

Item 7

Consideration to Approve Proposed
FY2023/24 Budget



Budget Process

HDR Projections

- > Mid-year actuals and Fiscal Year End
- > HDR Reports March/April

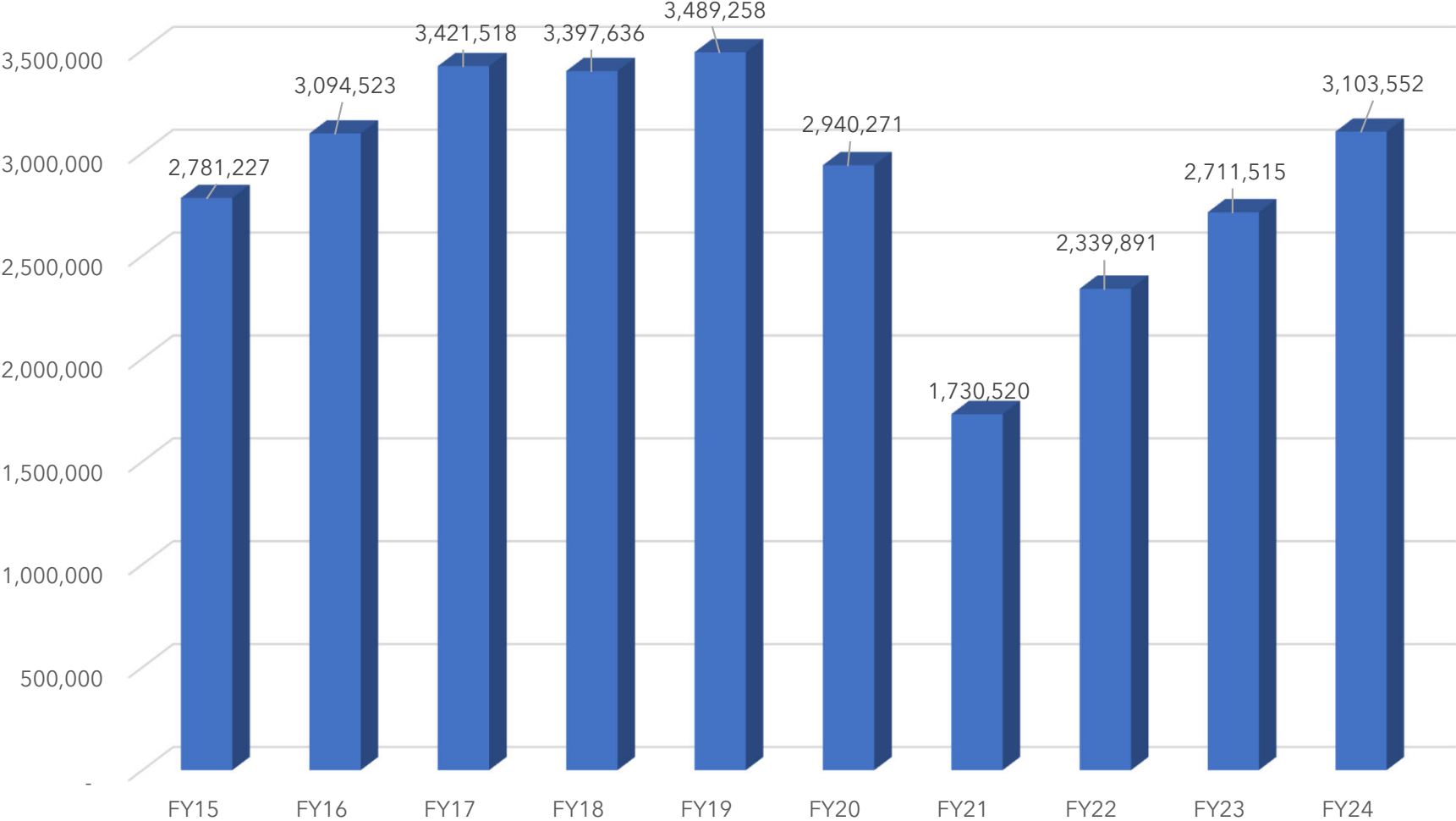
Budget Process

- > Access Board approved draft budget
- > Submitted draft budget for planning purposes - February 2023
- > Presented draft budget to Board- March/April 2023
- > Submit funding request letter - May 2023
- > Access Board approves budget - May/June
- > Metro Board approves budget - May 2023
- > Metro Board approves subsidies/Access funding - June 2023
- > Execute new MOU - June/July 2023

FY24 Budget Cost Drivers/Risks

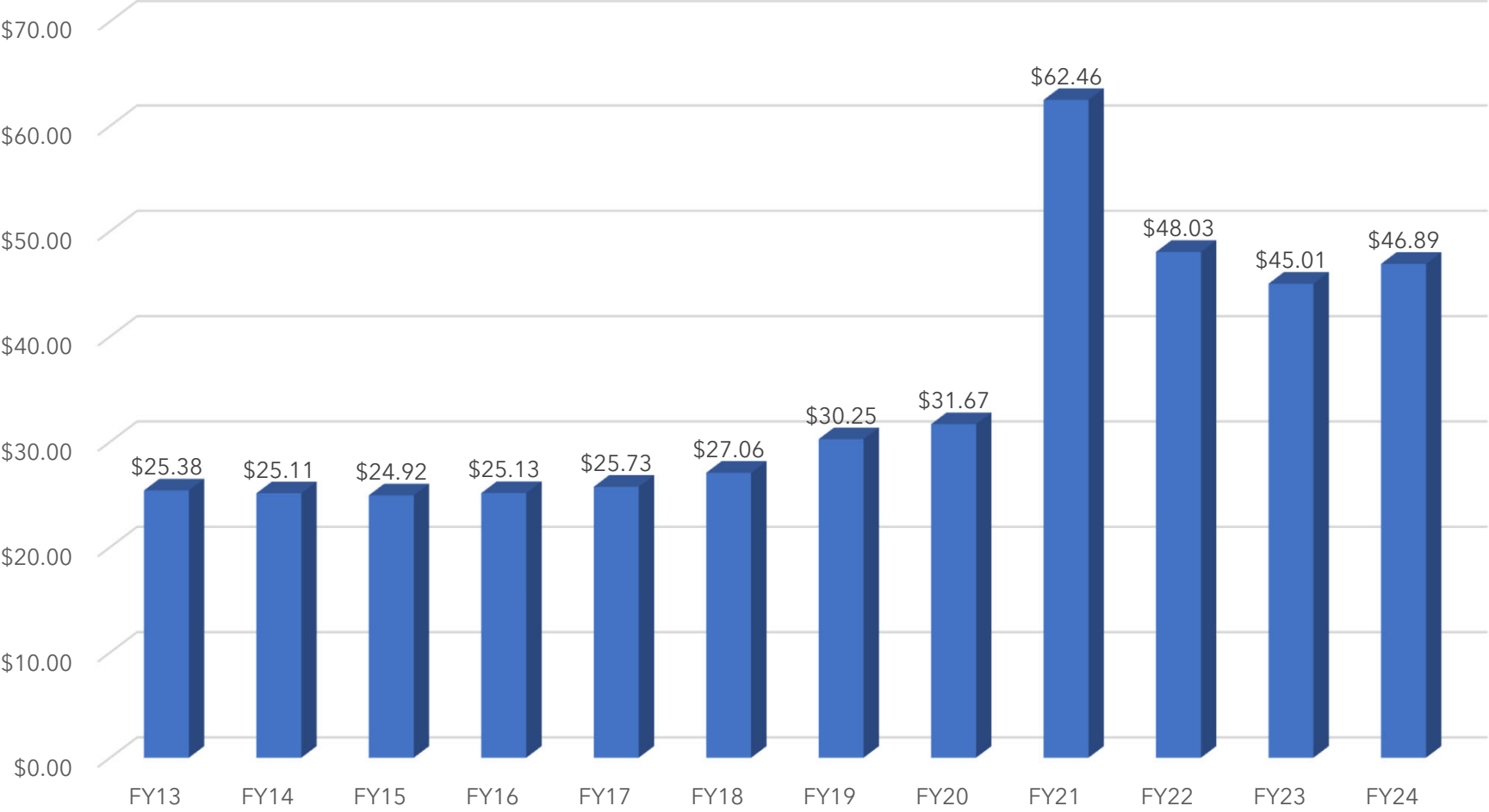
- > Service demand
- > Eligibility
- > Taxis
- > Fuel Costs
- > Inflation (CPI)
- > New contracts

Annual Trip Volume History



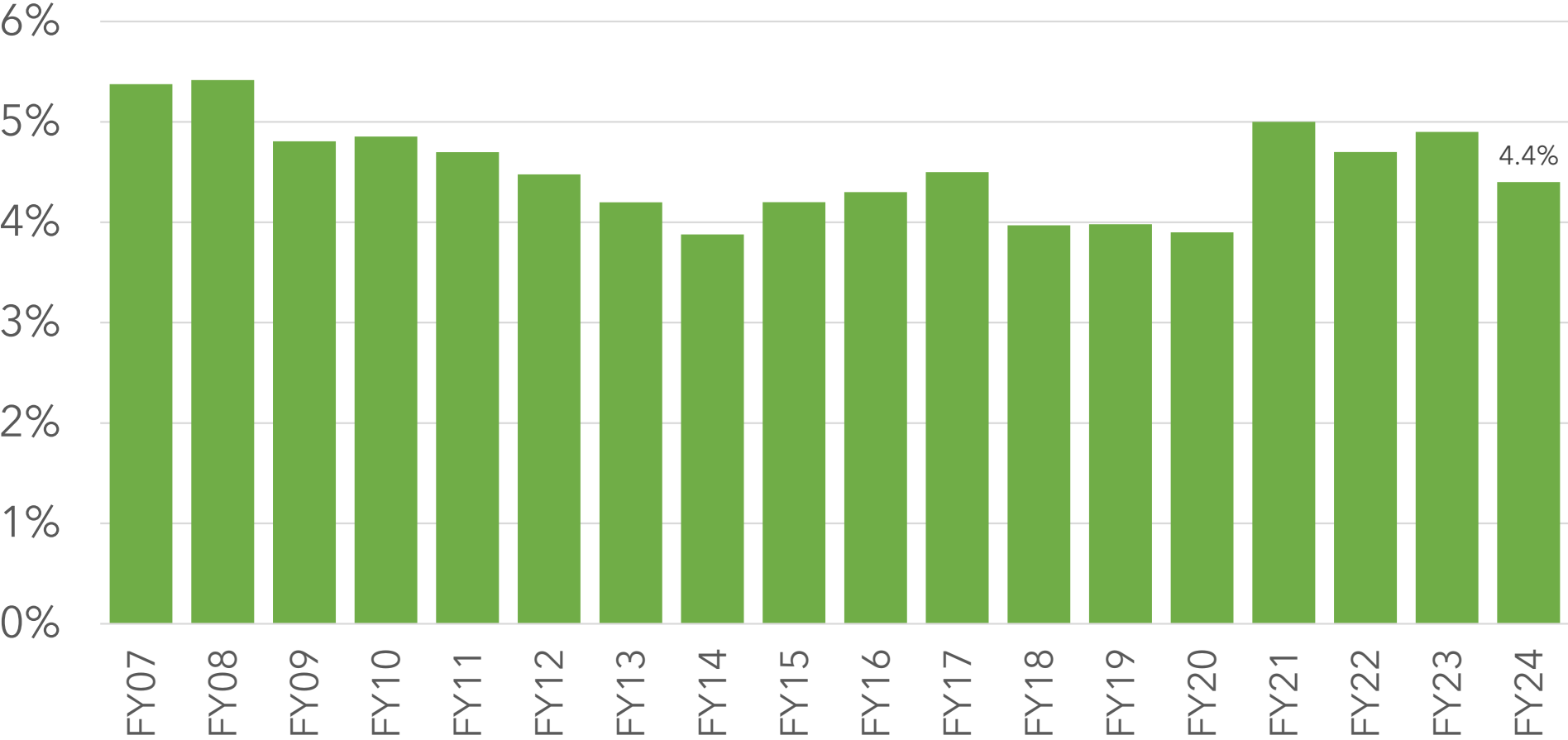
access

Average Variable Cost Per Trip



access

Administrative Costs



access

Capital Costs

- > Access Fleet - Issues
 - > Lack of vehicles
- > Over 400 vehicles Eligible for Replacement
- > Electric Vehicle Demonstration Project - 3

- > Antelope Valley Operating Facility Construction

FY24 Budget Summary

	FY24 Budget	% of Total Funding	% of Operating Costs
Contract Operations	\$204,656,267	75.1%	86.8%
Contract Management	5,404,870	2.0%	2.3%
Eligibility	13,583,483	5.0%	5.8%
CTSA	363,099	0.1%	0.2%
Administration	11,903,864	4.4%	5.0%
Operating Expense	235,911,583	86.5%	
Capital Expense	36,744,581	13.5%	
Total Operating and Capital Expenses	\$272,656,164		

access

FY23 / FY24 Budget Comparison

Department	FY23 Budget	FY24 Budget
Contract Management & Operations	\$195.0	\$210.1
Eligibility	\$11.8	\$13.6
CTSA	\$0.6	\$0.4
Administration	<u>\$10.7</u>	<u>\$11.9</u>
Operating Expense	\$218.1	\$235.9
Capital Expenditures	<u>\$33.8</u>	<u>\$36.8</u>
Total Operating and Capital Expenses	\$251.9	\$272.7

FY24 Operating Budget Increase

	2023 Budget	2024 Budget	Change
Purchased Transportation	\$181,516,334	\$194,883,346	\$13,367,013
Eligibility	\$6,234,443	\$7,252,173	\$1,017,729
Customer Service	\$2,161,406	\$3,209,262	\$1,047,856
All Other	\$28,714,621	\$30,566,802	\$2,386,422
		Total Increase	\$17,819,021

access

FY24 Funding

	FY24 Budget % of Total Funding	
Operating		
Local Funds	\$144,643,438	53.0%
Federal Section 5310	\$80,000,000	29.3%
Passenger Revenues	\$8,844,435	3.2%
ARPA - High Mileage Vehicles	\$2,000,000	0.7%
Federal Section 5317	\$147,244	0.1%
Miscellaneous Revenue	\$276,466	0.1%
Total Operating	\$235,911,583	86.5%
Capital	\$33,744,581	12.4%
Building Fund	\$3,000,000	1.1%
Total FY24 Budget	\$272,656,164	100.0%

Next Steps

- > Metro approved Access funding/subsidies (June 22)
- > Access Board approval (today)
- > Finalize MOU with Metro
- > Upload FY24 budget

access

Recommendation

Approve the FY2023/2024 budget as presented and authorize the Executive Director to execute contract amendments as required.

access

Item 8

Consideration to Award Architectural and Engineering Services Contract (AS-4165)



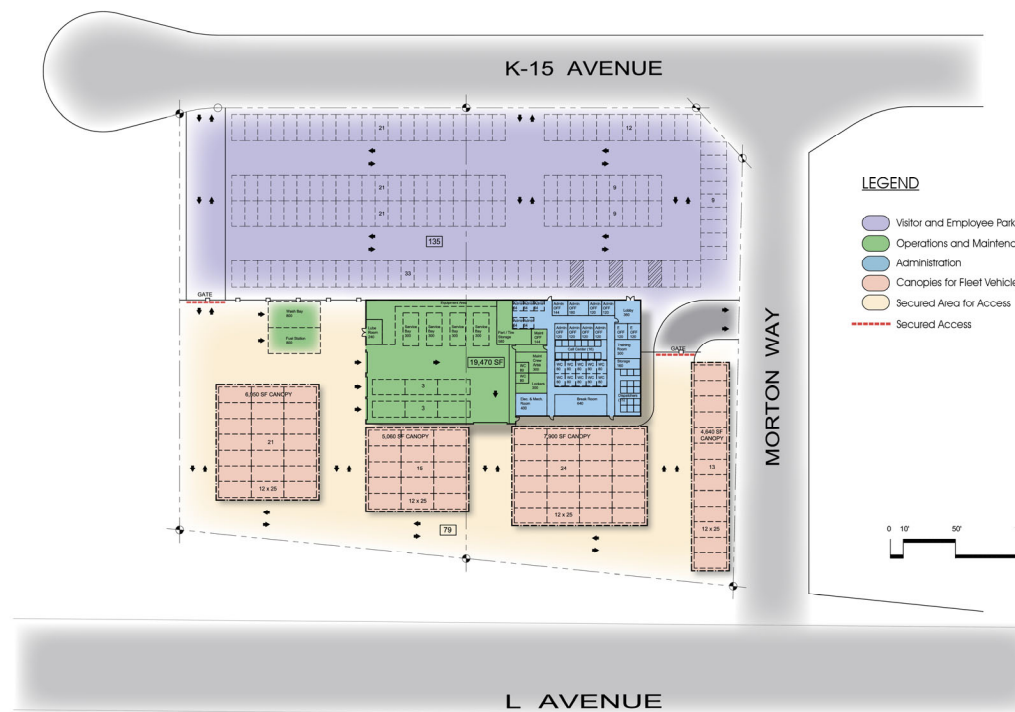
Background

- On April 18, 2022, the Board approved the strategic plan for the purchase and construction of paratransit operating facilities to reduce leasing expenses, increase grant opportunities, and enhance transit provider competition.
- On November 15, 2022, the Board approved the purchase of approximately 3.39 acres of vacant land in the City of Lancaster.

access

Background

- Access plans to construct a 20,000 square-foot paratransit operations and maintenance facility on the undeveloped site.



Procurement Timeline

RFP Issuance	March 8, 2023
Proposal Due Date	May 4, 2023
Interviews	May 23, 2023

Four (4) firms were interviewed by panel of three (3) Access staff and two (2) subject matter experts.

access

Outreach to Prospective Proposers

- Access Services Website Posting
- Public Purchase Website Posting
- LA Times Newspaper Ad
- *APTA Passenger Transport Ad*
- GCAP Services DBE Notice

access

Proposers

1. 19Six Architects (19Six)
2. Carrier Johnson + Culture (CJ+C)
3. COAR Design Group (COAR)
4. Gonzalez Goodale Architects (GGA)
5. Gillis + Panichipan (G+P)
6. HDR Architecture, Inc. (HDR)
7. John Friedman Alice Kimm (JFAK)
8. La Canada Design Group (LCDG)
9. Sillman Wright Architects (Sillman)
10. Stantec Architecture (Stantec)

access

Evaluation Criteria*

1. Firm Technical Qualifications & Experience	10
2. Staff Qualifications, Experience, Availability & Organization	30
3. Technical Approach	40
4. Project Understanding	10
5. Firm Reputation & Client References	10
<hr/>	
TOTAL	100

* As this is an A&E solicitation, price is not an evaluation factor.

access

Evaluation Scores

Evaluation Criteria	19Six	CJ+C	COAR	GGA	G+P
1. Firm Qualifications & Experience	6.17	7.17	6.83	8.00	7.00
2. Staff Qualifications, Experience, Availability & Organization	22.00	24.00	25.00	25.00	21.50
3. Technical Approach	26.67	26.00	28.00	35.33	30.00
4. Project Understanding	6.50	6.83	6.67	8.83	7.67
5. Firm Reputation & Client References	8.83	8.90	8.73	9.67	9.17
Total	70.17	72.90	75.23	86.83	75.34

access

Evaluation Scores (cont.d)

Evaluation Criteria	HDR	JFAK	LCDG	Sillman	Stantec
1. Firm Qualifications & Experience	9.17	7.50	8.00	7.67	9.00
2. Staff Qualifications, Experience, Availability & Organization	27.20	25.00	26.00	27.50	27.00
3. Technical Approach	38.00	29.33	28.67	34.67	36.00
4. Project Understanding	9.33	7.50	7.67	7.83	7.50
5. Firm Reputation & Client References	9.40	9.57	6.00	9.17	9.83
Total	93.10	78.90	76.34	86.84	89.33

access

HDR Best and Final Offer

Phase & Reimbursable Expenses	Cost
1. Conceptual Design	\$70,800
2. Schematic Design	\$176,200
3. Design Document	\$310,650
4. Construction Documents	\$541,645
5. Regulatory Permitting	\$56,155
6. Bid Support	\$28,850
7. Construction Administration	\$454,200
8. Reimbursable Expenses	\$44,500
TOTAL	\$1,683,000

access

Cost Analysis

ICE	Proposed	BAFO
\$1,473,000	\$1,834,421	\$1,683,000

Negotiated Cost Savings:

\$151,421 (8%)

access

HDR

- HDR possesses over 100 years of experience in architecture, engineering, environmental, and construction services.
- HDR has developed over 900 O&M facilities across the world.
- Within the last two decades, HDR has delivered 18 full designs, 20 master plans, 20 space needs programs, 20 sustainable designs, 8 zero emissions fleet needs designs, and 14 paratransit related designs - all for O&M facility projects.
- The proposed project team is comprised of highly experienced design experts that include a principal-in-charge, project manager, design director, fleet maintenance specialist, fueling specialist, fleet readiness specialist, interior design lead, sustainability lead, two O&M specialists, and four engineers.
- Collectively, the proposed project team possesses well over 400 years of combined industry design experience.

access

Special Business Enterprises

- HDR's proposal includes three subconsultants, two of whom are special business enterprises.
- The landscape architecture subconsultant is a Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE), and Minority Business Enterprise (MBE).
- The communications and security subconsultant is a Small Business Enterprise (SBE).

Proposal Highlights

- Design Management & Coordination Plan
- Design & Engineering Services Plan
- Contractor Bidding Plan
- Furniture Design & Procurement Plan
- Construction Administration Plan
- Risk Management Plan

access

Recommendation

Authorize staff to execute Contract No. AS-4165 for Architectural and Engineering Services for the Antelope Valley Paratransit Operations and Maintenance Facility for a three-year base contract beginning July 1, 2023, and ending June 30, 2026, with HDR Architecture, Inc. in an amount not to exceed \$1,683,000.

access

Item 9

Consideration to Approve Service Area Map Policy



Background

Out of Service Area Policy

- > Implemented July 2015 - “grandfathering”
- > Updated technology allowed for precise mapping of service area
- > 205 riders whose addresses are outside of service area would continue to be served until grant money exhausted (2.5 more years)

Service Area Changes

- > Based on fixed route $\frac{3}{4}$ of a mile boundary
- > Includes Metro NextGen and other fixed route changes
- > Looked at all trips taken between January 1, 2022 and July 31, 2022
 - > 690 riders, 409 locations, 8,579 trips (1,226/mo.)
 - > Grant money would be exhausted in five (5) months

access

Background

Committee Feedback

- > Presented September 2022 - January 2023
- > Concerns related to reduction in service and potential isolation of riders.

Further Analysis

- > October 2022 - March 2023
- > 681 riders, 412 locations, 7,854 trips (1,309/month)
- > Looked at all trips taken between January 1, 2022 and July 31, 2022
- > FY2023/24 fiscal impact - \$655,400

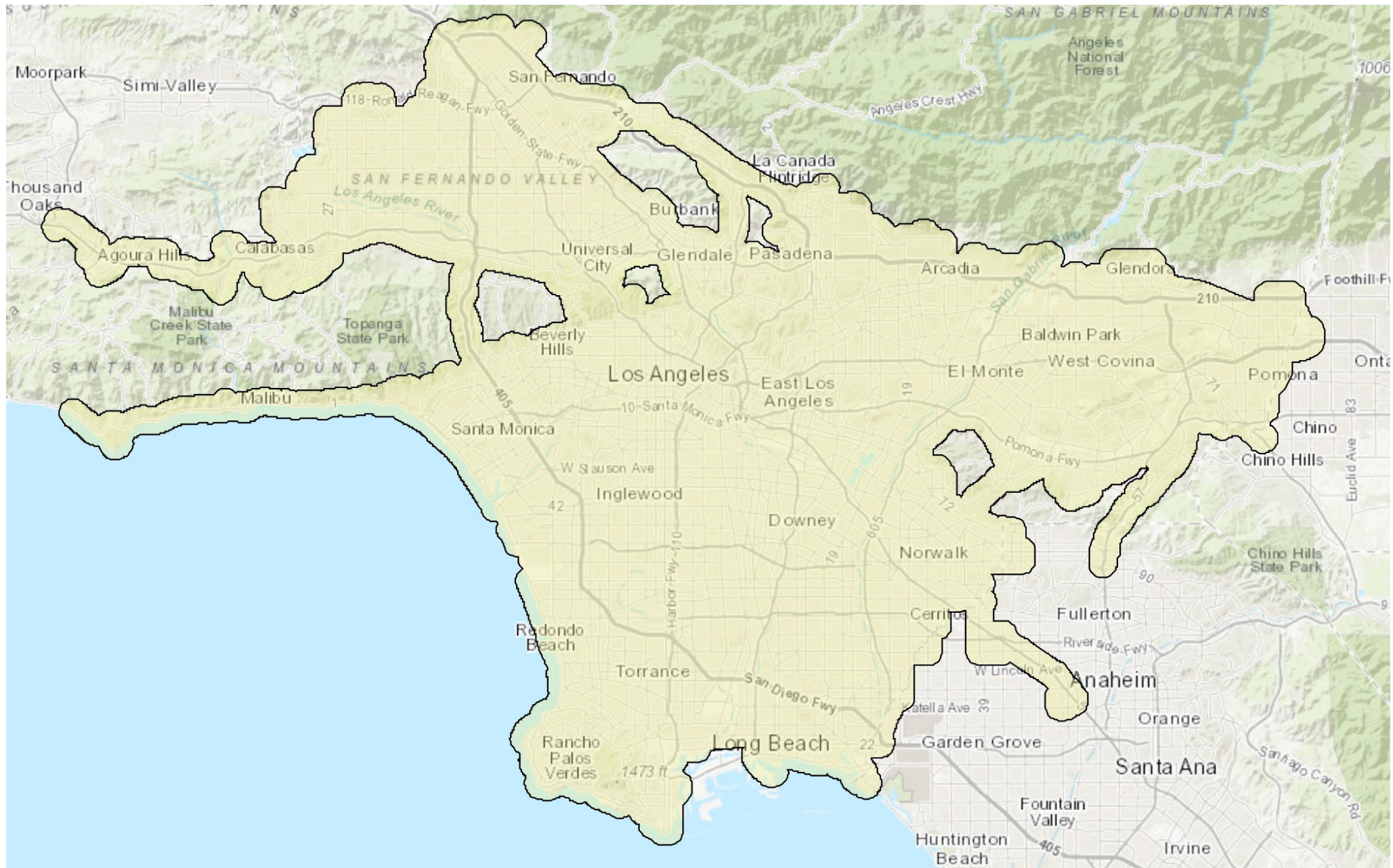
access

Background

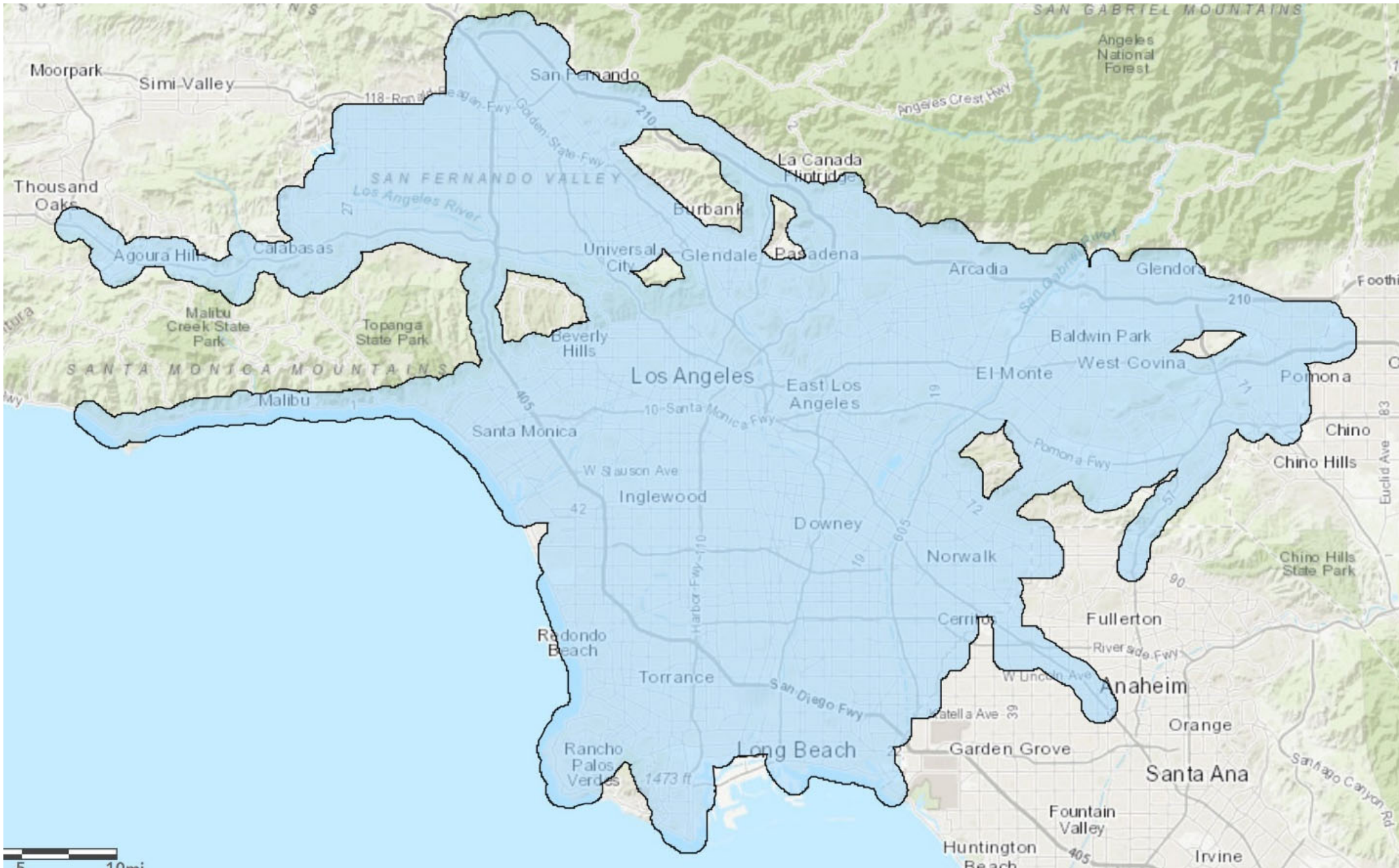
City/ Neighborhood	Non Residence	%	Residence	%	Total	%
Altadena	58	18.6%	253	81.4%	311	4.0%
Anaheim	15	30.6%	34	69.4%	49	0.6%
Arcadia	63	100.0%			63	0.8%
Burbank	122	45.5%	146	54.5%	268	3.4%
Calabasas	38	100.0%			38	0.5%
Chatsworth	148	93.7%	10	6.3%	158	2.0%
Chino Hills	23	100.0%			23	0.3%
Claremont	180	47.6%	198	52.4%	378	4.8%
Garden Grove	2	100.0%			2	0.0%
Glendale	170	85.9%	28	14.1%	198	2.5%
Granada Hills	110	90.9%	11	9.1%	121	1.5%
La Crescenta	1	100.0%			1	0.0%
La Habra	34	100.0%			34	0.4%
Lancaster	26	100.0%			26	0.3%
Los Alamitos	53	86.9%	8	13.1%	61	0.8%
Los Angeles	117	79.6%	30	20.4%	147	1.9%
Malibu	10	100.0%			10	0.1%
Montclair	88	12.7%	606	87.3%	694	8.8%
Playa Del Rey	2	100.0%			2	0.0%
Pomona	204	83.3%	41	16.7%	245	3.1%
Porter Ranch	3,104	71.6%	1,234	28.4%	4,338	55.2%
Rossmoor	13	100.0%			13	0.2%
San Dimas	59	49.6%	60	50.4%	119	1.5%
Seal Beach	4	1.8%	222	98.2%	226	2.9%
Sylmar	78	25.1%	233	74.9%	311	4.0%
Tujunga	1	100.0%			1	0.0%
Woodland Hills		0.0%	17	100.0%	17	0.2%
Totals	4,723	60.1%	3,131	39.9%	7,854	

access

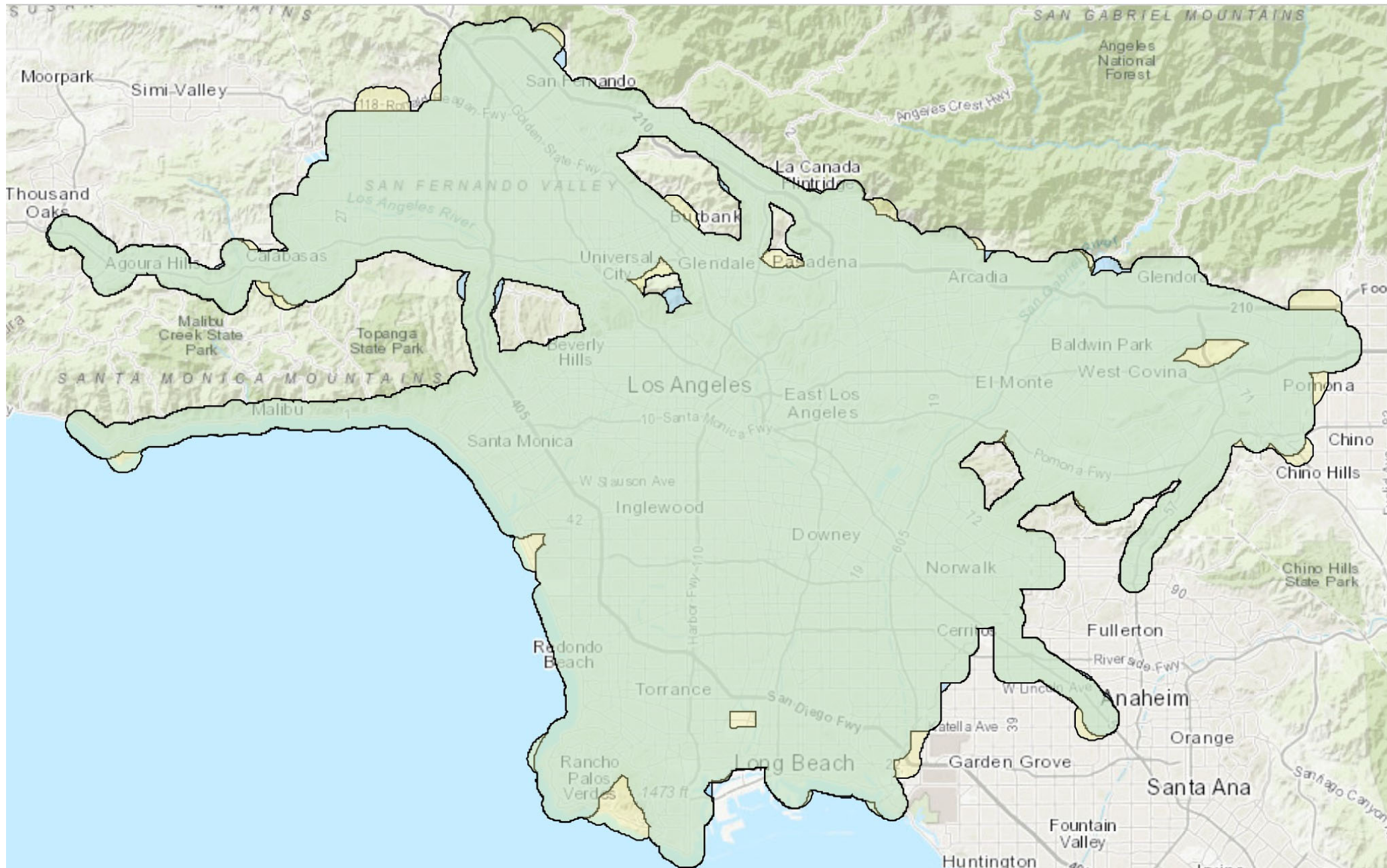
Current Service Area Map



Revised Service Area Map - Strict ADA



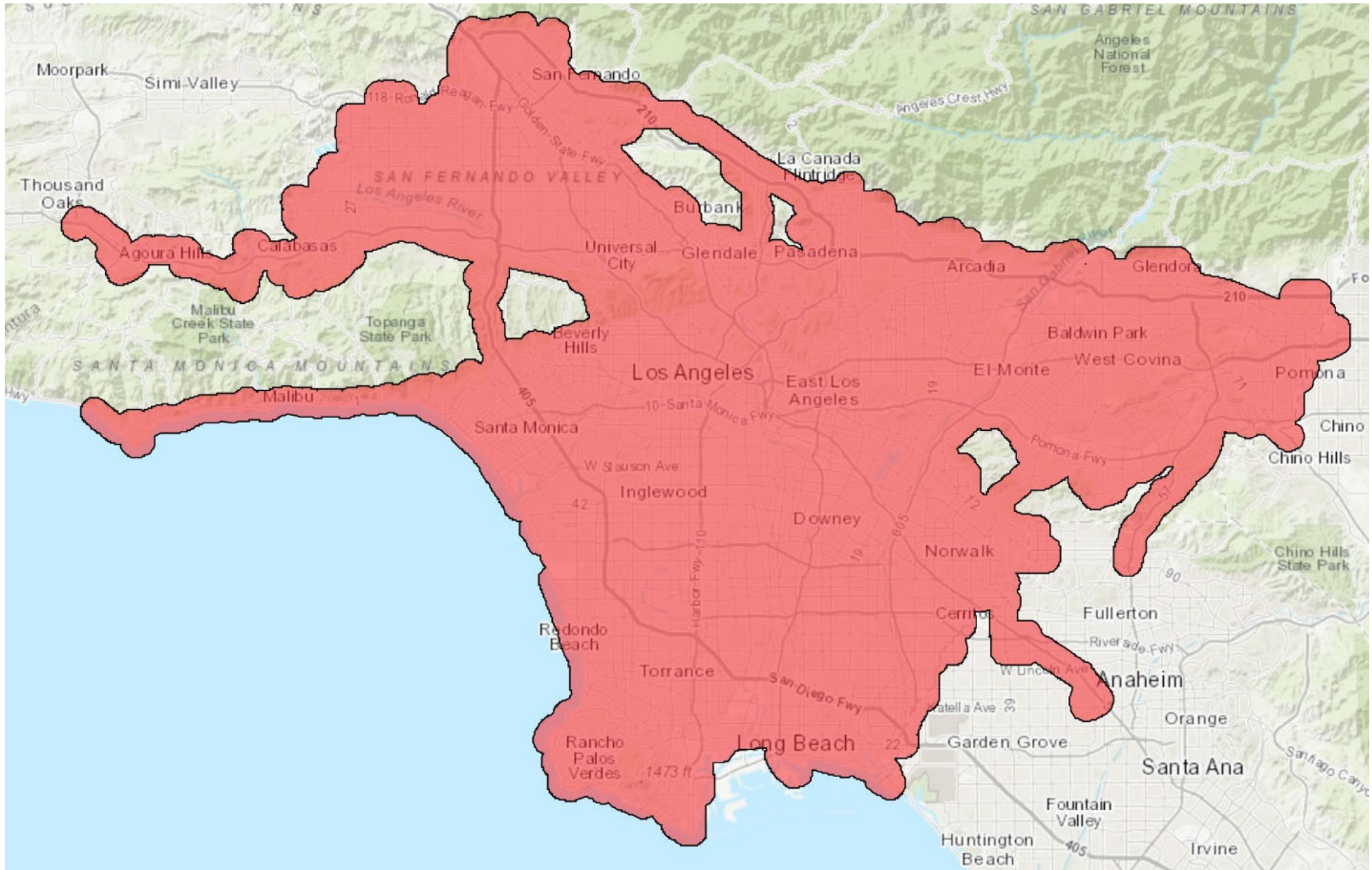
Map Comparison



Porter Ranch Impact

access

Recommended Map



Recommendation

Authorize the following service area map policy - "ADA paratransit services will be based on the 2019 ADA service area map and will be expanded based on subsequent fixed route service changes. No service area reduction shall occur without Board approval."

Item 10

2023 Travel Mode Customer Survey



Background

- Customer Satisfaction Surveys - A method to determine if Access is meeting customer needs
- General Customer Satisfaction Survey - 2022
- More focused surveys (ex. Technology Survey - 2021 & Free Fare Ridership Survey 2017)

Survey Objectives

- Determine customer familiarity with riding on different modes: Fixed Route, TNC services, Dial-A-Ride, Taxi, private car, and Access
- Determine what factors go into a customer's decision to use Access or another travel mode
- See if they would be interested in more information/instruction, (i.e. Travel Training)

Survey Categories

- 1) Use of Free Fare (buses and trains)
- 2) Use of TNC services like Uber and/or Lyft
- 3) Use of Non-Access Taxi services
- 4) Use of Dial-A-Ride services
- 5) Use of Metro Micro services
- 6) Use of Private (or personal) car trips
- 7) Travel on Access

- 8) Level of Interest in Travel Training on how to use Fixed Route services

- 9) Demographic questions

Research Methodology Snapshot

Methodology Telephone and Digital	No. of Completes 1,277 (302 phone + 975 digital)	No. of Questions 60*	Incentive None	Sample Customer List
Target Access Riders	Quality Assurance Dual-level**	Margin of Error +/- 2.7% Phone: +/- 5.6% Digital: +/- 3.0%	Confidence Level 95%	Research Dates January 10 - February 13, 2023

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

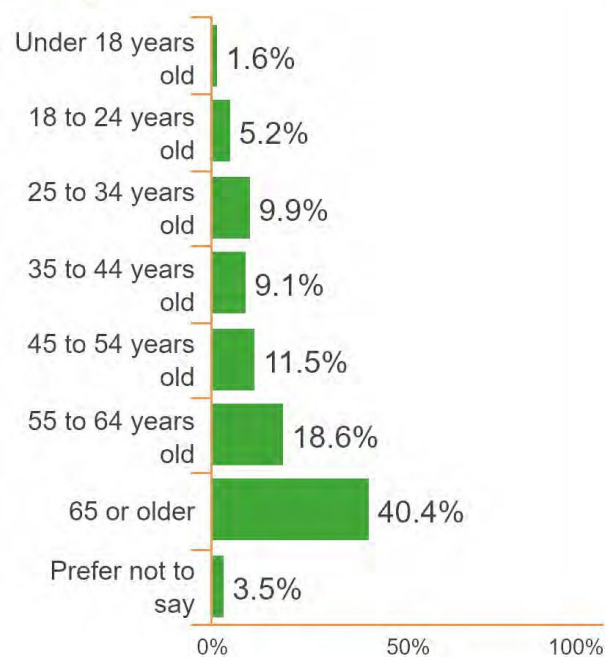
Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

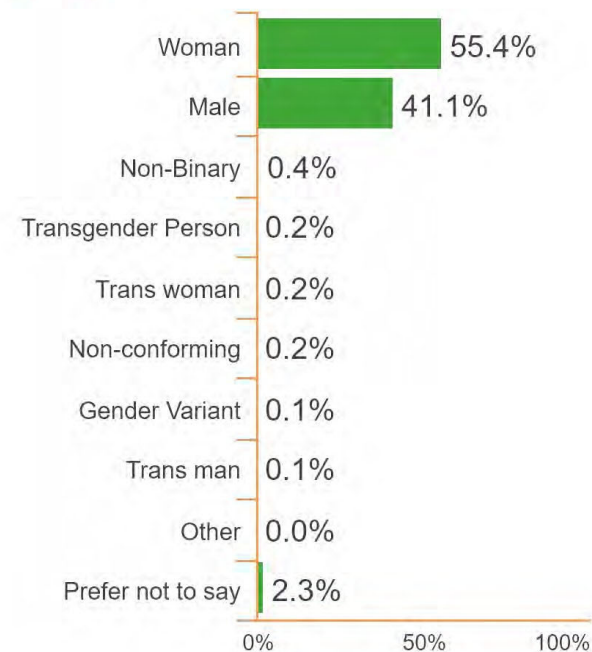
Region

Region	# of Surveys
Antelope Valley	71
Eastern	308
Northern	141
Santa Clarita	32
Southern	461
West / Central	264

Age



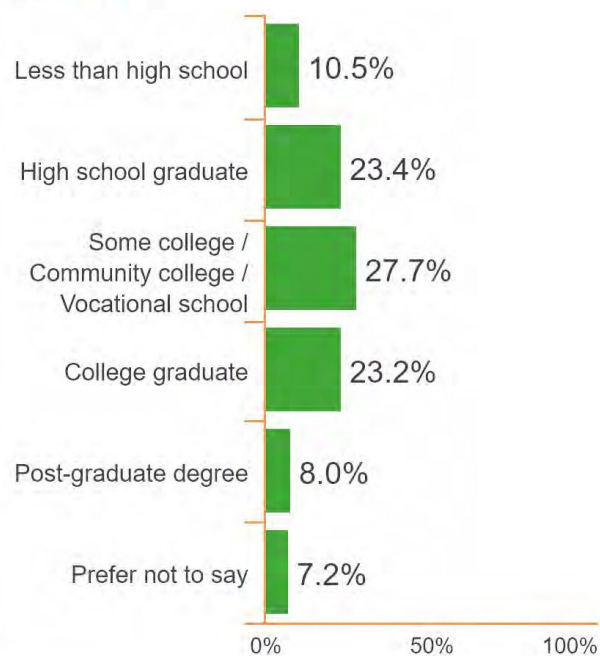
Gender



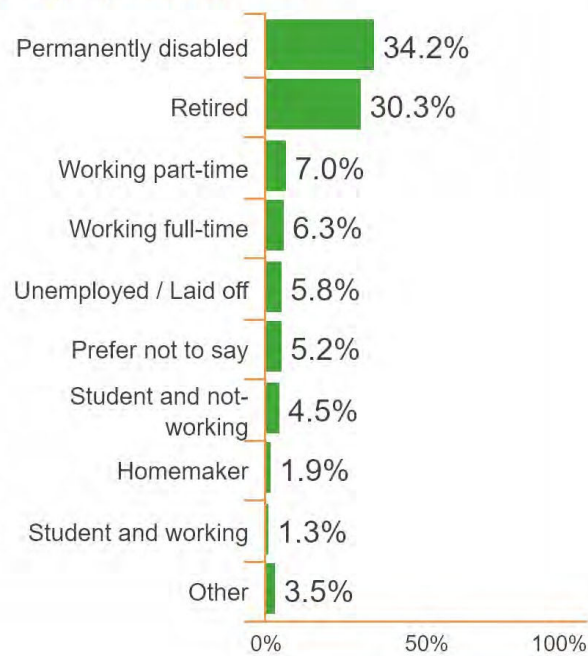
Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

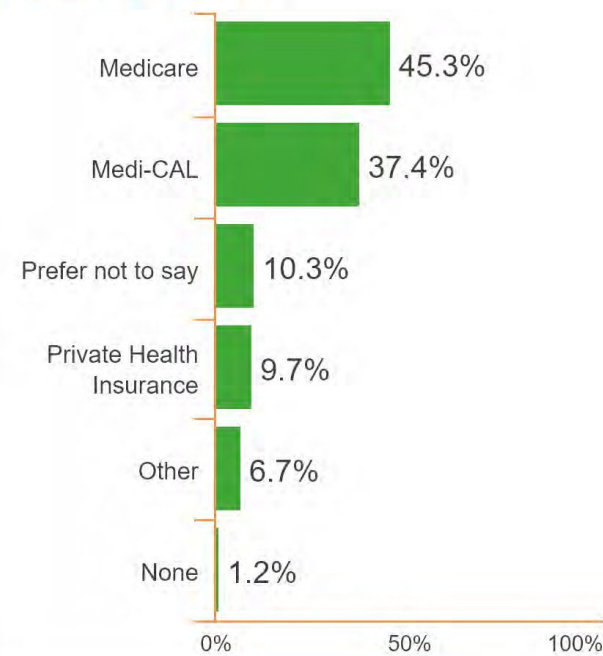
Education



Employment Status



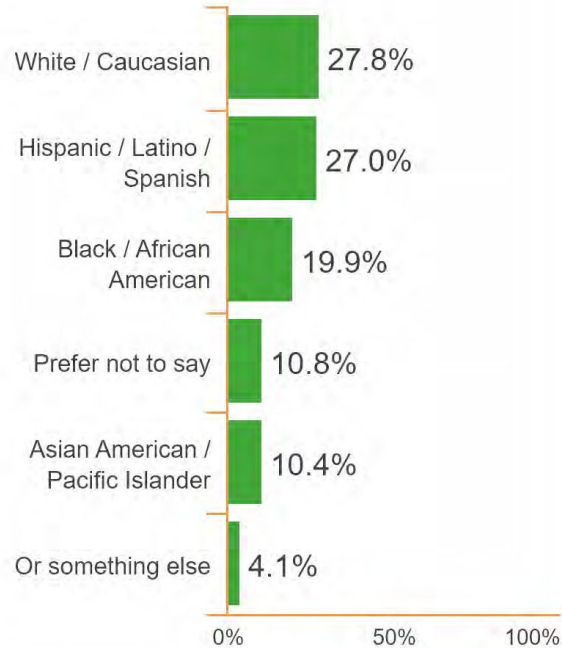
Health Insurance



Respondent Snapshot

This slide quantifies select data points to provide context for this research study. The data is not meant to be proportional to population contribution, rather to provide an empirical view into the demographic profile of the participants.

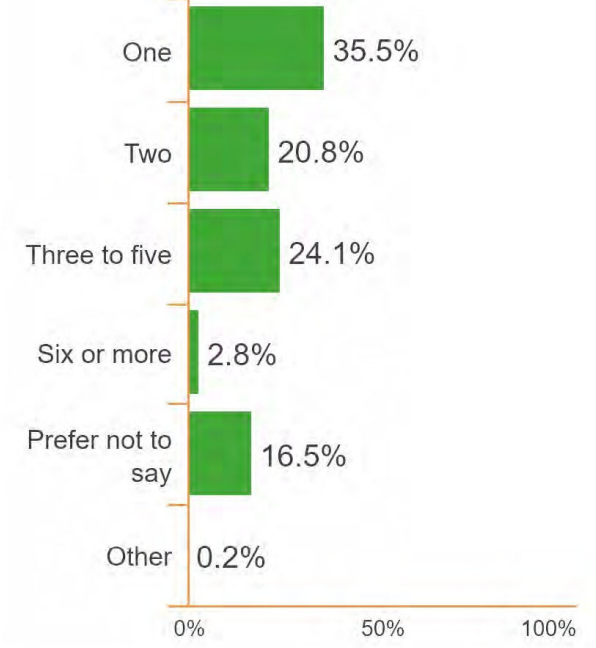
Race / Ethnicity



Income



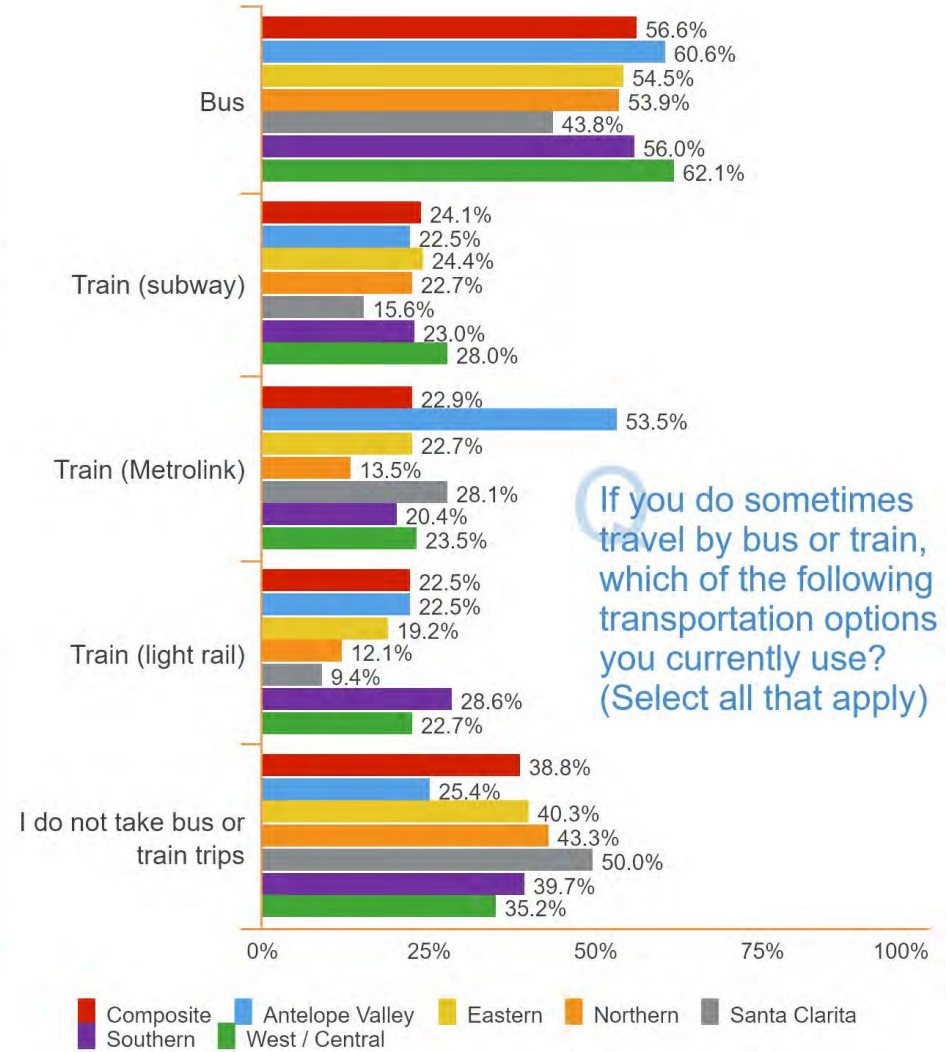
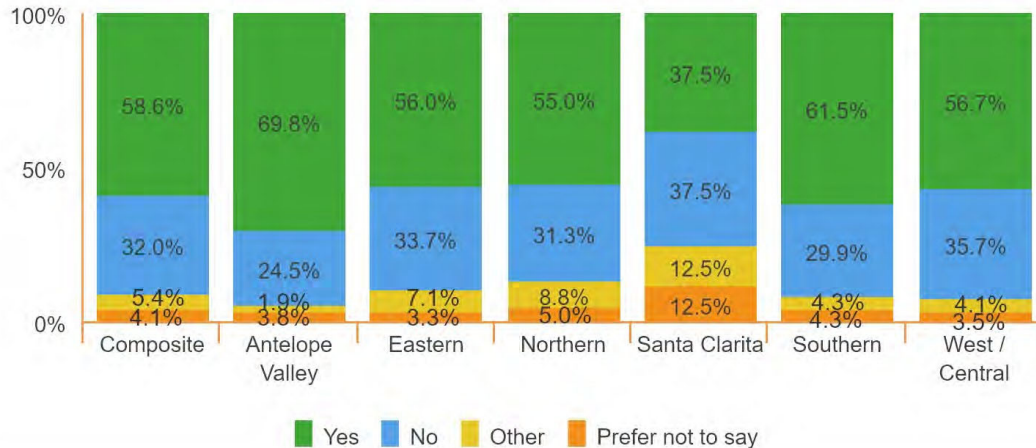
of People in Household



Using Access ID for Bus Trips

While nearly two-fifths of respondents (38.8%) indicated they do not take bus or train trips for free with their Access I.D., nearly three-fifths (56.6%) indicated they take bus trips, and nearly one-quarter (24.1%) reported taking the train (Subway - Red or Purple Lines). Nearly three-fifths of respondents (58.6%) who travel on buses or trains reported traveling with a companion / a Personal Care Attendant.

When you travel on buses or trains, do you travel with a companion/ a Personal Care Attendant (PCA)? (N=782)



If you do sometimes travel by bus or train, which of the following transportation options you currently use? (Select all that apply)

Taking Bus or Train Trips One to Ten Times Per Month

Over seven-out-of-ten respondents (72.5%) who use their Access I.D. to ride buses or trains reporting taking either 1 to 10 trips (57.3%) or 11 to 20 trips (15.2%) on buses or trains each month.

Of note, more respondents from the West / Central (21.0%) and Eastern (19.0%) regions reported taking more than 20 trips per month on buses or trains than respondents from other regions.

Approximately how many trips do you take on buses or trains in a month? Please provide your best estimate. (N=782)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None	4.7%	5.7%	6.0%	5.0%	0.0%	5.0%	2.9%
1 to 10	57.3%	56.6%	58.2%	60.0%	68.8%	58.3%	52.6%
11 to 20	15.2%	18.9%	11.4%	13.8%	12.5%	14.4%	20.5%
21 to 30	7.0%	5.7%	6.5%	5.0%	6.3%	6.5%	9.9%
31 to 50	3.7%	1.9%	6.0%	3.8%	0.0%	3.2%	2.9%
51 to 100	4.2%	3.8%	2.7%	3.8%	0.0%	4.0%	7.0%
More than 100	2.0%	0.0%	3.8%	3.8%	6.3%	1.1%	1.2%
Dont know / Unsure	5.2%	5.7%	5.4%	3.8%	6.3%	6.8%	2.9%
Prefer not to say	0.5%	1.9%	0.0%	1.3%	0.0%	0.7%	0.0%

Traveling by Bus or Train to Get to Doctor's Appointment

When you travel using buses or trains, which of the following purposes do you use the bus or train to travel? (Select all that apply) (N=782)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	65.0%	71.7%	60.3%	61.3%	62.5%	64.0%	71.3%
Go shopping	49.4%	34.0%	47.8%	37.5%	31.3%	51.4%	59.6%
Run errands	45.0%	52.8%	41.8%	33.8%	37.5%	46.4%	49.7%
Visit family or friends	36.6%	39.6%	31.0%	41.3%	18.8%	41.0%	33.9%
Go out to eat or other entertainment	35.4%	28.3%	34.2%	41.3%	37.5%	35.3%	36.3%
Go to school	11.6%	7.5%	12.5%	7.5%	12.5%	11.9%	13.5%
Go to work	13.9%	17.0%	12.5%	17.5%	12.5%	12.2%	15.8%
Go to church	21.9%	18.9%	19.6%	22.5%	6.3%	24.8%	21.6%
Prefer not to say	3.3%	1.9%	3.8%	3.8%	6.3%	3.6%	2.3%
Other	6.0%	7.5%	8.7%	5.0%	0.0%	5.0%	5.3%

Taking Bus or Train Because of Speed and Timeliness of Trips

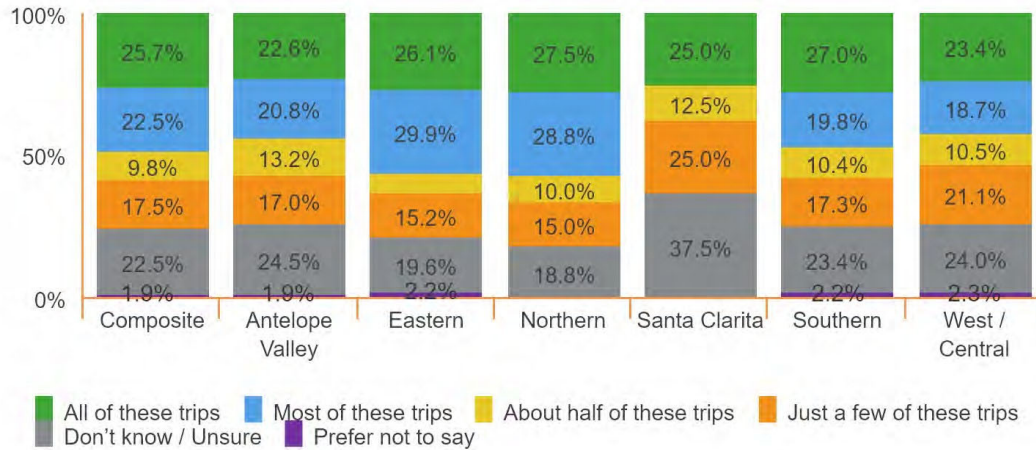
As an Access customer, you have the option of riding with Access, riding the bus or train. Thinking about your own experiences using the services offered by Access, why do you take the bus or train rather than ride with Access? (Top 8 responses shown) (N=782)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	26.6%	32.1%	25.0%	25.0%	18.8%	30.6%	21.6%
No appointment needed	9.5%	5.7%	10.9%	7.5%	12.5%	8.3%	11.7%
Depends on destination / distance	7.8%	11.3%	6.0%	1.3%	18.8%	8.6%	9.4%
Other	5.8%	9.4%	5.4%	2.5%	12.5%	6.1%	5.3%
Expressed multiple reasons	5.5%	3.8%	3.8%	8.8%	12.5%	5.0%	6.4%
Less expensive / free	4.7%	5.7%	5.4%	3.8%	0.0%	3.2%	7.0%
Uses multiple modes of transportation	4.1%	3.8%	4.9%	3.8%	6.3%	4.0%	3.5%
Availability / accessibility	3.2%	7.5%	1.1%	5.0%	6.3%	3.2%	2.9%

Would Use Access More Frequently without Free Fare

If Access did not have a Free Fare program, how would you travel instead of using the bus or train for those trips? (N=482)

Again, if Access did not have a Free Fare program, how many trips would you use Access for? (N=782)

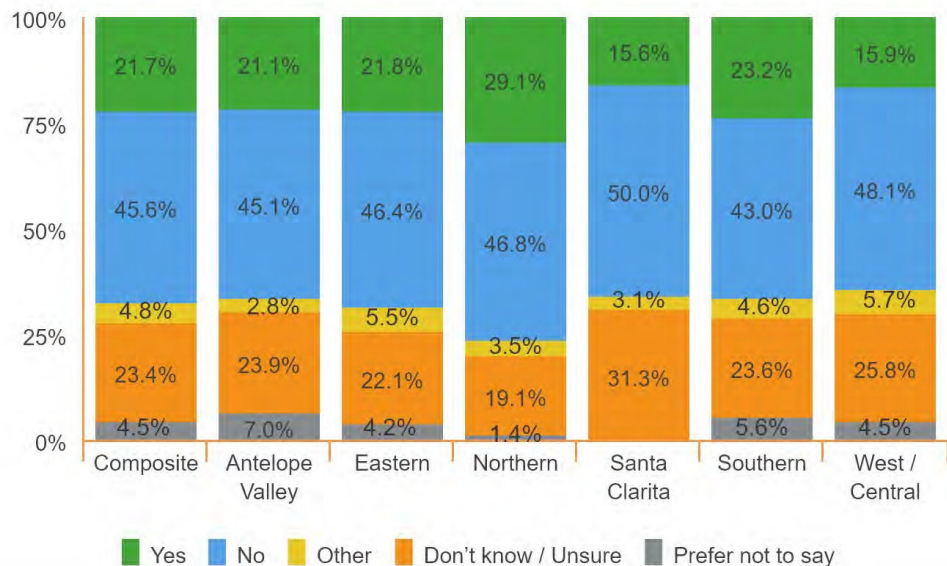


	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Call Access and schedule a ride	39.3%	24.5%	40.8%	40.0%	12.5%	43.5%	37.4%
Pay Fare / Take Bus / Senior Discount Card	14.2%	15.1%	16.3%	12.5%	18.8%	12.9%	14.0%
Get a ride with a friend or family member	13.8%	15.1%	13.6%	10.0%	31.3%	14.7%	12.3%
Take fewer trips and stay home	12.4%	17.0%	8.2%	11.3%	18.8%	11.5%	17.0%
Walk	2.8%	5.7%	1.6%	3.8%	12.5%	2.2%	2.9%
Personal Car	1.2%	1.9%	2.2%	1.3%	0.0%	0.7%	0.6%
Ride Bike / Skateboard	0.6%	3.8%	0.5%	1.3%	0.0%	0.4%	0.0%
Other	5.4%	7.5%	6.5%	11.3%	0.0%	4.3%	2.9%
Don't know / Unsure	10.4%	9.4%	10.3%	8.8%	6.3%	9.7%	12.9%

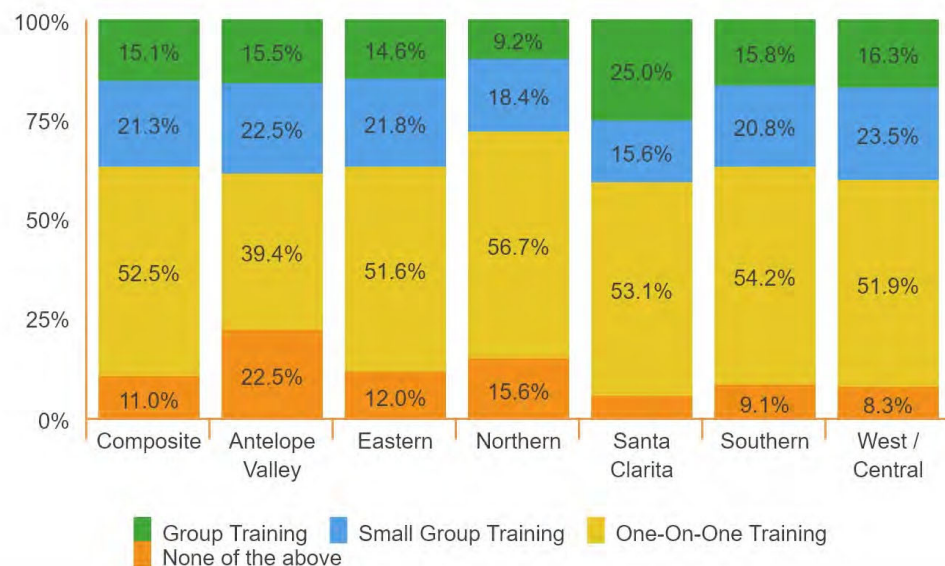
Majority Interested in Travel Training

Over one-fifth of respondents (21.7%) reported that if they received instruction like Travel Training, they would use the bus or train more often, while nearly one-half of respondents (45.6%) indicated Travel Training would not increase their use of the bus or train. Of note, more respondents from the Northern region (29.1%) indicated Travel Training would increase their use of the bus or train. Over one-half of respondents (52.5%) indicated they would be interested in participating in Access' Travel Training program in a one-on-one training format, while over one-fifth (21.3%) indicated they would be interested in small group training.

If you received instruction like Travel Training, do you think that you would use the bus or train more often?



If you would you be interested in participating in Access' Travel Training program, what type of training would you prefer?



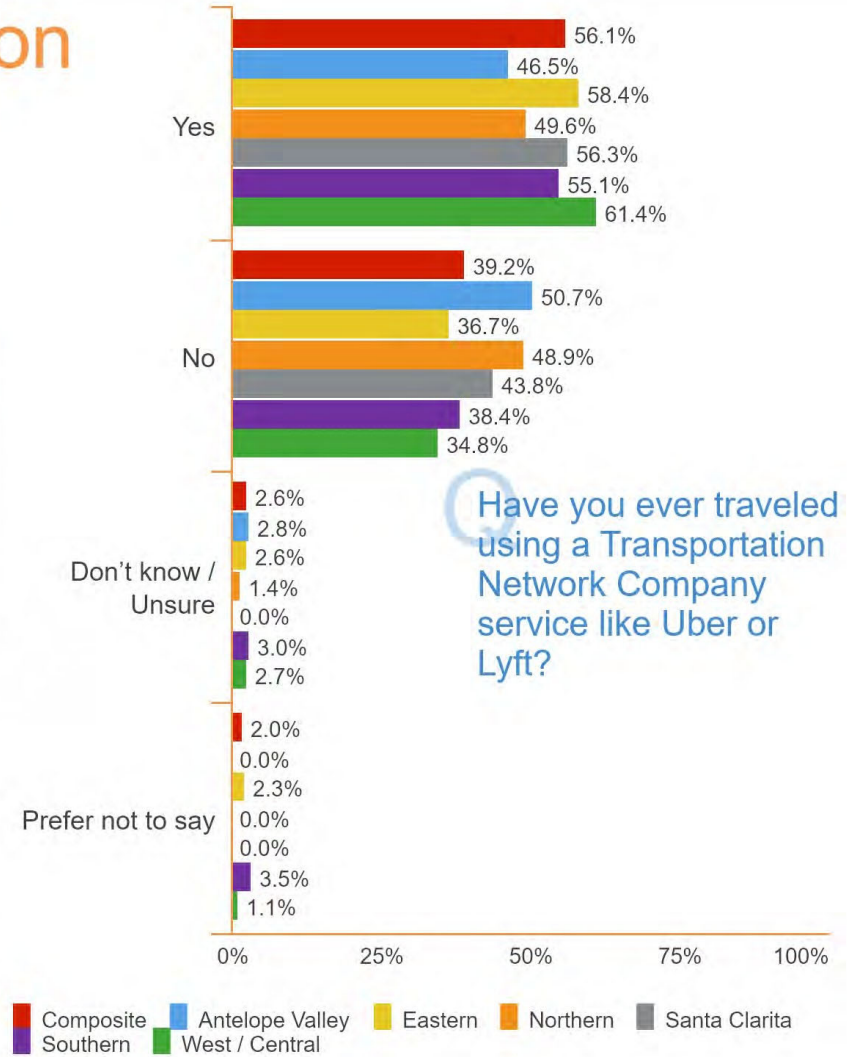
Majority Have Used a Transportation Network Company Service

When you travel using a service like Uber or Lyft, what are the top one to three destinations you use Uber or Lyft to travel? (Select up to three responses) (N=717) (Top 3 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	50.5%	42.4%	47.2%	48.6%	66.7%	50.4%	54.9%
Go to your home	31.4%	30.3%	30.6%	32.9%	27.8%	32.7%	30.2%
Visit family or friends	19.1%	6.1%	20.6%	18.6%	5.6%	18.9%	22.2%

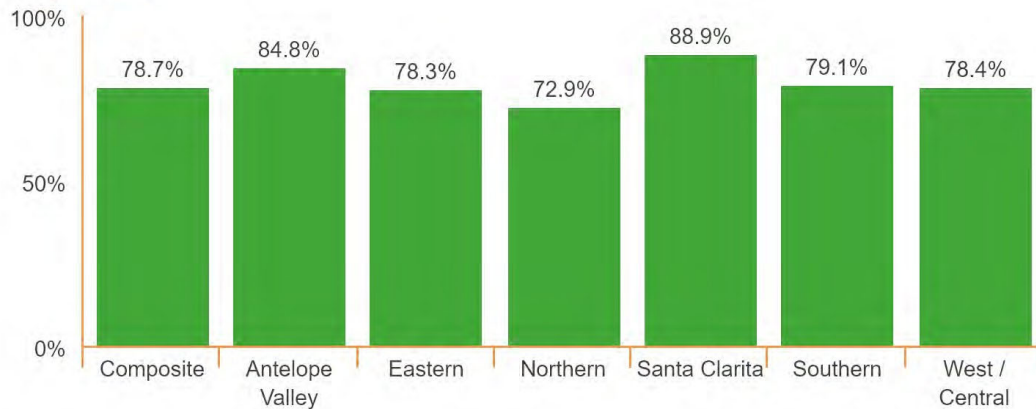
Thinking about your own experiences using the services offered by Access, why do you take a service like Uber or Lyft rather than ride with Access for this/these trips? (Top 5 responses shown) (N=717)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	24.7%	21.2%	21.1%	34.3%	11.1%	22.0%	30.9%
Emergencies / same day trips	8.6%	9.1%	13.9%	2.9%	11.1%	5.9%	9.3%
Expressed multiple reasons	5.7%	0.0%	6.1%	5.7%	0.0%	6.7%	5.6%



Open to Access Trips Through Uber or Lyft

Access is exploring working with Uber and Lyft to provide some of its trips for Access customers. Are you open for some of your Access trips to be performed by a service like Uber or Lyft? (N=717)



Could you share why you would not want some of your trips performed by a service like Uber or Lyft? (N=58) (Top 8 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Not handicap accessible (wheelchairs, walkers, etc.)	29.3%	0.0%	36.8%	30.0%	-	35.7%	14.3%
Access does a better job in general	10.3%	0.0%	26.3%	0.0%	-	0.0%	7.1%
Safety issues	6.9%	0.0%	10.5%	0.0%	-	14.3%	0.0%
Unreliable	6.9%	0.0%	0.0%	20.0%	-	0.0%	14.3%
Don't know / unsure / refused	6.9%	0.0%	15.8%	0.0%	-	0.0%	7.1%
Vehicles are not comfortable / not accommodating	5.2%	0.0%	0.0%	0.0%	-	14.3%	7.1%
Untrained for visual impairments, guidedogs, service dogs not accepted	5.2%	0.0%	0.0%	10.0%	-	7.1%	7.1%
No need / not interested	5.2%	0.0%	0.0%	10.0%	-	7.1%	7.1%

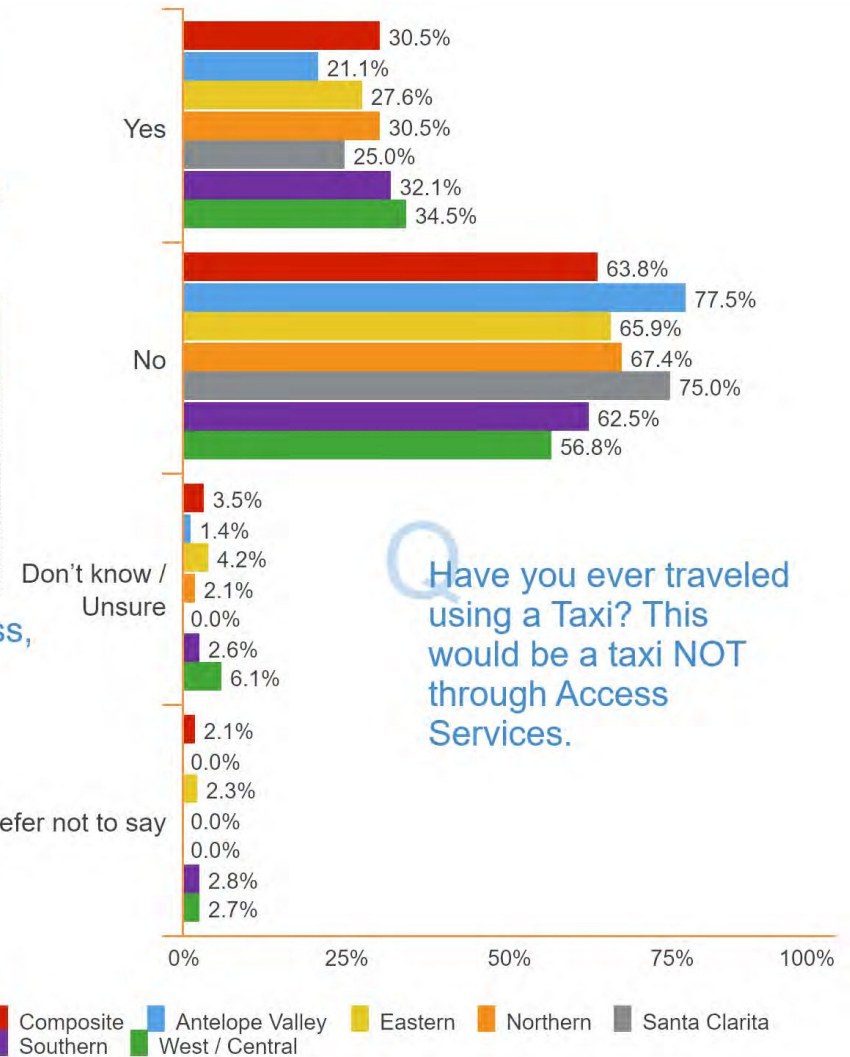
Majority Have Not Used a Taxi for Travel

When you travel using a taxi, what are the top one to three destinations you use a taxi to travel? (Select up to three responses) (N=390) (Top 3 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	37.7%	13.3%	34.1%	34.9%	37.5%	38.5%	45.1%
Go to your home	27.7%	20.0%	30.6%	27.9%	37.5%	28.4%	24.2%
Other	23.6%	20.0%	24.7%	25.6%	25.0%	20.9%	26.4%

Thinking about your own experiences using the services offered by Access, why do you take a non-Access taxi rather than ride with Access for this/these trips? (Top 3 responses shown) (N=390)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Spur of the moment / on demand	15.6%	40.0%	15.3%	11.6%	25.0%	14.2%	15.4%
Timely trips / faster	14.1%	0.0%	16.5%	16.3%	0.0%	14.9%	13.2%
Emergencies / same day trips	6.9%	13.3%	9.4%	2.3%	25.0%	6.1%	5.5%



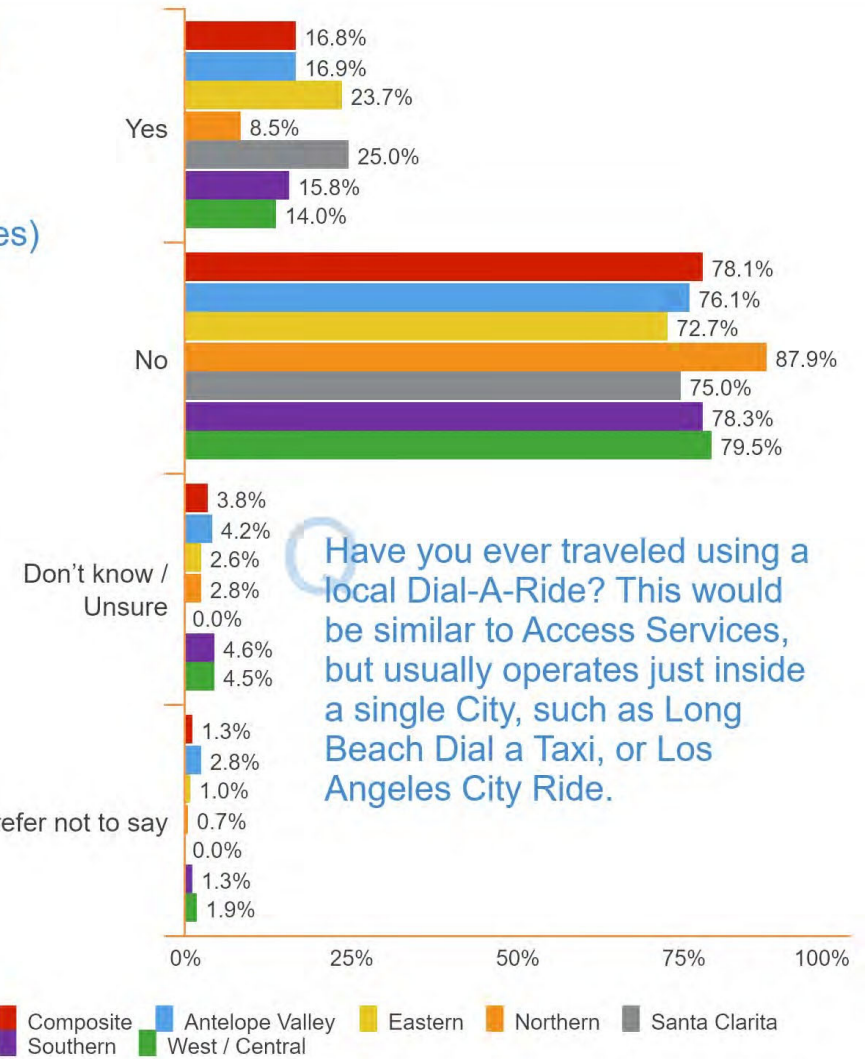
Majority Have Not Traveled Using Local Dial-A-Ride

When you travel using a Dial-a-Ride, what are the top one to three destinations you use a Dial-A-Ride to travel? (Select up to three responses) (N=215) (Top 3 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	52.6%	58.3%	56.2%	58.3%	12.5%	46.6%	62.2%
Go shopping	32.6%	25.0%	38.4%	25.0%	37.5%	31.5%	27.0%
Go to your home	27.9%	41.7%	23.3%	25.0%	12.5%	31.5%	29.7%

Thinking about your own experiences using the services offered by Access, why do you take a Dial-A-Ride trip rather than ride with Access for this/these trip(s)? (Top 3 responses shown) (N=215)

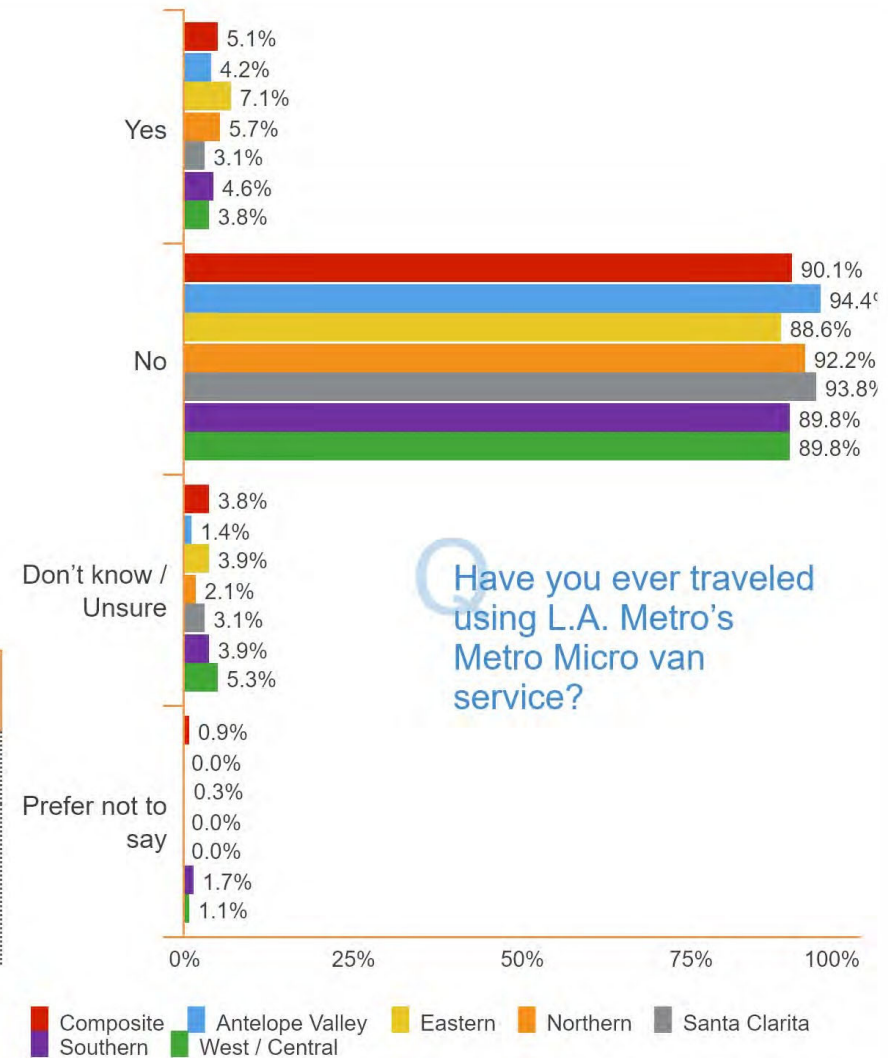
	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	20.9%	8.3%	27.4%	8.3%	12.5%	24.7%	10.8%
Less expensive / free	9.3%	0.0%	16.4%	0.0%	0.0%	5.5%	10.8%
Expressed multiple reasons	8.4%	0.0%	9.6%	16.7%	0.0%	8.2%	8.1%



Few Have Used Metro Micro Van Service

Thinking about your own experiences using the services offered by Access, why do you take a Metro Micro trip rather than ride with Access for this/these trip(s)? (Top 3 responses shown) (N=65)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Timely trips / faster	20.0%	0.0%	27.3%	25.0%	0.0%	23.8%	0.0%
Spur of the moment / on demand	10.8%	0.0%	9.1%	25.0%	0.0%	4.8%	20.0%
Other	10.8%	33.3%	13.6%	12.5%	0.0%	9.5%	0.0%



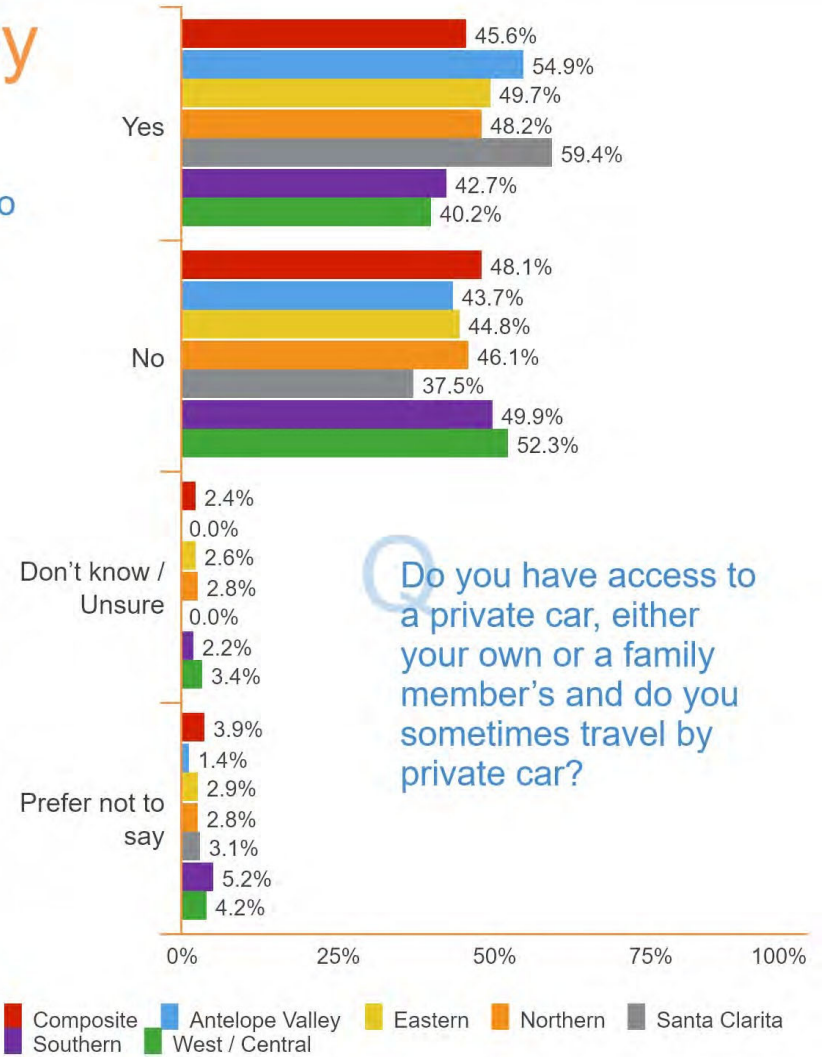
Some Have Access to and Travel by Private Car

When you travel by car, what are the top one to three destinations you use to travel? (Select up to three responses) (N=582) (Top 3 responses shown)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Get to a doctor's appointment	57.9%	48.7%	58.2%	60.3%	68.4%	56.9%	59.4%
Go shopping	44.0%	43.6%	43.1%	36.8%	42.1%	46.7%	45.3%
Run errands	35.2%	38.5%	35.9%	26.5%	21.1%	38.6%	34.9%

Thinking about your own experiences using the services offered by Access, why do you travel by car rather than ride with Access for this/these trip(s)? (Top 3 responses shown) (N=582)

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
Travel with friends and family (group)	23.4%	17.9%	23.5%	19.1%	21.1%	24.4%	26.4%
Timely trips / faster	23.2%	25.6%	23.5%	19.1%	31.6%	24.4%	20.8%
Convenience / flexibility / easy	8.4%	10.3%	13.1%	13.2%	5.3%	5.1%	4.7%



Do you have access to a private car, either your own or a family member's and do you sometimes travel by private car?

Majority Taking Multiple Access Trips Per Month

When you travel using Access Services, what are the top one to three purposes do you use Access Services? (Select up to three responses) (Top 3 responses shown)

	Composite
Get to a doctor's appointment	69.5%
Go to your home	35.8%
Visit family or friends	28.6%

For these trips where you use Access Services instead of any of the other services we have discussed in this survey, is there a reason that you take Access for these trips instead of any of those services? (Top 3 responses shown)

	Composite
Expressed multiple reasons	12.6%
None / NA	10.2%
Less expensive / free	9.8%

Approximately how many one-way trips do you take each month using Access Paratransit?

	Composite	Antelope Valley	Eastern	Northern	Santa Clarita	Southern	West / Central
None or Less than one	28.1%	23.9%	24.0%	27.0%	34.4%	28.0%	34.1%
One	8.1%	5.6%	9.4%	5.7%	25.0%	6.3%	9.5%
Two	10.6%	9.9%	12.0%	10.6%	6.3%	10.6%	9.5%
Three	7.8%	12.7%	8.4%	6.4%	0.0%	7.2%	8.3%
Four	9.6%	12.7%	10.1%	12.1%	9.4%	8.2%	9.5%
Five	4.0%	2.8%	4.5%	4.3%	0.0%	5.0%	2.3%
Six to nine	7.4%	2.8%	9.1%	8.5%	6.3%	5.9%	8.7%
Ten or more	12.8%	12.7%	14.6%	15.6%	9.4%	12.4%	10.2%
Don't know / Unsure	11.7%	16.9%	7.8%	9.9%	9.4%	16.5%	8.0%

Michael Vigeant CEO

MJV@GreatBlueResearch.com

Dan Quatrocelli Senior Director, Research

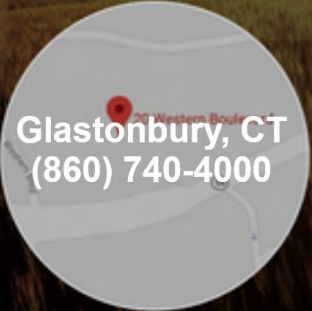
Dan@GreatBlueResearch.com

Courtney Cardillo Research Analyst

Courtney@GreatBlueResearch.com

Catherine Veschi Project Manager

Catherine@GreatBlueResearch.com

A circular icon containing a map of Glastonbury, CT with a red location pin.

Glastonbury, CT
(860) 740-4000

A circular icon containing the Facebook logo.

/GreatBlueResearch

A circular icon containing the Twitter logo.

@GBResearch

2023 Customer Survey - Some Conclusions

- > Access-eligible customers use a variety of transportation alternatives to meet their transportation needs.
- > Fixed route bus and rail use was high (~60%)
- > TNC (Uber/Lyft) familiarity is high as well (~56%)
- > Access to personal or family-member private car travel was about half of respondents (~45%)
- > Usage of Dial-A-Ride (~30%), private taxi (~17%), and Metro Micro (~5%) services was low among respondents

access

2023 Customer Survey - Some Conclusions

- > What were most popular reasons to travel on other modes:
 - > Bus/Rail - Doctor's appointment, Shopping, Errands
 - > Uber/Lyft - Doctor's appointment, Return Home, Visit Family/Friends
 - > Private Taxi - Doctor's appointment, Return Home, Other
 - > Dial-a-Ride - Doctor's appointment, Shopping, Return Home
 - > Private car - Doctor's appointment, Shopping, Errands
 - > Access - Doctor's appointment, Return Home, Visit Family/Friends
- > Reasons respondents choose to take modes other than Access

access

2023 Customer Survey - Some Conclusions

- > Reasons respondents choose to take modes other than Access
 - > Bus/Rail - Timely/Faster, No Appointment needed, Depends on Destination/Distance
 - > Uber/Lyft - Timely/Faster, Emergencies / Same Day trips, Multiple Reasons
 - > Private Taxi - Spur of the Moment/On Demand, Timely/Faster, Emergencies/Same Day trips
 - > Dial-A-Ride - Timely/Faster, Less Expensive/Free, Multiple Reasons
 - > Private car - Travel with friends or family, Timely/Faster, Convenience/Flexibility

access

Item 11

Operations Update



Statistics

	May 2019	May 2020	May 2021	May 2022	May 2023
Vehicle Trips Completed	314,796	85,459	164,333	219,285	275,095
Passenger Trips Completed	402,147	105,116	210,917	272,787	339,479
Reservation Calls Answered	257,065	64,292	143,421	177,813	203,388
ETA Calls Answered	48,339	14,469	33,005	52,459	41,349

Statistics

	May 2022	May 2023	% Change
Vehicle Trips Completed	219,285	275,095	+25%
Passenger Trips Completed	272,787	339,479	+24%
Reservation Calls Answered	177,813	203,388	+14%
ETA Calls Answered	52,459	41,349	-21%
WMR ETAs Requested	342,590	427,483	+25%
Online Reservations	23,055	37,003	+60%

Performance Report Card

Key Performance Indicator	Standard	May 2023	FY23 through May 2023
On Time Performance	≥ 91%	91.7%	91.1%
Excessively Late Trips	≤ 0.10%	0.05%	0.05%
Excessively Long Trips	≤ 5%	3.3%	3.7%
Missed Trips	≤ 0.75%	0.39%	0.44%
Denials	≤ 0	0	4
Access to Work On Time Performance	≥ 94%	96.6%	95.2%
Average Hold Time in Seconds (Reservations)	≤ 120	63	61
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.2%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.7%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	2.4	2.8
Preventable Incidents per 100,000 Miles	≤ 0.25	0.20	0.19
Preventable Collisions per 100,000 Miles	≤ 0.75	0.76	0.85
Miles Between Road Calls	≥ 25,000	46,368	40,888

Green is good, yellow is cautiously optimistic, red is not meeting standard

Contractor Staffing Updates

- 1,743 active drivers were available at the end of May; that is 25 short of the target number
- Overall, contractors added 93 new drivers in May, but attrition took 69 drivers
- The new drivers came from three sources:
 - Employee hires - 52
 - Taxi - 33
 - TNC (SilverRide) - 8

Vehicle Procurement Status

- Build of 2 Class C cutaways is complete; delivered to contractor in May
- Build of 11 large Ram ProMasters is being finalized; delivered 6 in May, last 5 by end of June
- Build of 58 small Ram ProMasters has started in Corona; delivery expected to start in July
- Build of 14 Class B and C cutaways in ongoing; being built in Indiana with expected delivery in July

TNC Pilot Program – Background

- The Board approved a 2-year TNC pilot program in February 2023
- Program will feature a rider opt-in model
- Contractor will determine which rides are subcontracted to a TNC; trip cap will limit number of rides
- Program will start in the Southern Region

TNC Pilot Program – Current Status

- Rider choice element added to meet FTA guidelines; choice between TNC options and/or independent taxis
- Subcontract agreement finalized between Southern Region contractor and Uber; agreement with Lyft is pending
- Opt-in and Opt-out processes designed
- Fare payment to be made via Where's My Ride app; functionality being finalized
- Rider360 being modified to house opt-in/opt-out information
- Operating details being finalized
- Marketing plan being finalized

Identified Deviations

- No onboard camera
- Fare not collected by driver
- Reservation trip notes will not be available to TNC drivers
- Collision/incident reporting likely to be delayed
- Rider will book trip with Access and get a text link the day of trip as notification that an TNC driver will provide the trip
- Call out/no show process differs from traditional Access service

Next Steps

- Contractor needs to secure second subcontractor to meet Rider's Choice requirements
- Finalize operational procedures
- Implement opt-in and opt-out forms
- Complete WMR modifications for fare payment
- Complete R360 modifications for opt-in
- Implement outreach/marketing
- August 2023 implementation targeted