

BOARD MEETING

Monday January 22, 2024

El Monte, CA



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Item 6

Consideration to Approve FY25 Funding Request



Year to Date Ridership – By Region (DEC23)

TRIPS	FY24 BUDGET <u>YTD Total</u>	FY24 ACTUAL <u>YTD Total</u>	<u>% Change</u>
Antelope Valley	80,058	73,186	-8.6%
Eastern	419,297	497,138	18.6%
Santa Clarita	15,521	10,907	-29.7%
Northern	226,514	238,184	5.2%
Southern	536,090	564,475	5.3%
West/Central	271,369	273,209	0.7%
Total	1,548,968	1,657,099	7.0%

Draft Financials – As of November 30

EXPENSES	YTD Budget	YTD Actual	Variance	%O/U Budget
Purchased Transportation	\$82,455,710	\$85,884,057	\$3,428,347	4.2%
Paratransit Operations	\$8,176,606	\$7,934,337	(\$242,269)	-3.0%
Eligibility Determination	\$3,885,558	\$3,134,005	(\$751,553)	-19.3%
CTSA/Ride Information	\$157,535	\$185,767	\$28,172	17.9%
Administration	\$5,090,533	\$4,397,552	(\$692,981)	-13.6%
Total Exp before Depreciation	\$99,766,002	\$101,535,718	(\$1,769,716)	1.8%

Investments

- > All funds in Money Market Account
- > T-Bill rates have increased substantially
- > Interest Income has increased over the last year
- > Commercial paper slightly better but not enough to justify the potential downside
- > CalTrust - Investments

Issues Impacting Budget/Budget Planning

- > Higher Starting Wages/Bonus
- > Competition with other agencies and major employers
- > Continue to track employment data
- > Impact to Operations
- > San Gabriel region RFP
 - > Q4 FY24
- > Vehicles
 - > Expect delivery of existing orders
 - > Vehicle fleet is aging rapidly
 - > Vehicle availability expected to increase

Next Steps

- > Continue to monitor budget
- > Continue to closely track service demand
- > Continue to track employment data
- > Likely to request Reserve Funds for FY24
- > FY24 Budget Amendment
 - > Separate item

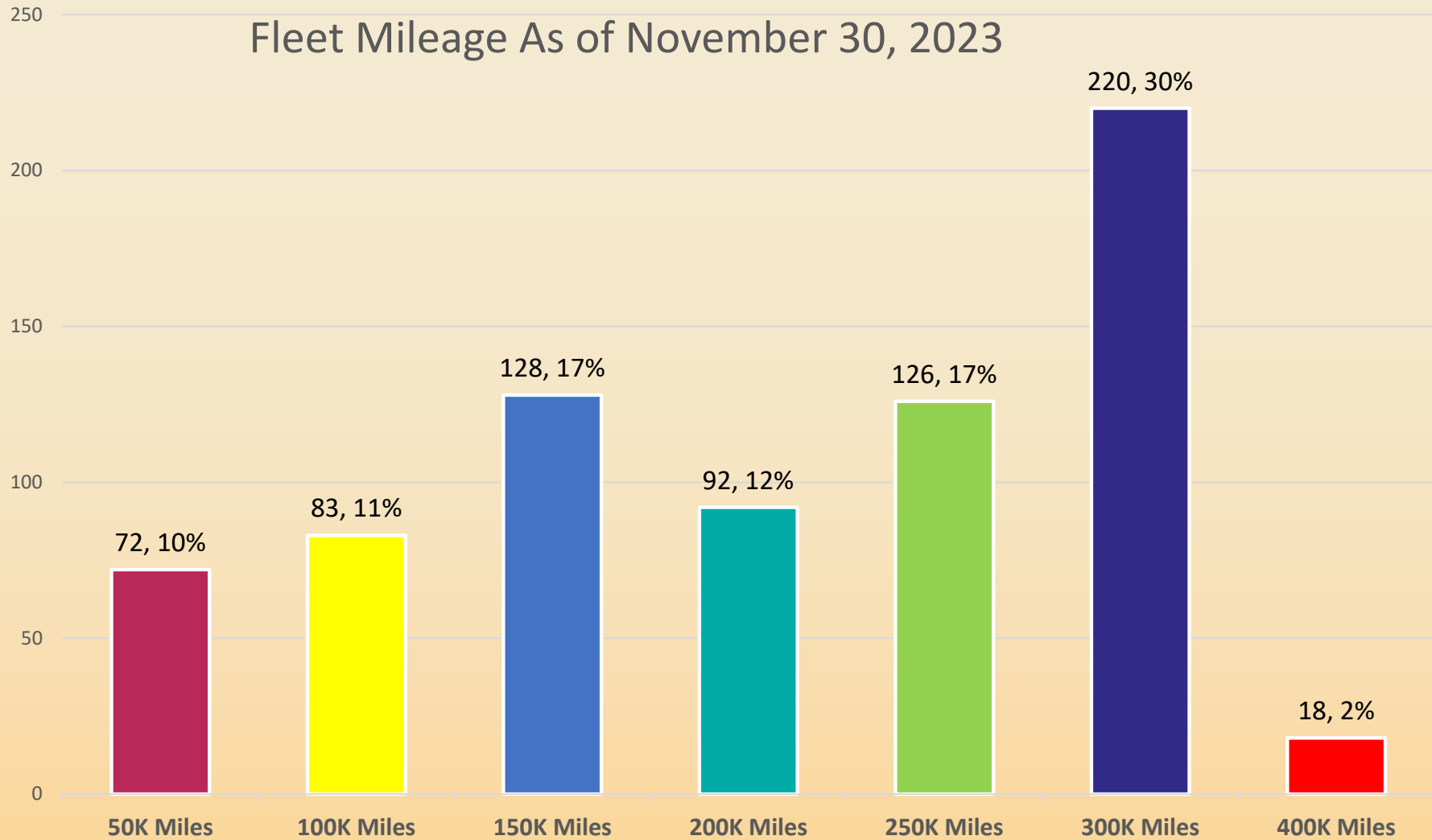
Budget Timeline

- > July to December – Provided data to Hollingsworth
- > January – Received preliminary ridership data from Hollingsworth
- > February – Provide Metro with draft budget for planning purposes
- > March/April - Finalize budget
- > May – Present draft budget to Access Board
 - > May – Metro considers its budget which includes Access funding
- > June – Present final budget to Access Board
 - > June – Metro considers Access funding request

Budget/Planning Challenges

- > Hollingsworth estimate FY25
 - > Projected ridership increase of 12%
 - > Budget built on a shared ride basis
- > Lack of taxi subcontractors
- > Replacement vehicles on order are larger than existing fleet
- > Normalcy?

Capital Requirements - Fleet



Vehicle Comparison

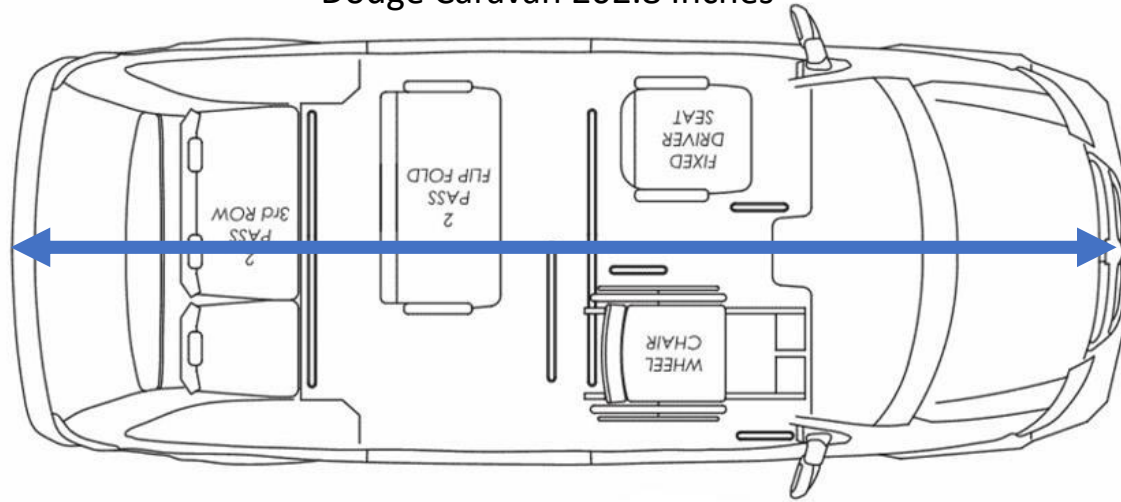
Dodge Caravan vs Dodge ProMaster



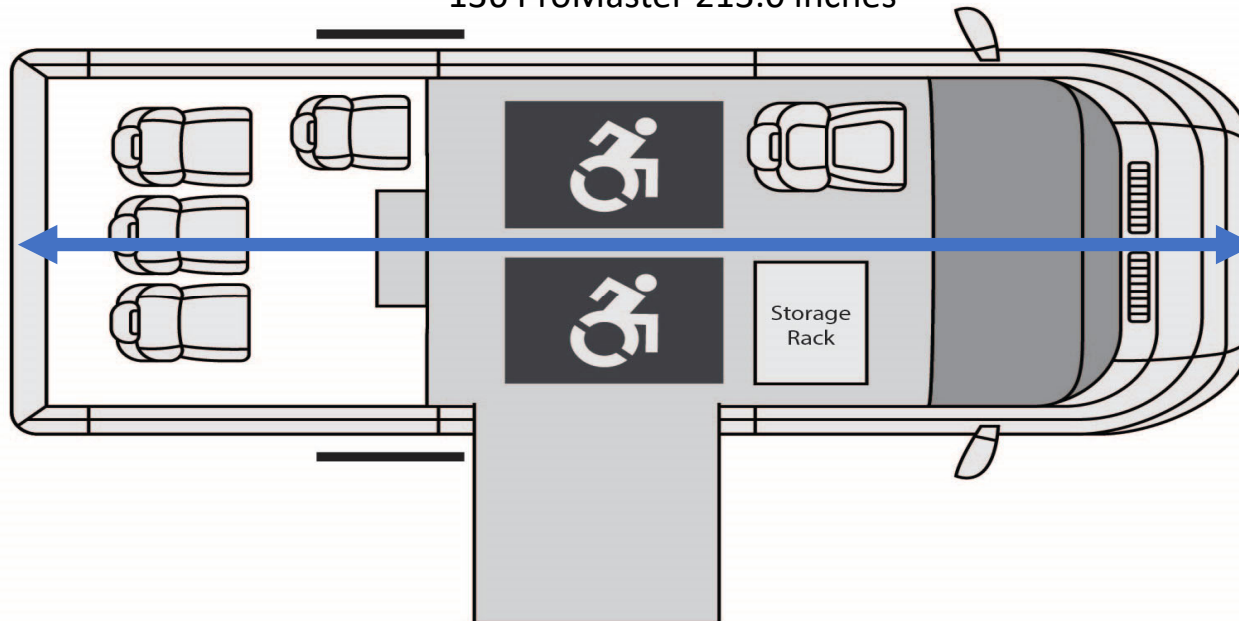
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Dodge Caravan vs Dodge ProMaster

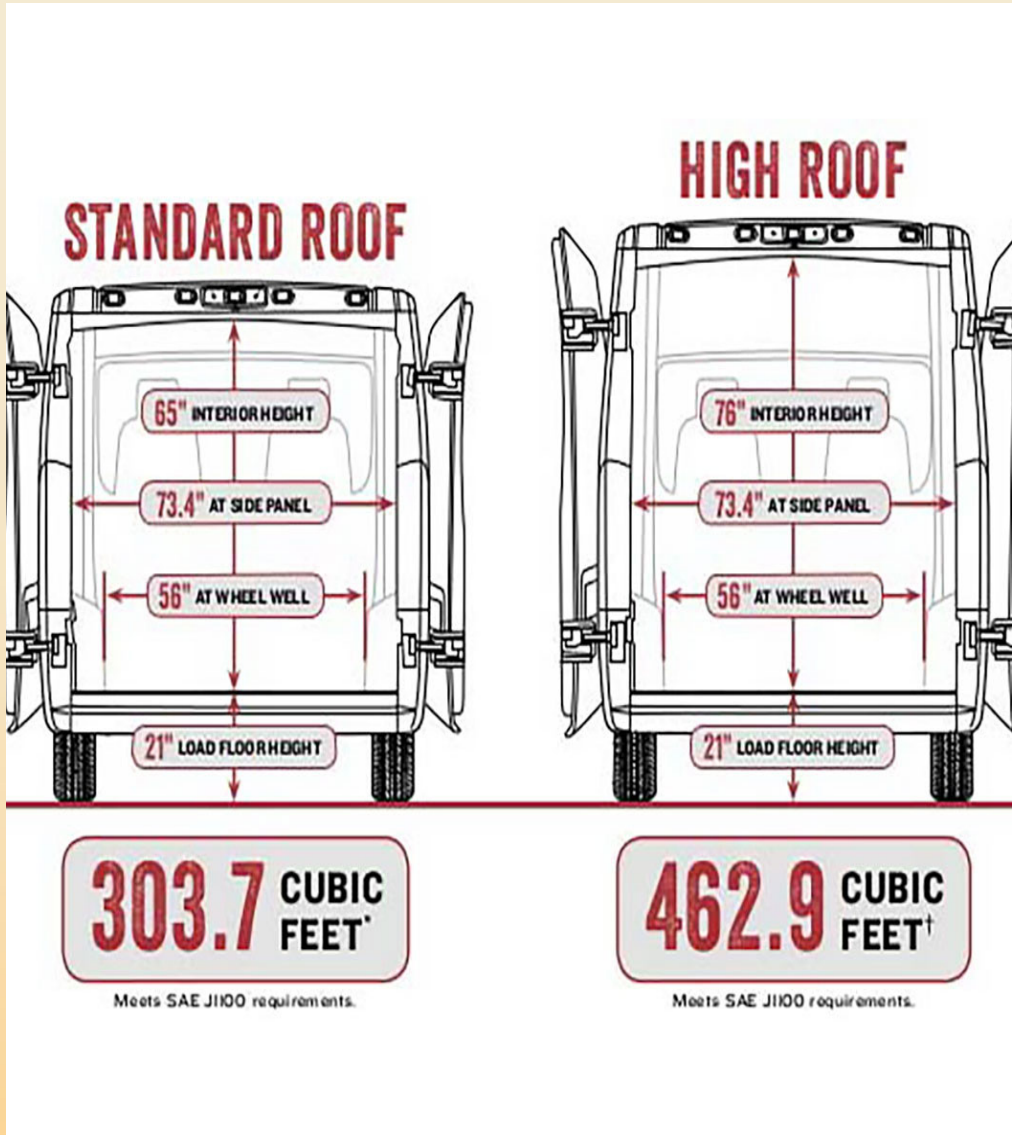
Dodge Caravan 202.8 Inches



136 ProMaster 213.0 inches



ProMaster Profile



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FY 25 Draft Budget – Planning

Draft Planning Budget	FY24	FY25	% Change
Purchased Transportation	\$199,902,163	\$244,900,751	23%
Paratransit Operations	\$19,394,470	\$25,821,272	33%
Eligibility Determination	\$9,329,987	\$7,414,628	-21%
CTSA/Ride Information	\$363,099	\$381,254	5%
Administration	\$11,921,864	\$12,637,176	6%
Total Operating Costs	<u>\$240,911,583</u>	<u>\$291,155,081</u>	21%
Capital Program - New	\$1,744,584	\$40,800,000	
Subtotal	<u>\$242,656,164</u>	<u>\$331,955,081</u>	
Capital Construction	\$3,000,000	\$8,000,000	
<i>Capital Program Carryover</i>	<i>\$32,000,000</i>	<i>\$20,000,000</i>	
Grand Total	\$277,656,164	\$359,955,081	30%

Next Steps

- > Submit planning budget number to Metro – February 2024
- > Budget Development – March/April 2024
- > Finalize budget - April/May 2024
- > Present draft budget to Board – May 2024
- > Seek Board approval of final budget - June 2024

Recommendation

Authorize staff to submit a draft budget and funding request for planning purposes in the amount of \$331,955,081 for FY25 to the Los Angeles County Metropolitan Transportation Authority (Metro).

Item 7

Local, State and Federal Legislative Updates



Local Legislative Update

David Gershwin

David Gershwin Consulting

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Los Angeles Update

LA28/Metro

- > Nov. 28 Briefing with Sam Morrissey with LA28 and Ernesto Chavez with Metro

State Legislative Update

Jason A. Gonsalves

Joe A. Gonsalves & Son

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California Legislative Update

End of Legislative Session Update

- > September 14th Adjournment
- > Number of bills passed to Governor Newsom
- > Governor's sign/veto update

California Transit Association Sponsored legislation (updates)

- > AB463 (Hart) Electricity: prioritization of service: public transit vehicles
- > AB 719 (Boerner-Horvath) Medi-Cal Benefits

California Legislative Update

Ongoing Projected State General Fund Deficit

- > Tax filings have resulted in significantly lower than projected revenues the State is facing an estimated \$68 billion budget Deficit.
- > Governor's January State Budget Proposal
 - > 2024 Legislative Session
 - > New Speaker July 2023
 - > New Pro-Tem January 2024

Federal Legislative Update

Jen Covino, President

Covino Smith & Simon

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Legislative Updates

- > House Speaker Mike Johnson elected in October, governing with very narrow majority and contending with recent intraparty conflicts about budget
- > The current Continuing Resolution extends government funding in two steps:
 - > Step 1: Four appropriations bills, including T-HUD extended until January 19th
 - > Step 2: Remaining eight bills extended until February 2nd

Legislative Updates

- > Senate Democrats want an omnibus deal, but Speaker Johnson prefers a long-term CR to any additional short-term stopgaps
- > Failure to enact all 12 spending bills can result in sequestration because of debt ceiling deal
- > Fate of funding for Antelope Valley Maintenance Facility contingent on passage of T-HUD spending bill with earmarks included

Transit Policy

Notices & Guidance

- > Required Actions Regarding Assaults on Transit Workers (comments due by 2/20)

Rulemakings

- > Transit Worker Hours of Service and Fatigue Risk Management (comments due by 1/29)

Requests for Information

- > ADA Standards for Transportation Facilities (comments due by 2/20)

Funding Opportunities

Discretionary Grants

- > Current Solicitations – open now
 - > All Stations Accessibility – deadline 1/30
 - > ATTAIN – deadline 2/2
 - > Innovative Coordinated Access and Mobility – deadline 2/13
 - > RAISE – deadline 2/28
- > Forthcoming Solicitations
 - > January: Bus and Bus Facilities, Low-No
 - > February: Safe Streets and Roads for All
 - > Summer: SMART

Funding Opportunities

Formula Funding

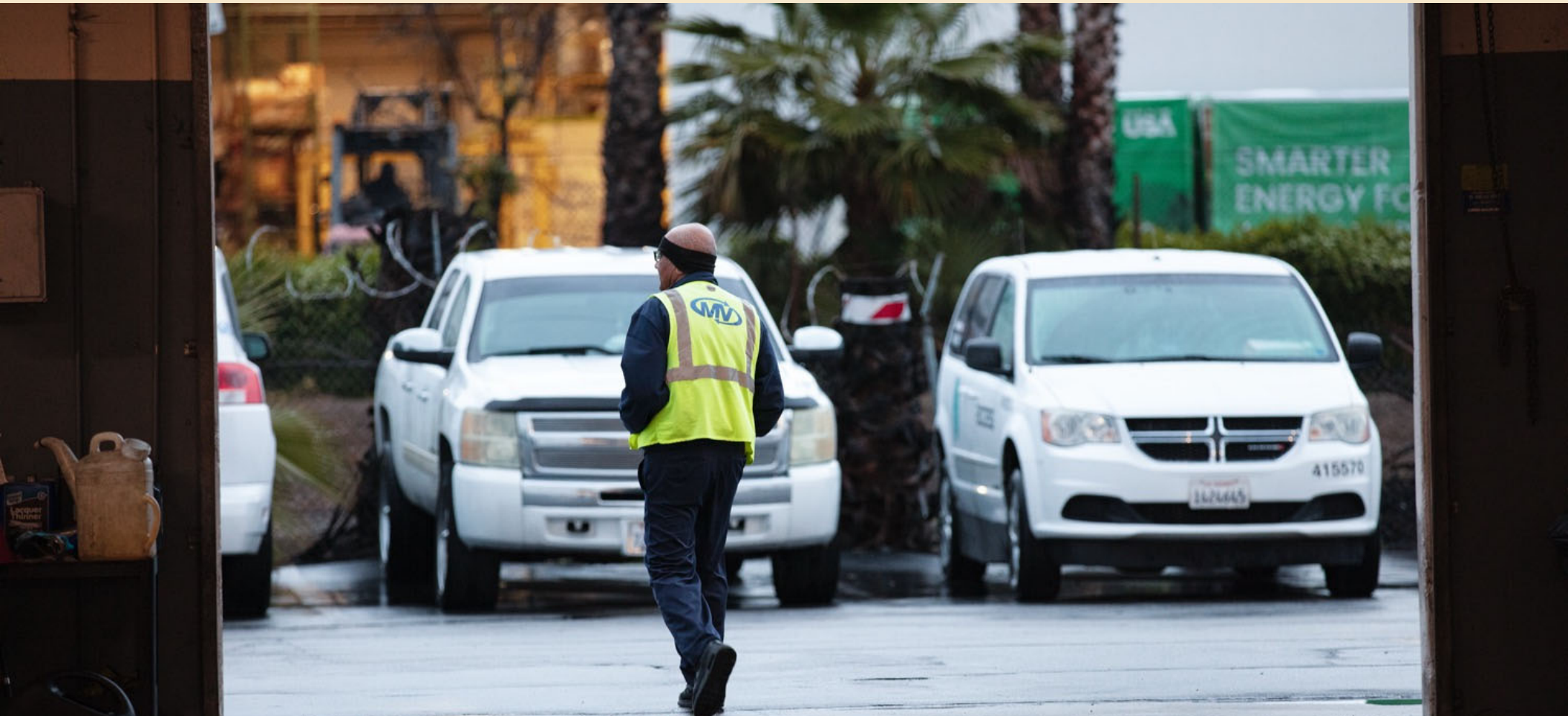
- > FTA FY 2024 apportionments possible this spring

Tax Credits

- > Direct Pay

Item 8

Overview of 2024 Biennial Customer Satisfaction Survey



Customer Satisfaction Survey

Customer Experience Topics

- > Perceptions of a Rider's Experience in the Last Month
- > Reservation Process
- > Vehicle Cleanliness
- > Filing Complaints or Compliments
- > Customer Service / OMC Calls
- > Back-Up Trip Service through Access' OMC
- > Beyond the Curb service
- > Traveling with Service Animals
- > Traveling with Mobility Devices

Customer Satisfaction Survey

Customer Information Topics

- > Overall Satisfaction with Access
- > Demographic Information

Customer Satisfaction Survey

Survey Collection Timeline

- > Digital Portion (text, email, QR Code, website) 02/06 – 02/27
- > Telephone Portion 02/28 – 03/13
- > Results Presentation: June 2024 Meeting

Item 9

Operations Update



Statistics

	Nov. 2019	Nov. 2020	Nov. 2021	Nov. 2022	Nov. 2023
Vehicle Trips Completed	302,074	139,062	193,082	229,164	273,947
Passenger Trips Completed	387,677	172,347	244,797	284,596	338,992
Reservation Calls Answered	251,488	120,971	157,567	170,249	201,779
ETA Calls Answered	47,262	27,289	41,760	42,784	48,578

Statistics

	Nov. 2022	Nov. 2023	% Change
Vehicle Trips Completed	229,164	273,947	+20%
Passenger Trips Completed	284,596	338,992	+19%
Reservation Calls Answered	170,249	201,779	+19%
ETA Calls Answered	42,784	48,578	+14%
Online Reservations	23,758	40,949	+72%

Ridership Recovery - Monthly Vehicle Trips

Region	Nov. 2019	Nov. 2023	% Recovery
Southern	97,654	93,366	95.6%
Eastern	89,103	83,586	93.8%
West/Central	46,443	45,065	97.0%
Northern	52,288	39,939	76.3%
Antelope Valley	13,052	11,823	90.5%
Santa Clarita	3,534	153	N/A
Systemwide	302,074	273,947	90.6%

Performance Report Card

Key Performance Indicator	Standard	Nov. 2023	FY24 (Nov. 2023)
On Time Performance	≥ 91%	91.9%	92.4%
Excessively Late Trips	≤ 0.10%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.8%	3.4%
Missed Trips	≤ 0.75%	0.36%	0.35%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	96.5%	96.7%
Average Hold Time in Seconds (Resv.)	≤ 120	48	57
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.7%	2.3%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.0%	2.2%
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.2
Preventable Incidents per 100,000 Miles	≤ 0.25	0.09	0.16
Preventable Collisions per 100,000 Miles	≤ 0.75	0.73	0.85
Miles Between Road Calls	≥ 25,000	49,597	41,731

Where's My Ride Rider Feedback

- > Riders using the Where's My Ride app are able to give feedback regarding their trips
- > There are three categories that the rider can rate along with leaving comments
- > 13,668 total ratings in November
- > Average rating for each category:
 - > Clean Vehicle - 4.81
 - > Courteous Driver - 4.85
 - > Safe Ride - 4.73

Vehicle Procurement Status

- > Build of 58 small Ram ProMasters continues
 - > 42 total units have been delivered as of 1/19/24
 - > Remaining units in production and are at various stages of completion
- > Build and delivery of 14 Class B and C cutaways was completed 12/5/23



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Recent & Upcoming Vehicle Orders

Vehicle Type	# Ordered	# Completed	# Delivered to Contractor
StarCraft Class C Cutaway	2	2	2
Turtle Top Class C Cutaway	4	4	4
Turtle Top Class B Cutaway	10	10	10
Ram ProMaster 159	11	11	11
Ram ProMaster 136	58	42	42
Ram ProMaster 136	101	0	0
Ram ProMaster 136	Order of 110 Pending	NA	NA
Turtle Top Class B Cutaway	Order of 3 Pending	NA	NA