

BOARD MEETING

Monday March 25, 2024

El Monte, CA



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Item 6

Budget Update



Year to Date Ridership – By Region (FEB24)

TRIPS	FY24 BUDGET <u>YTD Total</u>	FY24 ACTUAL <u>YTD Total</u>	<u>% Change</u>
Antelope Valley	106,459	97,309	-8.6%
Eastern	549,895	661,652	20.3%
Santa Clarita	20,355	15,378	24.5%
Northern	297,136	318,563	7.2%
Southern	709,392	747,605	5.4%
West/Central	357,805	363,085	1.5%
Total	2,041,042	2,253,592	10.4%

Draft Financials – As of February 2024

EXPENSES	% of Cost	YTD Budget	YTD Actual	Variance
Purchased Transportation	84.7%	\$130,772,394	\$137,384,767	\$6,612,373
Paratransit Operations	7.9%	\$12,969,464	\$12,785,330	(\$184,134)
Eligibility Determination	3.0%	\$6,139,221	\$4,825,924	(\$1,313,297)
CTSA/Ride Information	0.2%	\$245,619	\$281,937	\$36,318
Administration	4.3%	\$8,032,167	\$6,995,514	(\$1,036,653)
Total Exp before Depreciation		\$158,158,865	\$162,273,472	\$4,114,607

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	\$22,304,000	
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>\$16,334,565</i>	
Grand Total	\$277,656,164	\$337,793,646	22%

FY 25 Draft Budget – Revenue Sources

<u>Draft Planning Budget</u>	<u>FY25 Original</u>	<u>FY25</u>	<u>Change</u>
Federal 5307	\$82,300,000	\$82,300,000	
New Federal Funds		\$12,000,000	\$12 MM
Re-Programmed Federal		\$15,000,000	\$15 MM
Federal Funds Sub-Total	<u>\$83,241,000</u>	<u>\$110,241,000</u>	<u>\$27 MM</u>
Farebox Revenue & Misc	<u>11,117,831</u>	<u>\$13,036,297</u>	\$1.6 MM
Local Funds – PC40%	<u>174,149,892</u>	<u>145,507,892</u>	(\$28.6 MM)
Local Funds Capital	\$45,800,000	\$27,304,000	(\$18.5 MM)
Net Reduction in PC40% Local Funds			(\$47.1 MM)

Next Steps

- > Budget development – April 2024
- > Finalize budget - April/May 2024
- > Present draft budget to Board – May 2024
- > Seek Board approval of final budget - June 2024

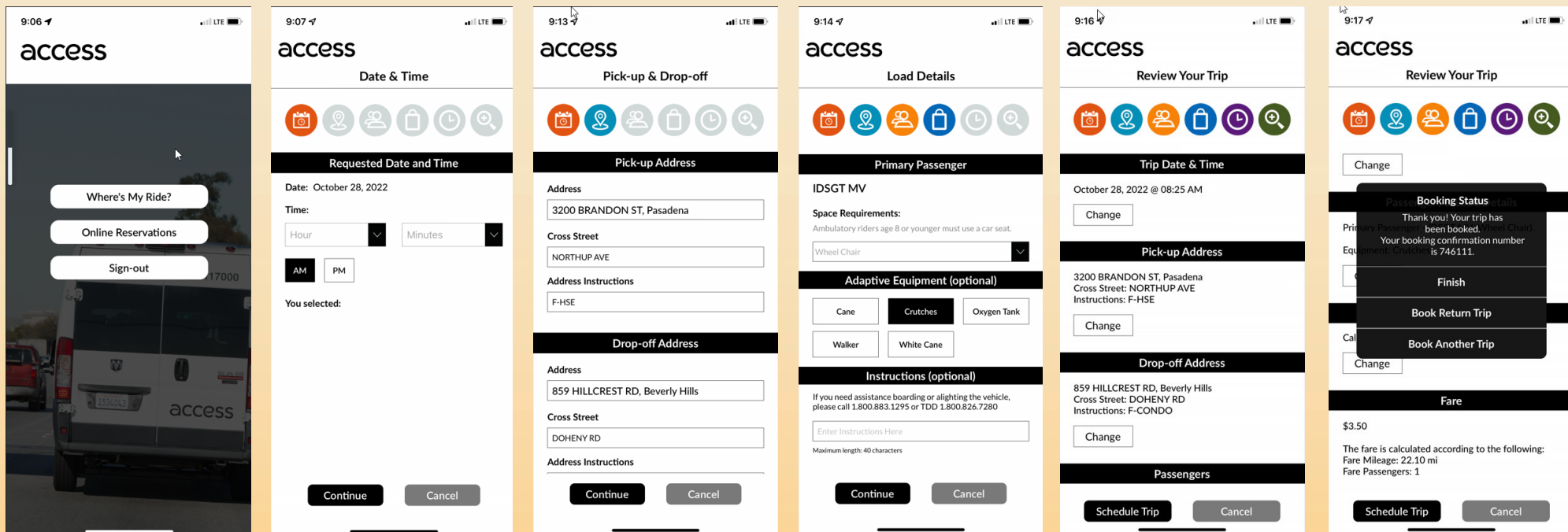
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Information Technology Update



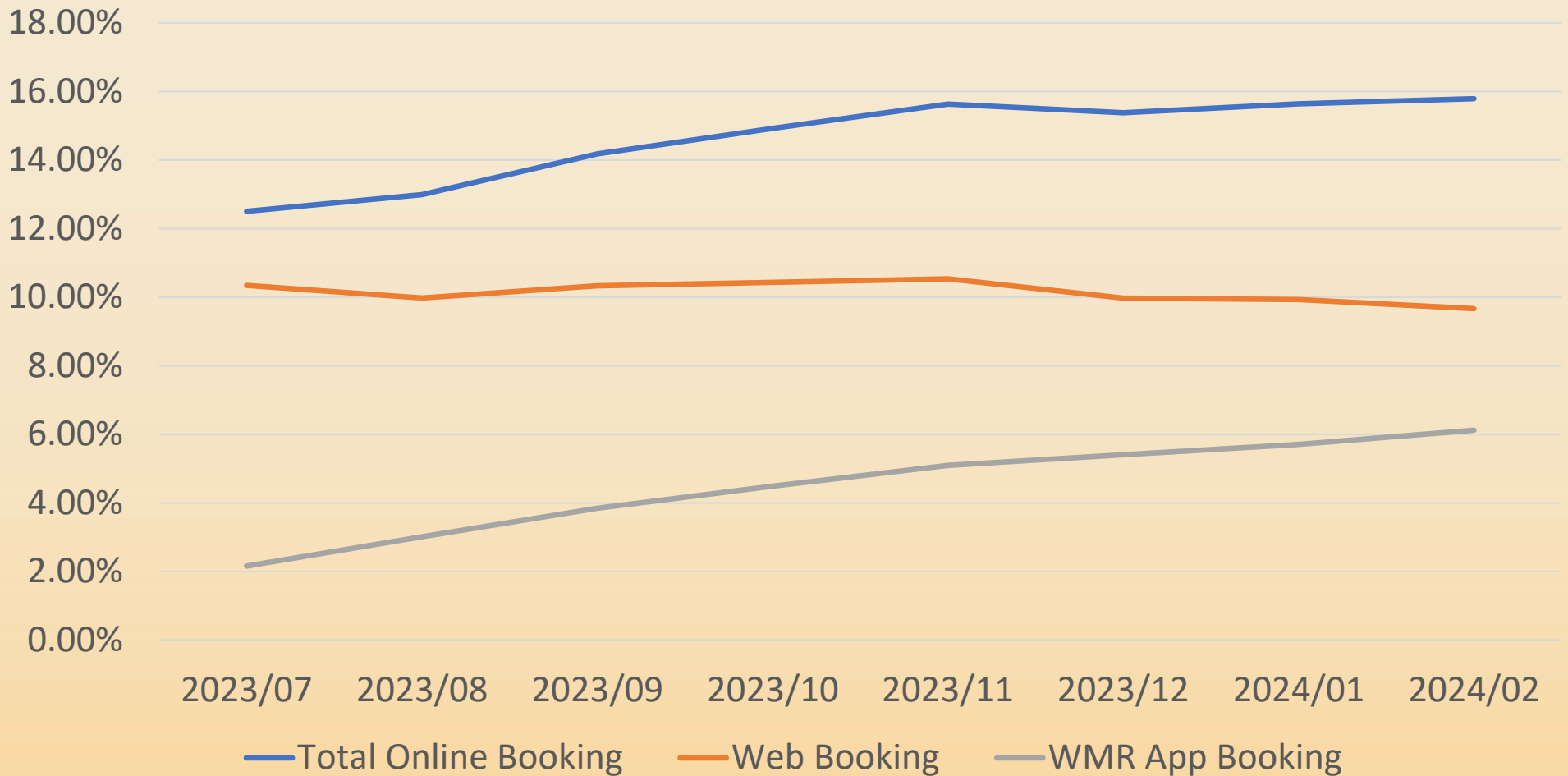
Where's My Ride(WMR) new features

- > Mobile Online Reservations – July 2023
- > New User Interface – July 2023
- > eWallet/Mobile Payment for Flex program – August 2023
- > Rider to Driver Communication – September 2023



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Online Reservations Statistics (01/2023 – 02/2024)

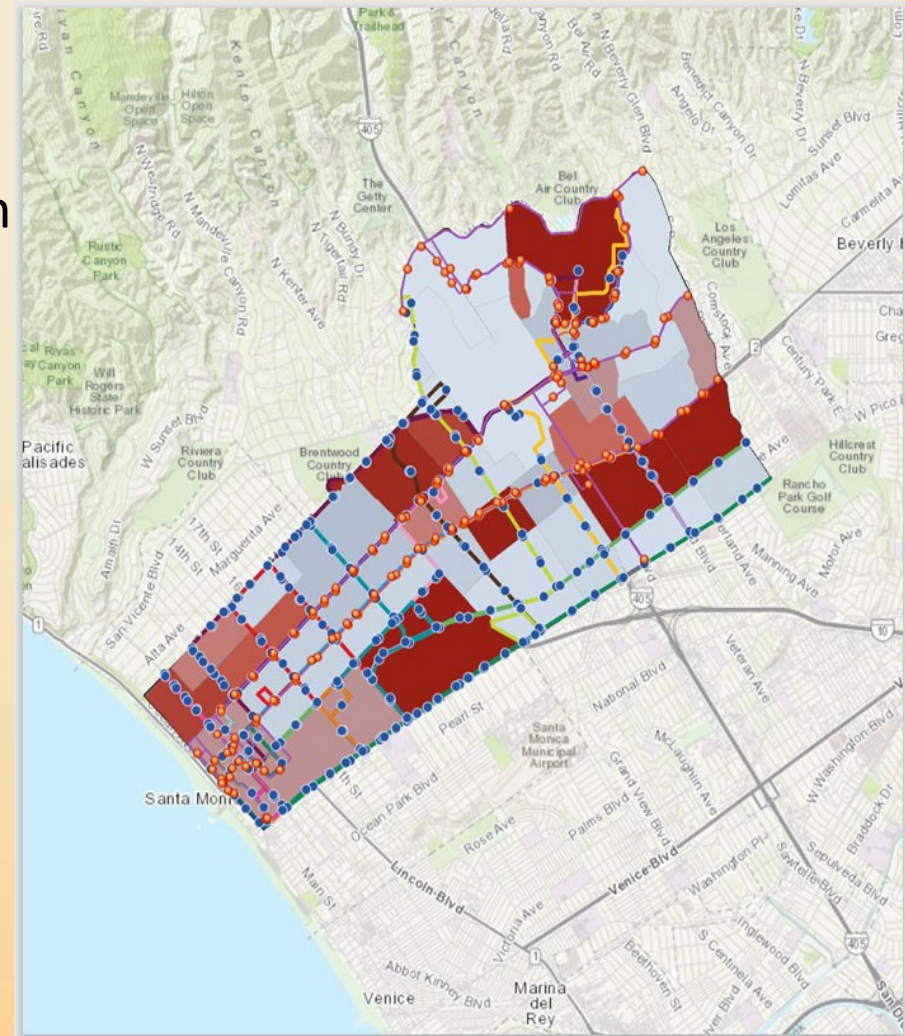


Cybersecurity Activities

- > Engaged with Center for Internet Security(CIS) to conduct Nationwide Cybersecurity Review(NCSR) in August 2023. Assessment report was produced in December 2023. Access Services scored 6.7 out of 7. The industry average is 5.0.
- > TSA Cybersecurity assessment: Engagement started in August 2023. Assessment completed in December 2023. Access has achieved Excellence in three of the five risks assessed and Satisfactory in the rest.
- > Completed annual cybersecurity audit on Antelope Valley region, Santa Clarita region and Alta Resources.
- > TSS Wireless 5M paratransit software review is scheduled to start in April 2024.

FHWA Advanced Transportation Technology And Innovation(ATTAIN) Program Grant

- > Application submitted on February 2, 2024, seeking \$16.2 million from FHWA with total budget amount of \$21.4 million for self-driving vehicle services focusing on ADA riders. Services will integrate with existing fixed route operations for 2028 Olympic/Paralympic games and beyond.
- > Service Area: 11.5 square mile geofenced area covering City of Santa Monica, Culver City, West Los Angeles and UCLA neighborhoods.



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FHWA Advanced Transportation Technology And Innovation(ATTAIN) Program Grant

- > Service Types:
 - > Service A: Circulator services connecting Expo Light Rail Station to UCLA campus
 - > Service B: First/Last mile on demand services
 - > Service C: On demand services on UCLA campus for passengers and goods
- > Key Partners/Stakeholders:
 - > UCLA: Institute of Transportation Studies; Events & Transportation; Center for Accessible Education; Mobility Center of Excellence on New Mobility & Automated Vehicles
 - > LA DOT, LA Metro, Culver City Bus, Santa Monica's Big Blue Bus, UCLA

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Other Activities

- > MTM Eligibility System Migration
- > On Premises Voice over Internet Protocol (VoIP) System migration to Cloud
- > Appointed as Chair of California Transit Association Information Technology Committee for the 2024-25 term
- > At APTA's request, assisting VDV (Association's of German Transport Companies) in organizing their autonomous vehicle study mission to the United States

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Operations Update



Statistics

	Jan. 2019	Jan. 2020	Jan. 2021	Jan. 2022	Jan. 2023	Jan. 2024
Vehicle Trips Completed	279,761	313,726	119,688	162,937	228,668	278,188
Passenger Trips Completed	358,078	399,410	145,431	204,530	281,788	341,487
Reservation Calls Answered	256,662	254,363	105,263	128,729	189,005	204,371
ETA Calls Answered	47,271	43,860	23,298	30,474	44,825	46,567

Statistics

	January 2023	January 2024	% Change
Vehicle Trips Completed	228,668	278,188	+22%
Passenger Trips Completed	281,788	341,487	+21%
Reservation Calls Answered	189,005	204,371	+8%
ETA Calls Answered	44,825	46,567	+4%
Online Reservations	22,561	40,704	+80%

Ridership Recovery - Monthly Vehicle Trips

Region	January 2020	January 2024	% Recovery
Southern	102,472	93,724	91.4%
Eastern	91,869	83,334	90.7%
West/Central	48,034	45,786	95.3%
Northern	53,912	40,795	75.6%
Antelope Valley	13,651	12,256	89.7%
Santa Clarita	3,758	2,284	60.7%
Systemwide	313,726	278,188	88.6%

Performance Report Card

Key Performance Indicator	Standard	Jan. 2024	FY24
On Time Performance	≥ 91%	93.2%	92.5%
Excessively Late Trips	≤ 0.10%	0.01%	0.02%
Excessively Long Trips	≤ 5%	3.6%	3.5%
Missed Trips	≤ 0.75%	0.27%	0.34%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	97.3%	96.9%
Average Hold Time in Seconds (Resv.)	≤ 120	37	52
Calls On Hold > 5 Min (Reservations)	≤ 5%	0.9%	1.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.1%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	1.8	2.1
Preventable Incidents per 100,000 Miles	≤ 0.25	0.29	0.19
Preventable Collisions per 100,000 Miles	≤ 0.75	0.83	0.84
Miles Between Road Calls	≥ 25,000	50,221	44,140

Vehicle Procurement Status

- > Build of 58 small Ram ProMasters continues
 - > 50 total units have been delivered as of 3/21/24
 - > Remaining units in production and are at various stages of completion
- > Build of 101 units started; 36 units delivered as of 3/21/24
- > Purchase request for 48 additional units has been made



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Current & Upcoming Vehicle Orders

Vehicle Type	# Ordered	# Completed	# Delivered to Contractor
Ram ProMaster 136	58	50	50
Ram ProMaster 136	101	36	36
Ram ProMaster 136	Purchase request issued	NA	NA
Ram ProMaster 136	Order of 67 Pending Board Approval	NA	NA
Turtle Top Class B & C Cutaway	Order of 3 Pending Board Approval	NA	NA

Access/Free Fare Usage

	9/2019-2/2020	9/2023-2/2024	
	% of riders	% of riders	
Free Fare trips only	32.3%	25.5%	
Access trips only	15.9%	20.3%	
Both Access trips and Free Fare trips	19.3%	18.8%	
Neither Access trips nor Free Fare trips	32.5%	35.4%	
	9/2019-2/2020	9/2023-2/2024	Variance
Access Eligible Riders	157,123	117,177	-25%
Access Trips	1,837,817	1,644,175	-11%
Free Fare Trips	11,404,805	5,636,864	-51%

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Access Riders Using TAP

- > A total of 965,237 taps in January 2024
- > January 2024 top five transit operators:
 - > Metro – 776,964 taps
 - > Foothill Transit – 44,655 taps
 - > Long Beach Transit – 42,829 taps
 - > Santa Monica Big Blue Bus – 25,630 taps
 - > Montebello Bus Lines – 18,952 taps

Trip Count by Customer Type

- > January 2024 completed trips by customer type:
 - > Ambulatory – 238,836
 - > Wheelchair – 26,219
 - > Oversized wheelchair – 13,066
 - > White cane – 7,178
 - > Service animal – 1,172