



Mobility Services CTC Report



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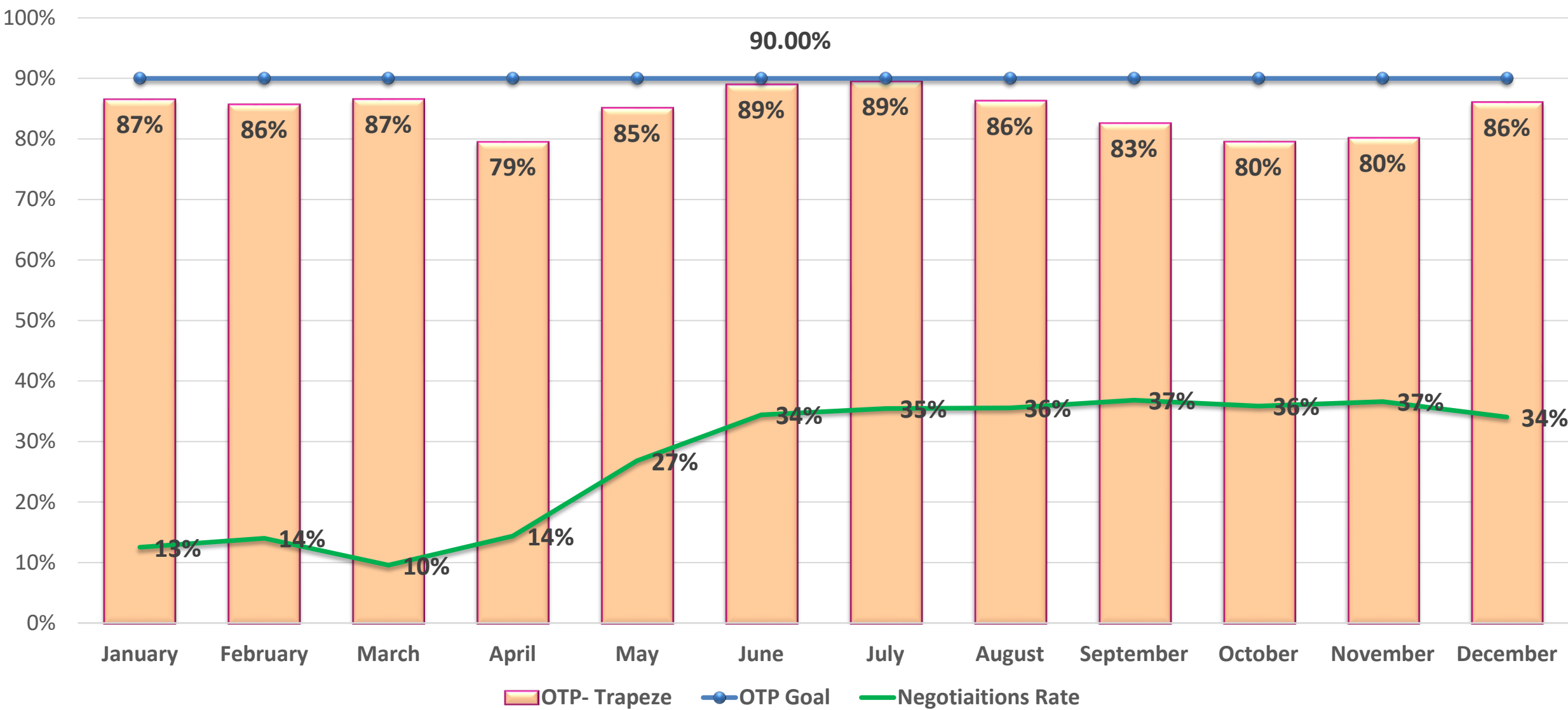
Overview

- **High Demand for ACCESS LYNX trips**
- **Call Center is managing high volume of calls:**
- **Paratransit vehicle availability**
 - **Parts and Service**
 - **New/Replacement Procurement**
- **Implementing improvements to ACCESS LYNX business systems**

ACCESS LYNX Demand

	2021	2022
January	36,164	37,746
February	35,942	39,061
March	42,656	45,580
April	42,815	44,748
May	42,255	44,779
June	41,857	44,380
July	41,164	43,529
August	39,990	48,773
September	39,427	41,347
October	40,297	47,093
November	39,763	43,930
December	40,312	45,463
		* Unreconciled
YTD	482,642	526,429

ACCESS LYNX Performance



Customer Service Activity

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Average Speed of Answer	1:50	2:15	1:33	1:44	2:28	2:24	4:13	4:08	3:36	3:01	4:39	2:10
Average Calls Answered Per Agent	56	59	63	66	61	62	60	64	84	66	60	62

	22-Jan	22-Feb	22-Mar	22-Apr	22-May	22-Jun	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec
Answered Calls	41,921	40,646	47,513	48,501	45,338	44,334	43,308	47,478	45,046	50,326	45,592	49,362
Dropped Calls	5,241	5,899	4,656	5,426	7,295	6,961	6,856	12,060	10,162	10,357	10,763	7,175
Total Calls	47,162	46,545	52,169	53,927	52,633	51,295	50,164	59,538	55,208	60,683	56,355	56,537

Challenges



- **Vehicles:**
 - **Replacements and expansion**
 - **Aging fleet**
 - **Parts and Service**
- **Scheduling of Trips**
- **Call Center Demand**

Process Improvements

- **Implementation underway to Trapeze System version 21 software**
- **Customer Contact system**
- **Community Outreach**
- **Outreach to Medical and Employees centers**



Topics of Interest

- RFP review and selection process
- FDOT 2022 Vehicle Inventory Review
 - Met compliance
- FCTD Fiscal Monitoring audit Site Visit
 - Positive results with 3 suggestions
- Community Transportation Coordinator agreement upcoming in 2023
- Preparing for FTA Triennial Review

