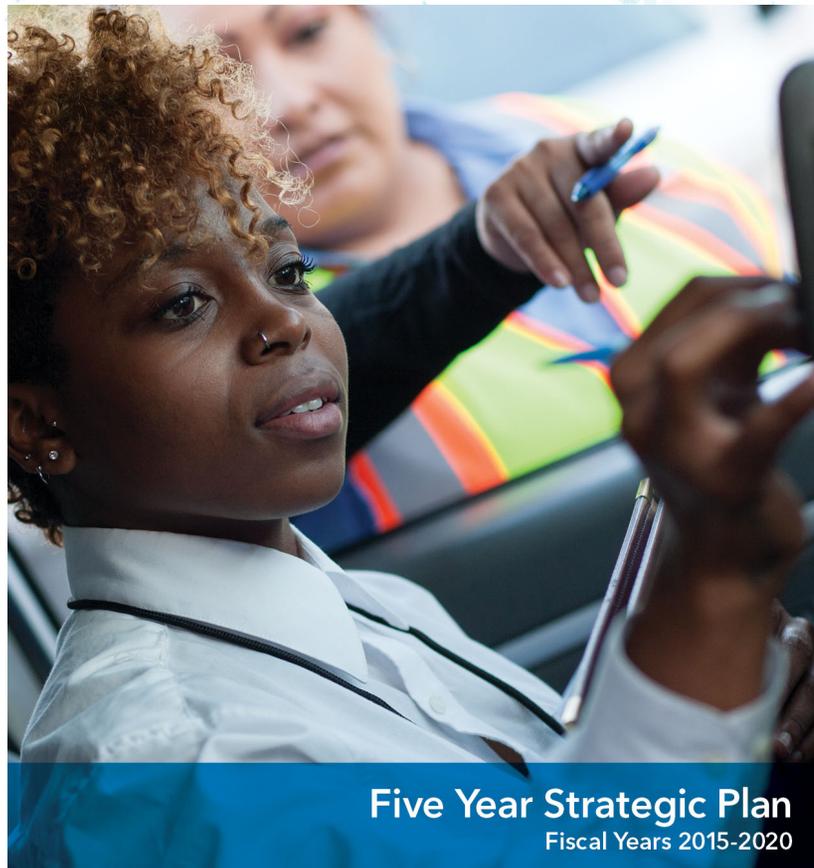
The background features a light blue color scheme with various icons and dashed lines. The icons include a wind turbine, a target symbol, a factory, a person, a house, a tree, and a landscape with a lake and mountains. Dashed lines and arrows create a sense of movement and flow across the page.

Purpose

- Establish a 5-Year Horizon
- Identify Anticipated Challenges
- Develop Multi-Year Projects
- Agency Focus and Transparency
- Customers, Committees, Partners, and Staff

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First Access Strategic Plan (2015-2020)



Five Year Strategic Plan
Fiscal Years 2015-2020

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First Strategic Plan Goals Achieved

- Where's My Ride App
- On-Line Reservations App
- Measure M sales tax measure
- Expanded on-board video technology
- Providing added mobility options (Travel Training)
- Comprehensive Operational Review of Access' service
- Improved and Expanded Customer Service

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Strategic Plan (2020-2025) Challenges

- Seeking Customer Service Improvements
- Regulatory Challenges
- Ability to Improve Service (additional staff, improved facilities)

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Strategic Plan Focus Areas

- Funding Expansion
- Customer Service Enhancement
- Technological Advancements
- Partnerships
- Staffing and Facilities - Meeting Demand Growth

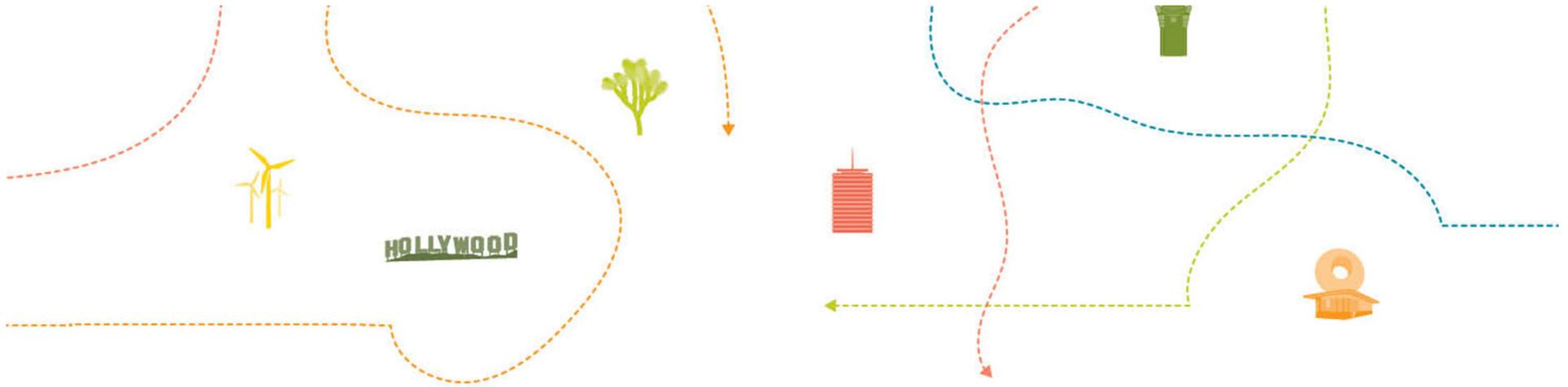
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The background features a light blue color scheme with various icons and dashed lines. The icons include a wind turbine, a person, a factory, a tree, a house, and a person with a magnifying glass. The dashed lines form a network of paths and arrows, suggesting a process or flow.

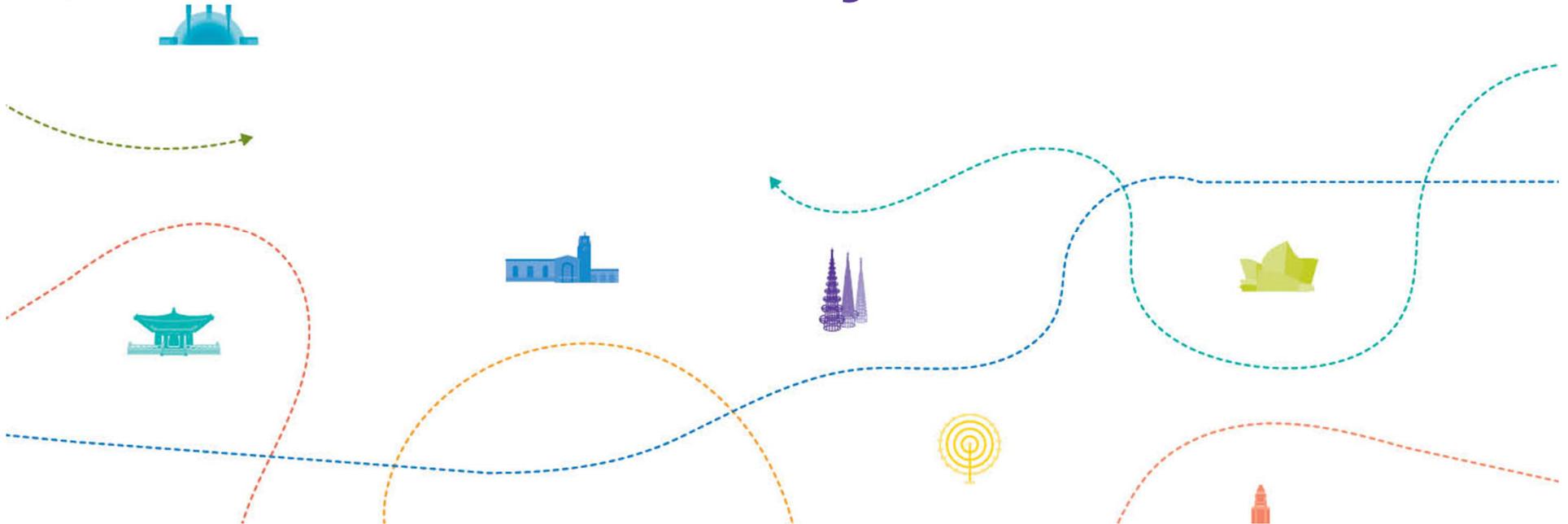
Next Steps

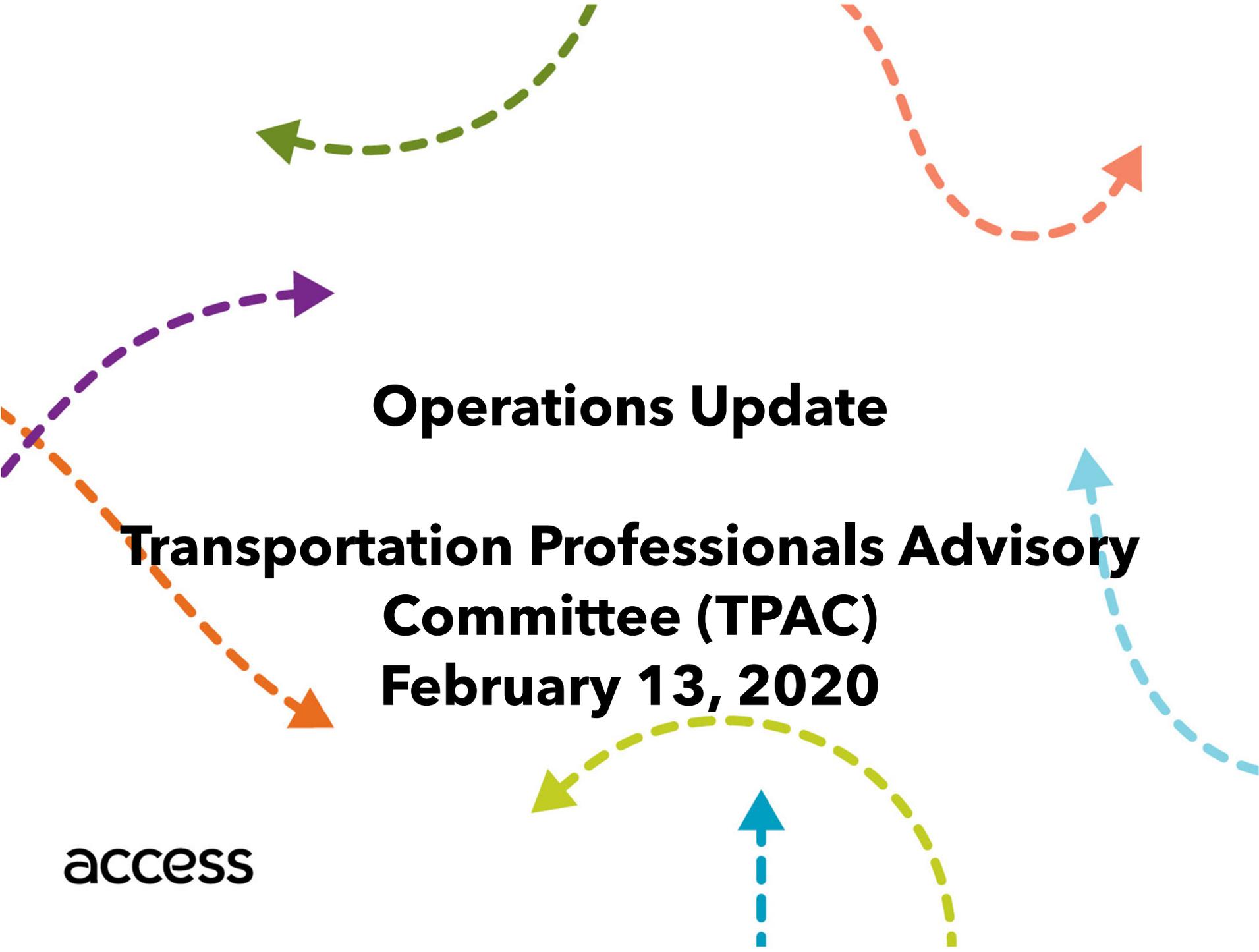
- February: CAC and TPAC – Overview Discussion
- March: Board Committee – Overview Discussion
- May: Draft Strategic Plan Design – CAC/TPAC
- July/August: Possible Board adoption of Strategic Plan

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Thank you





Operations Update

**Transportation Professionals Advisory
Committee (TPAC)
February 13, 2020**

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Performance Statistics

	Dec-18	Dec-19	% Diff	FY19	FY20	% Diff
Vehicle Trips Completed	279,806	298,643	7%	1,733,244	1,878,645	8%
Passenger Trips Completed	361,716	383,556	6%	2,248,709	2,410,839	7%
Reservation Calls Answered	259,601	248,070	-4%	1,579,398	1,534,566	-3%
ETA Calls Answered	50,777	45,023	-11%	331,798	291,168	-12%
WMR ETAs Requested	180,502	384,325	113%	795,885	2,230,946	180%
Online Reservations	-	21,254	-	-	106,225	-

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Performance Report Card- System Wide

	Standard	Dec-19	FY20
Completed Trips	-	298,643	1,878,645
On Time Performance	≥ 91%	93.0%	91.5%
Excessively Late Trips	≤ 0.10%	0.04%	0.12%
Excessively Long Trips	≤ 5%	3.2%	3.3%
Missed Trips	≤ 0.75%	0.34%	0.49%
Denials	≤ 0	3	11
Access to Work On Time Performance	≥ 94%	95.6%	94.8%
Average Hold Time (Reservations)	≤ 120	69	79
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.5%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	3.5%	4.9%
Complaints Per 1,000 Trips	≤ 4.0	2.3	2.5
Preventable Incident Rate	≤ 0.25	0.11	0.23
Preventable Collision Rate	≤ 0.50	0.83	0.95
Miles Between Road Calls	≥ 25,000	55,360	48,188

Antelope Valley Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		12,583	81,496
On Time Performance	≥ 91%	✓	93.4%	91.0%
Excessively Late Trips	≤ 0.10%	✓	0.07%	0.15%
Excessively Long Trips	≤ 5%	✓	3.2%	3.3%
Missed Trips	≤ 0.75%	✓	0.77%	1.26%
Denials	≤ 0	✓	0	0
Access to Work On Time Performance	≥ 92%	✓	68.8%	80.3%
Average Hold Time (Reservations)	≤ 120	✓	29	49
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	0.5%	5.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	✓	5.6%	8.4%
Complaints Per 1,000 Trips	≤ 4.0	✓	3.4	3.0
Preventable Incident Rate	≤ 0.25	✓	0.00	0.46
Preventable Collision Rate	≤ 0.50	✓	0.00	0.19
Miles Between Road Calls	≥ 25,000	✓	60,104	16,627

Antelope Valley Region

- Excessively Late Trips (Fiscal Year):
 - Keolis experienced driver attrition causing performance to fall below standard during August and September. Performance has since improved and driver numbers have recovered.
- Missed trips (December and Fiscal Year)
 - Missed trip performance has recovered starting in December with a large improvement from November. Staff training and process adjustments brought the improvement.
- Access to Work (December and Fiscal Year):
 - Dispatch re-training on goals and objectives of the program was performed by Management. The November performance affected fiscal year performance. Performance has improved as of January's early numbers.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

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Santa Clarita Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		3,399	22,368
On Time Performance	≥ 91%	✓	94.6%	92.4%
Excessively Late Trips	≤ 0.10%	✓	0.08%	0.12%
Excessively Long Trips	≤ 5%	✓	3.0%	3.1%
Missed Trips	≤ 0.75%	✓	0.45%	0.65%
Denials	≤ 0	✓	0	1
Access to Work On Time Performance	≥ 94%	✓	-	-
Average Hold Time (Reservations)	≤ 120	✓	45	76
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	1.7%	4.0%
Calls On Hold > 5 Min (ETA)	≤ 10%	✓	2.9%	4.5%
Complaints Per 1,000 Trips	≤ 4.0	✓	0.8	0.6
Preventable Incident Rate	≤ 0.25	✓	0.00	0.54
Preventable Collision Rate	≤ 0.50	✓	2.02	0.27
Miles Between Road Calls	≥ 25,000	✓	24,725	92,745

Santa Clarita Region

- **Denials (Fiscal Year):**
 - A call taker misheard a rider and as a result offered a time outside of the actual requested time. The call taker was retrained.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

Eastern Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		87,793	550,807
On Time Performance	≥ 91%	✓	91.9%	89.8%
Excessively Late Trips	≤ 0.10%	✓	0.03%	0.22%
Excessively Long Trips	≤ 5%	✓	1.2%	1.3%
Missed Trips	≤ 0.75%	✓	0.33%	0.66%
Denials	≤ 0	✓	0	2
Access to Work On Time Performance	≥ 95%	✓	96.3%	92.7%
Average Hold Time (Reservations)	≤ 120	✓	32	55
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	0.9%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	✓	0.6%	4.4%
Complaints Per 1,000 Trips	≤ 4.0	✓	3.0	3.4
Preventable Incident Rate	≤ 0.25	✓	0.10	0.18
Preventable Collision Rate	≤ 0.50	✓	0.87	0.95
Miles Between Road Calls	≥ 25,000	✓	79,421	63,685

Eastern Region

- On Time Performance / Excessively Late Trips (Fiscal Year):
 - Driver retention was a contributing factor. Contractor has been holding job fairs and hiring consistently.
 - Contractor experienced IT issues in August that affected their software and performance. Access has requested a corrective action plan to minimize service disruptions.
 - Performance has been met starting in December.
- Denials (Fiscal Year)
 - No denials since October. Call takers who commit denials are addressed immediately.
- Preventable collision rate (December and Fiscal Year)
 - Trending down since September. Safety campaigns are ongoing and addressing trends.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

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Southern Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		97,950	612,360
On Time Performance	≥ 91%	✓	93.5%	93.0%
Excessively Late Trips	≤ 0.10%	✓	0.04%	0.02%
Excessively Long Trips	≤ 5%	✓	4.4%	4.6%
Missed Trips	≤ 0.75%	✓	0.29%	0.30%
Denials	≤ 0	✓	3	6
Access to Work On Time Performance	≥ 92%	✓	96.8%	96.5%
Average Hold Time (Reservations)	≤ 120	✓	105	97
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	4.6%	3.8%
Calls On Hold > 5 Min (ETA)	≤ 10%	✓	7.0%	5.7%
Complaints Per 1,000 Trips	≤ 4.0	✓	1.8	2.1
Preventable Incident Rate	≤ 0.25	✓	0.20	0.27
Preventable Collision Rate	≤ 0.50	✓	1.32	1.32
Miles Between Road Calls	≥ 25,000	✓	31,783	38,030

Southern Region

- **Denial (December):**
 - GPI removed the Reservationist that caused the denials from the contract. A single call taker accounted for all three denials in one call.
- **Preventable Collision and Incident Rate:**
 - GPI continues to assess monthly collision and incident patterns with monthly training along with safety meetings topics based on recent trends.
 - One driver was removed from contract for excessive collisions.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

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West Central Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		45,697	285,277
On Time Performance	≥ 91%	✓	93.3%	90.1%
Excessively Late Trips	≤ 0.10%	✓	0.06%	0.20%
Excessively Long Trips	≤ 5%	✓	2.6%	2.9%
Missed Trips	≤ 0.75%	✓	0.41%	0.65%
Denials	≤ 0	✓	0	1
Access to Work On Time Performance	≥ 91%	✓	100.0%	98.2%
Average Hold Time (Reservations)	≤ 120	✓	32	55
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	1.0%	3.9%
Calls On Hold > 5 Min (ETA)	≤ 5%	✓	0.7%	3.9%
Complaints Per 1,000 Trips	≤ 4.0	✓	2.5	2.7
Preventable Incident Rate	≤ 0.25		0.00	0.16
Preventable Collision Rate	≤ 0.50	✓	0.75	0.66
Miles Between Road Calls	≥ 25,000	✓	53,432	51,749



West Central Region

- **On Time Performance (Fiscal Year):**
 - Driver retention and recruitment issues drove sub-par performance. In response, the contractor has made changes in training and recruitment to bring in and process more applicants without sacrificing training quality.
- **Preventable Collisions: (December and Fiscal Year)**
 - CTI continues to assess collision trends, target areas for improvement, and find ways to keep drivers engaged in the training being offered.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

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Northern Region

Key Performance Indicator	Standard	Contractual	Dec-19	FY20
Completed Trips	-		51,221	326,337
On Time Performance	≥ 91%	✓	93.2%	92.2%
Excessively Late Trips	≤ 0.10%	✓	0.04%	0.08%
Excessively Long Trips	≤ 5%	✓	4.6%	4.7%
Missed Trips	≤ 0.75%	✓	0.28%	0.33%
Denials	≤ 0	✓	0	1
Access to Work On Time Performance	≥ 94%	✓	93.1%	94.6%
Average Hold Time (Reservations)	≤ 120	✓	116	120
Calls On Hold > 5 Min (Reservations)	≤ 5%	✓	3.5%	4.1%
Calls On Hold > 5 Min (ETA)	≤ 10%	✓	2.3%	3.2%
Complaints Per 1,000 Trips	≤ 4.0	✓	1.9	1.7
Preventable Incident Rate	≤ 0.25	✓	0.15	0.18
Preventable Collision Rate	≤ 0.50	✓	0.30	0.84
Miles Between Road Calls	≥ 25,000	✓	135,582	91,227

A light blue banner with various icons and dashed arrows. Icons include a location pin, a factory, a ship, a tree, a person, a building, and the word 'HOLLYWOOD'.

Northern Region

- **Preventable Collisions: (Fiscal Year)**
 - MV's continued efforts, safety blitzes and meetings are helping the preventable collision rate to trend downward.
- Performance Letter and Liquidated Damages being reviewed for 2nd Quarter.

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Abandoned Calls - Reservations

	Dec-19		FY20	
	Total Calls	Abandoned Calls	Total Calls	Abandoned Calls
Antelope Valley	9,305	0.0%	67,903	1.0%
Eastern	72,509	1.5%	446,228	2.1%
Northern	46,565	2.2%	279,701	2.5%
Santa Clarita	3,116	1.2%	21,438	1.5%
Southern	84,422	2.5%	530,261	2.5%
West Central	47,658	1.4%	291,818	2.1%
	263,575	1.9%	1,637,349	2.3%

Excessively Long Trips

	Dec-19		FY20	
	Taxi	Employee	Taxi	Employee
Antelope Valley		2.8%	-	2.8%
Eastern	1.4%	0.4%	1.6%	0.7%
Northern	2.4%	5.9%	2.3%	5.9%
Santa Clarita	-	3.0%	-	2.8%
Southern	2.6%	6.8%	2.7%	7.3%
West Central	2.8%	2.4%	2.8%	2.9%
	2.2%	4.0%	2.3%	4.3%

A teal banner with a pattern of white dotted lines and various icons including a location pin, a factory, a tree, a person, a building, and a sign that says 'HOLLYWOOD'.

December Highlights

- Access staff attended the Accessibility Advisory Committee Meeting in Santa Clarita
- 3 members of the Keolis team (Antelope Valley Regional Contractor) were awarded the Superior Service Award for going above and beyond to transport riders during the Tick Fire in October 2019
- The annual 100% Credential Audit was conducted in the Antelope Valley Region. During this audit, every active driver file is reviewed.
- Access welcomed two new staff members to the Operations Team

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**Thank you
for joining us.**

