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# **Item 6**

**Consideration to Approve FY27  
Funding Request**

# Year to Date Ridership – By Region (DEC25)

TRIPS	Budget YTD	Actual YTD	% Over/Under
Southern	672,011	680,461	1.26%
Eastern/Cert	590,333	617,674	4.63%
Northern	311,378	336,545	8.08%
West/Central	329,427	320,480	-2.72%
Antelope Valley	88,332	84,833	-3.96%
Santa Clarita	15,642	16,904	8.07%
<b>YTD Totals</b>	<b>2,007,123</b>	<b>2,056,897</b>	<b>2.48%</b>



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# Draft Financials – As of December 2025

Expenses	Budget YTD	Actual YTD	Variance	% Over/ Under
Purchased Transportation	\$130,418,541	\$130,998,593	\$580,052	0.44%
Paratransit Operations	\$15,703,917	\$14,931,187	(\$772,730)	-4.92%
Eligibility Determination	\$3,816,459	\$3,296,770	(\$519,689)	-13.62%
CTSA/Ride Information	\$223,439	\$234,756	\$11,317	5.06%
Administration	\$6,767,438	\$6,151,983	(\$615,455)	-9.09%
<b>Total Exp. before Depreciation</b>	<b>\$156,929,794</b>	<b>\$155,613,289</b>	<b>(\$1,316,505)</b>	<b>-0.84%</b>



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# Investments

- Most funds in *Money Market Account*
- T-Bill rates have remained in the 3.5%-4.5% range
- CD Ladders
- Interest income remains about the same compared to last year
- Commercial paper slightly better but not enough to justify the potential downside
- CalTrust – Investments



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## FY26 Next Steps

- Continue to monitor budget
- Continue to closely track service demand
- Continue to track employment data
- May request Reserve Funds for FY26



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# FY27 Budget Process

- Submit draft preliminary budget to Metro – February 2026
- Budget development – March/April 2026
- Finalize budget - April/May 2026
- Present draft budget to Board – May 2026
- Seek Access Board approval of final budget - June 2026



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# Issues Impacting Budget Planning

- Operations
  - Increase in ridership projected to be 7.7%
  - Higher Starting Wages/Bonus
  - Competition with other agencies and major employers
  - New West Central contract – Oct 2026
  - Other impacts
- Capital
  - 200 passenger vans and 20 cutaway vans to be replaced in FY27



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# Draft Preliminary Budget

Total Operating Budget	\$354,280,134
Capital Program (Rolling Stock)	\$35,045,800
<b>Total FY27 Metro Budget Request</b>	<b>\$389,325,934</b>
Capital Program (Rolling Stock) Carry Forward	\$4,252,272
Capital Program (Construction)	\$11,308,590
Total Capital Program (Draft)	\$15,560,862
<b>Total FY27 Budget - Inclusive of Capital Program</b>	<b>\$404,886,796</b>



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## Recommendation

Authorize staff to submit a draft preliminary budget request for planning purposes only in the amount of \$389,325,934 for FY27 to the Los Angeles County Metropolitan Transportation Authority (Metro).



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# **Item 7**

## **2026 Proposed Customer Survey**



# Survey Topics – Customer Experiences

Experience with:

- Rides in the last month
- Reservation process (phone, on-line, WMR)
- Opinions & observations re: vehicles
- Customer service (complaints or compliments)
- OMC back-up trip service
- Beyond the Curb service (reserved or not)
- Travel with service or emotional support animals
- Travel with Mobility Devices



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# Survey Topics – Customer Information

General Customer Information:

- Overall Satisfaction with Access
- Demographic Information



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## Details

- Questions – All Respondents
- Questions – Skipped by some respondents
- Survey based on script from 2022 and 2024
- Script reviewed by CAC and TPAC (Oct 2025)
- CAC Subcommittee review (Dec '25/Jan '26)
- Potential respondents – all active riders
- Announcement methods – incl. email blast, Access website, hold messages, QR Code flyers on vehicles
- Collection methods –text, email, QR Code, website & telephone



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# Survey Timeline

Survey Collection Period:

- Digital portion (text, email, QR Code, website) February 2026
- Telephone portion March 2026
- Presentation of results: May 2026 Meeting



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# **Item 8**

## **Grocery Delivery Pilot Project**



# Instacart Pilot Project Background

- Proposed Pilot is with Instacart (a grocery delivery service) to provide more options to our riders and save money for the region
- Staff is designing the program after a similar initiative offered by Tri-Met in Portland, Oregon, which has been a huge success



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# Program Overview

Similar to Travel Training Program:

- Replaces Access ADA Trip with a delivery trip
- Provides our riders with greater choices (independence)
- Access would cover cost of Annual Fee of \$99
- One round-trip currently costs Access \$99.25
- At least 10% of our trips are to grocery and other retail stores –  
Close to 30,000 per month



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# Why Partner with a Delivery Service?

We started looking for a partner who:

- Accepts SNAP benefits
- Would not exacerbate our carbon footprint
- Could effectively support older adults and people with disabilities
- Is easy to use for our riders



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# About Instacart

- An American company
- Provides a direct rider support customer service line
- Accepts SNAP/EBT benefits
- They shop for multiple orders at once (shared ride)
- They offer a simple low entry cost to buy bulk memberships and send them directly to a list of riders



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# Uses

Groceries

Prescriptions

Pets

...And More



target

*Walgreens*



KOHL'S

 DOLLAR TREE



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# Investment

Proposed Pilot:

- 200 test riders
- For six (6) months
- \$9.99/month
- This equates to \$12,000 for the test ( $200 \times 6 \times \$10$ )



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# TriMet Paratransit Grocery Program

Riders averaged:

- A 4 trip per month reduction in the first quarter = \$180,000 savings
- A 6 trip per month reduction in the second quarter = \$270,000 savings

“If this program were rolled out to all interested riders, we could save over \$9,000,000 annually.”

Eileen Collins Turvey

Director, Accessible Transportation Programs



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# Savings

## Pilot:

- Portland riders took 4-6 trips less per month
- If our 200 Test riders behave similarly, conservatively 24 trips would be eliminated per rider
- This equates to a \$234,000 reduction in Purchased Transportation expense



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## Next Steps

- CAC and TPAC expressed support
- Identify Pilot Participants
- Initiate Pilot Program
- Assess results



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# Item 9

## Operations Update



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# Statistics

	November 2024	November 2025	% Change
Vehicle Trips Completed	301,548	318,561	+6%
Passenger Trips Completed	375,616	394,197	+5%
Reservation Calls Answered	197,336	217,698	+10%
ETA Calls Answered	71,178	73,115	+3%



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# Performance Report Card

## Key Performance Indicator

On Time Performance

Excessively Late Trips

Excessively Long Trips

Missed Trips

Denials

Access to Work On Time Performance

Average Hold Time in Seconds (Reservations)

Calls On Hold > 5 Min (Reservations)

Calls On Hold > 5 Min (ETAs)

Calls On Hold > 5 Min (Cancellations)

Complaints Per 1,000 Trips

Preventable Incidents per 100,000 Miles

Preventable Collisions per 100,000 Miles

Mean Miles Between Major Mechanical Failures

	Standard	November 2025	FY26
On Time Performance	$\geq 91\%$	92.7%	92.4%
Excessively Late Trips	$\leq 0.10\%$	0.02%	0.02%
Excessively Long Trips	$\leq 5\%$	2.8%	2.8%
Missed Trips	$\leq 0.75\%$	0.25%	0.28%
Denials	$\leq 0$	0	0
Access to Work On Time Performance	$\geq 94\%$	96.2%	96.1%
Average Hold Time in Seconds (Reservations)	$\leq 120$	52	56
Calls On Hold > 5 Min (Reservations)	$\leq 5\%$	2.4%	2.7%
Calls On Hold > 5 Min (ETAs)	$\leq 10\%$	3.4%	3.4%
Calls On Hold > 5 Min (Cancellations)	$\leq 10\%$	3.0%	2.6%
Complaints Per 1,000 Trips	$\leq 4.0$	1.6	1.8
Preventable Incidents per 100,000 Miles	$\leq 0.25$	0.05	0.18
Preventable Collisions per 100,000 Miles	$\leq 0.85$	0.64	0.66
Mean Miles Between Major Mechanical Failures	$\geq 50,000$	79,992	69,795



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# December 2025 Storm Response

- Access activated its EOC to monitor late December storms
- Mild tornado hit Boyle Heights
- Flooding and debris flows in multiple communities
- Responded to a County request for assistance on Christmas Eve
- Transported nine (9) flood victims in Antelope Valley
- Thanks to TransDev for sending two vehicles to assist!



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# World Cup Planning Continues

- Meetings with Metro and other transit operators continue
- Metro interested in Access providing several shuttles to support access to SoFi Stadium
  - LAX-area airport hotels to SoFi
  - El Camino College to SoFi
  - Bus Loading Zone to SoFi
- Access awaiting term sheet that will detail resource needs, confirm reimbursement
- PUDO location at SoFi still to be determined
- Access' operational plan continues to be fine-tuned



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