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Item 6

Consideration to Approve FY27 Funding Request



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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%
YTD Totals	2,007,123	2,056,897	2.48%

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%
Total Exp. before Depreciation	\$156,929,794	\$155,613,289	(\$1,316,505)	-0.84%

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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

Draft Preliminary Budget

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

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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

Survey Topics – Customer Information

General Customer Information:

- Overall Satisfaction with Access
- Demographic Information

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

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



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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

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

Statistics

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	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%

Performance Report Card

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

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