

# Item 7

**Consideration to Extend Term,  
Increase Funds and Change Rates  
– Santa Clarita Region Service  
Provider Contract**



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## Background

- Existing Contract:
  - Term – Three (3) years and eleven (11) months plus three (3) two-year options
  - Base term expired June 30, 2022
  - Provides ADA complementary paratransit service
- Proposed Action:
  - Execute the final two-year option period
  - Increase contract value by \$6,772,240



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# Proposed Rates

	<b>Year 8</b> <b>(7/1/25 –6/30/26)</b>	<b>Year 9</b> <b>(7/1/26 –6/30/27)</b>	<b>Year 10</b> <b>(7/1/27 –6/30/28)</b>
<b>ADA Service - Fixed (Monthly)</b>	\$49,255.84	\$54,673.98	\$56,860.98
<b>ADA Service - Variable (Per Trip)</b>	\$50.27	\$55.80	\$58.03
<b>Fuel Payment - Fixed (Per Revenue Hour for Gasoline-Powered Vehicles Only)</b>	\$12.41	\$13.78	\$14.33



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# Financial Analysis

Service Providers Fully Loaded Rates						
Fiscal Year	Santa Clarita (MV)	West/Central (CTI)	Southern (GPI)	Eastern (SGT)	Northern (MV)	Antelope Valley (Keolis/FT)
2026	\$67.04	\$61.50	\$51.77	\$57.63	\$64.16	\$91.06
2027	\$76.71	\$71.50	\$53.28	\$59.51	\$66.45	\$87.23
2028	\$78.33	\$72.67	\$54.13	\$60.51	TBD	\$88.15



2026

# Performance Report Card

Key Performance Indicator	Standard	FY25	Feb-26	FY26
On Time Performance	≥ 91%	92.9%	90.8%	89.2%
Excessively Late Trips	≤ 0.10%	0.02%	0.04%	0.16%
Excessively Long Trips	≤ 5%	2.6%	0.9%	1.5%
Missed Trips	≤ 0.75%	0.48%	0.12%	0.30%
Denials	≤ 0	0	0	0
Access to Work On Time Performance	≥ 94%	*	*	*
Average Hold Time (Reservations)	≤ 120 sec	82	60	90
Calls On Hold > 5 Min (Reservations)	≤ 5%	5.5%	3.2%	5.6%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.6%	2.9%	4.2%
Complaints Per 1,000 Trips	≤ 4.0	0.9	0.7	1.0
Preventable Incidents per 100,000 miles	≤ 0.25	0.00	0.00	0.00
Preventable Collisions per 100,000 miles	≤ 0.85	0.36	0.00	0.18
Mean Miles Between Major Mechanical Failures	≥ 50,000	280,808	**	**

\*No ATW trips carried; \*\*No Mechanical Failures in FY26



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# Recommendation

Authorize an additional \$6,772,240 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from July 1, 2026, through June 30, 2028, with the City of Santa Clarita (SCT).



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# Item 8

## Upcoming Service Provider RFP



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## Background

- The Northern region contract with MV Transportation will end on July 31, 2027; all contract extensions have been approved by the Board
- The scope-of work for this region was developed 10 years ago and is outdated
- The new scope-of-work will reflect changes in Access' philosophy, policy changes, goals and Board direction



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## Background

- 16,365 eligible riders reside in Northern Region
- 591,195 vehicle trips completed in FY25
- Top five pick up locations in FY26:
  - Olive View Medical Center
  - San Fernando Valley Adult Day Health Care Center
  - Tierra del Sol Foundation
  - West Valley Adult Day Health Care Center
  - Golden Acres Adult Day Health Care Center



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## Scope of Work Changes

- Incorporate contract amendments issued in recent years and feedback received from CAC and TPAC.
- Adjust staffing requirements (cybersecurity specialist, vehicle warranty clerk, etc.)
- Add vehicle-specific training for drivers
- Updated IT requirements
- Written Quality Assurance (QA) program for operations, reservations, and dispatching functions
- Incorporate updated KPIs, service standards, and liquidated damages



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## RFP Challenges

- Limited competition
- Limited opportunities for operating yards
- Proposers will need to establish subcontracting partnerships to meet demand



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# RFP Schedule

TASK	TASK COMPLETION
Issue RFP	May 2026
Pre-Proposal Meeting	June 8, 2026
Questions Due	June 22, 2026
Answers Released	July 28, 2026
Proposals Due	August 25, 2026
First Round Evaluations Due	September 1, 2026
Site Visits	Week of September 14, 2026
Interviews	Week of September 28, 2026
BAFOs Requested	October 1, 2026
BAFOs Due	October 15, 2026
2 <sup>nd</sup> Round Evaluations Due	October 29, 2026
Board Consideration	December 2026
Contract Executed	January 2027
Start-Up Period Begins	February 1, 2027
Full Service Begins	August 1, 2027



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# Scoring

	Evaluation Criteria	Maximum Points
1.	Quality of Technical Approach	15
2.	Quality of Safety Approach	5
3.	Qualifications & Availability of Proposed Staff	10
4.	Quality of Proposed Operating Facility	5
5.	Employee Pay and Benefits	20
6.	Financial Qualifications of Proposer	5
7.	Proposer's Paratransit Operating Experience	10
8.	State Mandated Bidding Preference	10
9.	Cost Price Proposal	20
	<b>TOTAL POINTS</b>	<b>100</b>



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## Next Steps

- Finalize solicitation documents, including Scope of Work
- Release RFP in May
- Notification of solicitation via Access Website, Public Purchase, Passenger Transport, LA Times and GCAP
- Return to Board with recommendation for award in December 2026



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**Item 9**  
**Peer Fare Survey/  
Fare Media Options**

# Peer Fare Survey

<u>Agency</u>	<u>Trips (Annual)</u>	<u>Transit Base Fare</u>	<u>ADA Base Fare</u>
MTA New York City Transit	11,036,492	\$3.00	\$3.00
Access Services	3,765,492	\$1.75	\$2.75
Pace Suburban Bus (Chicago)	3,037,218	\$2.25	\$3.25
New Jersey Transit	1,904,918	\$1.85	\$1.70
Miami-Dade Transit	1,626,239	\$2.25	\$3.50
RTC (Las Vegas)	1,511,043	\$2.00	\$3.00
Orange County Transportation Authority	1,192,236	\$2.00	\$3.60
Dallas Area Rapid Transit (DART)	967,267	\$3.00	\$3.50
MBTA (Boston)	960,871	\$1.70	\$3.35
SE Pennsylvania Transportation Authority – SEPTA	692,244	\$2.90	\$5.75
Denver RTD	448,633	\$2.75	\$4.50
Milwaukee County Transit System (MCTS)	360,000	\$2.75	\$4.00
Pinellas Suncoast Transit Authority (Florida)	244,216	\$2.25	\$4.50
Tri Delta Transit (Bay Area)	170,000	\$2.00	\$2.75
Livermore Amador Valley Transit Authority	33,873	\$2.00	\$3.75



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# Peer Fare Survey

<u>Agency</u>	Cash	Coupon	Credit/ Debit	Account Based	Smart Phone App	Other
MTA New York City Transit	90%	5%		5%		
Access Services	50%	29%	21%			
Pace Suburban Bus (Chicago)	47%	37%		16%		
New Jersey Transit	80%	0.4%		19.6%		
RTC (Las Vegas)		75%			25%	
OCTA	40%	30%		30%		
Dallas (DART)	56%	34%	10%			
MBTA (Boston)				100%		
SEPTA	42%					58%
Denver RTD	14%	79%			7%	
Milwaukee (MCTS)	50%	50%				
Tri Delta Transit	25%	75%				
LAVTA	20%	80%				



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## Key Take Aways

- Cash/Coupons are king
  - Most have either cash, coupon or both
- 2 agencies allow for credit/debit transactions
- 2 agencies allow for Smart Phone Based app transactions
- 5 agencies allow for account-based transactions
- Only SEPTA has a monthly pass option
- New York MTA is in the process of moving to an account-based system for fare payment



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# Access Fare Usage

<u>Jan. 2019</u>	<u>CTI</u>	<u>Global</u>	<u>SGT</u>	<u>MV</u>	<u>FT</u>	<u>SC</u>	<u>Total</u>
Cash	66.8%	79.1%	57.9%	68.2%	77.3%	98.4%	68.5%
Debit	10.4%	2.3%	9.7%	8.8%	14.4%	0.0%	7.6%
Coupon	22.8%	18.6%	32.4%	23.0%	8.4%	1.6%	23.9%
TAP							

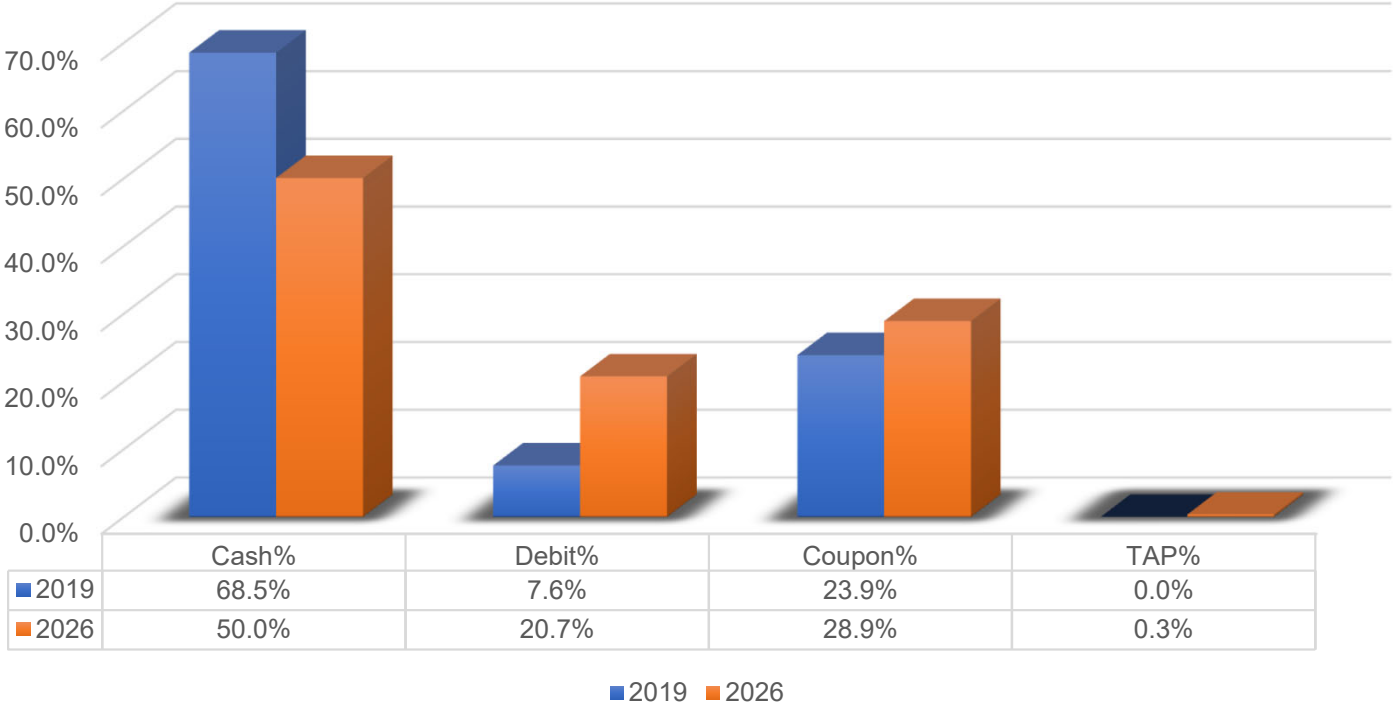
<u>FY2026</u>	<u>CTI</u>	<u>Global</u>	<u>SGT</u>	<u>MV</u>	<u>FT</u>	<u>SC</u>	<u>Total</u>
Cash	46.0%	56.0%	41.4%	57.2%	57.4%	48.4%	50.0%
Debit	27.9%	14.6%	22.1%	23.3%	30.9%	0.0%	20.7%
Coupon	26.2%	29.4%	36.5%	19.5%	11.6%	1.2%	28.9%
TAP						50.4%	0.3%



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# Access Fare Usage

2019 v 2026



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## Coupon Usage

- FY2026 (July 2025 – February 2026)
  - 4,167 coupon orders by 1,907 riders - \$678,410
    - Largest order - \$2,290 - 132 books
  - 601 coupon orders by 128 facilities - \$2,273,830
    - Largest order - \$362,148 - 13,169 books



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## Additional Fare Payment Option

- Smart Phone App
  - Option for riders to pay for their trip through the WMR app
  - Tied to their mobile e-wallet capability on their smart phone
  - Summer deployment for testing



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# Smart Phone Option



MAIN MENU



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# Smart Phone Option

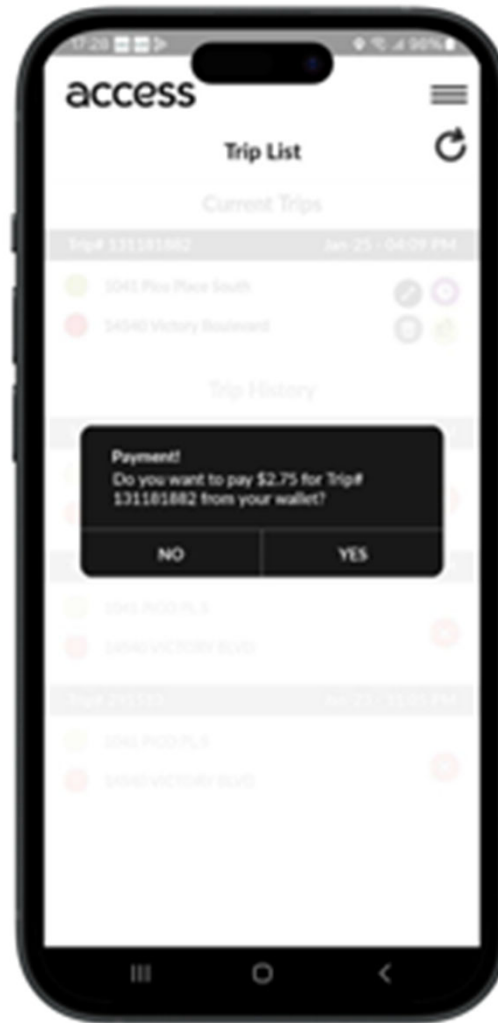


TRIP LIST



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# Smart Phone Option

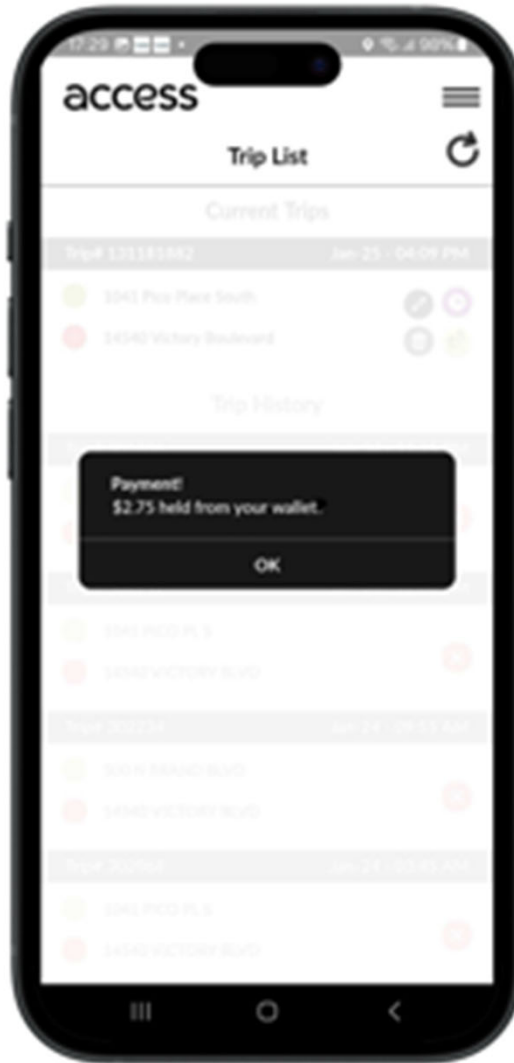


WALLET PAYMENT



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# Smart Phone Option



PAYMENT HELD



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# Smart Phone Option



PROOF OF PAYMENT



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# Item 11

## Operations Update



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## Statistics

	<b>February 2025</b>	<b>February 2026</b>	<b>% Change</b>
Vehicle Trips Completed	294,101	320,674	+9%
Passenger Trips Completed	362,797	394,108	+9%
Reservation Calls Answered	193,770	208,892	+8%
ETA Calls Answered	64,164	70,810	+10%
Online Reservations	52,323	62,642	+20%



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# Performance Report Card

## Key Performance Indicator

	Standard	February 2026	FY26
On Time Performance	≥ 91%	90.8%	91.9%
Excessively Late Trips	≤ 0.10%	0.02%	0.02%
Excessively Long Trips	≤ 5%	3.6%	2.9%
Missed Trips	≤ 0.75%	0.29%	0.29%
Denials	≤ 0	0	0
Access to Work On Time Performance	≥ 94%	96.2%	94.1%
Average Hold Time in Seconds (Reservations)	≤ 120	53	55
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.3%	2.9%
Calls On Hold > 5 Min (ETAs)	≤ 10%	3.5%	3.5%
Complaints Per 1,000 Trips	≤ 4.0	2.1	1.8
Preventable Incidents per 100,000 Miles	≤ 0.25	0.36	0.22
Preventable Collisions per 100,000 Miles	≤ 0.85	0.85	0.74
Mean Miles Between Major Mechanical Failures	≥ 50,000	72,170	71,633

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



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# Abilities Expo Recap

- March 27<sup>th</sup> to 29<sup>th</sup>
- Held in Long Beach for first time in 20 years
- 789 completed trips over three days
- Great teamwork by contractors and Access team



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