

Operations Update

Community Advisory Committee

February 11, 2020

access





January Highlights

- > Access staff attended the Accessibility Advisory Committee Meeting in Santa Clarita. This meeting takes place bi monthly in the city of Santa Clarita and addresses events, questions and concerns regarding transit in Santa Clarita
- > Jennifer Elhawary, Matthew Taylor, and Laurence Daniel, whom are apart of the Keolis team for our Antelope Valley Regional Contractor, were awarded the Superior Service Award for going above and beyond to transport riders during the Tick Fire in October 2019

access

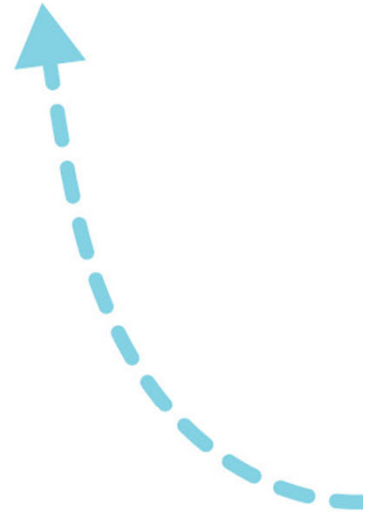
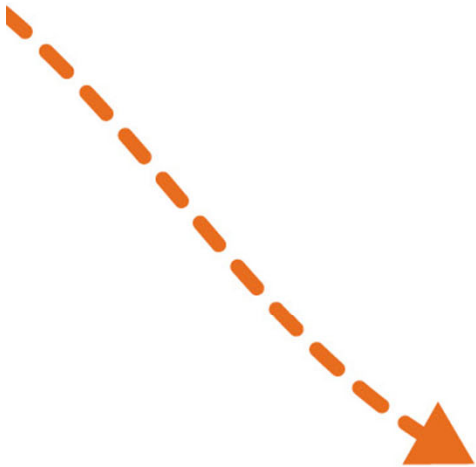
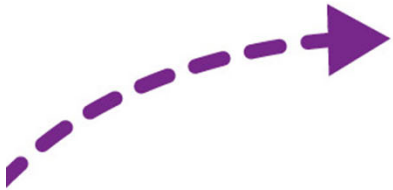
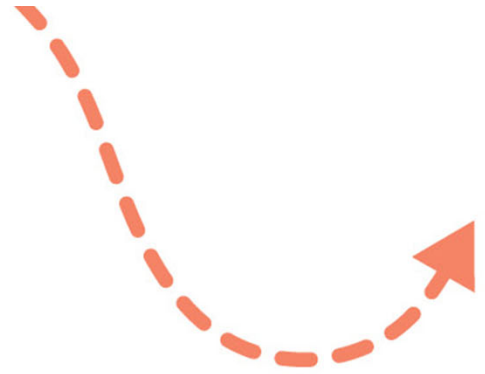


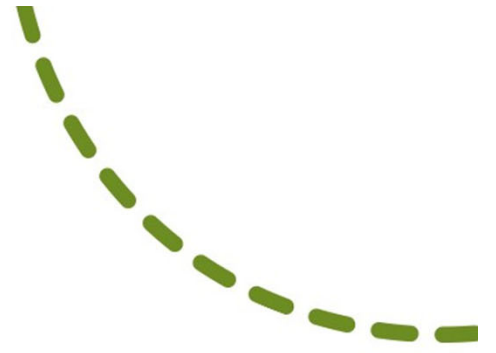
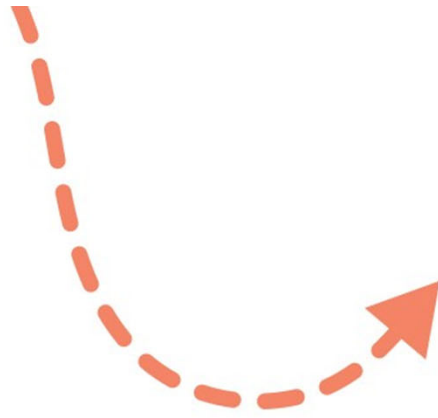
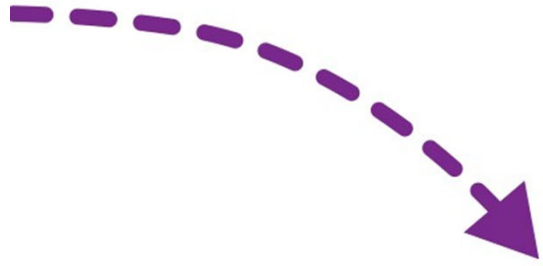
January Highlights

- > The annual 100% Credential Audit was conducted in the Antelope Valley Region. During this audit, every active driver file is reviewed
- > Access welcomes new staff members to the Operations Team. Garrett and Amanda are our new Operation Service Monitors
- > So far this fiscal year
 - OTP is a very strong 91.9%
 - Complaint rate only 2.4 ; standard is 4.0

access

**Thank you
for joining us.**





TNCs for Back-up Trips



access



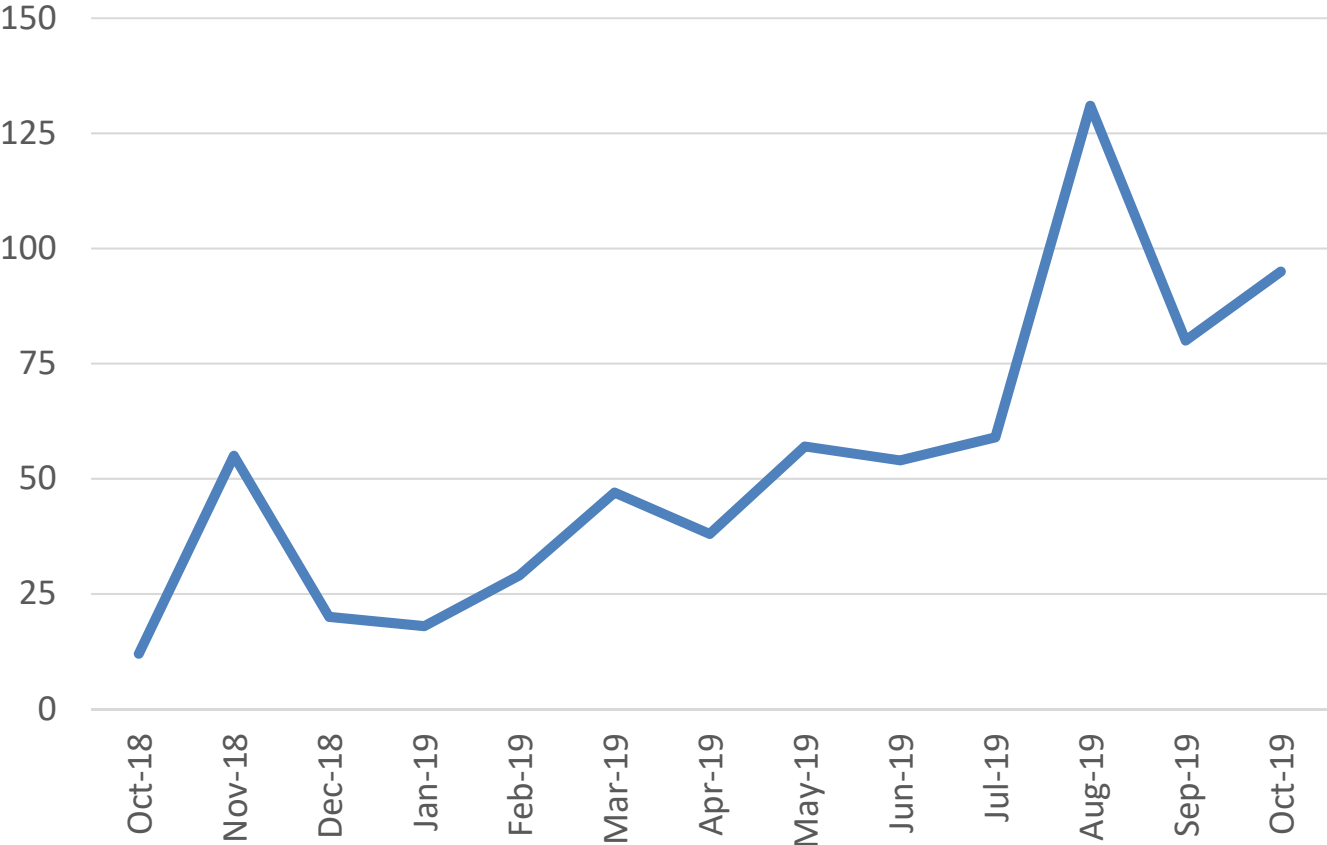
Background

- Backup services are designed to assist riders with immediate service needs, (major traffic events, system issues, etc.).
- Historically has been licensed taxicab operators operating under the jurisdiction of a local municipality.
- Non-ADA trips
- Not Access certified (not the same training requirements, vehicle inspections, etc., as our next day service providers)
- Riders are informed of difference and given choice to use

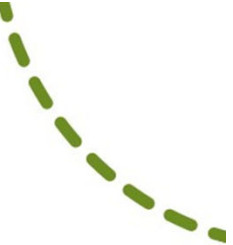
access



Backup Trips Trend

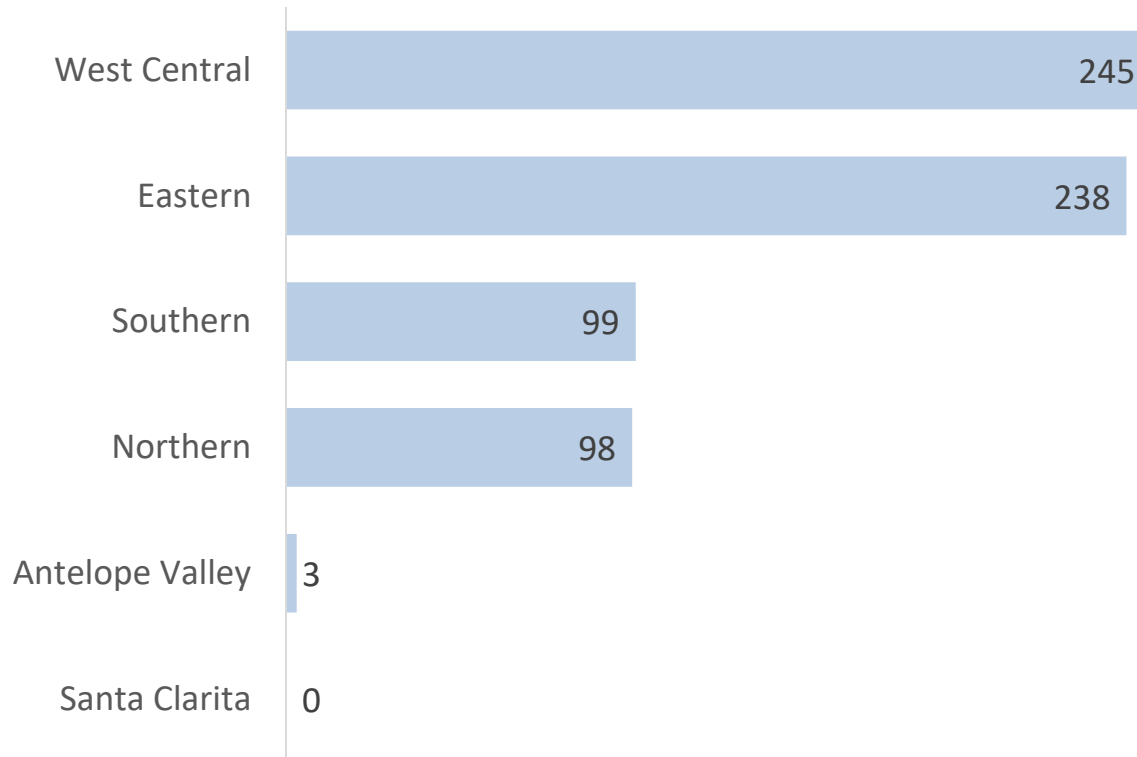


access

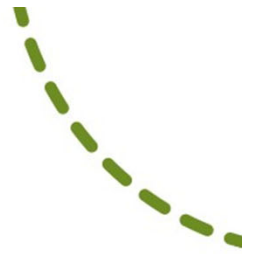
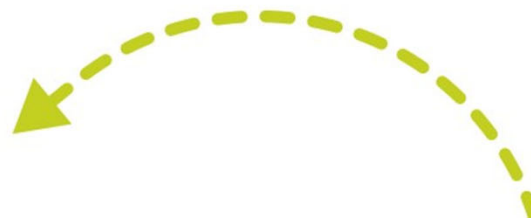


Backup Trips by Region

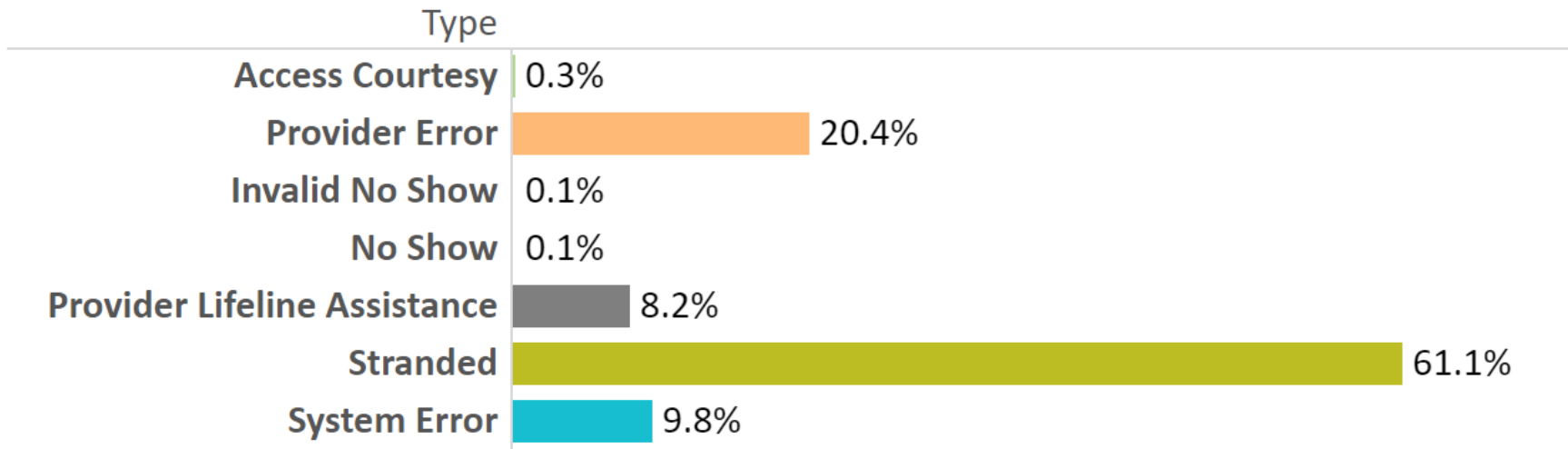
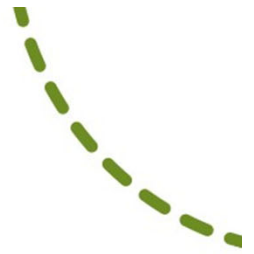
October 2018 - October 2019



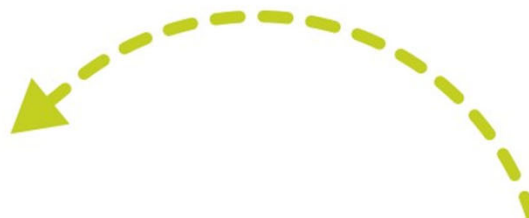
access



Backup Trips Reason



access



Proposal



- Proliferation of Transportation Network Companies (TNCs) over the last few years could expand the resource pool of backup trip providers.
- Would utilize existing arrangement between American Logistics and Uber.
- Uber does not have any requirements for any pre-employment or post-accident drug screenings and medical exams
- Riders would still be given choice to use
- Monitor and compare use of services over a six month period.

access





**Access Services
Five Year Strategic Plan
2020-2025**

**Community Advisory Committee
February 11, 2020**

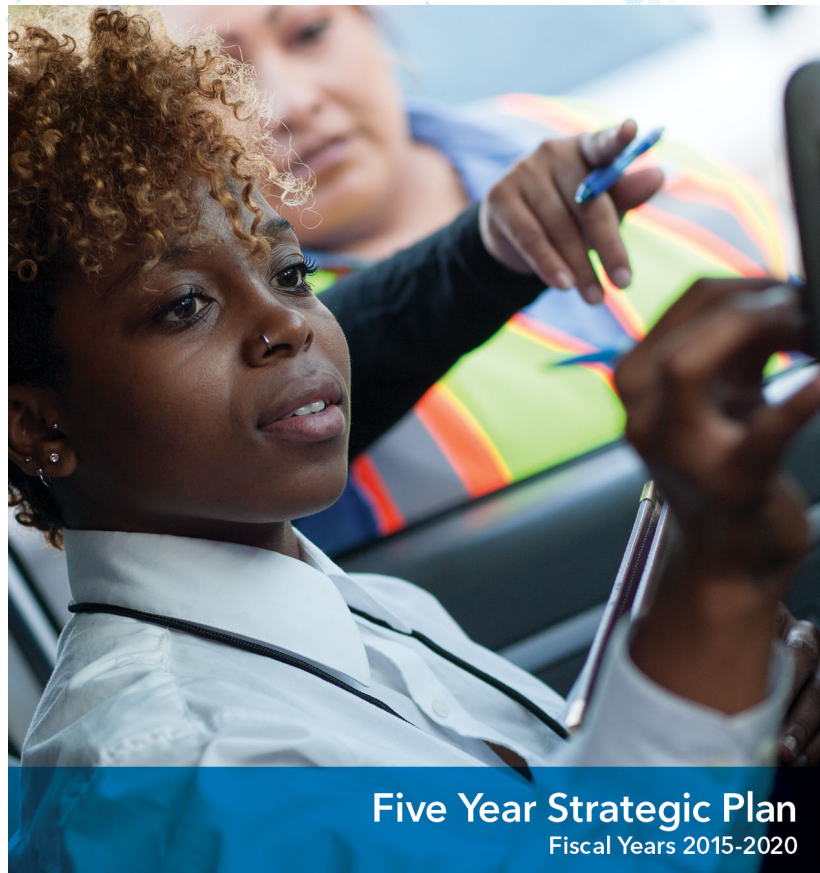
The background features a light blue color scheme with various icons and dashed lines. The icons include a wind turbine, a target, a factory, a person, a house, a tree, and a landscape with a lake and mountains. Dashed lines form a network of paths and arrows, suggesting a process or flow.

Purpose

- Establish a 5-Year Horizon
- Identify Anticipated Challenges
- Develop Multi-Year Projects
- Agency Focus and Transparency
- Customers, Committees, Partners, and Staff

access

First Access Strategic Plan (2015-2020)



Five Year Strategic Plan
Fiscal Years 2015-2020

access

access



First Strategic Plan Goals Achieved

- Where's My Ride App
- On-Line Reservations App
- Measure M sales tax measure
- Expanded on-board video technology
- Providing added mobility options (Travel Training)
- Comprehensive Operational Review of Access' service
- Improved and Expanded Customer Service

access



Strategic Plan (2020-2025) Challenges

- Seeking Customer Service Improvements
- Regulatory Challenges
- Ability to Improve Service (additional staff, improved facilities)

access



Strategic Plan Focus Areas

- Funding Expansion
- Customer Service Enhancement
- Technological Advancements
- Partnerships
- Staffing and Facilities - Meeting Demand Growth

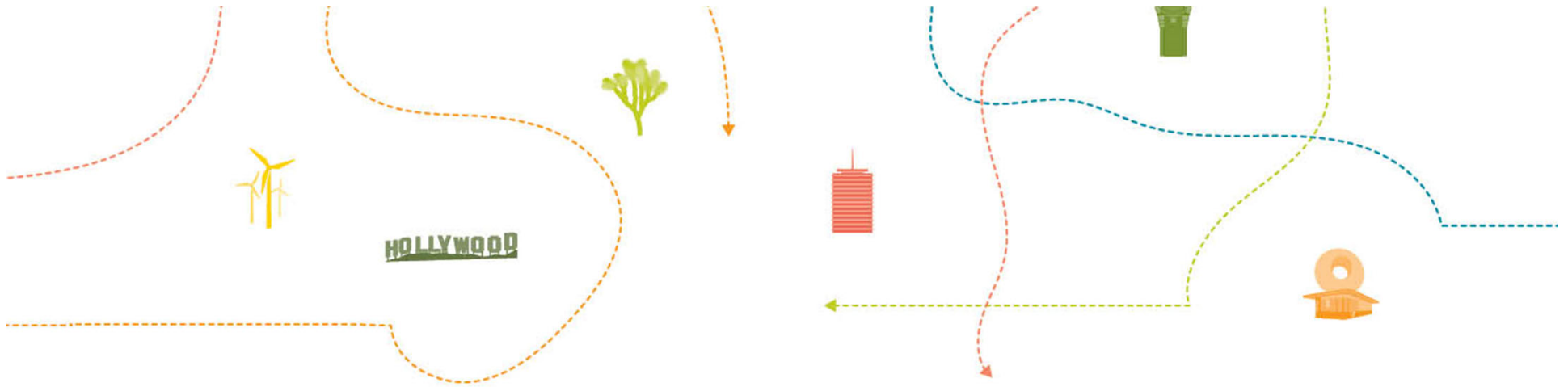
access

The background features a light blue color scheme with various icons and dashed lines. The icons include a wind turbine, a person, a house, a factory, a tree, a boat, and a person with a magnifying glass. The dashed lines form a network of paths and arrows, suggesting a process or flow.

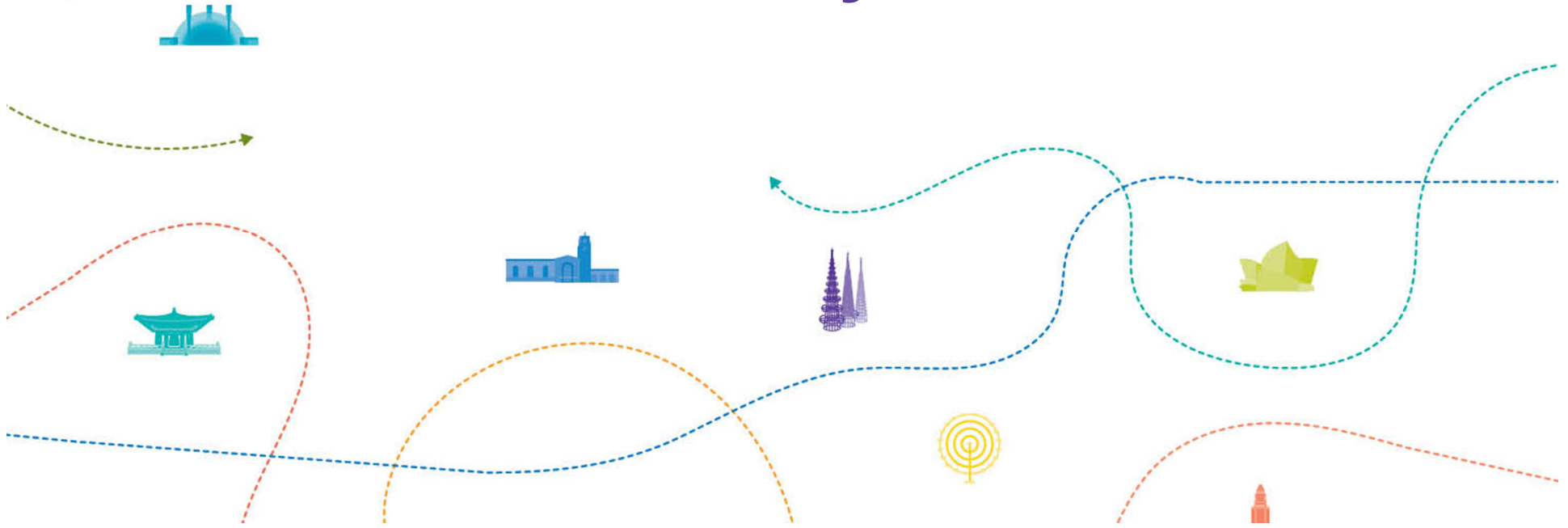
Next Steps

- February: CAC and TPAC – Overview Discussion
- March: Board Committee – Overview Discussion
- May: Draft Strategic Plan Design – CAC/TPAC
- July/August: Possible Board adoption of Strategic Plan

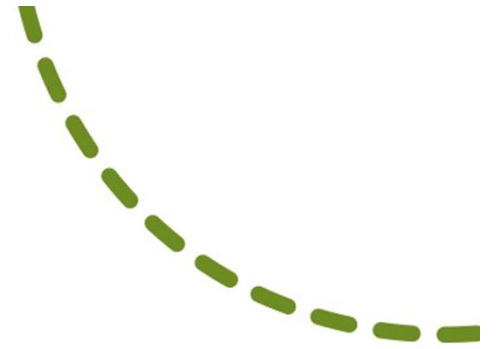
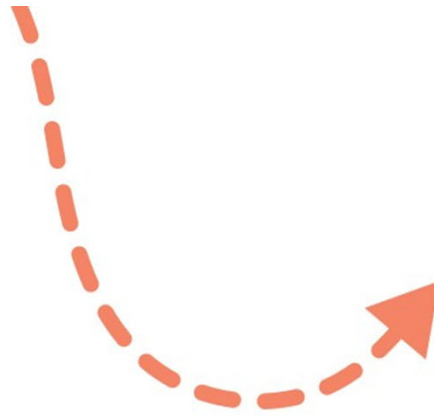
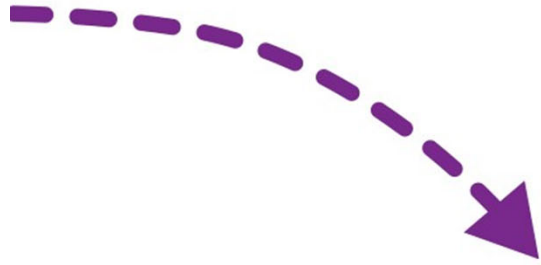
access



Thank you



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



access

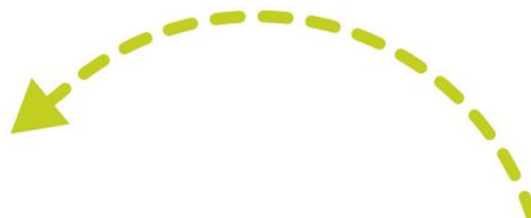
Legal Requirements



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



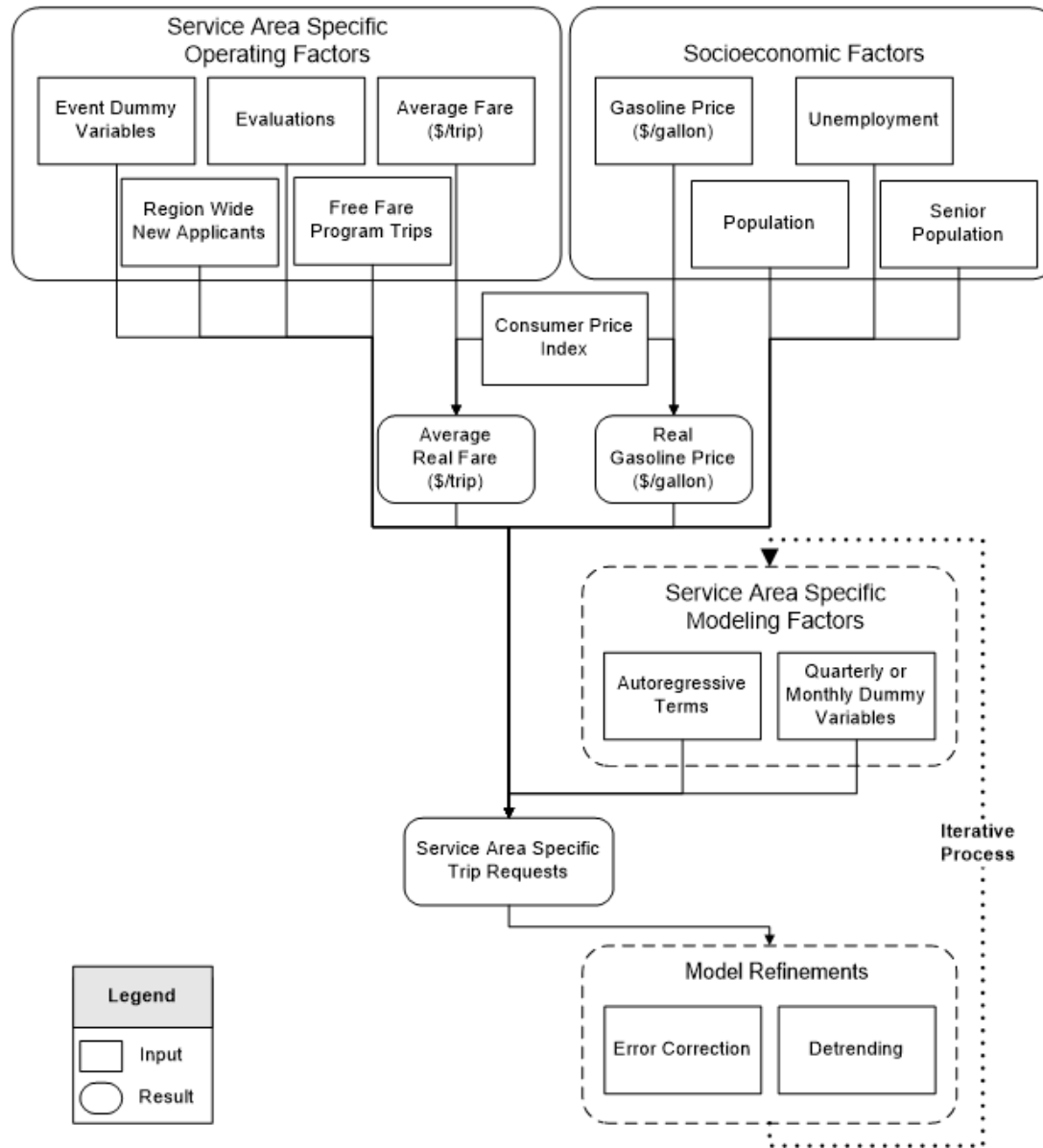
Budget Process

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

access



HDR Variables



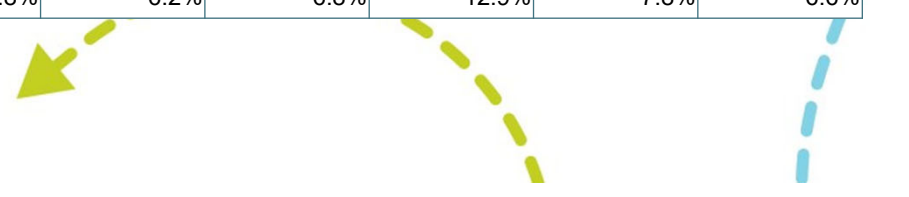
access



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%

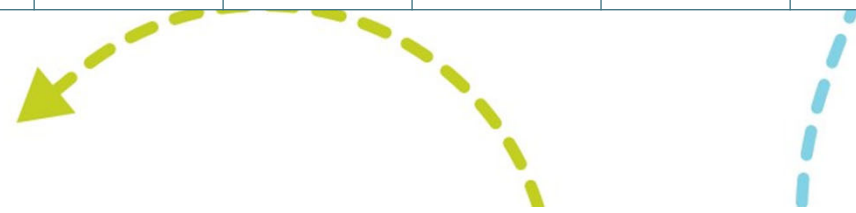
access



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

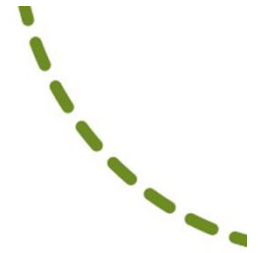
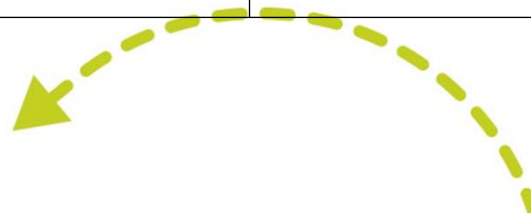
access



Forecast

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

access

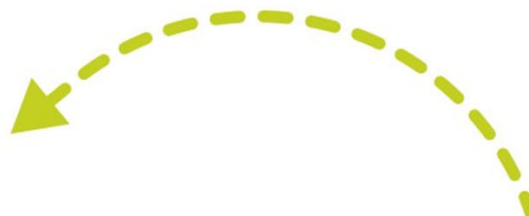


HDR Historical Data



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 ≤ 0	2	2	0%
Access to Work On Time Performance - $\geq 94\%$	95.1%	98.0%	3%
Average Hold Time (Reservations) - ≤ 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 - ≤ 4.0	6.8	2.5	-63%
Preventable Incidents - ≤ 0.25	0.35	0.24	-31%
Preventable Collisions (Weighted) - ≤ 0.50	0.66	0.47	-29%
Miles Between Road Calls - $\geq 25,000$	23,322	85,477	267%

Trip Factor

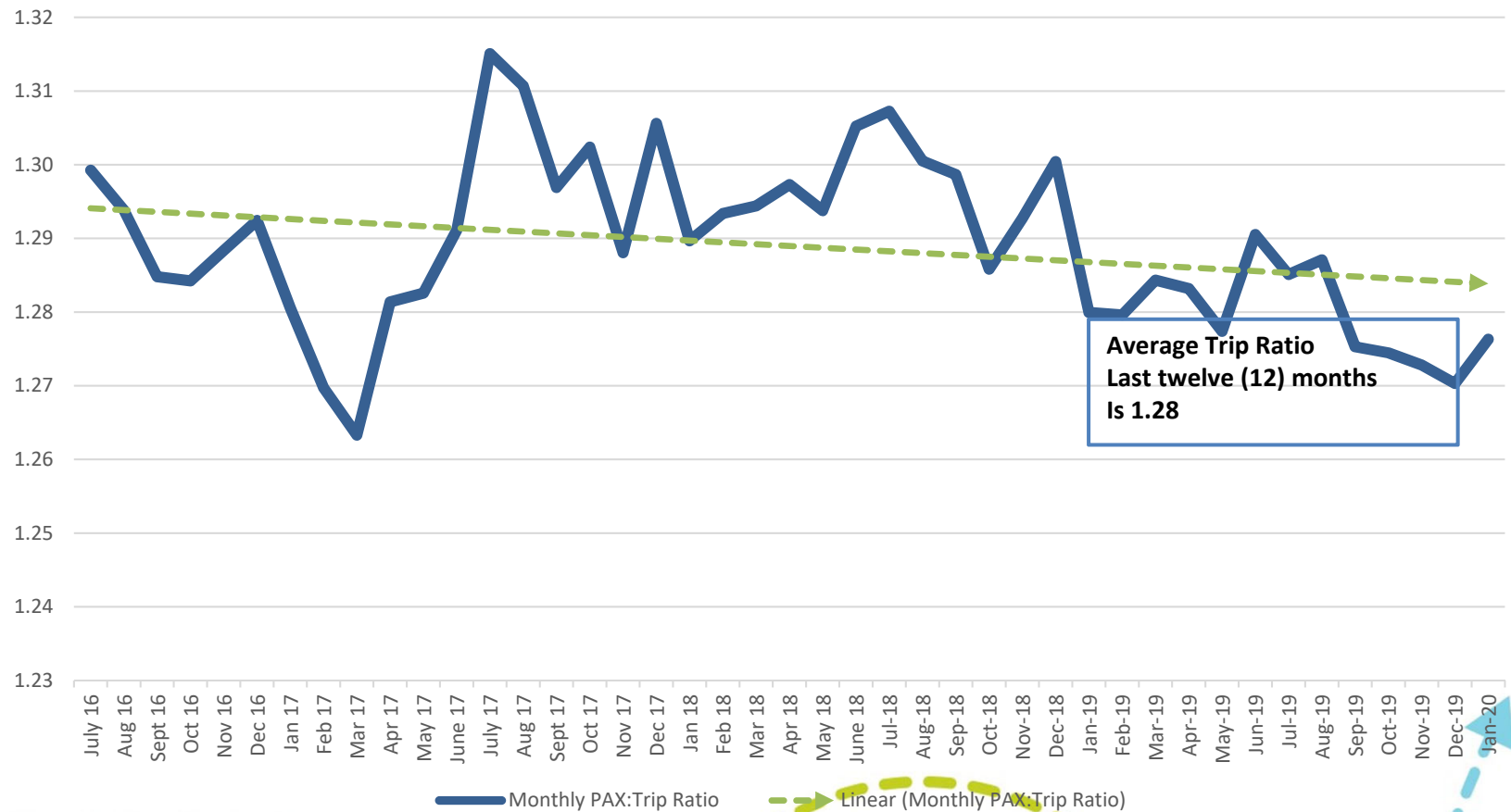


- Forecast of Passengers
- Convert to Trips
- Trip Factor = $\frac{\text{Actual Passengers last 12 months}}{\text{Actual Number of Trips last 12 months}}$
- Usual range 1.32 - 1.28

access

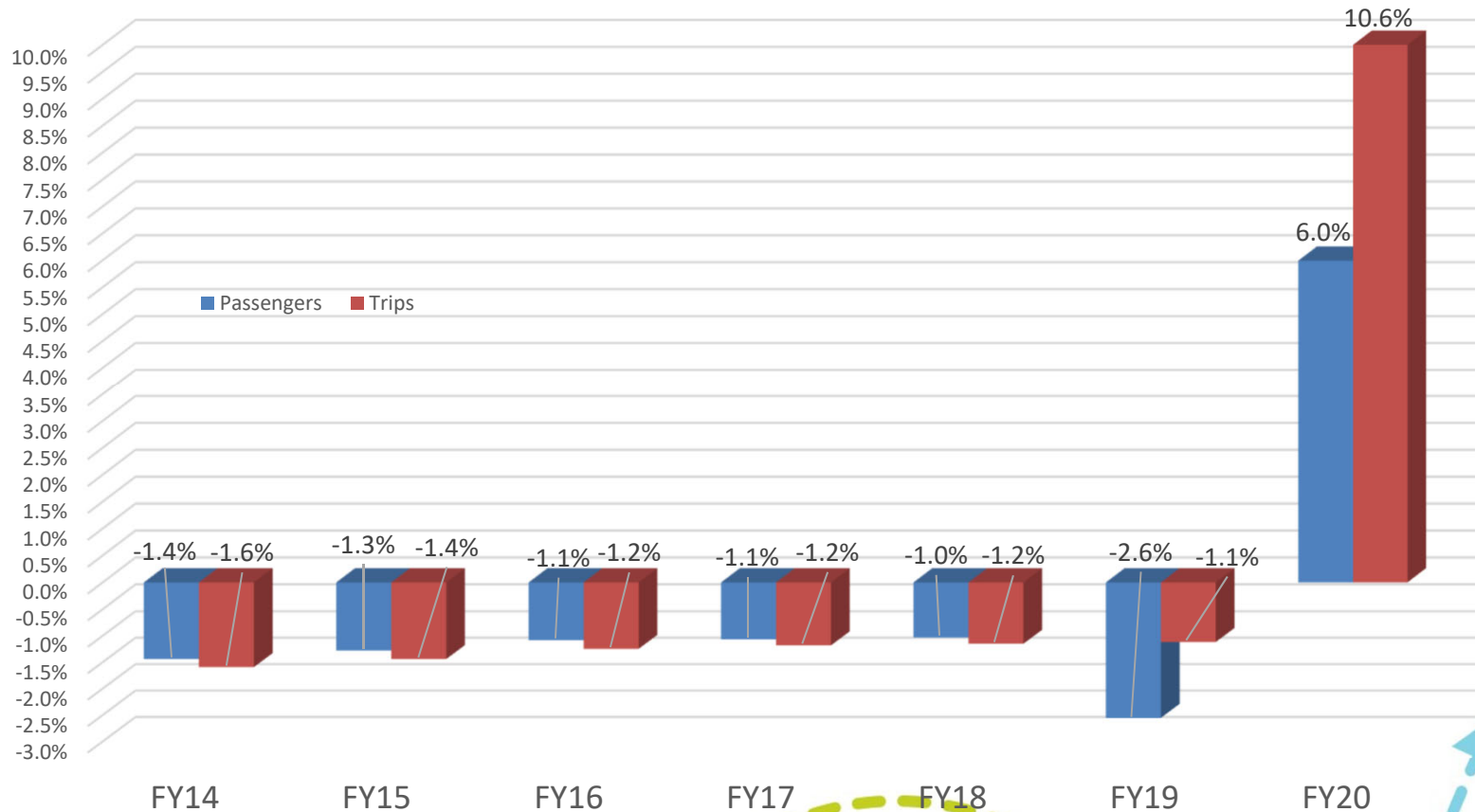


Historical Passenger to Trip Ratio



access

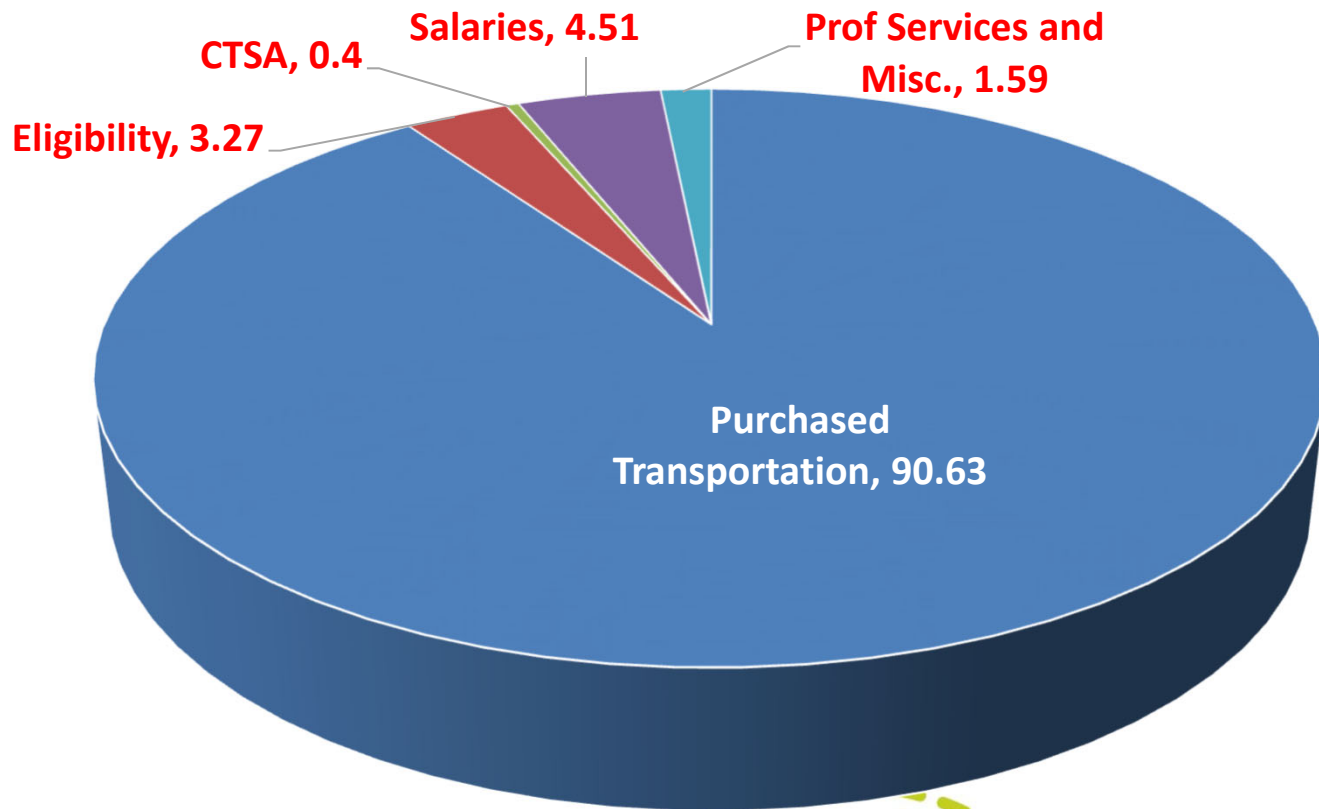
Passengers and Trips FY14 – FY20



access



Costs as a Percent of Budget



access

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
Expenses Total	\$47,461,086	\$48,390,769	\$45,298,726	\$45,567,074	(\$4,986,055)

access




Next Steps for FY20 Budget



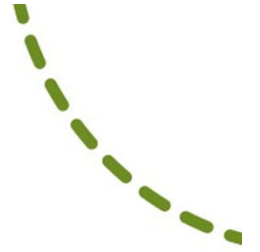
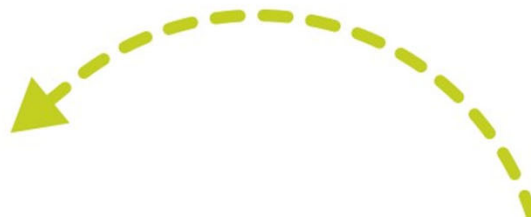
- **FY20 Supplemental Request**
 - February - Request that "Reserve" be released
 - February - Submit Supplemental funding request to Metro
 - March/April Request Access Board amend FY20 Budget
 - Revise internal budget to reflect revised funding

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
Total Purchased Transportation:	\$163,355,299	\$183,523,521

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
Expenses Total	\$183,904,523	\$196,536,961	\$219,285,987

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%
Expenses Total	\$219,285,987	\$22,749,026	19%	12%

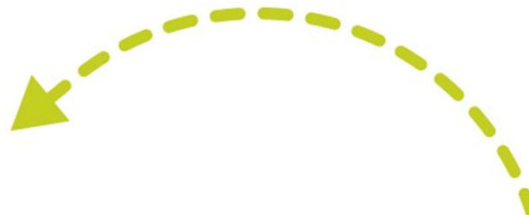
access




Budget By Metro Categories

Access Budget per Metro Categories	2020 Budget	2020 Projection	2021 Budget
Expenses			
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
Total Operating Expenses	\$183,904,523	\$196,536,961	\$219,285,987
Capital			
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
Capital Total	\$9,255,055	\$9,255,055	\$13,200,000
<hr/>			
Total Funding/Expenses:	\$193,159,578	\$205,792,016	\$232,485,987
<hr/>			
Parents With Disabilities Program			\$3,000,000

access



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

access





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).

access

