

Item 7

Free Fare Program Update



Free Fare Program

- > Available to all customers eligible for Access Services
- > Customers may travel for free on fixed route systems. Customer IDs include TAP technology
- > To increase mobility options (choices) for persons with disabilities
- > To reduce or stabilize costs of providing paratransit services

Travel Mode Survey (2023) Results

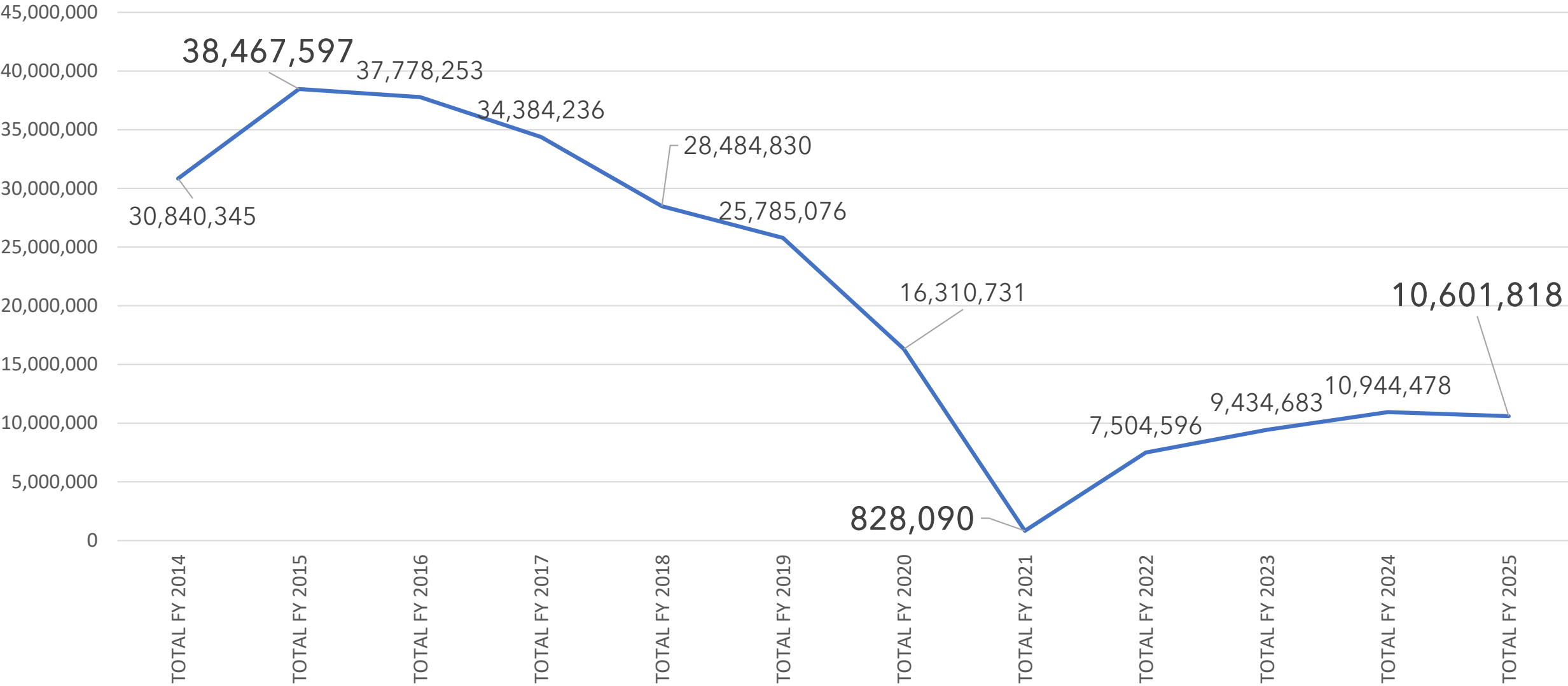
- > 56.6% of respondents indicated they take Free Fare for some trips
 - > Of those almost 60% travel with a PCA
- > 70% said they took between 1 and 20 trips per month
- > Principal trip purpose: Medical appointments
- > Principal reasons why choosing fixed route: trips were seen as timely and faster and there was no appointment required
- > 38.1% said if they could not use Free Fare, they would take more trips on Access

Free Fare Trend in Ridership (FY 2025)

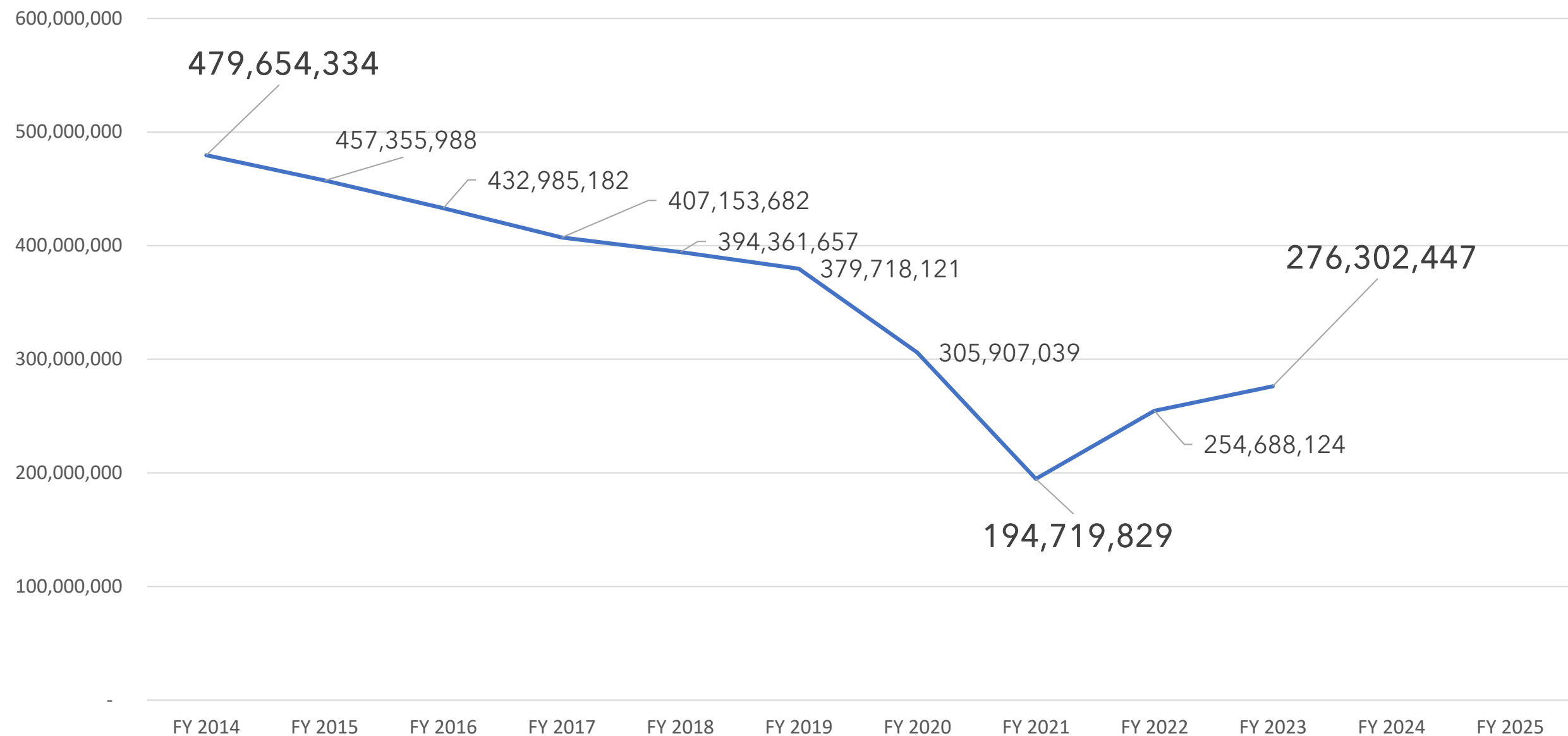
Travel by Agency

L. A. Metro	78.0% ~ 8.3 million trips
Foothill	5.1% ~ 544k
Long Beach	5.0% ~ 527k
Santa Monica	2.6% ~ 277k
Montebello	2.2% ~ 230k

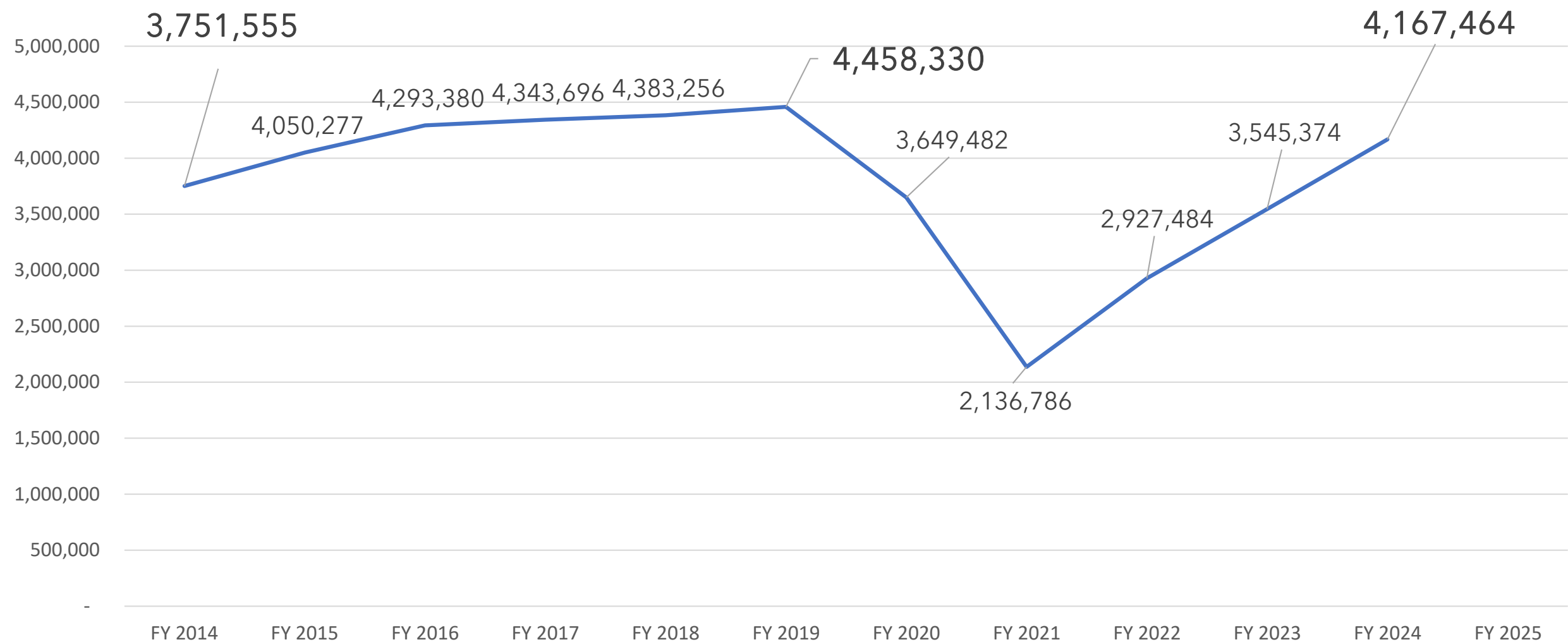
Free Fare Trend in Ridership (FY 2014-2025)



L.A. Metro Trend in Ridership (FY 2014-2023)

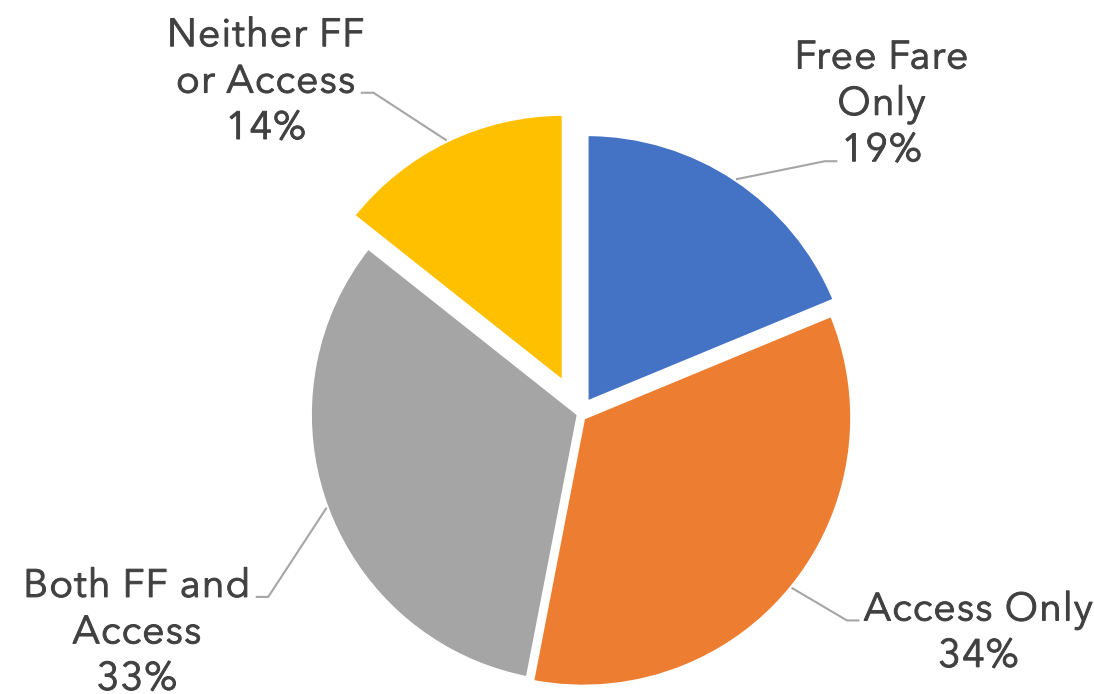


Access Ridership Trend (FY 2014-2024)

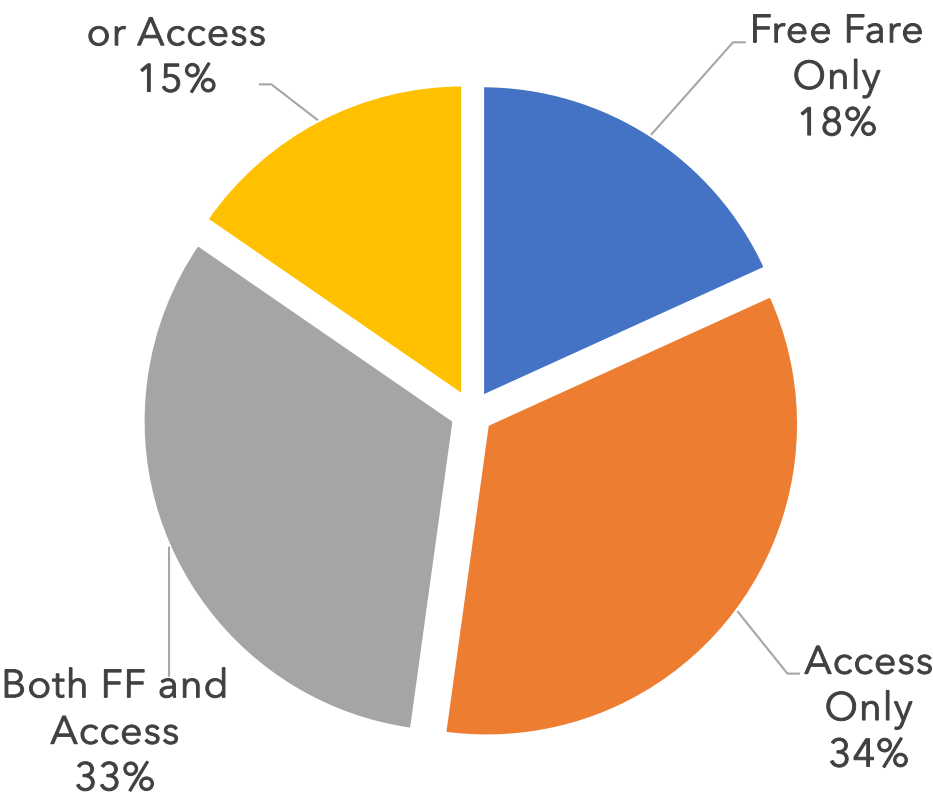


Access/Free Fare Usage

FY 2025



FY2022-25



Access Encourages Use of Free Fare

- > Expanded Group and One-on-one Travel Training
- > Post-Eligibility Calls with new and renewing customers
- > Updated outreach event materials
- > Access Newsletter
- > Community Meeting presentations

Methods to Calculate Cost Savings

Different methods to calculate savings

\$60/Access trip

1 of 10 trips - FY 2025 = 10.6M trips

1.06m non-Access trips

\$63.6m savings

Fewer average trips

Access trips by Free Fare users - 2.4/month

Access trips by non-F. F. users - 4.4/month

\$1,440/customer/year -

FY 2025 = 55,809 customers

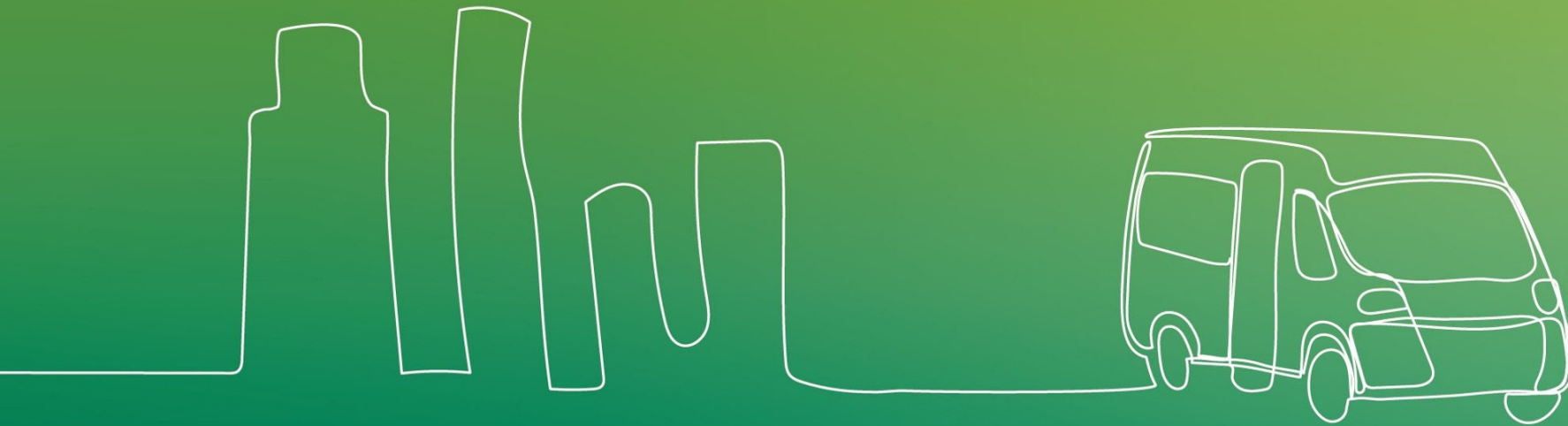
\$80.4 million saved

Observations and Opportunities

- > Free Fare ridership similar to L.A. Metro ridership
- > Access customers respond to events impacting transit usage
- > Coordination on efforts to promote transit usage

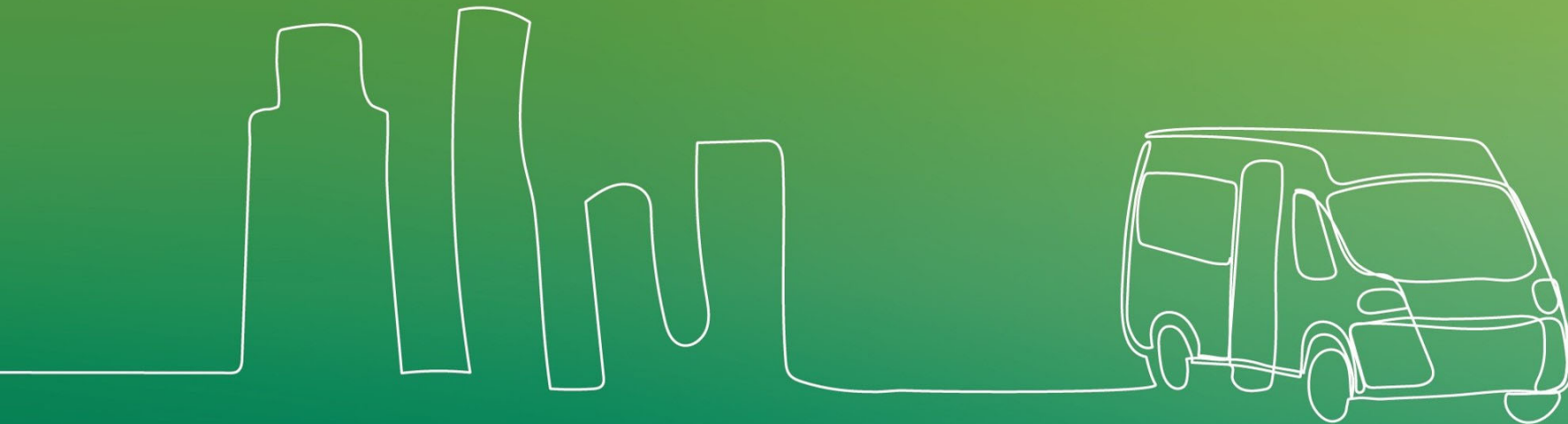
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Legislative Updates



Local Legislative Update

David Gershwin
David Gershwin Consulting



Local Update

- > Surface Transportation Block Grant & Congestion Mitigation and Air Quality Improvement Program (STBG/CMAQ)
- > SCAG Transportation Committee Briefings
 - Pomona Mayor Tim Sandoval
 - Office of Supervisor Kathryn Barger
 - Glendale Mayor Ara Najarian

State Legislative Update

Jason Gonsalves
Joe A. Gonsalves & Son



State Update

- > September 13th adjournment (day late)
 - Series of budget trailer bills aimed at addressing California's affordability crisis.
 - 2025 Legislative Session began with 2,833 bills introduced
 - 1,247 bills sent to Governor Newsom
 - 1,124 bills signed
 - 123 bills vetoed
- > California Transit Association Sponsored legislation
 - SB 71 (Weiner) California Environmental Quality Act (CEQA) exemptions for various transportation plans and projects.
 - Secured amendments specific to paratransit

State Update

- > AB 1250 (Papan) Transit Operators Paratransit Re-certification for Eligibility
- > Looking Towards January 2026 Legislative Session
 - Ongoing Projected State General Fund Deficit through 2028
 - Legislative Leadership Changes
 - New Senate President Pro-Tem
 - New Assembly Republican Leader
- > All Eyes on Proposition 50
 - State and Federal impacts, legislative vacancies

Federal Legislative Update

**Jen Covino, President
Covino Smith & Simon**



Budget Reconciliation

- > Administration's implementation of the One Big Beautiful Bill Act
 - Preserves tax-exempt status of municipal bonds
 - Eliminates or restricts many clean energy tax credits
 - Implements Medicaid reforms for able-bodied adults without dependents
 - More frequent eligibility verifications (every 6 months)
 - "Community engagement" or work requirements (80/hrs per month)
 - Law provides exemptions for individuals with disabilities

FY 2026 Appropriations

- > Federal fiscal year 2025 ended on 9/30
- > Lapse of appropriations at start of federal fiscal year 2026 on 10/1
- > Partial government shutdown
 - Department of Transportation operations largely not impacted due to mandatory funding and advanced appropriations
 - Federal Transit Administration had no furloughed employees
- > House & Senate made good progress on 12 spending bills for FY 2026
 - Discussion of a two-bill minibuss to include the Transportation-Housing and Urban Development (T-HUD) spending bill
 - Good will eroded?

Surface Transportation Reauthorization

- > Access submitted policy request to expand direct eligibility for Buses and Bus Facilities/Low-No Program
- > Emerging themes include more formula funding and potential streamlining of NEPA reviews
- > Debate surrounding level of transit investment by federal government
- > House Transportation & Infrastructure Committee and Members of Congress received 6,000 stakeholder submissions in response to solicitation for input
- > House T&I Committee likely to introduce draft bill in Q4 2025 or Q1 2026
- > More complicated Senate process further behind

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Operations Update



Statistics

	September 2024	September 2025	% Change
Vehicle Trips Completed	309,042	348,538	+13%
Passenger Trips Completed	382,332	428,467	+12%
Reservation Calls Answered	207,232	228,662	+10%
ETA Calls Answered	70,118	76,169	+9%
Online Reservations	51,683	65,386	+26%

Performance Report Card

Key Performance Indicator	Standard	Sept. 2025	FY26
On Time Performance	$\geq 91\%$	91.4%	93.0%
Excessively Late Trips	$\leq 0.10\%$	0.02%	0.01%
Excessively Long Trips	$\leq 5\%$	3.3%	2.6%
Missed Trips	$\leq 0.75\%$	0.30%	0.26%
Denials	≤ 0	0	0
Access to Work On Time Performance	$\geq 94\%$	93.1%	95.1%
Average Hold Time in Seconds (Reservations)	≤ 120	61	55
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	2.7%	2.5%
Calls On Hold > 5 Min (ETAs)	$\leq 10\%$	4.1%	3.2%
Calls On Hold > 5 Min (Cancellations)	$\leq 10\%$	3.3%	2.4%
Complaints Per 1,000 Trips	≤ 4.0	2.2	1.7
Preventable Incidents per 100,000 Miles	≤ 0.25	0.24	0.20
Preventable Collisions per 100,000 Miles	≤ 0.75	0.65	0.66
Mean Miles Between Major Mechanical Failures	$\geq 50,000$	62,341	66,656

Green is good, yellow is cautiously optimistic, red is not meeting standard

Vehicle Procurement Status

- > Access will acquire up to 260 new vehicles in FY26, in two orders
- > Purchase orders were placed in August for the first build, which will include 125 Ram ProMasters and 51 Turtle Top Cutaways
- > The first five new ProMasters were delivered the week of October 12th and all vehicles should be delivered by the end of May
- > The second order is expected to be placed in Spring 2026 when grant funding is released
- > The FY26 budget for new vehicles is \$37,108,480

FIFA World Cup 2026 Planning

- > 8 games in Los Angeles to be hosted at SoFi Stadium in Inglewood
- > Game dates are June 12th through July 10th
- > Game times to be released in December
- > Staff is part of a planning committee with Metro and other regional transit operators
- > Access could operate a shuttle service to support Metro for short trips around stadium area
- > Staff is developing a World Cup operating plan to provide an extra level of oversight through our Emergency Operations Center
- > Access Visitors Policy is well-established; underlying procedures being reviewed and strengthened; reviewed by CAC in October; to be reviewed by TPAC in November and Board in December