

# Item 8

## Eligibility Services Scope of Work



# Contract Overview

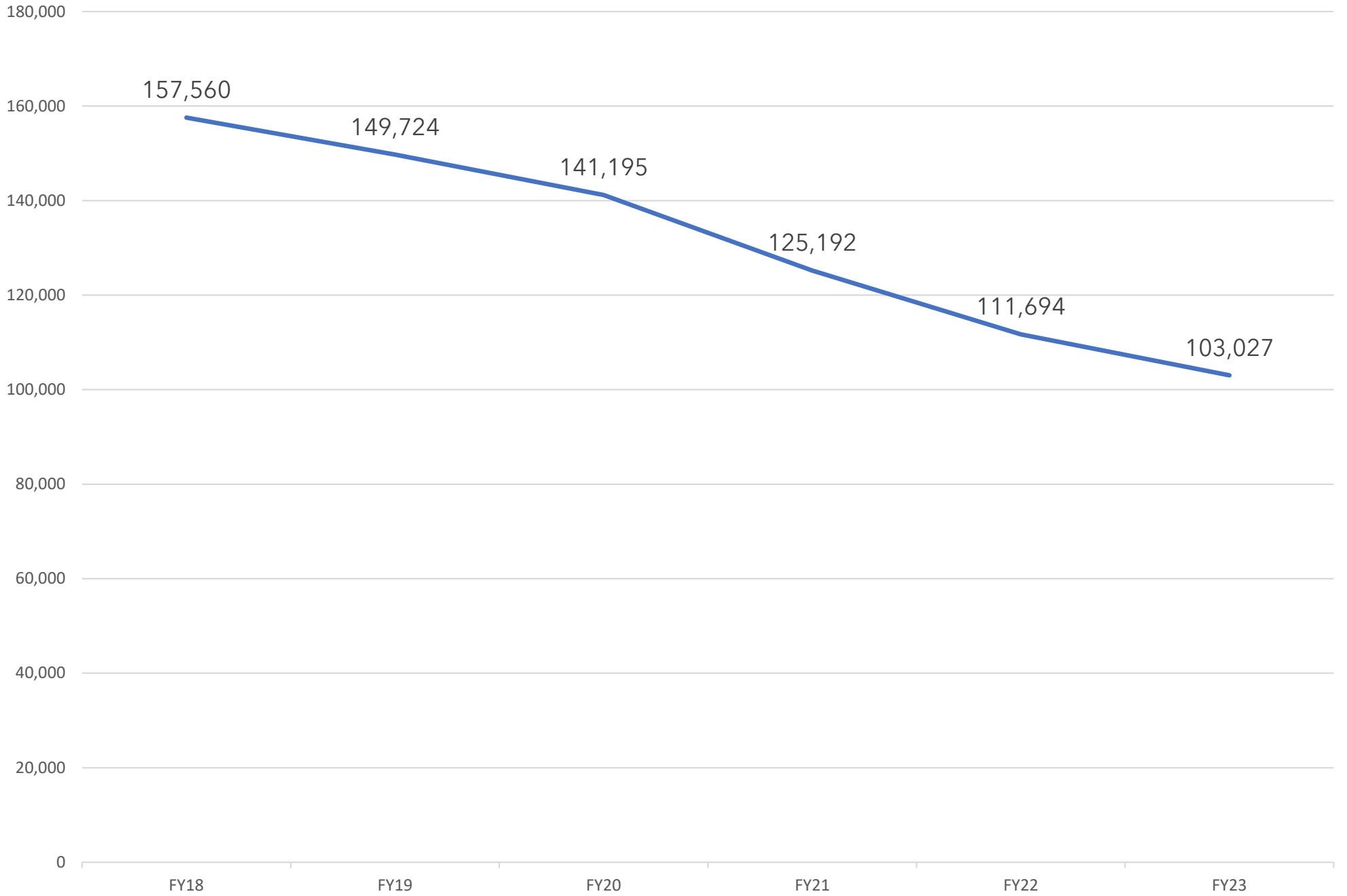
## Medical Transportation Management (MTM)

- July 2017 - June 2024
- Three (3) years with two (2) two (2) year renewal option years
- Not to exceed seven (7) years

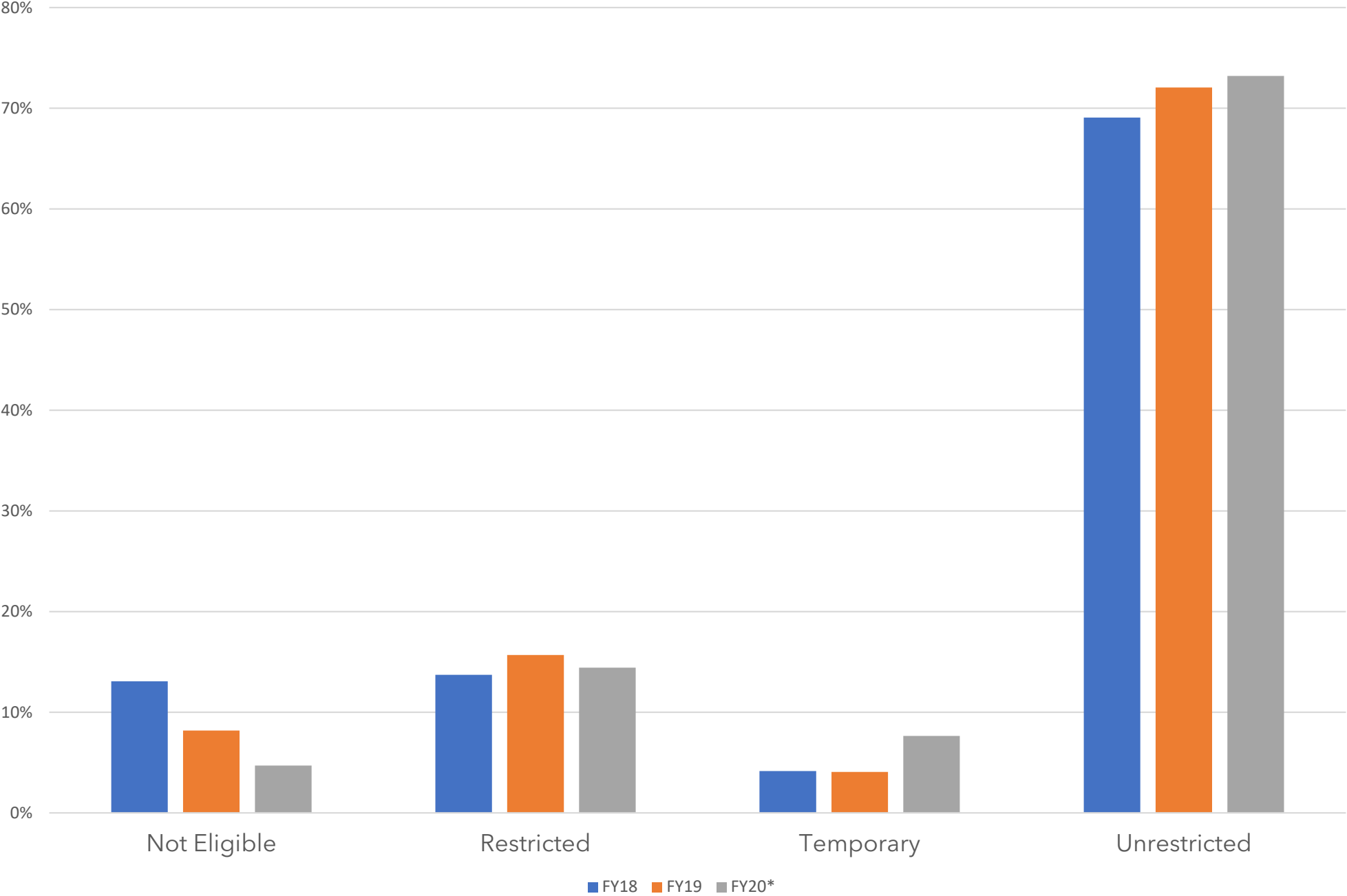
## Contract Volume: Year 2019 Statistics

- In Person evaluations 33,705
- Paper evaluations 21,072
- Marking and Tethering 3,176

# Eligible Riders



# Eligibility



# RFP Schedule

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<b>ITEM</b>	<b>DATE</b>
<b>Committee/Board Review</b>	March/April 2023
<b>Issue RFP</b>	July 5, 2023
<b>Proposals Due</b>	September 13, 2023
<b>Board Committee</b>	November 2023
<b>Board Contract Award</b>	December 2023
<b>Service Begins</b>	July 1, 2024

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# Scope of Work

- Three (3) years with two (2) two (2) year renewal option years
- Initial application, functional assessment, marking and tethering, and safety orientation
- Main site in Commerce with satellite sites in Santa Clarita and Antelope Valley
- Assessment scheduling with transportation provider

# Eligibility Length Survey

<b>Agency</b>	<b>Eligibility Term</b>	<b>Renewal Term</b>
Chicago (Pace)	4	4
TriMet	3	3
NY City Transit	5	5
Penn Trans Auth	4	4
Hartford Trans District	5	5
RTC Nevada	3	3
NJ Transit	Infinite	Infinite
MBTA	3	3
Dallas Rapid Transit	3	3
MTS San Diego	3	3
OCTA	5	5
VTA Access	3	3
RTD Access	3	3
SamTrans	3	3
Omnitrans	3	3

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# Scope of Work Policy Change

Eligibility Term - 3 years to 5 years

- Based on feedback from Community Advisory Subcommittee
- 15 paratransit agencies were surveyed
- Reduced paperwork requirement for riders
- \$11-13 million dollars savings over 15-year period



# Item 9

## Budget Update



# Budget Timeline

- > December - Provided data to HDR
- > January - Received prelim ridership data from HDR
- > February - Provided Metro with draft budget for planning purposes
- > March/April - Finalize budget
- > May - Present budget to Committees
- > May - Metro considers its budget
  - > Funding for Access is included within their overall budget
- > June - Present budget to Access Board
- > June - Metro considers Access funding request

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# Year to Date Ridership - By Region (March 23)

<u>Trips</u>	<u>FY23 Budget YTD Total</u>	<u>FY23 Actual YTD Total</u>	<u>% Change</u>
Southern	693,433	717,014	3.4%
Eastern	533,549	574,081	7.6%
Northern	296,657	308,722	4.1%
West/Central	323,902	350,482	8.2%
Antelope Valley	83,169	102,147	22.8%
Santa Clarita	23,495	21,863	-6.9%
<b>Total</b>	<b>1,954,205</b>	<b>2,074,309</b>	<b>6.1%</b>

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# FY24 Budget/Planning Challenges

- > HDR estimate FY24
  - > Received in February 2023
  - > Projected ridership at less than 80% of pre-pandemic levels
  - > Budget built on a shared ride basis
  - > Projections have been difficult due to pandemic impacts
- > HDR Ridership Estimates

<u>FY</u>	<u>Passengers</u>	<u>Trips</u>
> FY22	3,240,153	2,536,173
> FY23	3,440,189	2,711,515
> FY24	3,850,808	3,101,552

# FY 24 Draft Capital Program

<b>Rolling Stock</b>	<b>FY23</b>	<b>FY24</b>
Federal 5310 C/O	\$10,934,004	\$9,578,728
Federal 5310 C/O	---	\$14,749,200
Prop C C/O	\$202,463	\$7,289,800
<b><i>Total Carryover</i></b>	<b>\$11,136,467</b>	<b>\$31,617,728</b>
Federal 5316	\$809,853	\$809,853
Prop C	\$21,836,007	\$1,317,000
<b>Total Rolling Stock</b>	<b>\$33,782,327</b>	<b>\$33,744,581</b>
<b><i>Capital Construction</i></b>		<b>\$3,000,000</b>
<b>Capital Total</b>	<b>\$33,782,327</b>	<b>\$36,744,581</b>

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# Rolling Stock Detail

Funding Source	Vehicle	Price	Qty	FY24 Total
PROP C New	Staff Vehicles	\$100,500	10	\$1,005,000
PROP C New	Electrification	\$312,000	1	\$312,000
PROP C Carryover-Capital	ProMaster 136	\$136,000	54	\$7,289,800
Section 5310 - Capital NEW	ProMaster 136	\$136,000	108	\$14,749,200
ATW Capital -Section 5316 JARC	ProMaster 136 - ATW	\$136,000	6	\$809,853
Section 5310 - Capital Carryforward	Class B Cutaway	\$101,429	4	\$405,715
Section 5310 - Capital Carryforward	ProMaster 136	\$136,000	67	\$9,173,013
			250	\$33,744,581

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# Access Budget

## Operating Budget

Contract Operations	\$209,656,267
Contract Management	\$5,404,870
Eligibility	\$13,583,483
CTSA	\$363,099
Administration	\$11,903,864

## Operating Budget

**\$240,911,583**

## Capital

Rolling Stock	\$33,744,581
Construction	\$3,000,000

## Capital Budget

**\$36,744,581**

## Proposed FY24 Budget

**\$277,656,164**

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# FY 24 Draft Budget

<u>Draft Budget</u>	<u>FY23</u>	<u>FY24</u>	<u>% Change</u>
Contracted Support	\$14,389,519	\$16,776,773	16.6%
Direct			
Transportation	\$189,577,942	\$208,764,758	10.1%
Management & Administration	\$14,125,102	\$15,370,052	8.8%
<b>Total Operating Costs</b>	<b>\$218,092,563</b>	<b>\$240,911,583</b>	<b>10.5%</b>

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# FY 24 Draft Budget

<b>Draft Planning Budget</b>	<b>FY23</b>	<b>FY24</b>	<b>% Change</b>
Total Operating Costs	\$218,092,563	<b>\$240,911,583</b>	10.5%
Capital Program - Rolling Stock	33,782,327	<b>\$33,744,581</b>	
Capital Construction		<b>\$3,000,000</b>	
<b>Grand Total</b>	<b>\$251,874,890</b>	<b>\$277,656,164</b>	10.2%

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# Next Steps

- √ Submit planning budget number to Metro - February 2023
- √ Budget development - March/April 2023
- > Finalize budget - April/May 2023
- > Seek Board approval - May/June 2023

# Item 10

## Operations Update



# Statistics\*

	March 2019	March 2020	March 2021	March 2022	March 2023
Vehicle Trips Completed	297,750	185,394	161,073	216,390	264,197
Passenger Trips Completed	382,412	234,517	198,991	274,113	324,653
Reservation Calls Answered	259,296	155,601	141,818	176,587	198,175
ETA Calls Answered	50,737	27,855	35,263	44,734	48,545

\* March 2023 data is preliminary

# Statistics\*

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	March 2022	March 2023	% Change
Vehicle Trips Completed	216,390	264,197	+22%
Passenger Trips Completed	274,113	324,653	+18%
Reservation Calls Answered	176,587	198,175	+12%
ETA Calls Answered	44,734	48,545	+9%
WMR ETAs Requested	319,682	409,943	+28%

\* March data is preliminary

# Performance Report Card\*

Key Performance Indicator	Standard	March 2023	FY23 through March 2023
On Time Performance	≥ 91%	90.8%	90.9%
Excessively Late Trips	≤ 0.10%	0.03%	0.05%
Excessively Long Trips	≤ 5%	3.6%	3.8%
Missed Trips	≤ 0.75%	0.42%	0.46%
Denials	≤ 0	0	3
Access to Work On Time Performance	≥ 94%	94.6%	94.7%
Average Hold Time in Seconds (Reservations)	≤ 120	51	60
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.6%	2.3%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.6%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	2.6	2.9
Preventable Incidents per 100,000 Miles	≤ 0.25	0.09	0.18
Preventable Collisions per 100,000 Miles	≤ 0.75	0.92	0.87
Miles Between Road Calls	≥ 25,000	-	46,813

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

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\* March data is preliminary

# Contractor Staffing Updates

- 1,636 active drivers were available at the end of March; that is 17 short of the target number
- Overall, contractors added 115 new drivers in January, but attrition took 43 drivers
- The new drivers came from three sources:
  - Employee hires - 76
  - Taxi - 28
  - TNC (SilverRide) - 11

# Vehicle Procurement Status

- Build of 2 Class C cutaways is complete; in transit to CA
- Build of 11 large Ram ProMasters is being finalized; delivery expected in May
- Build of 58 small Ram ProMasters has started in Corona; delivery expected to start in June
- Build of 14 Class B and C cutaways in ongoing; being built in Indiana with expected delivery in July



# End of the COVID-19 Emergency

- Access ended its emergency response effective 3/31/23
- Masks no longer required, but recommended
- Contractors no longer reporting COVID cases to Access, but must follow CalOSHA regulations and county guidelines