

## Item 7

# Consideration to Approve Renewal of Commercial Business Package Insurance



# Commercial Business Package

Currently structured as follows:

SIR up to		\$100,000
Primary Layer	\$100,000 to	\$1,100,000
First Excess	\$1,100,000 to	\$11,100,000
Second Excess	\$11,100,000 to	\$26,100,000
Third Excess	\$26,100,000 to	\$31,100,000
Fourth Excess	\$31,100,000 to	\$36,100,000
Fifth Excess	\$36,100,000 to	\$51,100,000

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# Commercial Auto Program

## CARRIERS AND PARTICIPATION

Lloyds of London  
Excess Liability Coverage  
\$15,000,000 excess of \$35,000,000

Lexington Insurance Co.  
Excess Liability Coverage  
\$5,000,000 excess of \$30,000,000

Liberty Surplus Insurance Corporation  
Excess Liability Coverage  
\$5,000,000 excess of \$25,000,000

Scottsdale Insurance Co.  
Excess Liability Coverage  
\$15,000,000 excess of \$10,000,000

James River Insurance Co.  
Excess Liability Coverage  
\$10,000,000 excess of \$1,000,000 Primary

James River Insurance Co.  
Primary Liability Coverage  
\$1,000,000 Limit excess of SIR

\$100,000 Self-Insured Retention (SIR) each accident  
\$3,000,000 SIR Aggregate

# Issues

- > Protracted negotiations with carriers
- > Seeking quotes from additional carriers but not yet received
- > Insurance market continues to tighten
- > Renewal of existing policies likely
  - > Potential for some layers to split
  - > Total coverage may be lower

# Recommendation

- > Authorize the Executive Director to:
  - > Enter into a one-year policy agreement with James River Insurance Company for primary insurance coverage from June 21, 2025 through June 20, 2026;
  - > Enter into a one-year policy agreement with James River Insurance Company for the first excess layer;
  - > Enter into a one-year policy agreement with Scottsdale Insurance Company for the second excess layer;
  - > Enter into a one-year policy agreement with Liberty Insurance Company for the third excess layer;

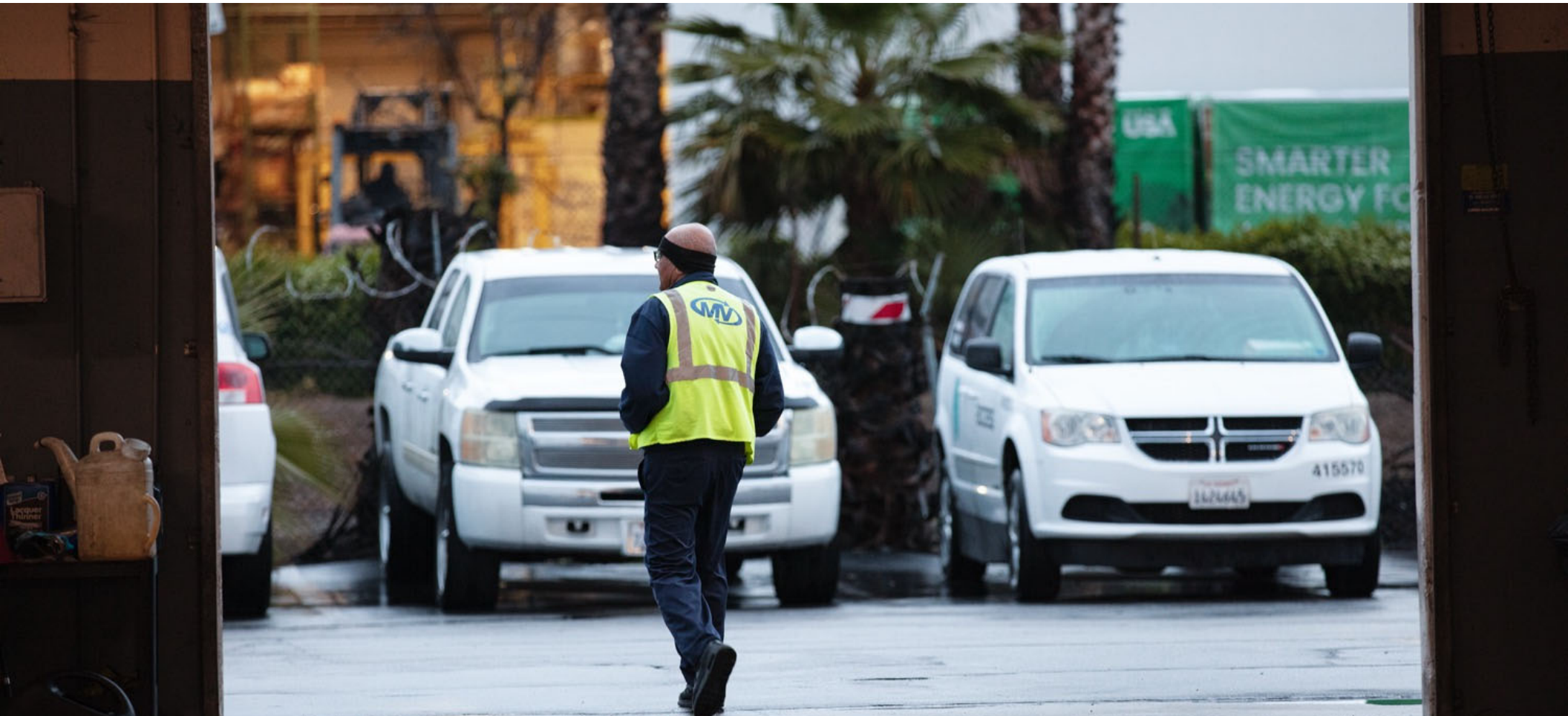
## Recommendation (continued)

- > Enter into a one-year policy agreement with Lexington Insurance Company for the fourth excess layer;
- > Enter into a one-year policy agreement with Lloyds of London Insurance Company for the fifth excess layer;
- > Enter into one-year policies with various carriers for the above-named insurance policies dependent on the outcome of the quotes received;
- > Authorize an amount not to exceed \$12,500,000 for all of the above insurance layers.

## Item 8

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# Facilities Plan Update



# Background

- > Economic Benefits
  - > More competitive procurements
  - > Less cost over life of the facility vs. leasing
  - > Retain infrastructure improvements
  - > Competitive grants
- > Operational Benefits
  - > Long-term growth planning
  - > Lower impact on operations in case of service provider change
  - > Avoid loss of facility due to lease expiration



# Developments

- > Economic Factors
  - > California Construction Cost Index (CCCI) up 35.5% since 2021
  - > Total Cost Per Trip up 44.2% since 2020
- > Fleet Factors
  - > Replacement vehicles 11 inches longer, increasing space requirements for parking
  - > Impact of ZEV initiatives - both electric- and hydrogen-powered options being explored
- > Operational Factors
  - > Previous 50/50 utilization of dedicated/taxi vehicles is now 63/37, increasing use of employees. Expansion of fleet likely will be required
  - > Projected increase of 5.2% of trip demand annually over the next 7 years

# Projected Land Acquisition/Construction Costs

<u>Region</u>	<u>Low Model</u>	<u>High Model</u>
Antelope Valley	\$23,138,000	\$24,931,200
Eastern Region	\$50,192,610	\$75,153,800
Northern Region	\$40,159,640	\$47,497,000
Southern Region	\$71,114,240	\$86,074,700
Western Region	\$35,541,050	\$41,746,800

# Next Steps

- > Antelope Valley Region
  - > In design development stage
  - > Meeting with City of Lancaster for review on 5/29
  - > RFP for construction tentatively to be issued in December 2024
  - > Construction tentatively starts Summer/Fall 2025
- > Basin Regions
  - > Continue to work with Griffin Structures to identify potential sites
    - > Existing structures/properties for purchase
    - > Satellite location options
  - > Continue to identify funding opportunities (grants, Olympics, etc.)
  - > Prepare updated Facilities Plan by July/August 2024

## Item 9

# Operations Update



# Statistics

	<b>Mar. 2019</b>	<b>Mar. 2020</b>	<b>Mar. 2021</b>	<b>Mar. 2022</b>	<b>Mar. 2023</b>	<b>Mar. 2024</b>
Vehicle Trips Completed	297,750	185,394	161,073	216,390	264,198	294,261
Passenger Trips Completed	382,412	234,517	198,991	274,113	324,658	362,834
Reservation Calls Answered	259,296	155,601	141,818	176,587	199,911	207,887
ETA Calls Answered	50,737	27,855	35,263	44,734	48,800	51,925

# Statistics

	<b>March 2023</b>	<b>March 2024</b>	<b>% Change</b>
Vehicle Trips Completed	264,198	294,261	+11%
Passenger Trips Completed	324,658	362,834	+12%
Reservation Calls Answered	199,911	207,887	+4%
ETA Calls Answered	48,800	51,925	+6%
Online Reservations	30,189	42,902	+42%

# Ridership Recovery - Monthly Vehicle Trips

<b>Region</b>	<b>March 2019</b>	<b>March 2024</b>	<b>% Recovery</b>
Southern	96,022	98,210	102.2%
Eastern	86,658	89,281	103.0%
West/Central	46,329	48,513	104.7%
Northern	51,922	42,848	82.5%
Antelope Valley	13,394	12,946	96.6%
Santa Clarita	3,425	2,433	71.0%
Systemwide	297,750	294,261	98.8%

# Performance Report Card

Key Performance Indicator	Standard	March 2024	FY24
On Time Performance	≥ 91%	90.7%	92.2%
Excessively Late Trips	≤ 0.10%	0.06%	0.03%
Excessively Long Trips	≤ 5%	3.9%	3.6%
Missed Trips	≤ 0.75%	0.43%	0.34%
Denials	≤ 0	1	4
Access to Work On Time Performance	≥ 94%	96.1%	95.8%
Average Hold Time in Seconds (Reservations)	≤ 120	69	55
Calls On Hold > 5 Min (Reservations)	≤ 5%	4.5%	2.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	4.2%	2.6%
Complaints Per 1,000 Trips	≤ 4.0	2.1	2.1
Preventable Incidents per 100,000 Miles	≤ 0.25	0.27	0.19
Preventable Collisions per 100,000 Miles	≤ 0.75	0.65	0.81
Miles Between Road Calls	≥ 25,000	69,313	46,465



# Operations Staff Outreach Activities

- Operations staff is out in the community making visits to major ridership generators; 16 locations were visited in the 3<sup>rd</sup> quarter and a total of 47 locations have been visited in FY24
- Recent visits have included:
  - Easterseals Southern California Adult Day Services
  - Family Care Adult Day Health Care
  - Rancho Los Amigos
- Upcoming visits will include:
  - West Covina Adult Day Health Care Center
  - Mt. San Antonio College
  - Desert Haven Enterprises

# Vehicle Procurement Status

- > Build of 58 small Ram ProMasters continues
  - > 57 units have been delivered as of 5/17/24
  - > Final vehicle due to be delivered this week.
- > Build of 101 units over halfway completed; 78 units delivered as of 5/17/24



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# Current & Upcoming Vehicle Orders

Vehicle Type	# Ordered	# Completed	# Delivered to Contractors
Ram ProMaster 136	58	58	57
Ram ProMaster 136	101	78	78
Ram ProMaster 136	48	NA	NA
Ram ProMaster 136	Order of 68 Pending	NA	NA
Turtle Top Class B and C Cutaways	PO issued for 3 units	NA	NA