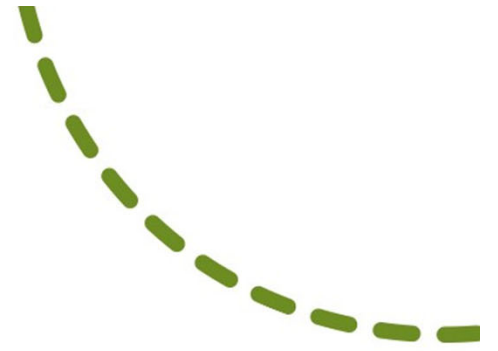
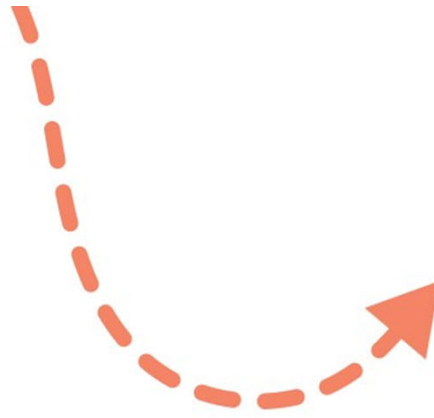
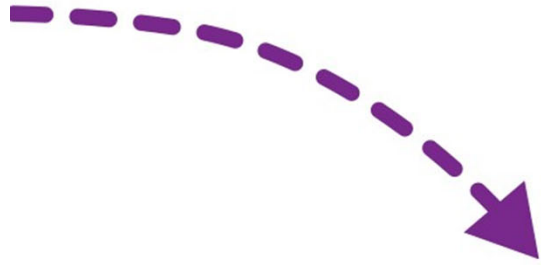
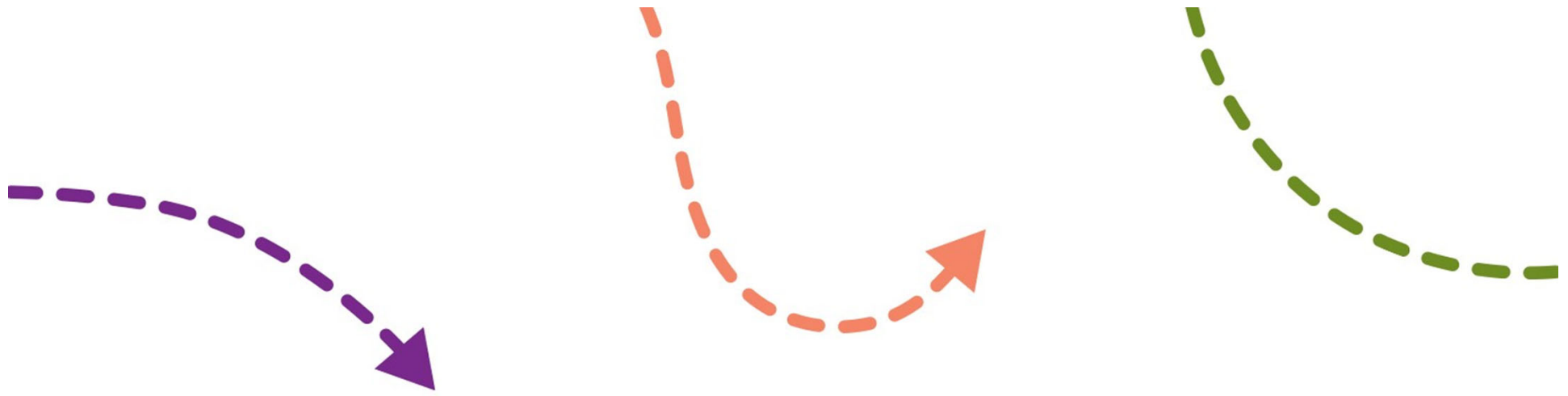


**Board of Directors  
February 10, 2020  
Presentations**



**access**



**Item 7**  
**Consideration To Award**  
**Brokerage Service Contract**  
**Parents with Disabilities Program (AS-4107)**



**access**

# Background



- December 2019 Board Meeting
  - Board requested staff to return with the item at a later date to address -
    - Funding
    - Demand strategies

access

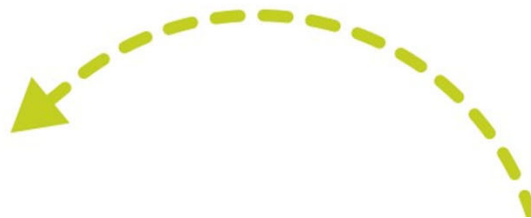


# Funding



- Metro will provide \$3,000,000/year for a five year period.
  - Initial year 1 contract total of \$3,056,861 will be managed to remain within available funding.
  - Option years may either be authorized by the Board or addressed through a new procurement.

access

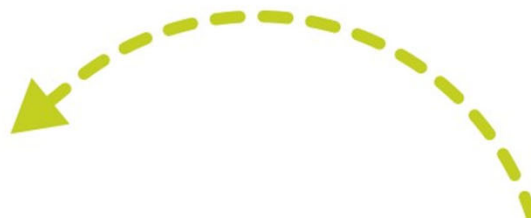


# Demand Strategies



- Existing strategies:
  - Limit on the number of Next Day trips (six per day)
  - Limit on number of Same Day trips (four per month)
  - Limit in number of program participants
- Provide authority to staff to enact program changes to remain within funding constraints

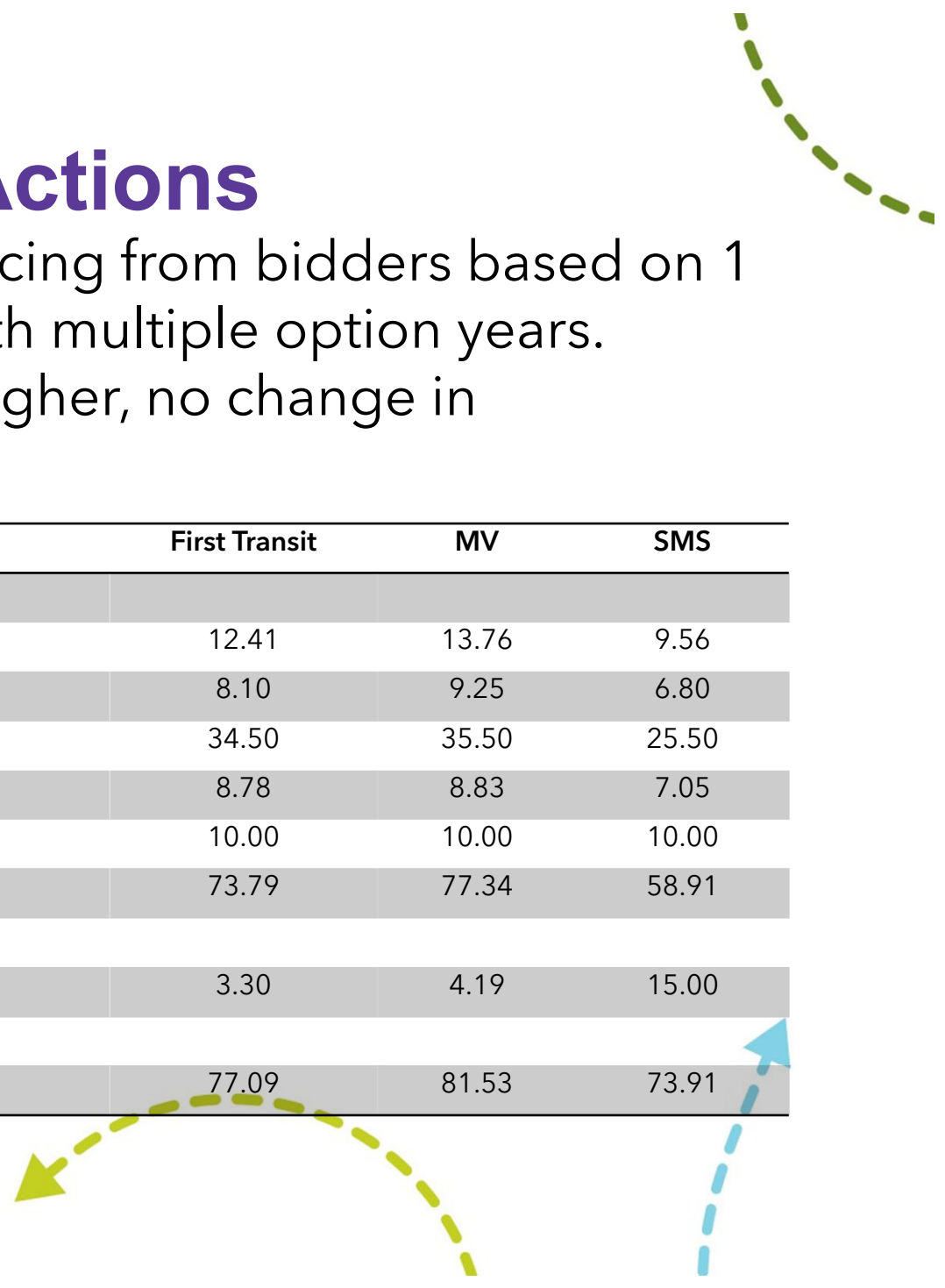
**access**



# Procurement Actions

- Requested revised pricing from bidders based on 1 (one) year contract with multiple option years.
  - MV proposal 2% higher, no change in recommendation.

Evaluation Criteria	First Transit	MV	SMS
<b>Technical Score</b>			
1. Firm/Staff Qualifications & Experience	12.41	13.76	9.56
2. Program Understanding	8.10	9.25	6.80
3. Technical Approach	34.50	35.50	25.50
4. Project Management Approach	8.78	8.83	7.05
5. State Mandated Bidding Preference	10.00	10.00	10.00
Technical Score Subtotal	73.79	77.34	58.91
<b>Price Score</b>			
6. Price (per BAFO)	3.30	4.19	15.00
<b>Technical and Price Score</b>			
Total	77.09	81.53	73.91



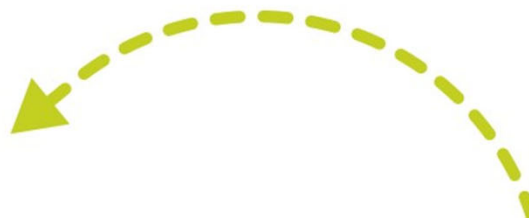
# Recommendation

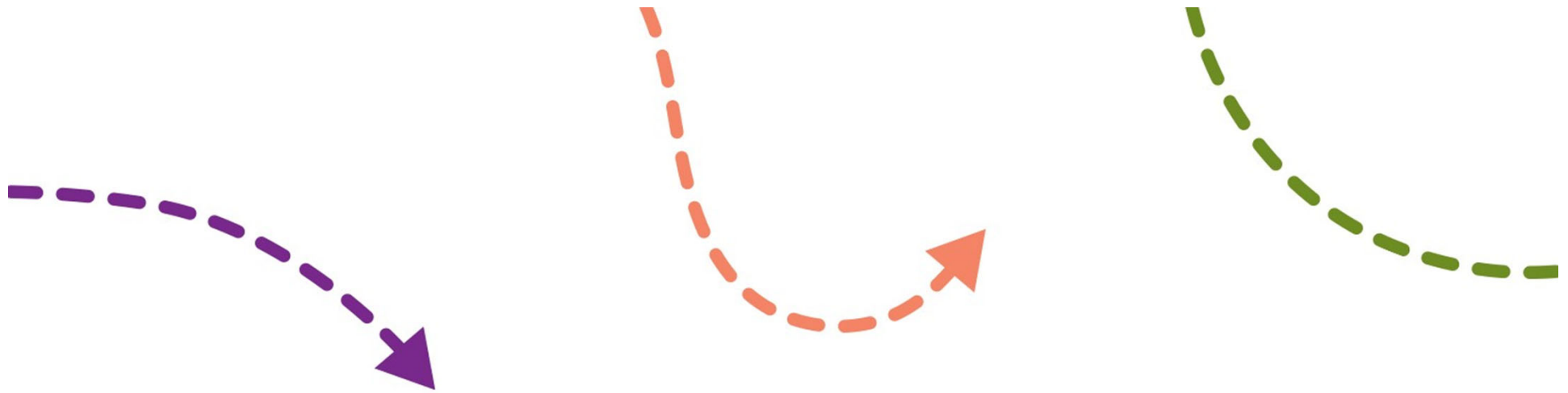


Authorize staff to award Contract AS-4107 for a Brokerage Services Contract for the not-to-exceed amount of \$3,056,861 to MV Transportation, Inc. for the period of March 1, 2020 through June 30, 2021 contingent on funding for these services from the Los Angeles County Metropolitan Transportation Authority (Metro).

Additionally, authorize staff to make program changes as necessary to remain within funding constraints.

**access**

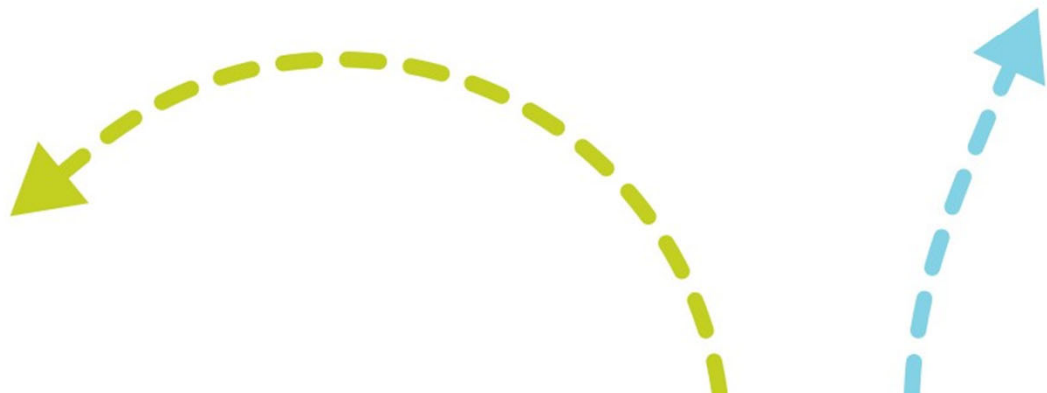




**Item 8  
Consideration To Approve  
Contract Rate Modifications, Increase Funds  
And Extend Term Of Eastern Region Service  
Provider Contract (AS-3421)**



**access**





# Background



## Service provider - San Gabriel Transit

- Existing Contract -
  - Term - Five (5) years plus five (5) one-year options
  - January 2019 Board approved option year 2 (4/2020 - 3/2021 ADA service only)
  - Provides eligibility transportation with separate call center and dedicated fleet.
    - These services only approved through April 2020 due to Brokerage RFP.
    - Costs for brokerage model \$2-3 million dollars over current eligibility transportation costs.

access

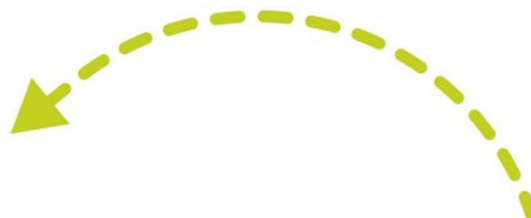


# Background

## Proposed Action:

- Execute one (1) one-year option
  - April 1, 2021 through March 31, 2022
  - Will also extend eligibility transportation through March 31, 2022.

access

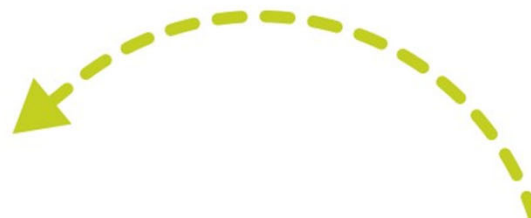


# Proposed Rates

ADA Service	Year 8 (4/21-3/22)
Fixed (monthly)	\$946,906
Variable (trip)	\$34.23

Eligibility	Year 7 (4/20-3/21)	Year 8 (4/21-3/22)
Fixed (monthly)	\$73,153	\$75,713
Variable (hour)	\$35.46	\$36.70

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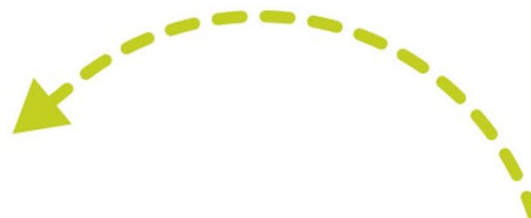


# Financial Analysis

## Service Providers Fully Loaded Rates

Fiscal Year	Santa Clarita	Northern	West/Central	Southern	Eastern
2020	\$51.00	\$46.45	\$43.49	\$39.09	\$40.28
2021	\$51.61	\$47.86	\$43.75	\$41.29	\$41.85
2022	\$53.70	\$49.84	\$45.94	RFP	\$43.45
2023	\$54.97	\$51.66	\$48.24	RFP	Option
2024	\$57.72	\$54.24	\$50.65	RFP	Option

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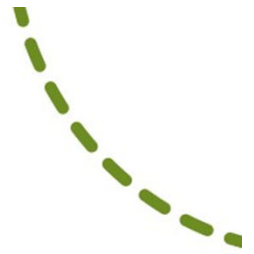
# Performance

Key Performance Indicator	FY18	FY19	FY20 YTD
On Time Performance - $\geq 91\%$	93.1%	92.0%	89.8%
Excessively Late Trips - $\leq 0.10\%$	0.05%	0.07%	0.22%
Excessively Long Trips - $\leq 5\%$	1.2%	1.1%	1.3%
Missed Trips - $\leq 0.75\%$	0.36%	0.38%	0.66%
Trip Denials $\leq 0$	1	1	2
Access to Work On Time Performance - $\geq 94\%$	95.8%	94.8%	92.7%
Average Hold Time (Reservations) - $\leq 120$	79	64	55
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	6.5%	4.7%	3.9%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	9.0%	3.1%	4.4%
Complaints Per 1,000 Trips - $\leq 4.0$	3.0	3.3	3.4
Preventable Incidents - $\leq 0.25$	0.17	0.16	0.18
Preventable Collisions (Weighted) - $\leq 0.50$	0.64	0.72	0.79
Miles Between Road Calls (Access Owned Vehicles) - $\geq 25,000$	28,724	53,412	32,219

access



# Performance – Eligibility



KPI	FY18	FY19	FY20 YTD
On Time Performance - $\geq 91\%$	95.0%	96.4%	93.7%
Excessively Late Trips - $\leq 0.10\%$	0.04%	0.04%	0.14%
Excessively Long Trips - $\leq 5\%$	1.0%	0.9%	0.9%
Missed Trips - $\leq 0.75\%$	0.59%	0.17%	0.23%

access

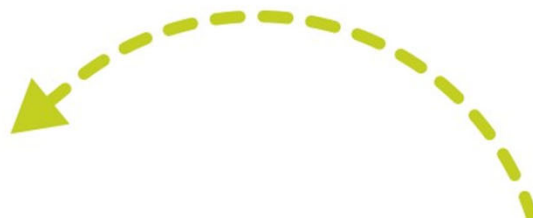




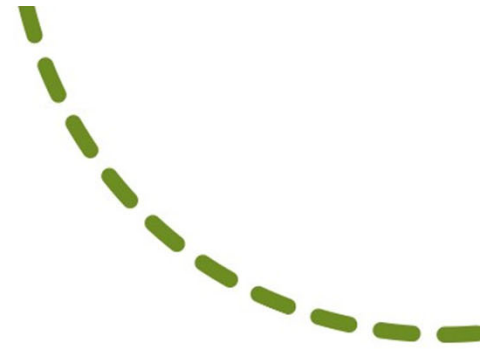
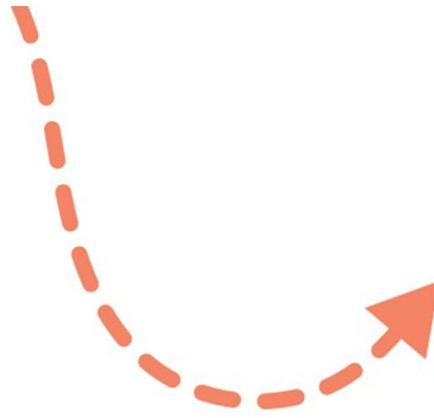
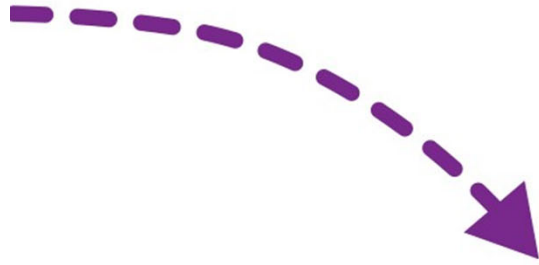
## Recommendation

Authorize an additional \$62,498,741 in funds, a change of rates and an extension in the period of performance for one (1) year, from April 1, 2021 through March 31, 2022 for Contract AS-3421 with San Gabriel Transit (SGT).

**access**



**Item 9**  
**Consideration To Approve**  
**Supplemental FY20 and Draft FY21**  
**Funding Requests**



**access**



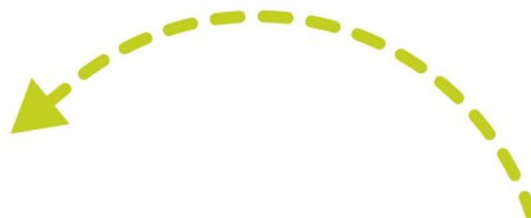
# Legal Requirements



*Anderson v. Rochester-Genesee Regional Transp. Authority* 337 F.3d 201, 210 -212 (C.A.2 (N.Y.),2003)

- § 37.131(b) requires paratransit service providers to plan to meet 100% of the demand for next-day ride requests.
- Requirement to Fully Fund Expected Demand
- FTA Assurances

**access**



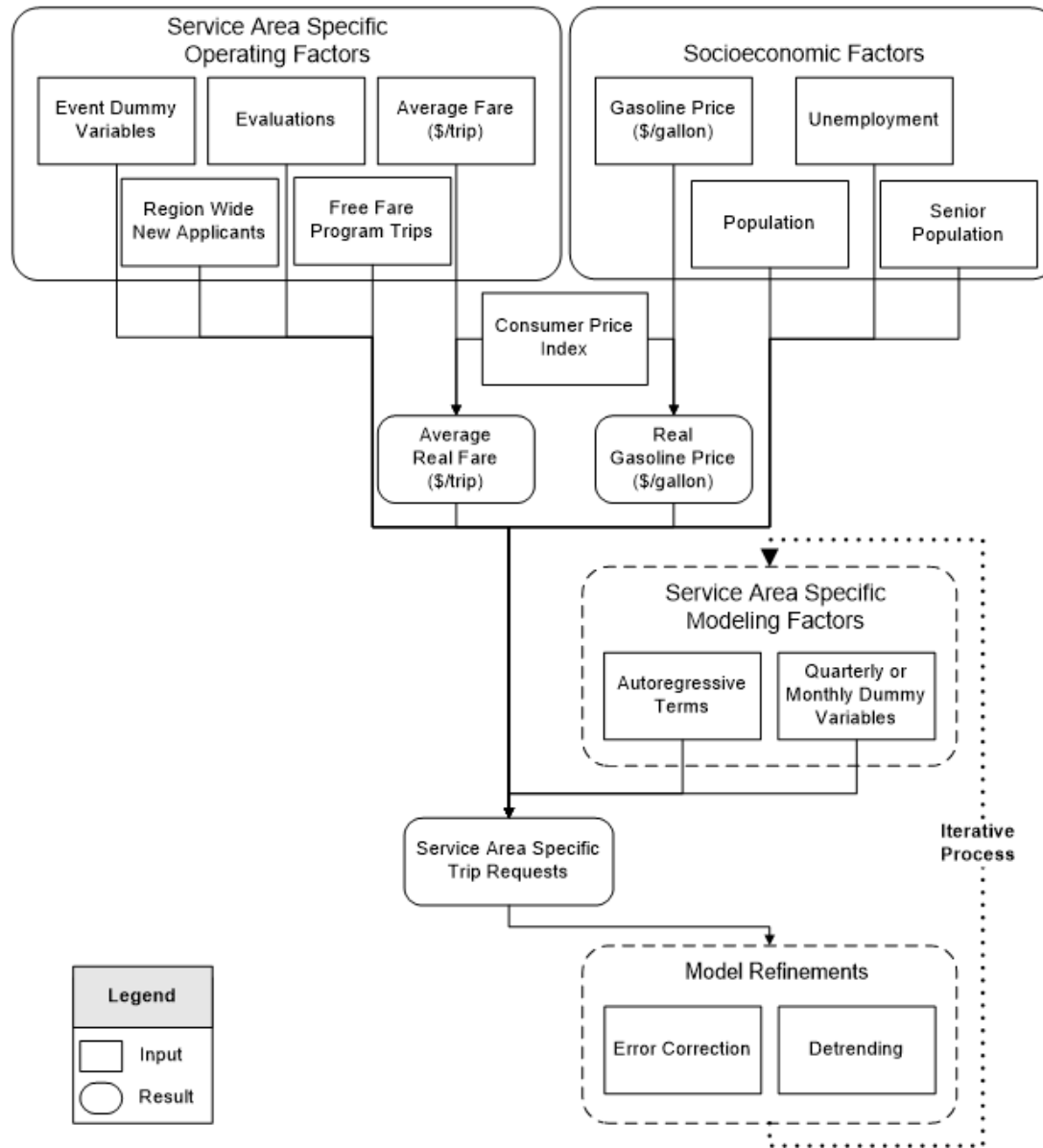
# Budget Process

- HDR Projections
  - Calendar year actuals
  - Preliminary report early February
  - Final report March/April

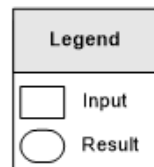
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# HDR Variables



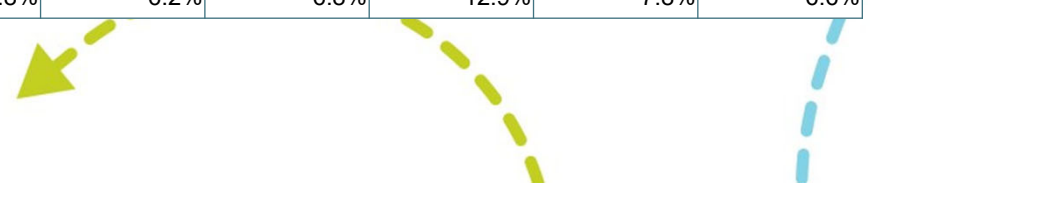
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# HDR FY21 Passenger Forecast

Fiscal Year	TOTAL	Eastern	West/ Central	Northern	Southern	Antelope Valley	Santa Clarita	Backup
2019	4,504,011	1,364,886	723,284	769,173	1,393,972	206,629	45,790	277
2020	4,848,776	1,444,131	768,806	817,832	1,537,523	226,648	53,114	723
	7.7%	5.8%	6.3%	6.3%	10.3%	9.7%	16.0%	161.2%
2021	5,187,703	1,524,036	826,545	862,669	1,657,911	256,925	59,080	537
	7.0%	5.5%	7.5%	5.5%	7.8%	13.4%	11.2%	-25.8%
2022	5,540,099	1,596,990	884,388	917,782	1,784,853	291,259	64,253	574
	6.8%	4.8%	7.0%	6.4%	7.7%	13.4%	8.8%	6.8%
2023	5,915,508	1,673,262	946,282	978,048	1,916,757	330,700	69,847	612
	6.8%	4.8%	7.0%	6.6%	7.4%	13.5%	8.7%	6.8%
2024	6,334,859	1,759,263	1,015,410	1,046,156	2,060,118	377,114	76,142	656
	7.1%	5.1%	7.3%	7.0%	7.5%	14.0%	9.0%	7.1%
2025	6,769,240	1,845,454	1,087,812	1,116,304	2,207,893	428,474	82,602	701
	6.9%	4.9%	7.1%	6.7%	7.2%	13.6%	8.5%	6.9%
2026	7,207,477	1,927,754	1,161,622	1,185,997	2,358,304	483,968	89,086	746
	6.5%	4.5%	6.8%	6.2%	6.8%	13.0%	7.8%	6.5%
2027	7,673,852	2,013,121	1,239,956	1,259,611	2,517,811	546,526	96,033	795
	6.5%	4.4%	6.7%	6.2%	6.8%	12.9%	7.8%	6.5%
2028	8,177,742	2,103,644	1,324,858	1,338,444	2,689,318	617,135	103,496	847
	6.6%	4.5%	6.8%	6.3%	6.8%	12.9%	7.8%	6.6%
2029	8,715,228	2,197,220	1,414,596	1,421,801	2,872,257	696,886	111,566	902
	6.6%	4.4%	6.8%	6.2%	6.8%	12.9%	7.8%	6.6%

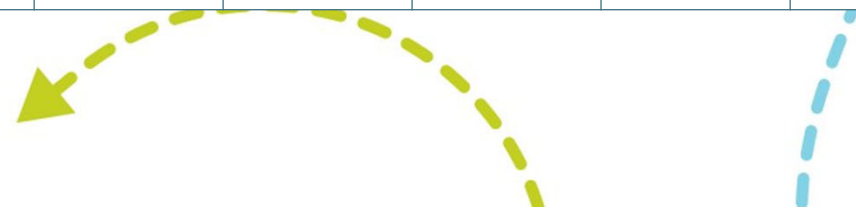
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# HDR FY21 Monthly Forecast

Month	TOTAL	Eastern	West/ Central	Northern	Southern	Antelope Valley	Santa Clarita	Backup
Jul-20	423,335	126,798	67,858	70,724	133,486	19,859	4,566	44
Aug-20	433,528	126,477	69,335	72,449	139,048	21,304	4,870	45
Sep-20	432,776	127,858	68,944	71,456	138,001	21,391	5,082	45
Oct-20	452,512	134,350	71,577	75,974	143,125	22,479	4,959	47
Nov-20	408,484	121,000	64,948	67,727	129,707	20,321	4,738	42
Dec-20	412,139	120,049	64,726	68,777	134,010	19,821	4,712	43
Jan-21	420,700	124,783	66,226	70,173	133,769	20,889	4,818	44
Feb-21	415,157	121,083	66,962	68,809	132,829	20,610	4,821	43
Mar-21	453,066	130,719	71,993	74,541	148,048	22,288	5,431	47
Apr-21	441,911	130,404	70,826	73,389	139,458	22,689	5,099	46
May-21	451,339	130,077	72,678	74,923	145,812	22,710	5,092	47
Jun-21	442,755	130,437	70,471	73,727	140,619	22,563	4,892	46

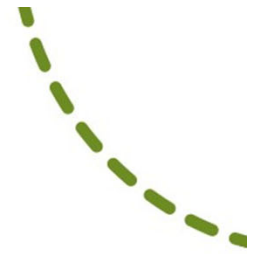
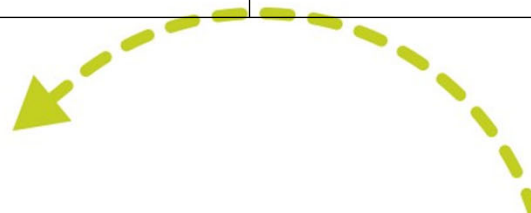
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# Forecast

	FY21 Forecast	FY20 Forecast	% Change from Original Forecast
FY2020	4,848,776	<b>4,485,320</b>	
	7.70%	1.10%	<b>9.32%</b>
FY2021	<b>5,187,703</b>	4,722,755	
	7.00%	5.30%	<b>15.66%</b>

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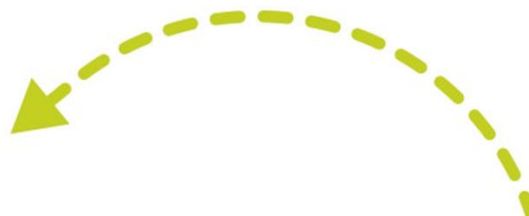


# HDR Historical Data



Year	Actual Passengers	HDR Projected Passengers	% Difference
FY14	3,740,313	3,794,923	-1.44%
FY15	4,040,485	4,092,766	-1.28%
FY16	4,287,943	4,334,872	-1.08%
FY17	4,343,048	4,389,944	-1.07%
FY18	4,383,105	4,428,762	-1.03%
FY19	4,457,931	4,574,728	-2.55%
FY20	1,636,917	1,544,353	5.99%

access



# Southern Region Performance

	Before 5M	After 5M	
	Jul-Dec 2018	Jan-Jun 2019	% diff
On Time Performance - $\geq 91\%$	91.6%	92.4%	1%
Excessively Late Trips - $\leq 0.10\%$	0.11%	0.05%	-55%
Excessively Long Trips - $\leq 5\%$	8.4%	3.8%	-55%
Missed Trips - $\leq 0.75\%$	1.2%	0.4%	-71%
Trip Denials $\leq 0$	2	2	0%
Access to Work On Time Performance - $\geq 94\%$	95.1%	98.0%	3%
Average Hold Time (Reservations) - $\leq 120$	91	92	1%
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	4.1%	3.3%	-20%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	10.0%	4.3%	-57%
Complaints Per 1,000 Trips - $\leq 4.0$	6.8	2.5	-63%
Preventable Incidents - $\leq 0.25$	0.35	0.24	-31%
Preventable Collisions (Weighted) - $\leq 0.50$	0.66	0.47	-29%
Miles Between Road Calls - $\geq 25,000$	23,322	85,477	267%

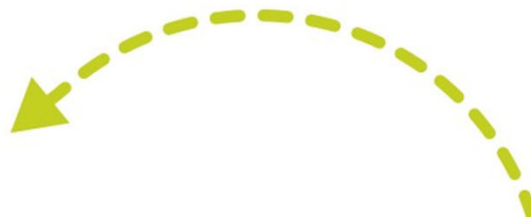


# Trip Factor

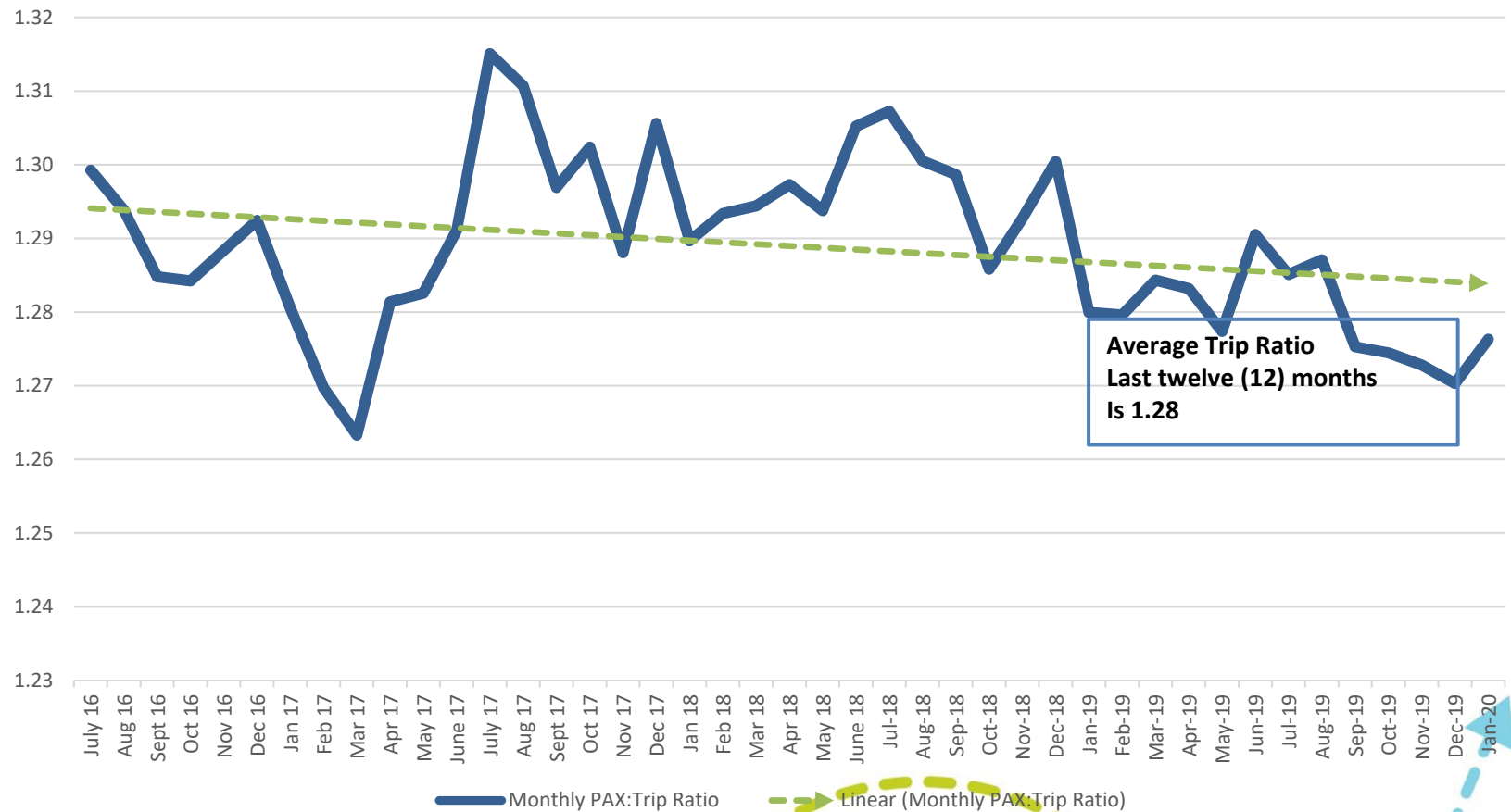


- Forecast of Passengers
- Convert to Trips
- Trip Factor =  $\frac{\text{Actual Passengers last 12 months}}{\text{Actual Number of Trips last 12 months}}$
- Usual range 1.32 - 1.28

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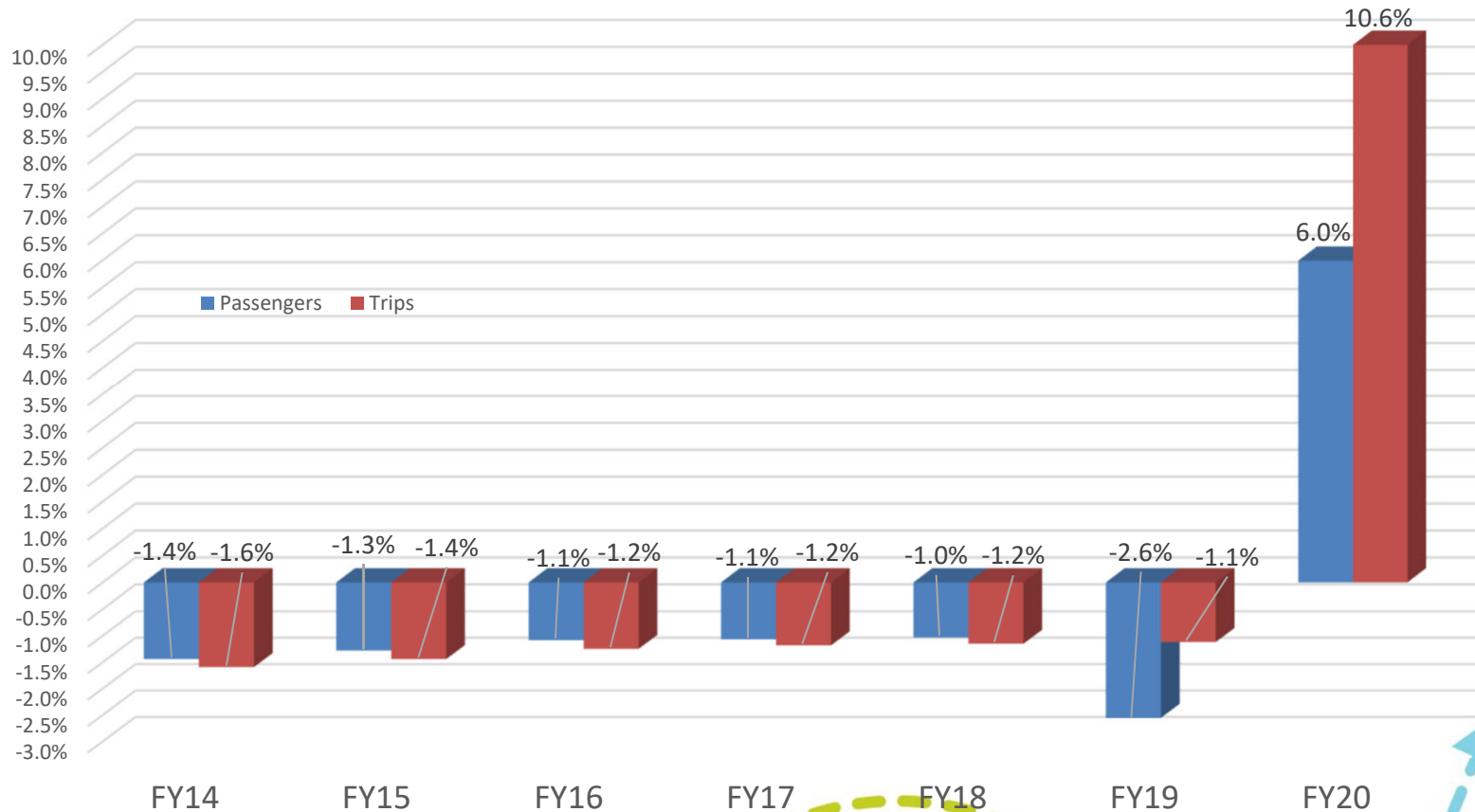


# Historical Passenger to Trip Ratio



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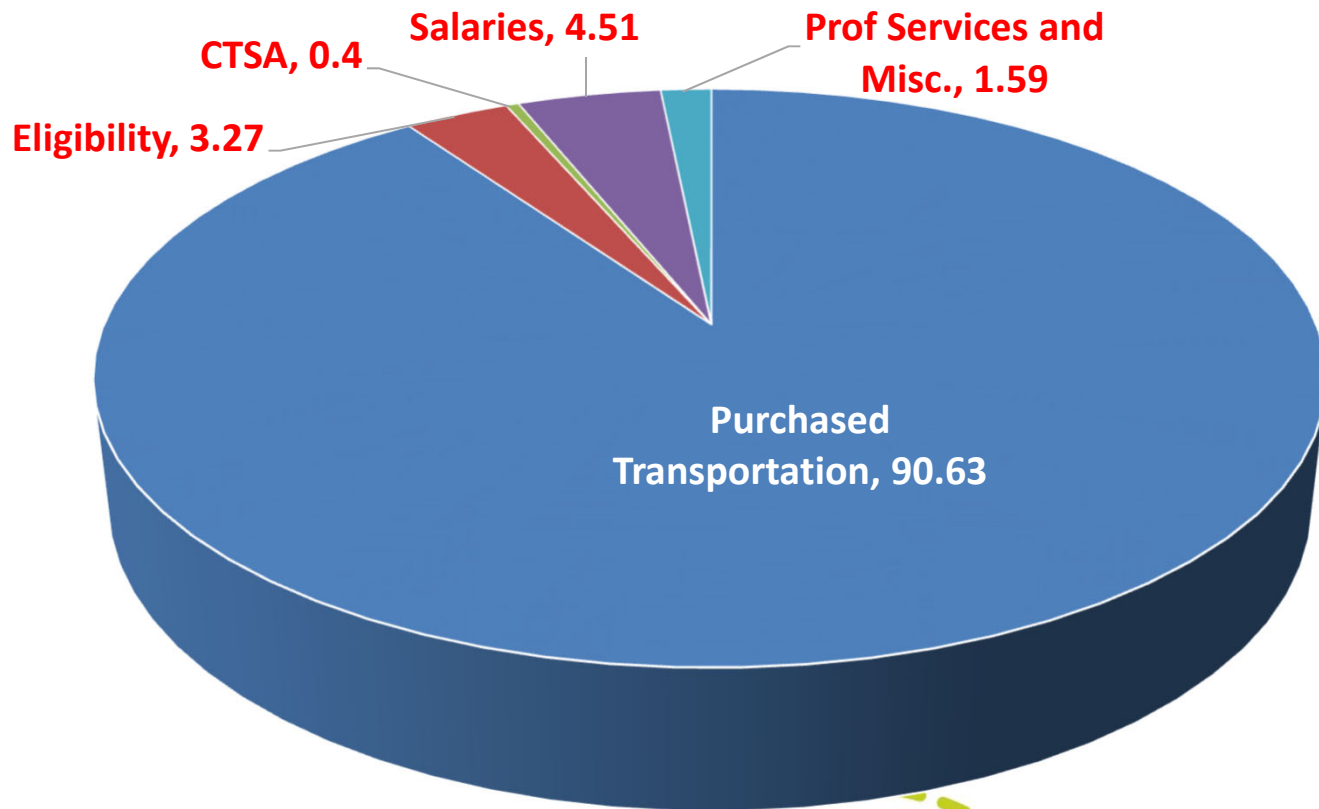
# Passengers and Trips FY14 – FY20



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# Costs as a Percent of Budget



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# Draft Financials – First Half FY20



	Actuals		Budget		Var B/(W)
	Q1 Total	Q2 Total	Q1 Total	Q2 Total	
Direct Transportation Total	\$41,005,942	\$42,202,150	\$38,907,222	\$39,195,042	(\$5,105,828)
Contracted Support Total	\$3,612,867	\$3,456,332	\$3,613,449	\$3,337,542	(\$118,208)
Mgmt & Admin Total	\$2,842,277	\$2,732,288	\$2,778,055	\$3,034,490	\$237,981
<b>Expenses Total</b>	<b>\$47,461,086</b>	<b>\$48,390,769</b>	<b>\$45,298,726</b>	<b>\$45,567,074</b>	<b>(\$4,986,055)</b>

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# Next Steps for FY20 Budget



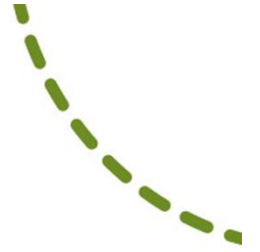
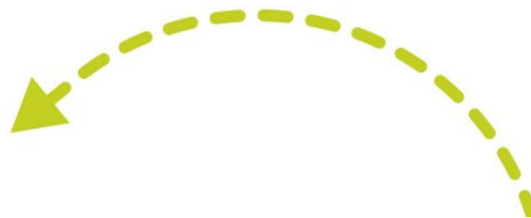
- **FY20 Supplemental Request**
  - February - Request that "Reserve" be released
  - February - Submit Supplemental funding request to Metro
  - March/April Request Access Board amend FY20 Budget
  - Revise internal budget to reflect revised funding

**access**



# FY21 Draft Budget

access



# Budget Process - Revised



- Access Board of Directors
  - Access Board draft budget review - January/February
  - Staff submit Preliminary budget by February 1
  - Submit Funding Request Letter April
  - Approve budget - May/June
  - MOU - February - June
- Metro Requirements
  - Metro Board approves Budget - May
  - Metro Board approves Subsidies - June
  - MOU - February - June

**access**





# Purchased Transportation



	FY 19-20 Projection	FY 20-21 Budget
Passengers (HDR):	4,848,776	5,187,703
Trips:	3,788,106	4,052,609
Trip Factor % (non-Cert):	1.280	1.280
Avg Cost per Trip:	\$43.12	\$45.29
<b>Total Purchased Transportation:</b>	<b>\$163,355,299</b>	<b>\$183,523,521</b>

access



# FY21 Draft Budget

Expenses	2020 Budget	2020 Projection	2021 Budget
Purchased Transportation	\$151,288,977	\$163,355,299	\$183,523,521
Salaries & Related Expense	\$8,290,407	\$8,000,000	\$9,895,000
Insurance	\$7,101,864	\$7,000,000	\$7,200,000
Eligibility and Appeals	\$6,016,864	\$5,124,710	\$6,171,200
Contracted Customer Service	\$2,333,173	\$2,293,710	\$2,420,000
NW & Telecom Maintenance	\$1,677,334	\$1,450,000	\$1,761,201
Professional Services	\$1,315,670	\$1,500,000	\$1,575,000
Communications	\$1,220,436	\$2,813,180	\$1,500,000
Office Rent	\$1,003,968	\$1,003,968	\$1,054,166
Travel Training	\$853,207	\$1,062,000	\$1,115,100
Printed Materials	\$677,000	\$587,582	\$616,961
Postage/Mailing	\$437,008	\$340,000	\$357,000
Promotions/Events	\$419,592	\$380,000	\$399,000
Vehicle Costs	\$358,884	\$285,000	\$299,250
Security	\$200,000	\$200,000	\$200,000
Tether Pilot Program	\$177,422	\$428,000	\$449,400
Other Expense	\$112,476	\$148,000	\$155,400
Travel and Conference	\$107,212	\$135,000	\$141,750
Other Related Employee Expense	\$105,000	\$123,084	\$129,238
Office/Kitchen Supplies	\$71,024	\$52,716	\$55,352
Temporary Personnel	\$50,004	\$92,000	\$96,600
Repair & Maintenance	\$36,000	\$36,000	\$37,800
Board Compensation	\$26,000	\$51,712	\$54,298
Business Meetings & Meals	\$25,000	\$75,000	\$78,750
<b>Expenses Total</b>	<b>\$183,904,523</b>	<b>\$196,536,961</b>	<b>\$219,285,987</b>

**Budget Need: \$12,632,438**

**\$35,381,464**

# FY21 Draft Budget



Expenses	2021 Budget	FY21 Budget vs FY20 Proj	% to FY20 Budget	% to FY20 Projection
Purchased Transportation	\$183,523,521	\$20,168,222	21.3%	12.3%
Salaries & Related Expense	\$9,895,000	\$1,895,000	19.4%	23.7%
Insurance	\$7,200,000	\$200,000	1.4%	2.9%
Eligibility and Appeals	\$6,171,200	\$1,046,490	2.6%	20.4%
Contracted Customer Service	\$2,420,000	\$126,290	3.7%	5.5%
NW & Telecom Maintenance	\$1,761,201	\$311,201	5.0%	21.5%
Professional Services	\$1,575,000	\$75,000	19.7%	5.0%
Communications	\$1,500,000	(\$1,313,180)	22.9%	-46.7%
Office Rent	\$1,054,166	\$50,198	5.0%	5.0%
Travel Training	\$1,115,100	\$53,100	30.7%	5.0%
<b>Expenses Total</b>	<b>\$219,285,987</b>	<b>\$22,749,026</b>	<b>19%</b>	<b>12%</b>

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# Budget By Metro Categories

Access Budget per Metro Categories	2020 Budget	2020 Projection	2021 Budget
<b>Expenses</b>			
Total Contracted Support	\$13,985,333	\$14,622,182	\$14,934,112
Total Direct Transportation	\$158,590,841	\$170,555,299	\$190,923,521
Total Mgmt & Admin	\$11,328,349	\$11,359,480	\$13,428,354
<b>Total Operating Expenses</b>	<b>\$183,904,523</b>	<b>\$196,536,961</b>	<b>\$219,285,987</b>
<b>Capital</b>			
Capital - Federal Funds	\$7,448,252	\$7,448,252	\$10,200,000
Capital - Local Funds			
Prior Yr Capital - Prop C	\$1,318,803	\$1,318,803	
New Capital - Prop C	\$488,000	\$488,000	
Facilities			\$3,000,000
<b>Capital Total</b>	<b>\$9,255,055</b>	<b>\$9,255,055</b>	<b>\$13,200,000</b>
<hr/>			
<b>Total Funding/Expenses:</b>	<b>\$193,159,578</b>	<b>\$205,792,016</b>	<b>\$232,485,987</b>
<hr/>			
Parents With Disabilities Program			\$3,000,000

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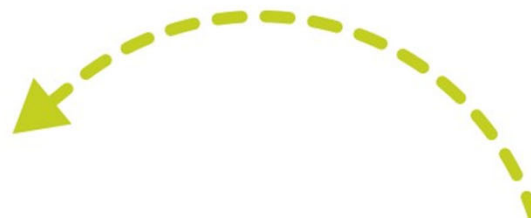
# Next Steps for FY21 Budget



- **FY21 Budget Development**

- February - Present proposed FY21 budget to Board
- February - Provide draft budget to Metro
- March/April - Budget Submittal Due to Metro:
- April - Submit formal Funding Request

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## Recommendation

Authorize staff to submit a supplemental funding request of \$12,632,438 for FY20 and a draft budget for planning purposes in the amount of \$232,485,987 for FY21 to the Los Angeles County Metropolitan Transportation Authority (Metro).

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