

23

PROPOSED
ANNUAL BUDGET

24

access

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MISSION & VISION

Mission

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

Vision

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions.

We accomplish this vision by:

- > Providing quality, efficient, safe and dependable ADA paratransit service.
- > Leading the national dialogue as an advocate for universal access to transportation.
- > Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.



ABOUT ACCESS

Access Services, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency (“CTSA”) and administers the Los Angeles County Coordinated Paratransit Plan (“Plan”) on behalf of the County’s 46 public fixed route operators (i.e., bus and rail). Pursuant to the Plan, Access facilitates the provision of complementary ADA paratransit services to certain persons with disabilities as required by 42 U.S.C. §12143 under the name “Access Paratransit.” Paratransit is an alternative mode of flexible passenger transportation that does not follow fixed routes or schedules. Typically, vans or mini-buses are used to provide paratransit service, but shared taxis are also important providers as a form of transportation. Complementary ADA paratransit is a federally mandated civil right for persons with disabilities who cannot ride the accessible public fixed route buses and trains.

Access Services facilitates Access Paratransit service by entering into and administering federally funded regional contracts with independent private transit providers, who, in turn, supply the reservation taking and transportation service in conformance with the Plan, applicable law and the contract. Access Services also leases vehicles to the regional providers at \$1 per month to help facilitate the provision of service under the contracts. In total, the Access Paratransit system provides more than 2.8 million trips per year to over 103,000 qualified disabled riders in a service area of over 1,950 square miles. Access Services receives its funding for these services from the Proposition C sales tax, Federal 5310 grants, Measure M sales tax and fare box revenue.

In its role as the Consolidated Transportation Services Agency (CTSA), Access Services acts as a state mandated facilitator charged with the development and implementation of regional coordination of social service transportation to seniors, persons with disabilities, the young, and the low-income disadvantaged.

SERVICE AREA

As required by applicable regulations, Access Paratransit service is available for any ADA paratransit eligible individual for any purpose to or from any location within $\frac{3}{4}$ of a mile of any fixed-route bus operated by the Los Angeles County public fixed-route bus operators and within $\frac{3}{4}$ of a mile around Metro Rail stations during the hours that the systems are operational.

The service area is divided into six regions and extends into portions of the surrounding counties of San Bernardino, Orange and Ventura that are served by Los Angeles County fixed-route bus lines. The transit providers for each of the regions are as follows:

- > Eastern Region – San Gabriel Transit
- > West Central Region – California Transit Inc.
- > Northern Region – MV Transportation
- > Southern Region – Global Paratransit
- > Santa Clarita Region – City of Santa Clarita
- > Antelope Valley Region – First Transit



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EXECUTIVE SUMMARY



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REARVIEW
EXEMPT

EXECUTIVE SUMMARY

Access' FY24 projected ridership is expected to continue its recovery from the COVID-19 pandemic. The FY24 ridership projection will still be 16% less than what was budgeted for FY20. Access is proposing a \$272.7 million budget to transport approximately 3.8 million passengers. The FY24 proposed

budget reflects a 8.2% increase in operating expenses (FY23 vs FY24), primarily due to projected ridership increases. Access continues to seek innovative ways to increase efficiency while providing high-quality paratransit service.

	22/23	23/24
Department		
Administration	10.7	11.9
Contract Operations & Management	195.0	210.1
CTSA Function	0.6	0.4
Eligibility	11.8	13.6
Operating Expense	218.1	235.9
Capital Expenditures	33.8	36.8
Total Expenditures	251.9	272.7



22/23 OVERVIEW

FY 2022/23 ACCOMPLISHMENTS

Customer Service

- > Implemented the new Customer Service Contract.
- > Introduced and distributed the new Access Flex Coupon.
- > Implemented the use of a TNC service, Uber, as a backup provider.
- > Enhanced the Contact Us and Coupon pages on Access' webpage.
- > Facilitated a new CAC Subcommittee dedicated to discussing and enhancing Customer Service functions.
- > Assisted with successfully facilitating two community meetings.

Eligibility

- > Developed scope of work for eligibility services for pending release in FY24.

Facilities

- > Entered into agreement with the City of Lancaster for the purchase of land to build operating facility in the Antelope Valley region.

Finance

- > Worked with Medical Care Providers (Medi-Cal) to establish a reimbursement process.
- > In conjunction with the planning department, obtained close to \$19 million in reimbursements from FEMA for work performed during the pandemic.
- > Updated Access' accounting manual's operating procedures to incorporate new federal language to comply with FTA requirements.
- > Updated Capital Planning process.
- > Successfully passed three (3) audits.

Government Affairs & Outreach

- > Returned to in-person outreach meetings at local, state, and federal levels.

FY22/23 CONT'D.

Information Technology

- > Concluded FTA Mobility for All grant project. The enhanced accessible mobile app provides comprehensive features that improve the rider experience. These features will be gradually introduced to Access riders.
- > Concluded FTA Transit Bus Automation Strategic Partnership grant project. The purpose-built accessible Society of Automotive Engineers (SAE) Level 4 autonomous vehicle was completed and showcased at various transit conferences.
- > Implemented ESRI ArcGIS to enable in-depth layer data integration for better service area planning.
- > Implemented Atlassian IT Ticketing System to improve IT services performance.
- > Assisted and partnered with the City of Santa Clarita Transit Department on FTA Low/No Emission grant application.
- > Completed IT Disaster Recovery plan and conducted IT Incident Response tabletop exercises with all six regional services providers, MTM and Alta Resources.
- > Implemented Northern region's online reservation via WMR mobile app.

Mobility Management

- > Assisted with Metro's outreach for the LIFE Program.

Operations

- > Implemented the agency's first comprehensive system safety plan to meet federal requirements – the Public Transportation Agency Safety Plan (PTASP).
- > Developed and facilitated procedures to properly allocate, track, and report expenditures related to the American Rescue Plan funding for high mileage vehicle repairs.
- > Developed relationships with machine shops and parts suppliers to manufacture parts no longer available from vehicle manufacturers to help maintain a safe reliable fleet.
- > Implemented new SmartDrive reporting and tracking procedures that have boosted camera operational compliance.
- > Implemented an aftermarket passenger occupant detection system in new vehicles (SeatLink), provided feedback on the design, and carried out vehicle reprogramming campaigns to facilitate the changes.

FY22/23 CONT'D.

- > Finalized new vehicle designs for both the large and small Ram ProMasters to replace Class A cutaways and the discontinued low floor Caravan. The first new vehicles were received in May 2023.
- > Located available Ford chassis and designed new Turtle Top Class B and C cutaways. The vehicle build started in May 2023.
- > Met the majority of the contractual performance standards despite significant operational challenges stemming from the COVID-19 pandemic.
- > Responded to COVID-19 related incidents in support of the agency, riders, contractors, and the community.
- > Completed 100% driver file compliance and annual continuous training audits for all six operating contracts.
- > Implemented a new audit of Access' Lost and Found Program to ensure proper cataloging and rider communication related to items left in vehicles.
- > Implemented safety bulletins to help the contractors focus on safety trends such as proper vehicle positioning and opening vehicle doors into traffic.
- > Activated Access' Emergency Operations Center (EOC) in February 2023 in response to severe weather in the Antelope Valley that impacted transfer trips; coordinated alternate transportation for stranded riders.
- > Hosted mental health awareness training offered by the Los Angeles County Department of Mental Health to better understand the diverse needs of the rider community; the training was well-attended by Access and contractor staff.
- > Prepared an updated scope-of-work for the Eastern Region and issued a Request for Proposal for a new contract.
- > Supported community events with Road Safety Inspectors including the Abilities Expo, MS Walk, and Los Angeles Marathon.
- > Worked with the Community Advisory Committee (CAC) and subcommittees to improve service quality.
- > Completed stand sign inventory, ordered new signs where needed, and distributed signs to property owners for final installation.

FY22/23 CONT'D.

Planning

- > Obligated a \$5 million grant award from FTA's American Rescue Plan (ARP) to fund a program for preventive maintenance, major component repairs and rehabilitation of ADA accessible vehicles that have exceeded their useful life.
- > Obligated \$561,000 in lapsing funds from Metro for use in Access' Enhanced Transfer Trip Program.
- > Launched a new Travel Training program with additional one-on-one trainings, group trainings and Orientation & Mobility (O&M) trainings for persons with visual impairments.
- > Completed a Travel Mode Survey to determine other transportation services that Access customers use throughout the County.
- > Coordinated FTA Triennial Reviews with Access member agencies to address questions related to ADA Complementary Paratransit services. Access did not have any findings.
- > Working with the HR department, implemented DEI staff training through the NeoGov platform.
- > Work with various CAC subcommittees to improve service for customers.
- > Implemented social media campaigns to advertise driver openings at Access' contractor facilities.
- > Implemented new designs for the Where's My Ride app.

OVERALL SYSTEM STATS

	21/22 Actual	22/23 Budget	23/24 Budget	
Performance	Eligibility Determinations	55,881	55,308	69,234
	Passengers	2,959,020	3,440,699	3,827,146
	Contract Revenue Miles	21,675,397	25,601,272	29,412,279
	Number of Trips	2,339,891	2,711,515	3,103,552
	Average Trip Distance	9.26	9.44	9.48
Purchased Transportation Cost	Cost per Trip	\$59.65	\$66.02	\$62.31
	Cost per Passenger	\$47.17	\$52.03	\$50.22
	Cost per Contract Revenue Mile	\$6.44	\$6.99	\$6.57

GOALS/PERFORMANCE STANDARDS

	Standard	FY22	FY23*	
Operations & Safety	On Time Performance	≥ 91%	89.8%	91.0
	Excessively Late Trips	≤ 0.10%	0.14%	0.05
	Excessively Long Trips	≤ 5%	3.6%	3.8
	Missed Trips	≤ 0.75%	0.59%	0.46
	Denials	≤ 0	6	4
	Access to Work On Time Performance	≥ 94%	95.6%	95.0
	Average Hold Time (Reservations)	≤ 120	66	61
	Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	2.4
	Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	2.0
	Complaints Per 1,000 Trips	≤ 4.0	3.2	2.8
	Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.2	0.19
	Preventable Collision Rate (per 100,000 miles)	≤ 0.75	0.74	0.86
	Miles Between Road Calls	≥ 25,000	58,758	40,333
	Customer Service	Average Initial Hold Time	≤ 180 sec	124
Calls on Hold > 5 Min		≤ 10%	14.8	2.4
Abandoned Calls		≤ 10%	4.2	0.9
Operations Monitoring Center	Average Initial Hold Time	≤ 180 sec	83	47
	Calls on Hold > 5 Min	≤ 10%	8.5%	3.5%
	Abandoned Calls	≤ 10%	6.1%	3.8%

*Through April 2023



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FY 2023/24 BUDGET

PLANNED FY 2023/24 INITIATIVES

Customer Service

- > Implement the Text to Chat feature in our Customer Service call center to expand our communication portals for customers.
- > Expand sales outlets of Access Fare coupons to other regions within Access' service area.
- > Initiate a new RFP for call center translation services and implement the new contract.

Eligibility

- > Issue Request For Proposals for eligibility services and prepare for contract transition in June 2024.
- > Prepare for change of eligibility term from 3 years to 5 years.

Facilities

- > Complete Antelope Valley operating facility architectural design phase.
- > Develop scope of work for construction services in the Antelope Valley.

Finance

- > Develop additional audit procedures and tools covering base operational contracts as well as recent program enhancements.
- > Partner with our IT Department in developing financial analysis tools to streamline trip audits for all six (6) regional providers.
- > Develop the FTA reimbursement process for the \$5 million 5307 ARPA vehicle maintenance grant covering repairs on the 300+ vehicles with over 250,000 miles.
- > Continue to work with Medi-Cal to establish additional revenue sources.

Government Affairs & Outreach

- > Return to 2-community meetings annually (virtually).
- > Secure briefings with new Board of Supervisors and City Council member offices.
- > Serve on host committee for the 2024 CalAct Conference (Pasadena).
- > Serve on volunteer committee for the 2023 COMTO National Conference (Los Angeles).
- > Work with Metro Staff on 2028 Olympics and Paralympics planning.

FY23/24 CONT'D.

Information Technology

- > Conduct accessible Society of Automotive Engineers (SAE) Level 4 autonomous vehicle operational demonstration at Rancho Los Amigos National Rehabilitation Center.
- > Implement StarLink Satellite backup connection for all sites.
- > Enable eWallet function for all riders via WMR mobile app.
- > Assist with TNC pilot project technical implementation.
- > Migrate local Mitel Voice over Internet Protocol (VoIP) system to Azure cloud.
- > Assist with electric vehicle pilot project.
- > Assist Fleet in selecting next generation fleet/asset management solution.
- > Assist Fleet in evaluating next generation in-vehicle camera system.
- > Help City of Santa Clarita Transit Department to implement online reservations.
- > Implement Mobile Device Management (MDM) solution to govern mobile devices.
- > Apply for technology related grants.

Mobility Management

- > Assist with development of driver outreach programs.
- > Re-establish network of in-person Mobility Management outreach events.

Operations

- > Implement the Transportation Network Company (TNC) Pilot Program to add resource capacity to the operation.
- > Develop an electric vehicle pilot program and place into service at least three electric vehicles.
- > Implement a vehicle-based video camera system upgrade to include a new ramp-view camera.
- > Continue supporting contractors with vehicle maintenance support for vehicles exceeding 250,000 miles.
- > Accept and place into service new vehicles including 159 small Ram ProMasters.
- > Streamline the Taxi Management database to create updated report functions.
- > Implement a new service contract in the Eastern Region.

FY23/24 CONT'D.

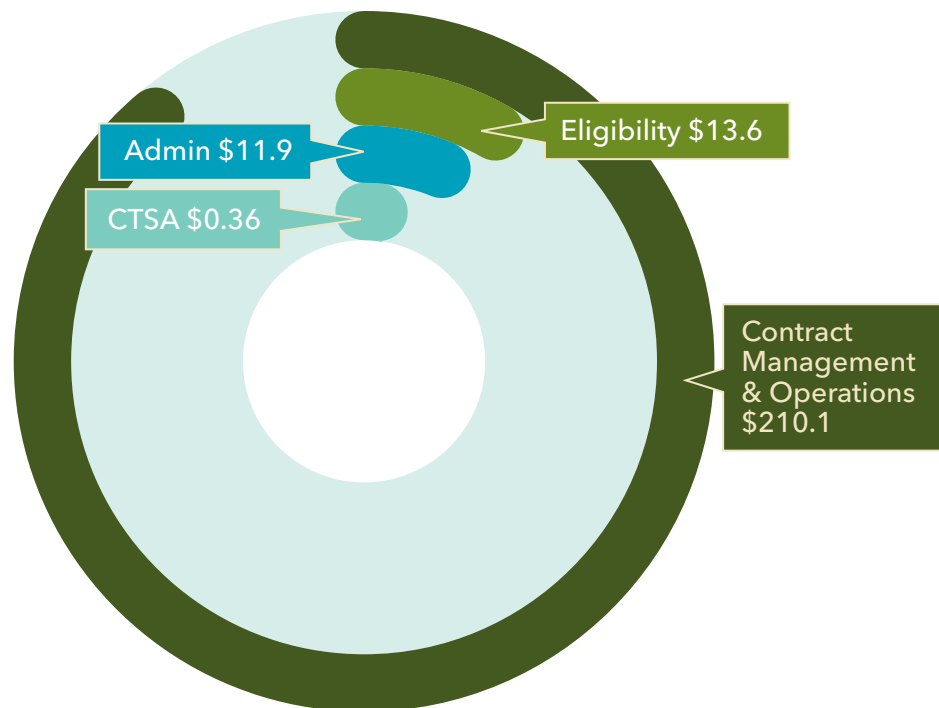
- > Prepare an updated scope-of-work for the West Central Region.
- > Evaluate transfer trip operations and consider possible improvements.
- > Continue to build emergency preparedness by conducting at least one tabletop exercise with staff and contractors.
- > Work with Cal State University Dominguez Hills to install stand signs at prominent pick-up and drop-off locations on campus.

Planning

- > Work with the Federal Emergency Management Agency (FEMA) to secure additional reimbursement for eligible COVID-19 expenses.
- > Update Grantee Management Plan.
- > Gradually transition CTSA Extension classes from virtual to in-person.
- > Update applicable policies and procedures as Access becomes a 5307 program recipient.
- > Work with Metro staff to transition Metro lapsing grant funds into an Access obligated project.
- > Introduce new policies and procedures for transitioning the Access to Work Program from federal to locally funded program.
- > Continue annual DEI training for staff.
- > Conduct the bi-annual Customer Satisfaction Survey of Access customers.

FY 2023/24 BUDGET SUMMARY

	FY2023/24 Budget	% of Total Budget	% of Operating Costs
Department Contract Management & Operations	\$210,061,137	77.0%	89.0%
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 & Capital Expenses	\$272,656,164		



FUNDING

	FY24 Budget	% of Total Funding	
Operating Funds	Local Funds	\$126,943,438	46.6%
	Measure M	\$17,700,000	6.5%
	Federal Section 5307	\$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 Funds	\$235,911,583	86.5%
	Capital	\$33,744,581	12.4%
	Building Fund	\$3,000,000	1.1%
Total Funding	\$272,656,164	100.0%	

ADMINISTRATION

	Expenses	% of Total Budget	% of Operating Costs
Salaries & Related Expense	\$6,652,490	2.4%	2.8%
Professional Services	\$1,911,748	0.7%	0.8%
Network & Telecom Maintenance	\$1,683,723	0.6%	0.7%
Office Rent	\$343,392	0.1%	0.1%
Insurance	\$343,068	0.1%	0.1%
Communications	\$313,080	0.1%	0.1%
Other Expense	\$125,292	0.0%	0.1%
Travel & Conference	\$100,008	0.0%	0.0%
Other Related Employee Expense	\$93,600	0.0%	0.0%
Promotions/Events	\$35,784	0.0%	0.0%
Temporary Personnel	\$66,600	0.0%	0.0%
Business Meetings & Meals	\$57,600	0.0%	0.0%
Postage/Mailing	\$45,540	0.0%	0.0%
Board Compensation	\$43,176	0.0%	0.0%
Office/Kitchen Supplies	\$43,008	0.0%	0.0%
Repair & Maintenance	\$32,004	0.0%	0.0%
Printed Materials	\$13,752	0.0%	0.0%
Administration Total	\$11,903,864	4.4%	5.0%

CTSA

	Expenses	% of Total Budget	% of Operating Costs
Salaries & Related Expense	\$268,355	0.1%	0.1%
Other Expense	\$37,600	0.0%	0.0%
Communications	\$21,600	0.0%	0.0%
Office Rent	\$16,932	0.0%	0.0%
Postage/Mailing	\$6,600	0.0%	0.0%
Promotions/Events	\$5,280	0.0%	0.0%
Office/Kitchen Supplies	\$2,172	0.0%	0.0%
Travel & Conference	\$2,004	0.0%	0.0%
Insurance	\$1,356	0.0%	0.0%
Business Meetings & Meals	\$1,200	0.0%	0.0%
CTSA Total	\$363,099	0.1%	0.2%

ELIGIBILITY

	Expenses	% of Total Budget	% of Operating Costs
Eligibility & Appeals	\$7,252,173	2.7%	3.1%
Purchased Transportation	\$4,138,679	1.5%	1.8%
Office Rent	\$565,260	0.2%	0.2%
Printed Materials	\$474,000	0.2%	0.2%
Salaries & Related Expense	\$467,192	0.2%	0.2%
Postage/Mailing	\$242,004	0.1%	0.1%
Communications	\$163,480	0.1%	0.1%
Insurance	\$98,580	0.0%	0.0%
Tether Pilot Program	\$95,355	0.0%	0.0%
Promotions/Events	\$47,568	0.0%	0.0%
Repair & Maintenance	\$24,000	0.0%	0.0%
Office/Kitchen Supplies	\$7,176	0.0%	0.0%
Network & Telecom Maintenance	\$4,200	0.0%	0.0%
Travel & Conference	\$2,496	0.0%	0.0%
Business Meetings & Meals	\$720	0.0%	0.0%
Other Expense	\$600	0.0%	0.0%
Eligibility Total	\$13,583,483	5.0%	5.8%

CONTRACT OPERATIONS

	Expenses	% of Total Budget	% of Operating Costs
Purchased Transportation	\$190,744,667	70.0%	80.9%
Insurance	\$8,191,092	3.0%	3.5%
Contracted Customer Service	\$3,209,262	1.2%	1.4%
Salaries & Related Expense	\$1,050,773	0.4%	0.4%
Network & Telecom Maintenance	\$701,972	0.3%	0.3%
Communications	\$222,440	0.1%	0.1%
Security	\$200,000	0.1%	0.1%
Professional Services	\$155,700	0.1%	0.1%
Vehicle Costs	\$60,000	0.0%	0.0%
Office Rent	\$59,256	0.0%	0.0%
Promotions/Events	\$35,004	0.0%	0.0%
Printed Materials	\$13,752	0.0%	0.0%
Office/Kitchen Supplies	\$10,344	0.0%	0.0%
Travel & Conference	\$2,004	0.0%	0.0%
Contract Operations Total	\$204,656,267	75.1%	86.8%

CONTRACT MANAGEMENT

	Expenses	% of Total Budget	% of Operating Costs
Salaries & Related Expense	\$2,918,025	1.1%	1.2%
Travel Training	\$1,278,349	0.5%	0.5%
Promotions/Events	\$462,556	0.2%	0.2%
Printed Materials	\$206,400	0.1%	0.1%
Office Rent	\$156,612	0.1%	0.1%
Communications	\$154,400	0.1%	0.1%
Vehicle Costs	\$112,596	0.0%	0.0%
Insurance	\$47,316	0.0%	0.0%
Postage/Mailing	\$28,596	0.0%	0.0%
Other Related Employee Expense	\$18,000	0.0%	0.0%
Office/Kitchen Supplies	\$9,336	0.0%	0.0%
Travel and Conference	\$8,004	0.0%	0.0%
Other Expense	\$4,200	0.0%	0.0%
Business Meetings & Meals	\$480	0.0%	0.0%
Contract Management Total	\$5,404,870	2.0%	2.3%

TOTAL OPERATING & CAPITAL BUDGET

	Expenses	% of Total Budget
Total Operating Budget	\$235,911,583	86.5%
Capital – Federal	\$25,137,781	9.2%
Capital – Local	\$8,606,800	3.2%
Capital – Building	\$3,000,000	1.1%
Total Capital	\$36,744,581	13.5%
Total Operating & Capital Budget	\$272,656,164	



FLEET DETAIL

Access plans to procure 246 replacement revenue vehicles in FY24. The planned purchase includes a combination of Ram ProMaster low floor vans, a smaller number of larger cutaway vehicles, Access' first electric vehicles, and 10 non-revenue vehicles. Many of the vehicles were previously ordered in FY21, 22 and 23, but orders were delayed due to pandemic and supply chain challenges. The new CalAct/MBTA pricing schedule has been updated, and staff will place additional vehicle orders for vehicles not ordered in previous years.

After several challenging years, the vehicle procurement environment is starting to turn positive. Access has on order 159 small low floor Ram ProMasters. That build started in May 2023 and is expected to be completed by December 2023. Eleven large low floor Ram ProMasters were delivered in June 2023. A build of 14 Turtle Top cutaways started May 15, 2023, and will be delivered by August 2023. An additional two StarCraft Cutaways were delivered May 2023 to the Antelope Valley contractor. An additional 60 revenue vehicles will be ordered in early FY24 depending on chassis availability.

Due to delays in vehicle deliveries, Access applied for and was granted a \$5 million federal grant through the American Rescue Plan Act (ARPA) to help refurbish existing revenue service vehicles to lengthen their useful life. Of that \$5 million, approximately \$1.5 million has been spent refurbishing the current fleet.

		Number of Vehicles
Fleet	Access-provided fleet	724
	Contractor-provided fleet	131
	Subcontract fleet	464
	Total	1,319

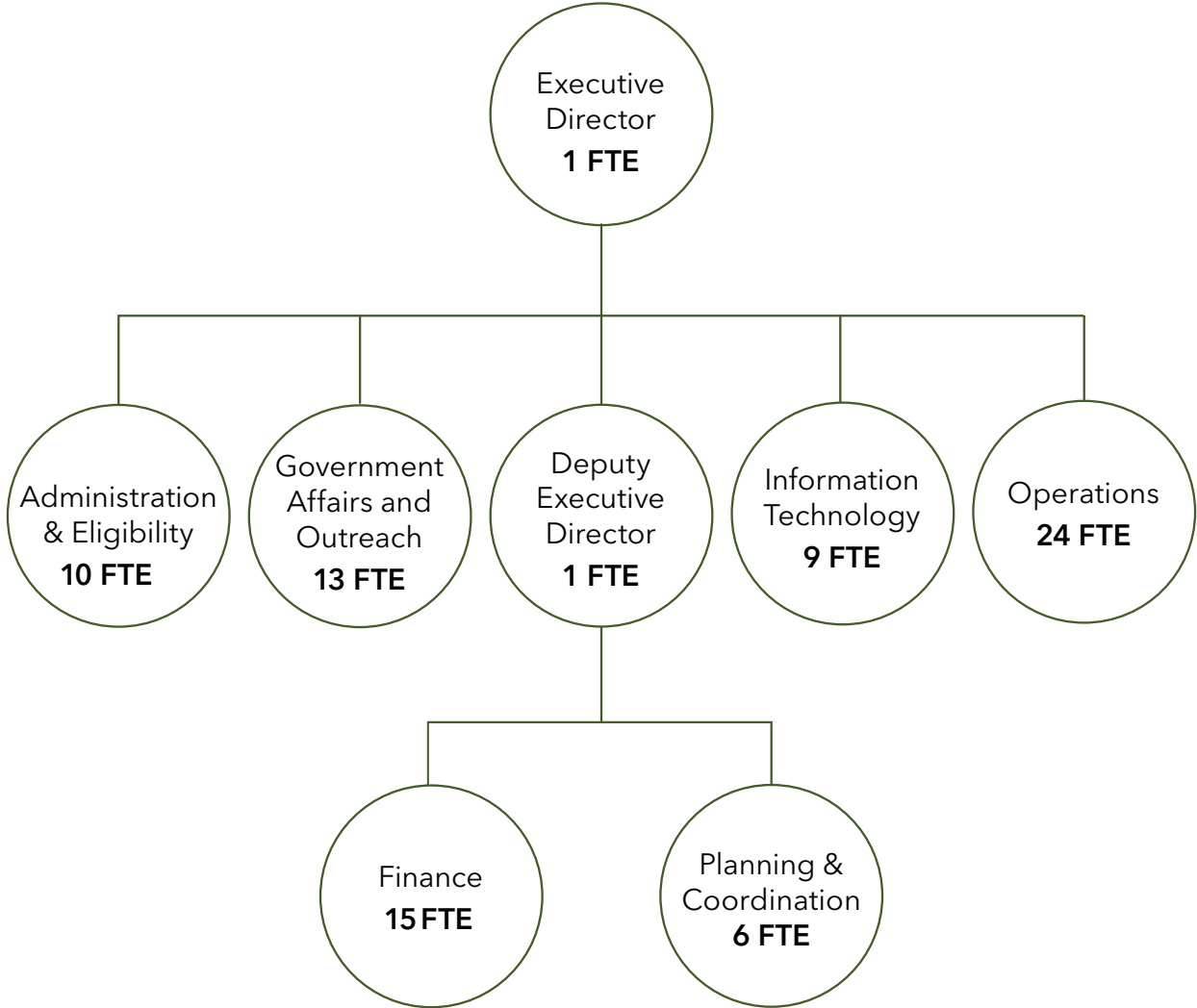
		Number of Access Provided Vehicles
Vehicle Type	Minivan	496
	MV-1	117
	Cutaway	90
	ProMaster Low Floor CNG	21
	Total	724

FLEET DETAIL CONT'D.

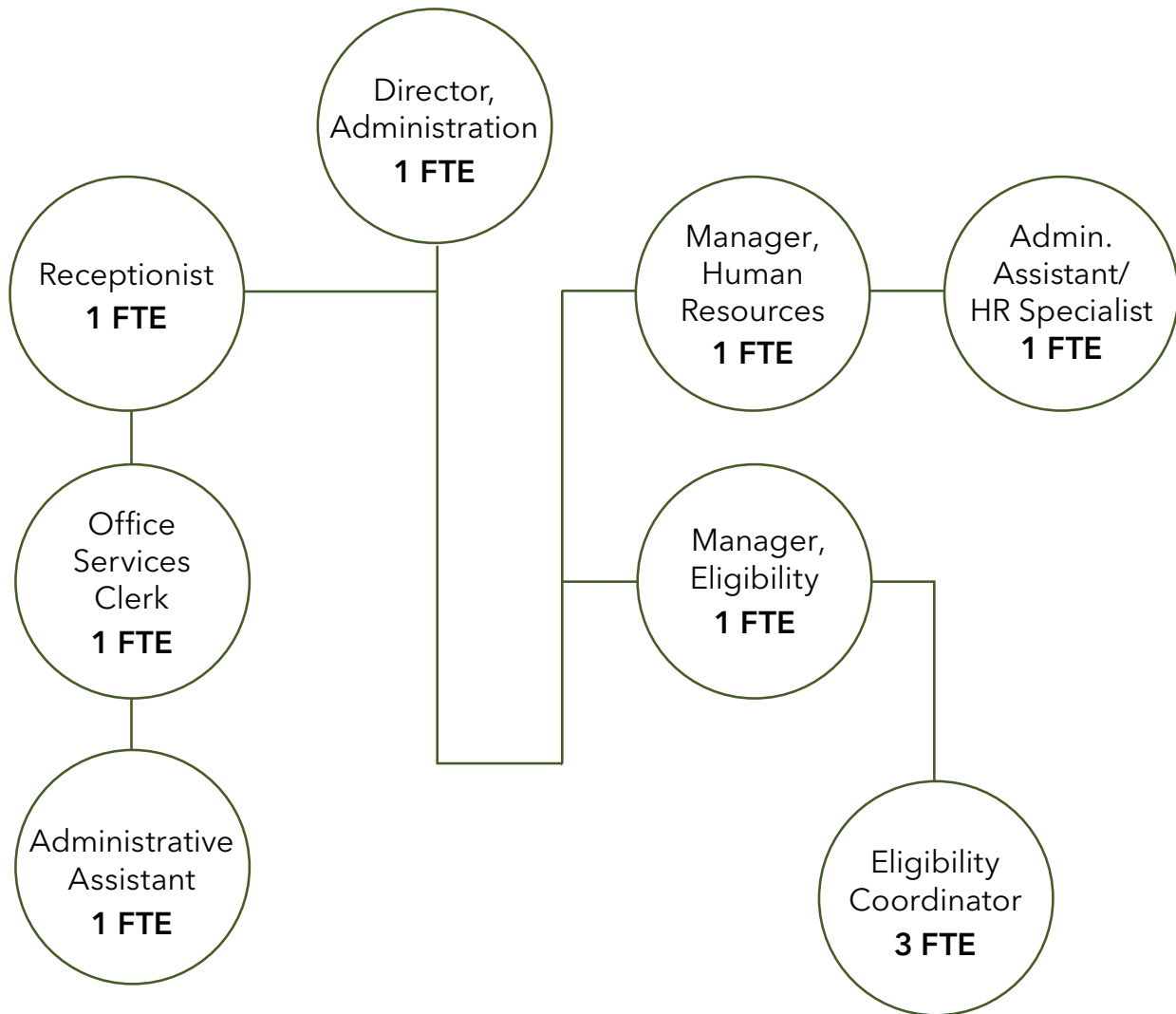
	Number of Access Provided Vehicles
Region	
Southern	234
Eastern	182
Northern	136
West Central	119
Antelope Valley	42
Santa Clarita	11
Total	724



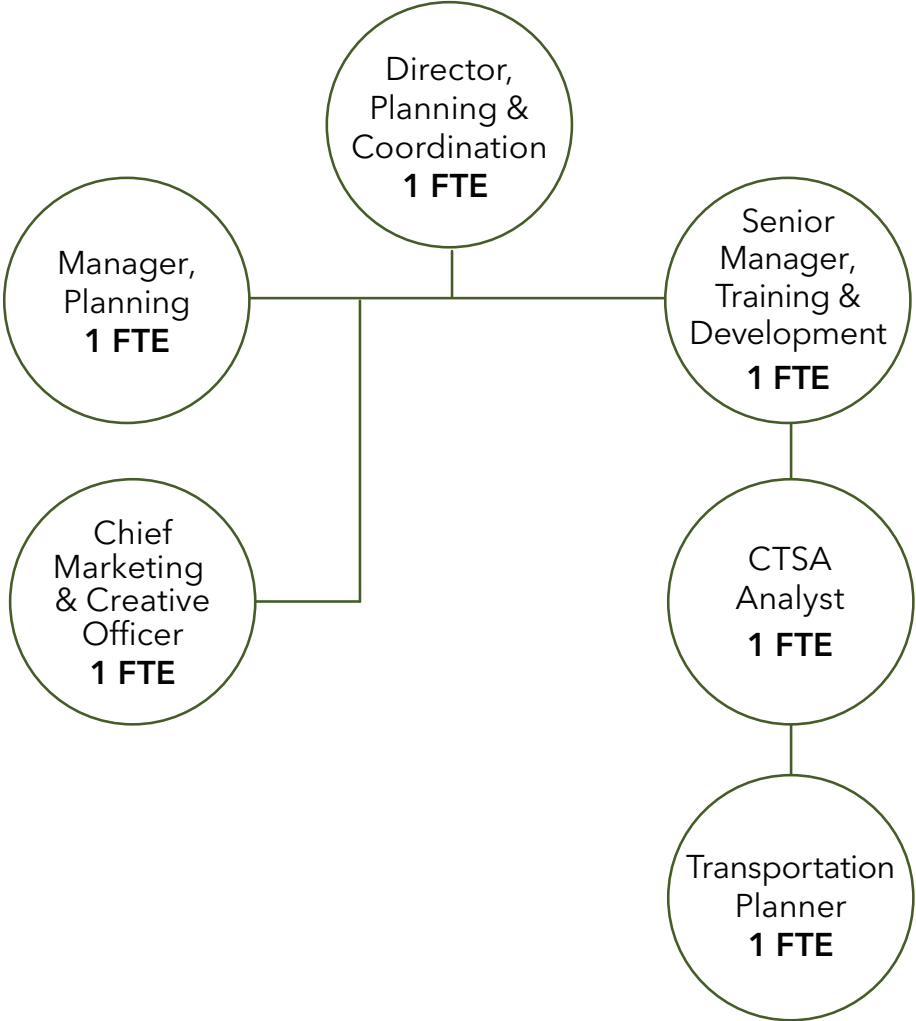
FTE SUMMARY



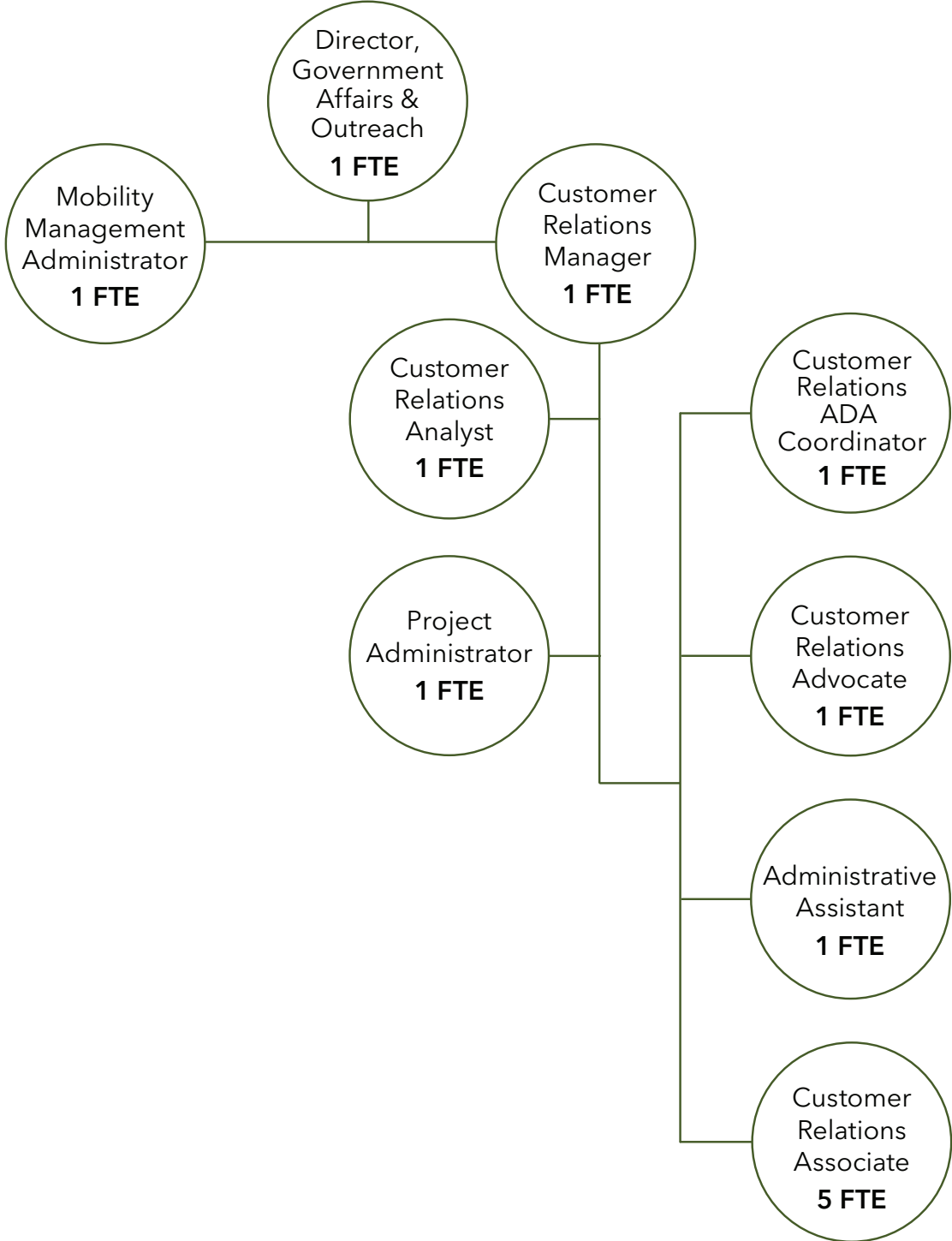
ADMINISTRATION & ELIGIBILITY



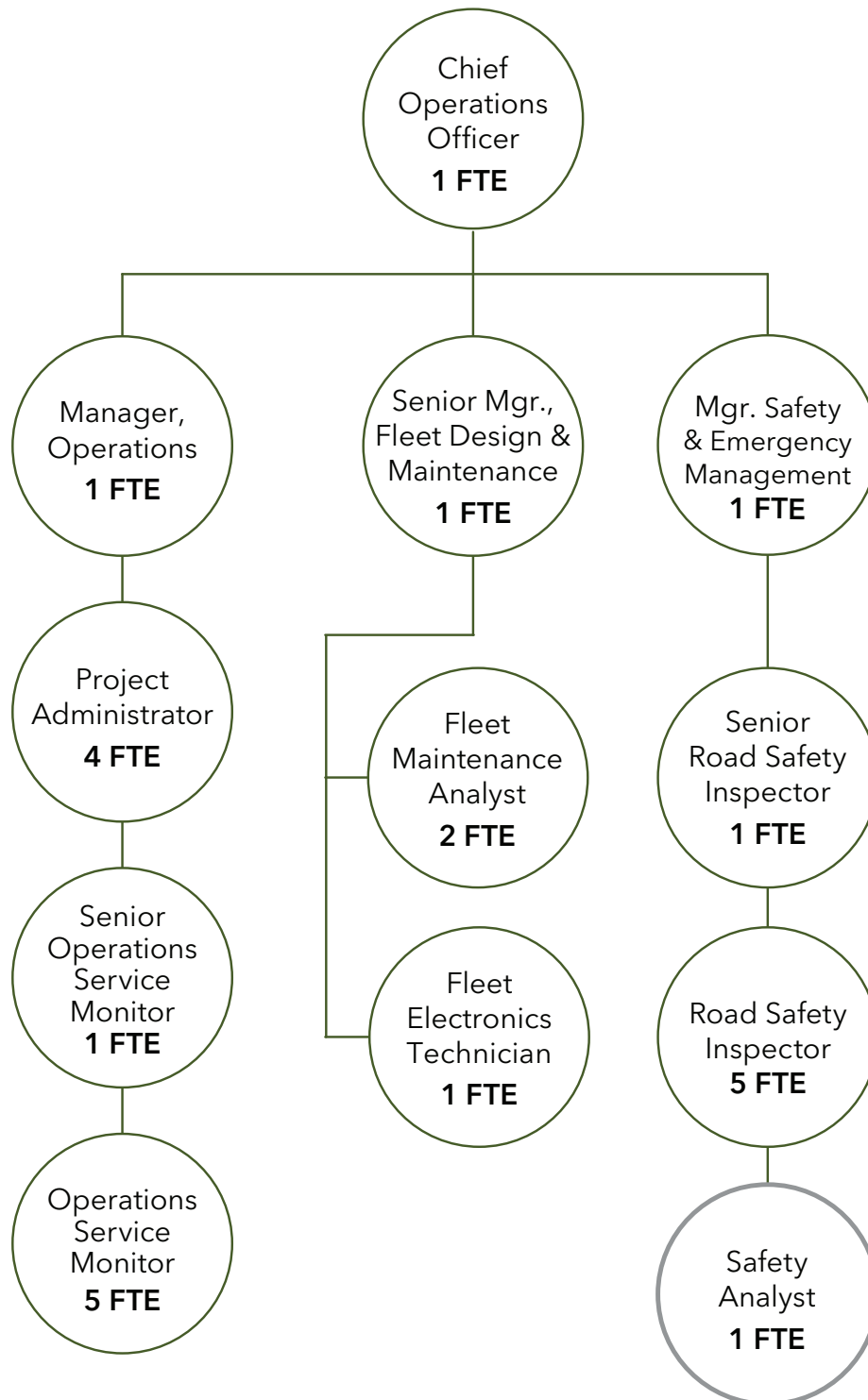
PLANNING & COORDINATION



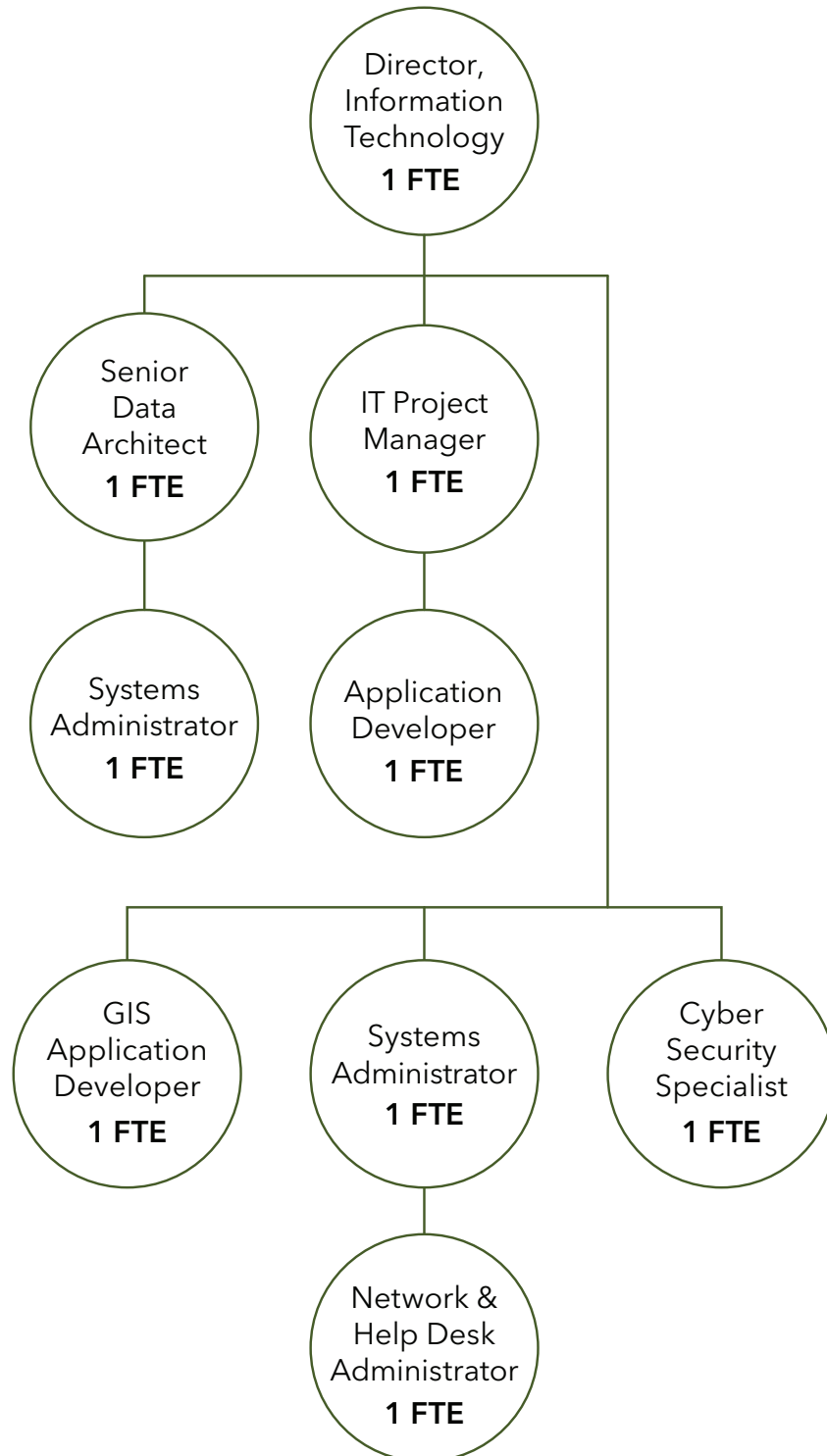
GOVERNMENT AFFAIRS & OUTREACH



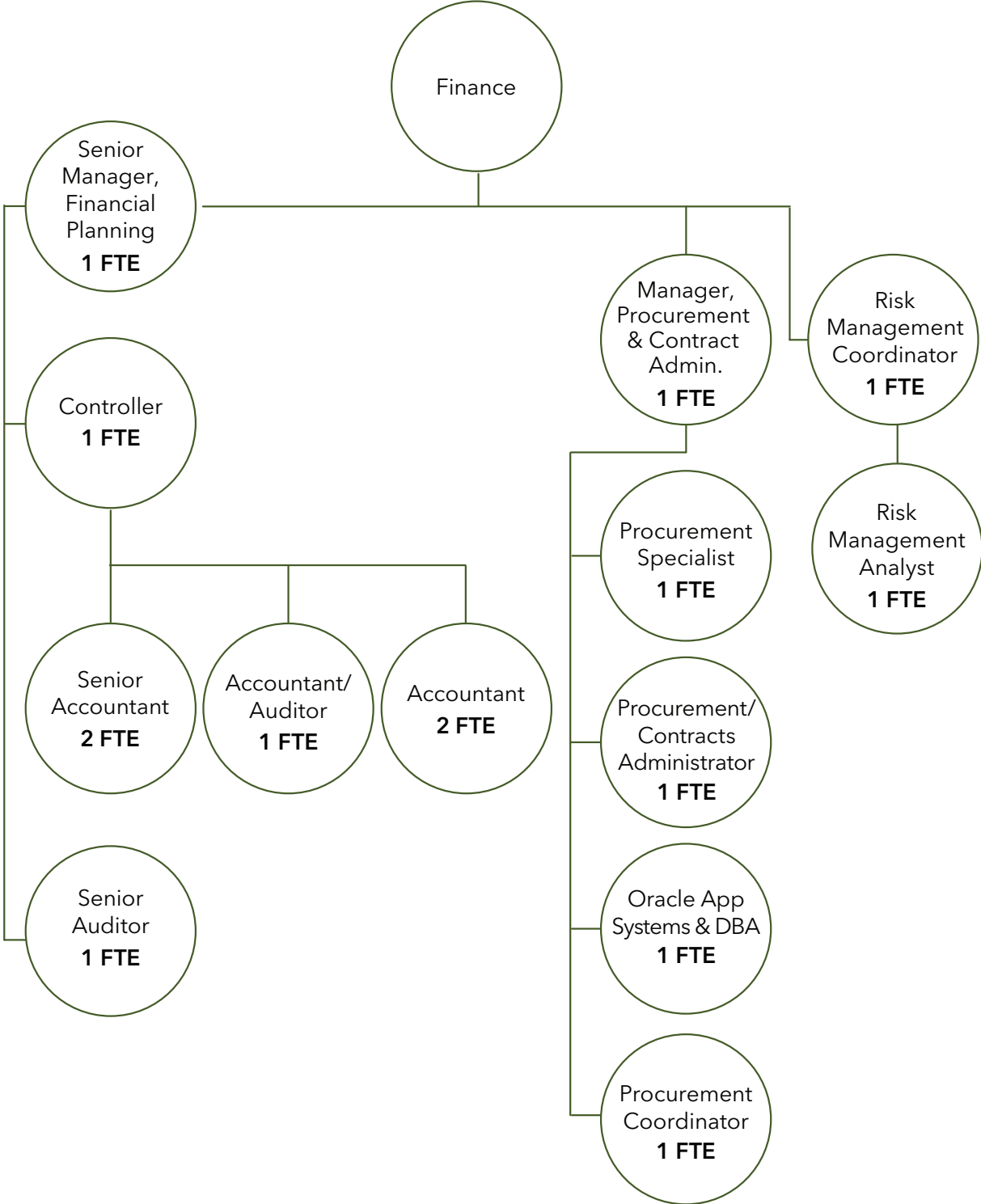
OPERATIONS



INFORMATION TECHNOLOGY



FINANCE



ANNUAL PAY SCHEDULE

		Minimum	Midpoint	Maximum
1	Assistant Administrative Analyst Receptionist Office Services Clerk	\$36,036	\$50,920	\$65,804
2	Accounting Clerk Administrative Assistant Assistant Procurement Specialist Auditor GIS Analyst Assistant	\$47,003	\$64,159	\$81,314
3	Communications Coordinator Compliance Specialist Customer Relations Associate Eligibility Coordinator Human Resources Specialist Mobility Management Counselor Operations Service Monitor Risk Management Coordinator Road Safety Inspector Senior Auditor Senior Customer Relations Associate Senior Mobility Mgmt. Counselor	\$56,403	\$77,555	\$98,706
4	Accountant Accountant/Auditor Customer Relations Advocate Business Analyst Procurement Specialist Safety Analyst Senior Operations Service Monitor Senior Road Safety Inspector	\$58,056	\$84,478	\$110,898
5	Customer Relations ADA Coordinator Community Liaison CTSA Analyst Customer Relations Analyst Fleet Maintenance Analyst Network & Helpdesk Analyst Procurement Coordinator Risk Management Analyst Senior Accountant Strategic Planner Systems Administrator Transportation Planner	\$70,677	\$103,610	\$136,544

	Minimum	Midpoint	Maximum
Accounting Supervisor			
Application Developer			
Chief Marketing and Creative Officer			
Customer Relations Administrator			
Cyber Security Specialist			
Emergency Management Coordinator			
Fleet Electronics Technician			
6 GIS Application Developer	\$78,250	\$121,735	\$165,218
IT Project Administrator			
Mobility Management Administrator			
Oracle App. System & DBA			
Procurement/Contracts Administrator			
Project Administrator			
Senior Application Developer			
Senior Database Architect			
Controller (Accounting)			
Manager, Customer Relations			
Manager, Human Resources			
Manager, Eligibility			
Manager, Operations			
Manager, Planning			
7 Mgr. Procurement & Contracts Admin.	\$103,493	\$151,703	\$199,914
Mgr. Safety & Emergency Mgmt			
Project Manager, IT			
Sr. Mgr., Fin., Planning & Analysis			
Sr. Mgr., Fleet Design & Maintenance			
Sr. Mgr., Operations			
Sr. Mgr., Training & Development			
Director, Administration			
8 Director, Government Affairs & Outreach	\$129,996	\$185,947	\$241,896
Director, Planning and Coordination			
Chief Operations Officer			
9 Director, Information Tech.	\$162,811	\$225,781	\$288,750
Deputy Executive Director			
10 Executive Director	\$214,557	\$283,416	\$352,275



CA EXEMPT
1437781

414554



Access Services
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accessla.org

access

Access Services
Budget Comparison by Cost Center
Fiscal Year Ending June 30, 2024

	Expenses	% of Total Budget	% of Oper Costs
ADMINISTRATION			
Salaries & Related Expense	\$6,652,490	2.4%	2.8%
Professional Services	\$1,911,748	0.7%	0.8%
Network & Telecom Maintenance	\$1,683,723	0.6%	0.7%
Office Rent	\$343,392	0.1%	0.1%
Insurance	\$343,068	0.1%	0.1%
Communications	\$313,080	0.1%	0.1%
Other Expense	\$125,292	0.0%	0.1%
Travel and Conference	\$100,008	0.0%	0.0%
Other Related Employee Expense	\$93,600	0.0%	0.0%
Promotions/Events	\$35,784	0.0%	0.0%
Temporary Personnel	\$66,600	0.0%	0.0%
Business Meetings & Meals	\$57,600	0.0%	0.0%
Postage/Mailing	\$45,540	0.0%	0.0%
Board Compensation	\$43,176	0.0%	0.0%
Office/Kitchen Supplies	\$43,008	0.0%	0.0%
Repair & Maintenance	\$32,004	0.0%	0.0%
Printed Materials	\$13,752	0.0%	0.0%
ADMINISTRATION Total	\$11,903,864	4.4%	5.0%
CTSA			
Salaries & Related Expense	\$268,355	0.1%	0.1%
Other Expense	\$37,600	0.0%	0.0%
Communications	\$21,600	0.0%	0.0%
Office Rent	\$16,932	0.0%	0.0%
Postage/Mailing	\$6,600	0.0%	0.0%
Promotions/Events	\$5,280	0.0%	0.0%
Office/Kitchen Supplies	\$2,172	0.0%	0.0%
Travel and Conference	\$2,004	0.0%	0.0%
Insurance	\$1,356	0.0%	0.0%
Business Meetings & Meals	\$1,200	0.0%	0.0%
CTSA Total	\$363,099	0.1%	0.2%

Access Services
Budget Comparison by Cost Center
Fiscal Year Ending June 30, 2024

	Expenses	% of Total Budget	% of Oper Costs
ELIGIBILITY			
Eligibility and Appeals	\$7,252,173	2.7%	3.1%
Purchased Transportation	\$4,138,679	1.5%	1.8%
Office Rent	\$565,260	0.2%	0.2%
Printed Materials	\$474,000	0.2%	0.2%
Salaries & Related Expense	\$467,192	0.2%	0.2%
Postage/Mailing	\$242,004	0.1%	0.1%
Communications	\$163,480	0.1%	0.1%
Insurance	\$98,580	0.0%	0.0%
Tether Pilot Program	\$95,355	0.0%	0.0%
Promotions/Events	\$47,568	0.0%	0.0%
Repair & Maintenance	\$24,000	0.0%	0.0%
Office/Kitchen Supplies	\$7,176	0.0%	0.0%
Network & Telecom Maintenance	\$4,200	0.0%	0.0%
Travel and Conference	\$2,496	0.0%	0.0%
Business Meetings & Meals	\$720	0.0%	0.0%
Other Expense	\$600	0.0%	0.0%
ELIGIBILITY Total	\$13,583,483	5.0%	5.8%
CONTRACT OPERATIONS			
Purchased Transportation	\$190,744,667	70.0%	80.9%
Insurance	\$8,191,092	3.0%	3.5%
Contracted Customer Service	\$3,209,262	1.2%	1.4%
Salaries & Related Expense	\$1,050,773	0.4%	0.4%
Network & Telecom Maintenance	\$701,972	0.3%	0.3%
Communications	\$222,440	0.1%	0.1%
Security	\$200,000	0.1%	0.1%
Professional Services	\$155,700	0.1%	0.1%
Vehicle Costs	\$60,000	0.0%	0.0%
Office Rent	\$59,256	0.0%	0.0%
Promotions/Events	\$35,004	0.0%	0.0%
Printed Materials	\$13,752	0.0%	0.0%
Office/Kitchen Supplies	\$10,344	0.0%	0.0%
Travel and Conference	\$2,004	0.0%	0.0%
CONTRACT OPERATIONS Total	\$204,656,267	75.1%	86.8%

Access Services
Budget Comparison by Cost Center
Fiscal Year Ending June 30, 2024

	Expenses	% of Total Budget	% of Oper Costs	
CONTRACT MANAGEMENT				
Salaries & Related Expense	\$2,918,025	1.1%	1.2%	
Travel Training	\$1,278,349	0.5%	0.5%	
Promotions/Events	\$462,556	0.2%	0.2%	
Printed Materials	\$206,400	0.1%	0.1%	
Office Rent	\$156,612	0.1%	0.1%	
Communications	\$154,400	0.1%	0.1%	
Vehicle Costs	\$112,596	0.0%	0.0%	
Insurance	\$47,316	0.0%	0.0%	
Postage/Mailing	\$28,596	0.0%	0.0%	
Other Related Employee Expense	\$18,000	0.0%	0.0%	
Office/Kitchen Supplies	\$9,336	0.0%	0.0%	
Travel and Conference	\$8,004	0.0%	0.0%	
Other Expense	\$4,200	0.0%	0.0%	
Business Meetings & Meals	\$480	0.0%	0.0%	
CONTRACT MANAGEMENT Total		\$5,404,870	2.0%	2.3%
Total Operating Budget		\$235,911,583	86.5%	100.0%
Capital				
Capital - Federal	\$25,137,781	9.2%		
Capital - Local	\$8,606,800	3.2%		
Capital - Building	\$3,000,000			
Capital Total		\$36,744,581	13.5%	
Total Operating and Capital Budget		\$272,656,164	100.00%	

Access Services

Budget Comparison by Expenditure Fiscal Year Ending June 30, 2024

Category	FY23 Projection	FY23 Budget	FY24 Budget
Purchased Transportation	\$179,608,780	\$181,516,334	\$194,883,346
Salaries & Related Expense	\$10,089,565	\$10,457,526	\$11,356,836
Insurance	\$8,093,870	\$7,861,608	\$8,681,412
Eligibility and Appeals	\$5,657,216	\$6,234,443	\$7,252,173
Contracted Customer Service	\$2,637,059	\$2,161,406	\$3,209,262
NW & Telecom Maintenance	\$2,006,847	\$2,347,069	\$2,389,895
Professional Services	\$1,318,395	\$1,860,464	\$2,067,448
Office Rent	\$1,076,133	\$1,080,408	\$1,141,452
Travel Training	\$973,738	\$946,978	\$1,278,349
Communications	\$811,925	\$846,480	\$875,000
Printed Materials	\$686,571	\$598,008	\$707,904
Promotions/Events	\$391,302	\$556,192	\$586,192
Postage/Mailing	\$301,223	\$293,400	\$322,740
Security	\$200,000	\$200,000	\$200,000
Vehicle Costs	\$178,969	\$447,996	\$172,596
Other Expense	\$162,230	\$126,680	\$167,692
Travel and Conference	\$111,747	\$84,516	\$114,516
Tether Program	\$75,710	\$93,739	\$95,355
Other Related Employee Expense	\$70,195	\$111,600	\$111,600
Repair & Maintenance	\$49,200	\$56,200	\$56,004
Office/Kitchen Supplies	\$41,430	\$48,016	\$72,036
Board Compensation	\$22,603	\$36,900	\$43,176
Temporary Personnel	\$29,611	\$66,600	\$66,600
Business Meetings & Meals	\$9,607	\$60,000	\$60,000
TOTAL OPERATING EXPENDITURES	\$214,603,925	\$218,092,562	\$235,911,583
Year over Year Percent Change	42.4%	44.7%	8.2%
Capital			
Federal		\$11,743,857	\$25,137,781
Local	\$302,000	\$22,038,470	\$8,606,800
Facilities			\$3,000,000
CAPITAL EXPENDITURES	\$302,000	\$33,782,327	\$36,744,581
TOTAL OPERATING & CAPITAL EXPENDITURES	\$214,905,925	\$251,874,890	\$272,656,164

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Income		
LA County Prop C Funds	\$67,234,813	\$124,465,498
Federal Section 5310/5307	\$73,000,000	\$80,000,000
ARPA High Mileage Vehicles	\$50,010,201	\$2,000,000
Measure M	\$15,500,000	\$17,700,000
Passenger Revenues	\$8,621,636	\$8,844,435
Prior Yr Operating - Prop C	\$2,387,803	\$2,477,940
Federal Section 5317	\$576,000	\$0
Misc Revenue	\$614,866	\$276,466
Federal Section 5317 - SAE	\$147,244	\$147,244
Income Total	\$218,092,562	\$235,911,583
Facilities Fund		\$3,000,000
Federal 5310 (Current)		\$14,749,200
Federal 5310/16 (Carryover)	\$12,553,710	\$10,388,581
Prop C - New	\$21,836,007	\$1,317,000
Prop C - Carryover	\$202,463	\$7,289,800
Capital Total	\$34,592,180	\$36,744,581
Total Funding	\$251,874,890	\$272,656,164

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
ADMINISTRATION		
Salaries & Related Expense		
Salaries	\$4,588,702	\$4,939,096
CalPERS Retirement Contribution-Employer	\$506,994	\$607,920
Health	\$468,920	\$601,672
CalPERS Retirement Pickup	\$163,795	\$173,537
Worker's Compensation	\$128,860	\$142,662
Medicare	\$63,880	\$68,501
Dental	\$33,012	\$45,553
Life/LTD	\$25,904	\$30,329
Qualified Transportation	\$15,264	\$20,000
CA Unemployment Tax	\$16,492	\$17,794
Vision	\$4,504	\$5,425
Educational Assistance	\$20,000	
Salaries & Related Expense Total	\$6,036,327	\$6,652,490
Professional Services		
Consulting - Other	\$1,134,672	\$1,272,492
Legal Fees	\$429,996	\$494,496
Other Professional Services	\$128,000	\$140,800
Interpretation/Translation	\$3,600	\$3,960
Professional Services Total	\$1,696,268	\$1,911,748
NW & Telecom Maintenance		
Network Support	\$550,919	\$1,125,719
Computer - Soft License/Maintenance	\$428,000	\$240,000
Network Support - Consulting	\$342,000	\$175,000
Computer - Supplies/Exp Equip	\$126,008	\$110,004
Computer - Website Development	\$141,000	\$30,000
Telephone System Consulting/Maintenance	\$0	\$3,000
NW & Telecom Maintenance Total	\$1,587,927	\$1,683,723
Office Rent		
Office/Storage Rent	\$343,392	\$343,392
Office Rent Total	\$343,392	\$343,392
Insurance		
Ins - Directors & Officers	\$146,244	\$199,500
Ins - Cyber Liability	\$25,512	\$50,616
Ins - Coml Genl Liab	\$25,596	\$31,716
Ins - Umb & Bus Auto	\$27,252	\$31,092
Ins - Earthquake Coverage	\$12,480	\$16,416
Ins - Prof Liab	\$11,268	\$13,728
Insurance Total	\$248,352	\$343,068
Communications		

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Telephone	\$132,000	\$160,000
Communications	\$36,000	\$70,000
Telephone - Cell Phone/Pagers	\$82,680	\$64,000
Frame Relay/T1 - Expense	\$18,000	\$14,880
800 Line Service	\$4,200	\$4,200
Communications Total	\$272,880	\$313,080
Other Expense		
Miscellaneous	\$24,000	\$36,000
Interest Expense		\$25,000
Banking Fees	\$24,000	\$24,000
Professional Memberships	\$17,592	\$17,592
Equipment/Other Rental	\$8,488	\$12,500
Mileage and Parking	\$9,600	\$9,600
Public Notice Advertising Expenses	\$600	\$600
Other Expense Total	\$84,280	\$125,292
Travel and Conference		
Travel and Conference	\$70,008	\$100,008
Travel and Conference Total	\$70,008	\$100,008
Other Related Employee Expense		
Empl Dev/Training/Appreciation	\$45,000	\$45,000
Payroll Processing Services	\$40,000	\$40,000
Recruitment Advertising & Fees	\$8,000	\$8,000
Subscription/References	\$600	\$600
Other Related Employee Expense Total	\$93,600	\$93,600
Temporary Personnel		
Salaries - Temp	\$66,600	\$66,600
Temporary Personnel Total	\$66,600	\$66,600
Business Meetings & Meals		
Annual Meeting	\$36,000	\$36,000
Business Meetings & Meals	\$21,600	\$21,600
Business Meetings & Meals Total	\$57,600	\$57,600
Postage/Mailing		
Postage/Mailing/Courier	\$41,400	\$45,540
Postage/Mailing Total	\$41,400	\$45,540
Board Compensation		
Board and Advisory Committee Compensation	\$36,900	\$43,176
Board Compensation Total	\$36,900	\$43,176
Office/Kitchen Supplies		
Office Supplies	\$23,500	\$38,004
Kitchen Supplies	\$3,336	\$5,004
Office/Kitchen Supplies Total	\$26,836	\$43,008

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Promotions/Events		
Metro Studio/Design	\$19,284	\$23,784
Promotional Activities	\$12,000	\$12,000
Driver Incentive Program		\$0
Promotions/Events Total	\$31,284	\$35,784
Repair & Maintenance		
Office Facilities	\$2,400	\$28,404
Office Equipment	\$3,600	\$3,600
Repair & Maintenance Total	\$6,000	\$32,004
Printed Materials		
Pub/Prtng/Cpng	\$12,504	\$13,752
Printed Materials Total	\$12,504	\$13,752
Provision For Income Tax		
Provision for Income Tax	\$0	\$0
Provision For Income Tax Total	\$0	\$0
ADMINISTRATION Total	\$10,712,158	\$11,903,864

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
CONTRACT MANAGEMENT		
Salaries & Related Expense		
Salaries	\$1,829,834	\$2,110,544
Health	\$280,289	\$309,400
CalPERS Retirement Contribution-Employer	\$206,630	\$259,419
Worker's Compensation	\$63,099	\$72,829
CalPERS Retirement Pickup	\$58,155	\$69,031
Medicare	\$25,361	\$28,894
Dental	\$13,416	\$15,774
Educational Assistance		\$15,000
Life/LTD	\$10,284	\$12,793
Qualified Transportation	\$9,328	\$11,500
CA Unemployment Tax	\$9,548	\$9,982
Vision	\$3,637	\$2,859
Salaries & Related Expense Total	\$2,509,581	\$2,918,025
Travel Training		
Travel Training	\$946,978	\$1,278,349
Travel Training Total	\$946,978	\$1,278,349
Promotions/Events		
Driver Incentive Program	\$249,996	\$289,996
Metro Studio/Design	\$87,852	\$108,360
Community Meeting	\$37,200	\$37,200
Promotional Activities	\$67,000	\$24,000
PAX - Compli Fares/Misc Reimb	\$5,004	\$3,000
Promotions/Events Total	\$447,052	\$462,556
Printed Materials		
Pub/Prtnng/Cpng	\$168,000	\$206,400
Printed Materials Total	\$168,000	\$206,400
Office Rent		
Office/Storage Rent	\$156,612	\$156,612
Office Rent Total	\$156,612	\$156,612
Communications		
Telephone - Cell Phone/Pagers	\$123,120	\$129,600
Frame Relay/T1 - Expense	\$30,000	\$24,800
Communications Total	\$153,120	\$154,400
Vehicle Costs		
Veh - Staff - Gas/Car Wash	\$30,000	\$57,600
R & M/Other	\$54,996	\$54,996
Vehicle Costs Total	\$84,996	\$112,596
Insurance		
Ins - Umb & Bus Auto	\$41,472	\$47,316

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Insurance Total	\$41,472	\$47,316
Postage/Mailing		
Postage/Mailing/Courier	\$26,004	\$28,596
Postage/Mailing Total	\$26,004	\$28,596
Other Related Employee Expense		
Emergency Supplies	\$18,000	\$18,000
Other Related Employee Expense Total	\$18,000	\$18,000
Office/Kitchen Supplies		
Office Supplies	\$5,004	\$6,672
Kitchen Supplies	\$1,776	\$2,664
Office/Kitchen Supplies Total	\$6,780	\$9,336
Travel and Conference		
Travel and Conference	\$8,004	\$8,004
Travel and Conference Total	\$8,004	\$8,004
Other Expense		
Professional Memberships	\$4,200	\$4,200
Other Expense Total	\$4,200	\$4,200
Business Meetings & Meals		
Business Meetings & Meals	\$480	\$480
Business Meetings & Meals Total	\$480	\$480
Professional Services		
Consulting - Other	\$21,996	\$0
Professional Services Total	\$21,996	\$0
CONTRACT MGMT Total	\$4,593,275	\$5,404,870

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
CONTRACT OPERATIONS		
Purchased Transportation		
Purchased Transportation	\$172,341,404	\$183,851,585
R & M/Other		\$2,598,000
Fuel	\$948,173	\$2,411,768
Free Fare Programs	\$2,500,000	\$1,500,000
Backup Services - Others	\$38,250	\$17,700
Purchased Transportation - AWC	\$0	
Purchased Transportation - PWD		\$0
Vehicle Lease - AWC	\$0	\$0
Purchased Transportation - ATW	\$152,754	\$0
Vehicle Lease - ATW	(\$1,380)	(\$1,308)
Vehicle Lease - Regular	(\$7,488)	(\$7,488)
Purchased Transportation Total	\$178,056,559	\$190,744,667
Insurance		
Ins - Umb & Bus Auto	\$5,082,552	\$5,473,764
Ins - Bus Auto/SIR	\$1,977,336	\$2,307,276
Ins - TPA	\$342,432	\$297,000
Ins - 3rd Pty Empl Prac	\$84,072	\$113,052
Insurance Total	\$7,486,392	\$8,191,092
Contracted Customer Service		
Contracted Customer Service	\$2,161,406	\$3,209,262
Contracted Customer Service Total	\$2,161,406	\$3,209,262
Salaries & Related Expense		
Salaries	\$676,802	\$739,522
Health	\$124,062	\$128,828
CalPERS Retirement Contribution-Employer	\$78,243	\$90,463
Worker's Compensation	\$19,563	\$21,382
CalPERS Retirement Pickup	\$27,731	\$20,998
Educational Assistance		\$15,000
Medicare	\$9,443	\$9,965
Dental	\$8,014	\$9,702
Qualified Transportation	\$4,240	\$5,000
Life/LTD	\$3,829	\$4,412
CA Unemployment Tax	\$4,340	\$4,340
Vision	\$1,301	\$1,162
Salaries & Related Expense Total	\$957,568	\$1,050,773
NW & Telecom Maintenance		
Computer - Soft License/Maintenance	\$667,942	\$674,272
Radio Frequency Lease	\$24,000	\$26,500
Telephone System Consulting/Maintenance	\$63,000	\$1,200

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
NW & Telecom Maintenance Total	\$754,942	\$701,972
Communications		
800 Line Service	\$131,400	\$131,400
Frame Relay/T1 - Expense	\$84,000	\$69,440
Telephone - Cell Phone/Pagers	\$20,520	\$21,600
Communications Total	\$235,920	\$222,440
Security		
Security Contract	\$200,000	\$200,000
Security Total	\$200,000	\$200,000
Professional Services		
Interpretation/Translation	\$120,000	\$148,500
Consulting - Other	\$7,200	\$7,200
Professional Services Total	\$127,200	\$155,700
Vehicle Costs		
Consulting	\$48,000	\$48,000
Decaling	\$75,000	\$12,000
R & M/Other	\$240,000	
Vehicle Costs Total	\$363,000	\$60,000
Office Rent		
Office/Storage Rent	\$59,256	\$59,256
Office Rent Total	\$59,256	\$59,256
Promotions/Events		
Driver Incentive Program	\$35,004	\$35,004
Promotions/Events Total	\$35,004	\$35,004
Printed Materials		
Pub/Prtng/Cpng	\$12,504	\$13,752
Printed Materials Total	\$12,504	\$13,752
Office/Kitchen Supplies		
Office Supplies	\$5,004	\$6,672
Kitchen Supplies	\$2,448	\$3,672
Office/Kitchen Supplies Total	\$7,452	\$10,344
Travel and Conference		
Travel and Conference	\$2,004	\$2,004
Travel and Conference Total	\$2,004	\$2,004
Temporary Personnel		
Salaries - Temp	\$0	
Temporary Personnel Total	\$0	
CONTRACT OPERATIONS Total	\$190,459,207	\$204,656,267

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
CTSA		
Salaries & Related Expense		
Salaries	\$343,252	\$189,540
Health	\$55,230	\$35,499
CalPERS Retirement Contribution-Employer	\$39,670	\$23,548
CalPERS Retirement Pickup	\$13,473	\$6,572
Worker's Compensation	\$9,922	\$5,497
Medicare	\$4,935	\$2,603
Dental	\$2,873	\$1,795
Life/LTD	\$2,001	\$1,153
Qualified Transportation	\$1,696	\$1,000
CA Unemployment Tax	\$1,736	\$868
Vision	\$434	\$281
Salaries & Related Expense Total	\$475,222	\$268,355
Other Expense		
CTSA - Educ/Training Seminars	\$30,000	\$30,000
CTSA - Paratransit Scholarship	\$7,000	\$7,000
Professional Memberships	\$600	\$600
Other Expense Total	\$37,600	\$37,600
Communications		
Telephone - Cell Phone/Pagers	\$20,520	\$21,600
Communications Total	\$20,520	\$21,600
Office Rent		
Office/Storage Rent	\$16,932	\$16,932
Office Rent Total	\$16,932	\$16,932
Postage/Mailing		
Postage/Mailing/Courier	\$6,000	\$6,600
Postage/Mailing Total	\$6,000	\$6,600
Promotions/Events		
Metro Studio/Design	\$4,284	\$5,280
Promotions/Events Total	\$4,284	\$5,280
Office/Kitchen Supplies		
Office Supplies	\$1,500	\$2,004
Kitchen Supplies	\$108	\$168
Office/Kitchen Supplies Total	\$1,608	\$2,172
Travel and Conference		
Travel and Conference	\$2,004	\$2,004
Travel and Conference Total	\$2,004	\$2,004
Insurance		
Ins - Umb & Bus Auto	\$1,188	\$1,356
Insurance Total	\$1,188	\$1,356

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Business Meetings & Meals		
Business Meetings & Meals	\$1,200	\$1,200
Business Meetings & Meals Total	\$1,200	\$1,200
CTSA Total	\$566,558	\$363,099

Access Services

Line Item Detail

Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
ELIGIBILITY		
Eligibility and Appeals		
Eligibility Interview	\$5,404,025	\$6,298,320
Appeal Interview	\$830,419	\$953,852
Eligibility and Appeals Total	\$6,234,443	\$7,252,173
Purchased Transportation		
Certification	\$3,459,775	\$4,138,679
Purchased Transportation Total	\$3,459,775	\$4,138,679
Office Rent		
Office/Storage Rent	\$476,712	\$515,760
Office Rent - Utilities	\$27,504	\$49,500
Office Rent Total	\$504,216	\$565,260
Printed Materials		
ID Badges	\$315,000	\$375,000
Pub/Prtnng/Cpng	\$90,000	\$99,000
Printed Materials Total	\$405,000	\$474,000
Salaries & Related Expense		
Salaries	\$330,363	\$339,018
CalPERS Retirement Contribution-Employer	\$40,176	\$44,941
Health	\$61,440	\$34,207
CalPERS Retirement Pickup	\$24,906	\$25,647
Worker's Compensation	\$9,516	\$9,799
Medicare	\$4,399	\$4,609
Dental	\$2,379	\$2,785
Life/LTD	\$1,784	\$2,041
Qualified Transportation	\$1,696	\$2,000
CA Unemployment Tax	\$1,736	\$1,736
Vision	\$434	\$408
Salaries & Related Expense Total	\$478,828	\$467,192
Postage/Mailing		
Postage/Mailing/Courier	\$219,996	\$242,004
Postage/Mailing Total	\$219,996	\$242,004
Communications		
800 Line Service	\$98,400	\$98,400
Telephone - Cell Phone/Pagers	\$41,040	\$43,200
Frame Relay/T1 - Expense	\$24,600	\$21,880
Communications Total	\$164,040	\$163,480
Insurance		
Ins - Prof Liab	\$33,816	\$41,196
Ins - Umb & Bus Auto	\$25,284	\$26,304
Ins - 3rd Pty Empl Prac	\$14,832	\$19,956

Access Services Line Item Detail Fiscal Year Ending June 30, 2024

	FY2022/23	FY2023/24
Ins - Bus Auto/SIR	\$10,272	\$11,124
Insurance Total	\$84,204	\$98,580
Tether Pilot Program		
Tether Strap Project	\$75,831	\$76,538
Tether Trips	\$17,908	\$18,817
Tether Pilot Program Total	\$93,739	\$95,355
Promotions/Events		
Metro Studio/Design	\$38,568	\$47,568
Promotions/Events Total	\$38,568	\$47,568
Repair & Maintenance		
Office Facilities	\$24,000	\$24,000
Office Equipment	\$26,200	\$0
Repair & Maintenance Total	\$50,200	\$24,000
Office/Kitchen Supplies		
Office Supplies	\$5,004	\$6,672
Kitchen Supplies	\$336	\$504
Office/Kitchen Supplies Total	\$5,340	\$7,176
NW & Telecom Maintenance		
Computer - Soft License/Maintenance	\$4,200	\$4,200
NW & Telecom Maintenance Total	\$4,200	\$4,200
Travel and Conference		
Travel and Conference	\$2,496	\$2,496
Travel and Conference Total	\$2,496	\$2,496
Business Meetings & Meals		
Business Meetings & Meals	\$720	\$720
Business Meetings & Meals Total	\$720	\$720
Other Expense		
Professional Memberships	\$600	\$600
Other Expense Total	\$600	\$600
Professional Services		
Interpretation/Translation	\$15,000	
Professional Services Total	\$15,000	
ELIGIBILITY Total	\$11,761,365	\$13,583,483

Purchased Transportation Detail - FY24 Budget

PAX by Region	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
Southern	105,389	105,204	109,832	108,634	105,666	106,156	106,316	100,742	106,310	113,085	113,405	112,260	1,292,998
Eastern	87,969	97,435	83,473	91,631	85,808	81,947	84,372	80,166	85,920	85,781	98,963	80,044	1,043,509
Northern	47,997	45,823	48,448	46,631	44,390	45,377	44,243	42,637	46,245	48,364	48,427	47,421	556,004
West/ Central	58,431	56,712	59,778	57,880	55,238	55,648	55,368	53,907	58,720	60,916	61,410	59,674	693,683
Antelope Valley	16,519	16,850	17,171	16,889	15,863	15,818	16,079	16,604	17,456	17,334	17,736	17,468	201,787
Santa Clarita	3,466	3,183	3,177	3,456	2,830	3,398	2,978	3,097	3,475	3,149	3,654	3,063	38,927
Backup	20	20	20	20	19	19	19	18	20	20	21	20	236
Total	319,791	325,227	321,898	325,142	309,814	308,363	309,376	297,172	318,147	328,650	343,616	319,951	3,827,146

Trips by Region	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
Southern	88,178	88,026	91,827	90,844	88,406	88,808	88,940	84,361	88,935	94,500	94,762	93,830	1,081,419
Eastern/Cert	69,824	77,337	66,255	72,730	68,108	65,044	66,968	63,630	68,197	68,087	78,549	63,533	828,261
Northern	39,014	37,247	39,381	37,904	36,082	36,885	35,964	34,658	37,591	39,313	39,364	38,547	451,951
West/ Central	46,136	44,779	47,199	45,701	43,615	43,939	43,718	42,564	46,364	48,098	48,488	47,117	547,718
Antelope Valley	13,343	13,611	13,870	13,643	12,814	12,777	12,988	13,412	14,101	14,002	14,327	14,110	162,999
Santa Clarita	2,757	2,532	2,528	2,750	2,251	2,703	2,369	2,464	2,765	2,505	2,907	2,437	30,968
Backup	20	20	20	20	19	19	19	18	20	20	21	20	236
Total	259,273	263,552	261,080	263,591	251,295	250,175	250,966	241,108	257,972	266,525	278,419	259,594	3,103,552

Contract RevMiles	2,458,330	2,501,076	2,473,723	2,498,686	2,382,777	2,369,923	2,378,438	2,283,318	2,443,413	2,525,146	2,639,714	2,457,735	29,412,279
Contract RevHrs	130,299	132,032	131,392	132,289	126,161	125,774	126,041	121,145	129,650	134,063	139,625	130,713	1,559,184
Fare Revenue	\$ 738,869	\$ 751,064	\$ 744,019	\$ 751,174	\$ 716,136	\$ 712,944	\$ 715,200	\$ 687,105	\$ 735,166	\$ 759,539	\$ 793,433	\$ 739,786	\$ 8,844,437

Variable Costs by Region	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
Southern	\$ 2,903,233	\$ 2,897,364	\$ 3,136,812	\$ 3,097,859	\$ 3,001,289	\$ 3,017,259	\$ 3,022,450	\$ 2,841,118	\$ 3,022,251	\$ 3,242,655	\$ 3,753,037	\$ 3,717,567	\$ 37,652,893
Eastern	\$ 3,169,668	\$ 3,478,609	\$ 2,992,859	\$ 3,294,071	\$ 3,071,601	\$ 2,939,571	\$ 3,034,215	\$ 2,902,087	\$ 3,086,992	\$ 3,454,239	\$ 3,985,025	\$ 3,223,184	\$ 38,632,120
Northern	\$ 1,777,927	\$ 1,832,301	\$ 1,938,039	\$ 1,863,463	\$ 1,778,326	\$ 1,813,725	\$ 1,771,594	\$ 1,725,185	\$ 1,853,443	\$ 1,937,108	\$ 1,937,990	\$ 1,900,909	\$ 22,130,009
West/ Central	\$ 1,980,212	\$ 1,921,387	\$ 2,026,088	\$ 1,959,042	\$ 1,953,413	\$ 1,964,398	\$ 1,957,193	\$ 1,924,972	\$ 2,077,641	\$ 2,154,792	\$ 2,168,804	\$ 2,111,148	\$ 24,199,089
Antelope Valley	\$ 646,037	\$ 659,003	\$ 671,529	\$ 660,520	\$ 620,397	\$ 618,635	\$ 628,862	\$ 649,412	\$ 682,734	\$ 677,939	\$ 721,203	\$ 710,266	\$ 7,946,537
Santa Clarita	\$ 177,024	\$ 167,260	\$ 167,148	\$ 181,440	\$ 149,623	\$ 178,393	\$ 157,374	\$ 165,649	\$ 183,587	\$ 166,780	\$ 192,593	\$ 162,335	\$ 2,049,204
Backup	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,425	\$ 1,425	\$ 1,425	\$ 1,350	\$ 1,500	\$ 1,500	\$ 1,575	\$ 1,500	\$ 17,700
Eastern - CERT	\$ 330,429	\$ 335,243	\$ 321,826	\$ 336,985	\$ 305,028	\$ 293,762	\$ 318,958	\$ 338,419	\$ 348,149	\$ 351,335	\$ 374,672	\$ 336,601	\$ 3,991,407
Antelope Valley - CERT	\$ 12,403	\$ 12,573	\$ 11,978	\$ 12,743	\$ 11,129	\$ 10,534	\$ 11,808	\$ 12,743	\$ 13,252	\$ 12,233	\$ 13,866	\$ 12,011	\$ 147,273
Total	\$ 10,998,432	\$ 11,305,240	\$ 11,267,779	\$ 11,407,622	\$ 10,892,231	\$ 10,837,702	\$ 10,903,879	\$ 10,560,934	\$ 11,269,549	\$ 11,998,580	\$ 13,148,764	\$ 12,175,521	\$ 136,766,232

Fixed Costs by Region	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
Southern	\$ 1,299,539	\$ 1,299,539	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 1,274,672	\$ 15,345,803
Eastern	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 961,575	\$ 964,204	\$ 964,204	\$ 964,204	\$ 11,546,787
Northern	\$ 881,010	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 950,839	\$ 11,340,236
West/ Central	\$ 585,982	\$ 585,982	\$ 585,982	\$ 585,982	\$ 611,596	\$ 611,596	\$ 611,596	\$ 611,596	\$ 611,596	\$ 611,596	\$ 611,596	\$ 611,596	\$ 7,236,700
Antelope Valley	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 429,622	\$ 489,311	\$ 489,311	\$ 5,274,842
Santa Clarita	\$ 59,685	\$ 46,041	\$ 64,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 65,025	\$ 754,979
Total	\$ 4,217,414	\$ 4,273,599	\$ 4,266,716	\$ 4,267,716	\$ 4,293,330	\$ 4,293,330	\$ 4,293,330	\$ 4,293,330	\$ 4,293,330	\$ 4,295,959	\$ 4,355,648	\$ 4,355,648	\$ 51,499,347

Misc Expense	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 225,500	\$ 2,706,000
Fuel Surcharge	\$ 201,773	\$ 201,897	\$ 204,071	\$ 204,195	\$ 193,440	\$ 195,194	\$ 194,154	\$ 188,678	\$ 202,127	\$ 207,590	\$ 215,025	\$ 203,625	\$ 2,411,768

Total Purchased Transportation	15,643,119	16,006,236	15,964,066	16,105,032	15,604,500	15,551,726	15,616,862	15,268,441	15,990,506	16,727,628	17,944,936	16,960,293	193,383,346
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FY24 Budgeted Salaries by Department

Access Salary Detail by Department	ADMINISTRATION	CONTRACT MGMT	CONTRACT OPERATIONS	CTSA	ELIGIBILITY	BUDGET TOTAL
Salaries	\$4,939,096	\$2,110,544	\$739,522	\$189,540	\$339,018	\$8,317,719
Health	\$601,672	\$309,400	\$128,828	\$35,499	\$34,207	\$1,109,606
CalPERS Retirement Contribution-Employer	\$607,920	\$259,419	\$90,463	\$23,548	\$44,941	\$1,026,290
CalPERS Retirement Pickup	\$173,537	\$69,031	\$20,998	\$6,572	\$25,647	\$295,785
Worker's Compensation	\$142,662	\$72,829	\$21,382	\$5,497	\$9,799	\$252,169
Medicare	\$68,501	\$28,894	\$9,965	\$2,603	\$4,609	\$114,573
Dental	\$45,553	\$15,774	\$9,702	\$1,795	\$2,785	\$75,610
Life/LTD	\$30,329	\$12,793	\$4,412	\$1,153	\$2,041	\$50,728
Qualified Transportation	\$20,000	\$11,500	\$5,000	\$1,000	\$2,000	\$39,500
CA Unemployment Tax	\$17,794	\$9,982	\$4,340	\$868	\$1,736	\$34,720
Educational Assistance		\$15,000	\$15,000			\$30,000
Vision	\$5,425	\$2,859	\$1,162	\$281	\$408	\$10,135
Salaries & Related Expense Total	\$6,652,490	\$2,918,025	\$1,050,773	\$268,355	\$467,192	\$11,356,836