

**Item 7**  
**Consideration to Adopt**  
**a Continuing Resolution for**  
**Fiscal Year 2020/21 Budget**



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# FY20 Cost Differential

Description	Normal Rates	COVID-19 Rates
Same Day Rate		\$44.23
Emergency Hourly Rate	\$50.00	\$50.00
Average Provider Rate/Trip:	\$31.48	\$44.23
Special Procedures	\$0.00	\$5.16
<b>Adjusted Average Rate (Variable only):</b>	<b>\$31.48</b>	<b>\$49.39</b>
% Increase vs Normal:		57%

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# Draft Financials – FY20 YTD April



	Actuals	Budget	Var B/(W)
Direct Transportation	\$129,124,823	\$131,205,813	\$2,080,990
Contracted Support	\$10,991,954	\$11,595,953	\$603,999
Mgmt. & Admin.	\$9,020,626	\$9,533,347	\$512,721
<b>Expenses Total</b>	<b>\$149,137,403</b>	<b>\$152,335,113</b>	<b>\$3,197,710</b>

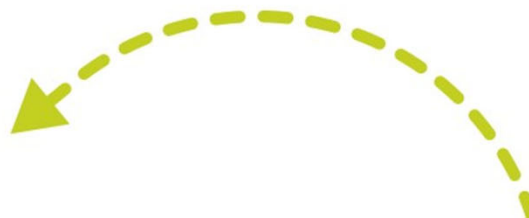
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# FY20 Year End Projection

	Forecast			Budget	Variance
	YTD April Actuals	May-June Forecast	Total	Total	
PAX	3,510,227	279,347	3,789,574	4,574,918	785,344
Trips	2,744,877	227,111	2,971,988	3,423,717	451,729
Cost/Trip	\$44.83	\$81.48	\$47.63	\$44.19	(\$3.44)
	YTD April Actuals	May-June Forecast	Total	Total	Variance
Contracted Support	\$10,991,954	\$1,862,624	\$12,854,578	\$13,985,333	\$1,130,755
Direct Transportation	\$129,124,823	\$19,706,024	\$148,830,847	\$158,590,841	\$9,759,993
Mgmt. & Admin.	\$9,020,626	\$1,755,192	\$10,775,818	\$11,328,349	\$552,532
Totals:	\$149,137,403	\$23,323,840	\$172,461,243	\$183,904,523	\$11,443,280

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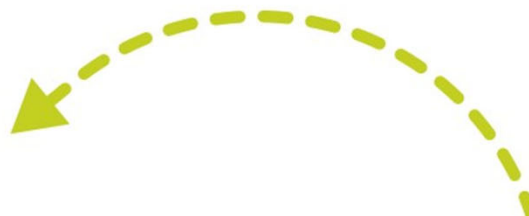


# FY21 Passenger Estimates



FISCAL YEAR	TOTAL
FY21 Original Projection	5,187,703
2021 May Estimate	3,790,600
2021 July Projection	To Be Determined

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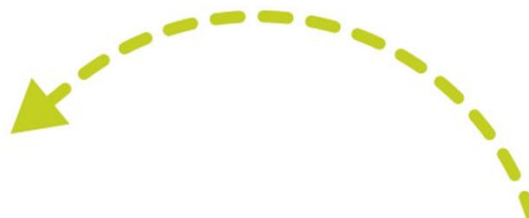
# Next Steps for FY21 Budget



## FY21 Budget Development

- Continuing Resolution Metro/Access
- Passenger Re-Forecast - July
- Draft Budget - Mid-July
  - Review of non-essential services
  - Prioritization of essential services
  - Contract modifications - Tiers
  - Social distancing measures
  - Alternate revenue sources
- Final Budget - August
- MOU September/October

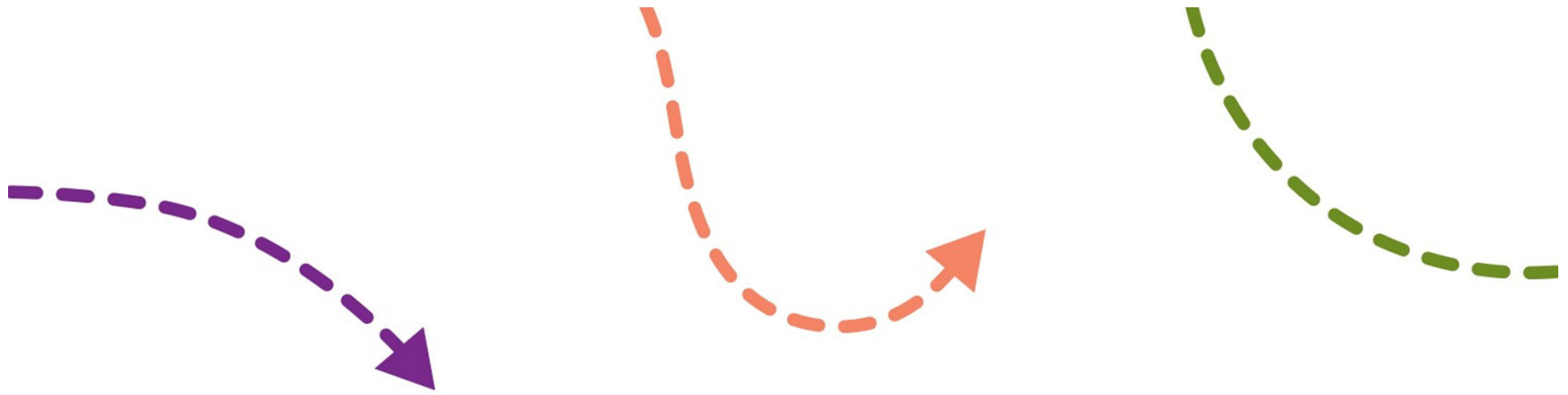
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# Recommendation

## Authorize the following:

- A. ADOPT a continuing resolution to extend FY2019/20 budget authorization for the first quarter of FY2020/21 (July 1, 2020 through September 30, 2020) that will allow Access to legally encumber and expend funds in the absence of an adopted FY2020/21 budget;
- B. AUTHORIZE the Executive Director to execute the adopted continuing resolution for first quarter of FY2020/21 through September 30, 2020;
- C. AUTHORIZE the extension of all agreements and Memoranda of Understanding (MOUs) as necessary until such time as the FY2020/21 budget is adopted.



**Item 8**  
**Consideration to Extend Term and**  
**Increase Funds - Customer Service**  
**Center Contract (AS-3955)**



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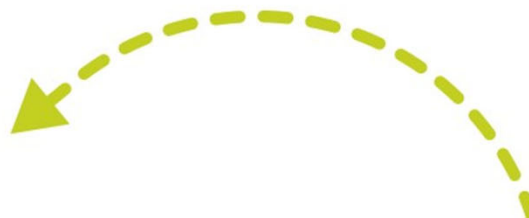


# Background



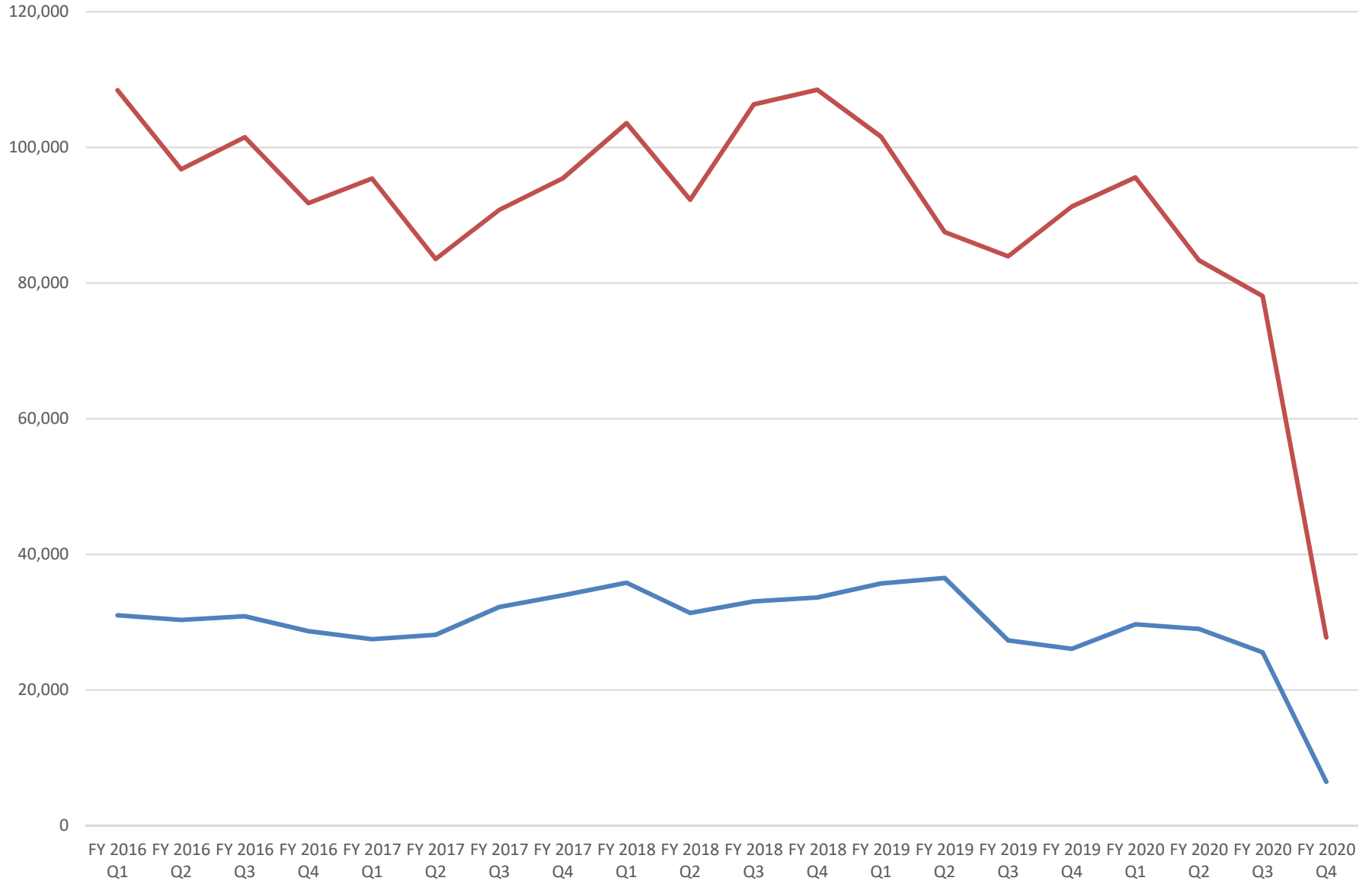
- June 2015 - Comprehensive Operational Review of Customer Service
- October 2016 - Consolidation of all customer service functions to single call center - ALTA
  - Average cost per call dropped from \$5.24 to \$3.63
  - \$1,000,000 savings annually
- November 2018 - First two-year option executed (1/1/2019 - 12/31/2020)
- 2019-2020
  - Access staff on-site @Alta
  - Improved ETA accountability with service providers and implementing "Where's My Ride"
  - Modified back-up response procedures and empowerment

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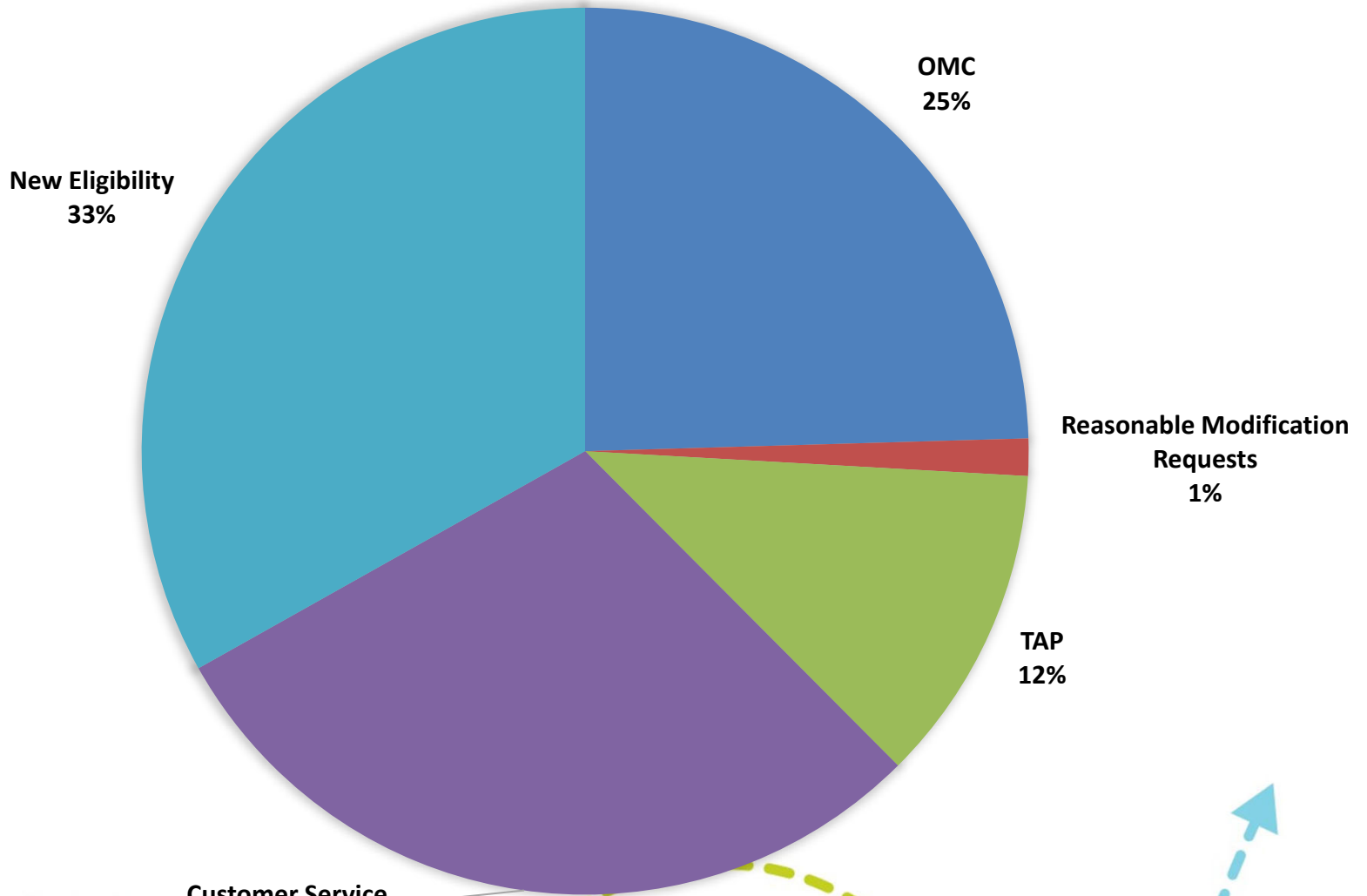


# Calls

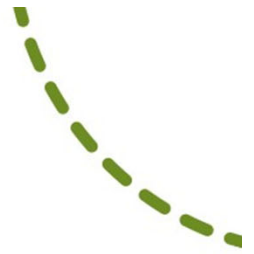
— OMC — CS (All)



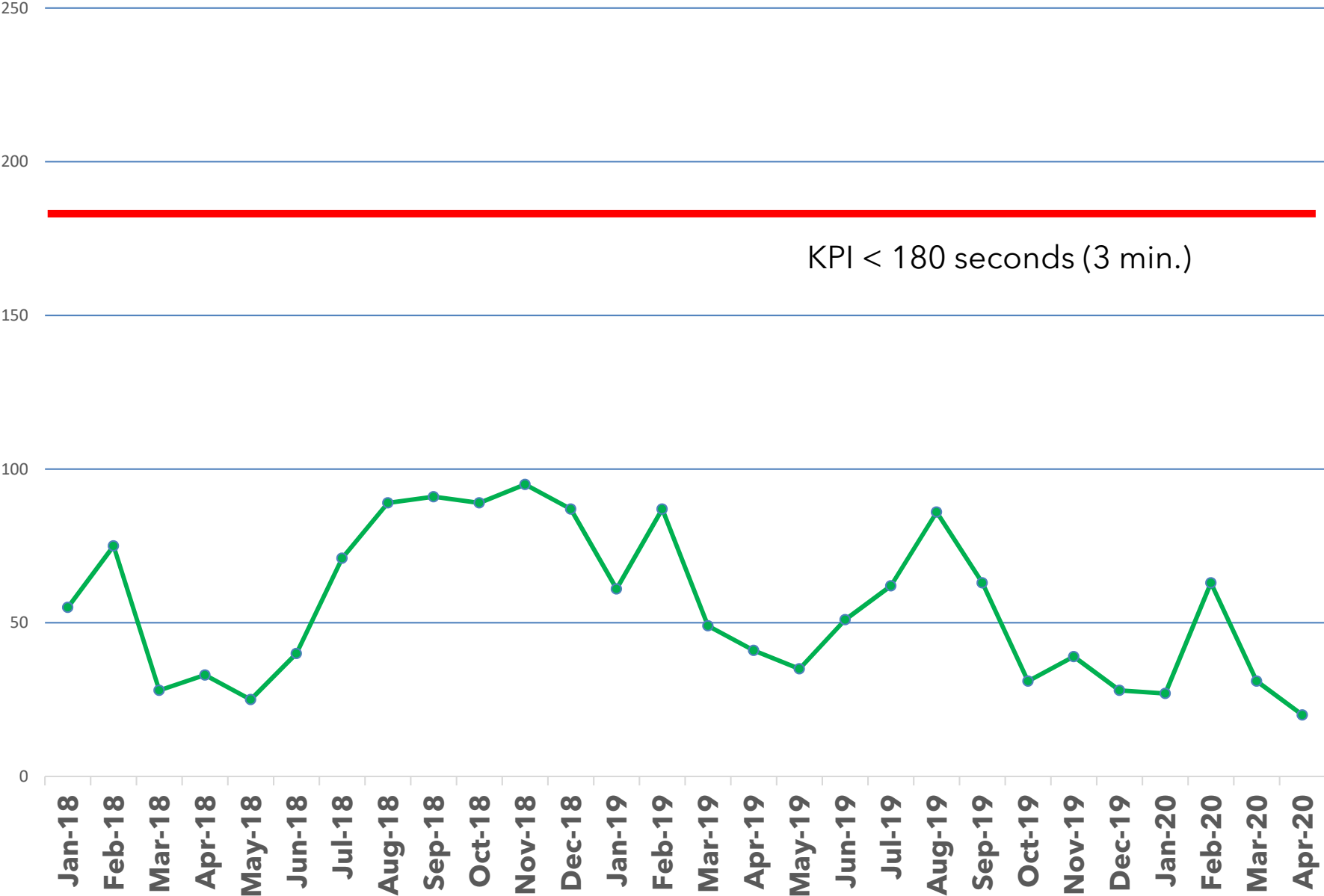
# Call Type



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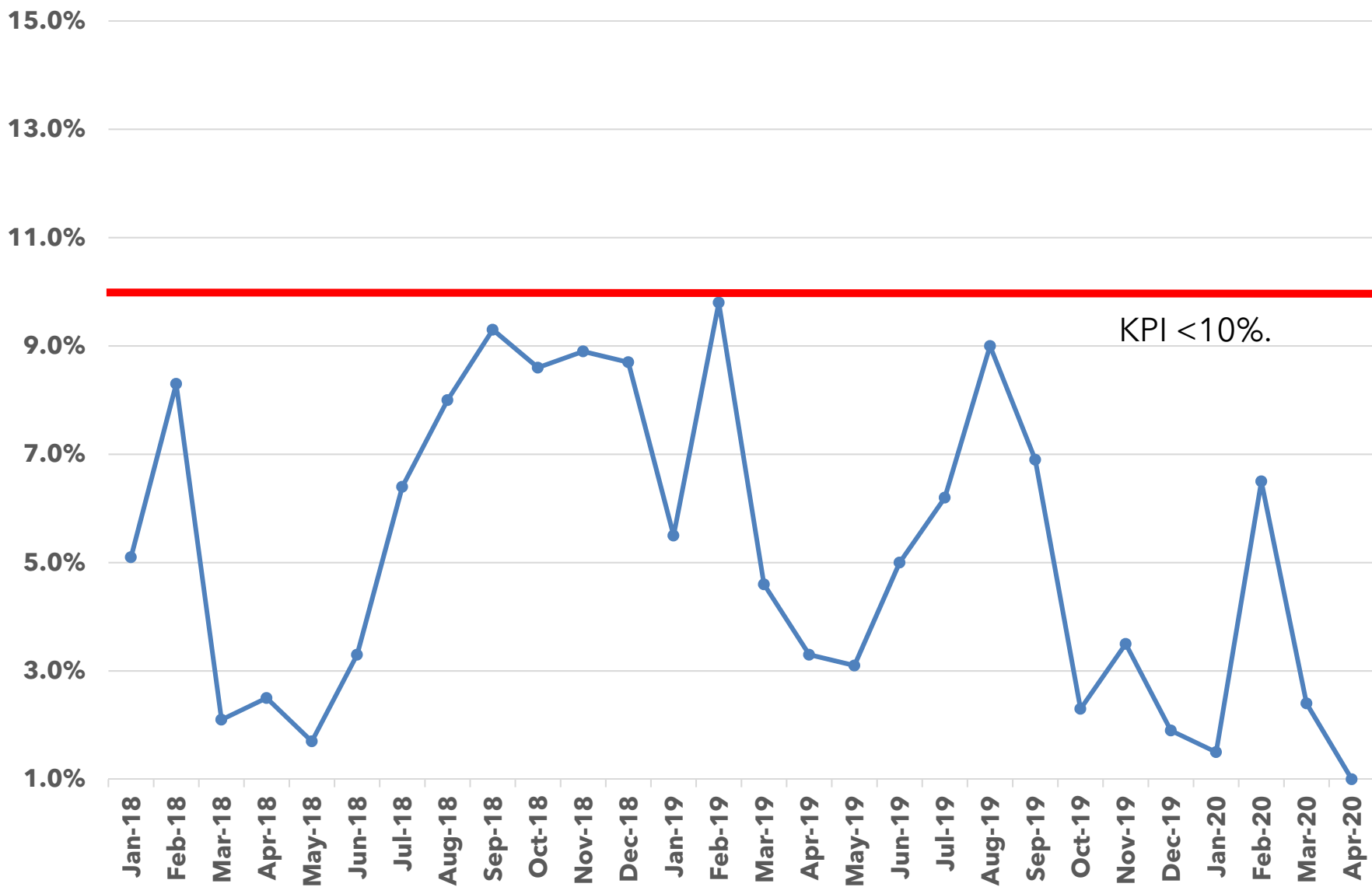


# Average Hold Time

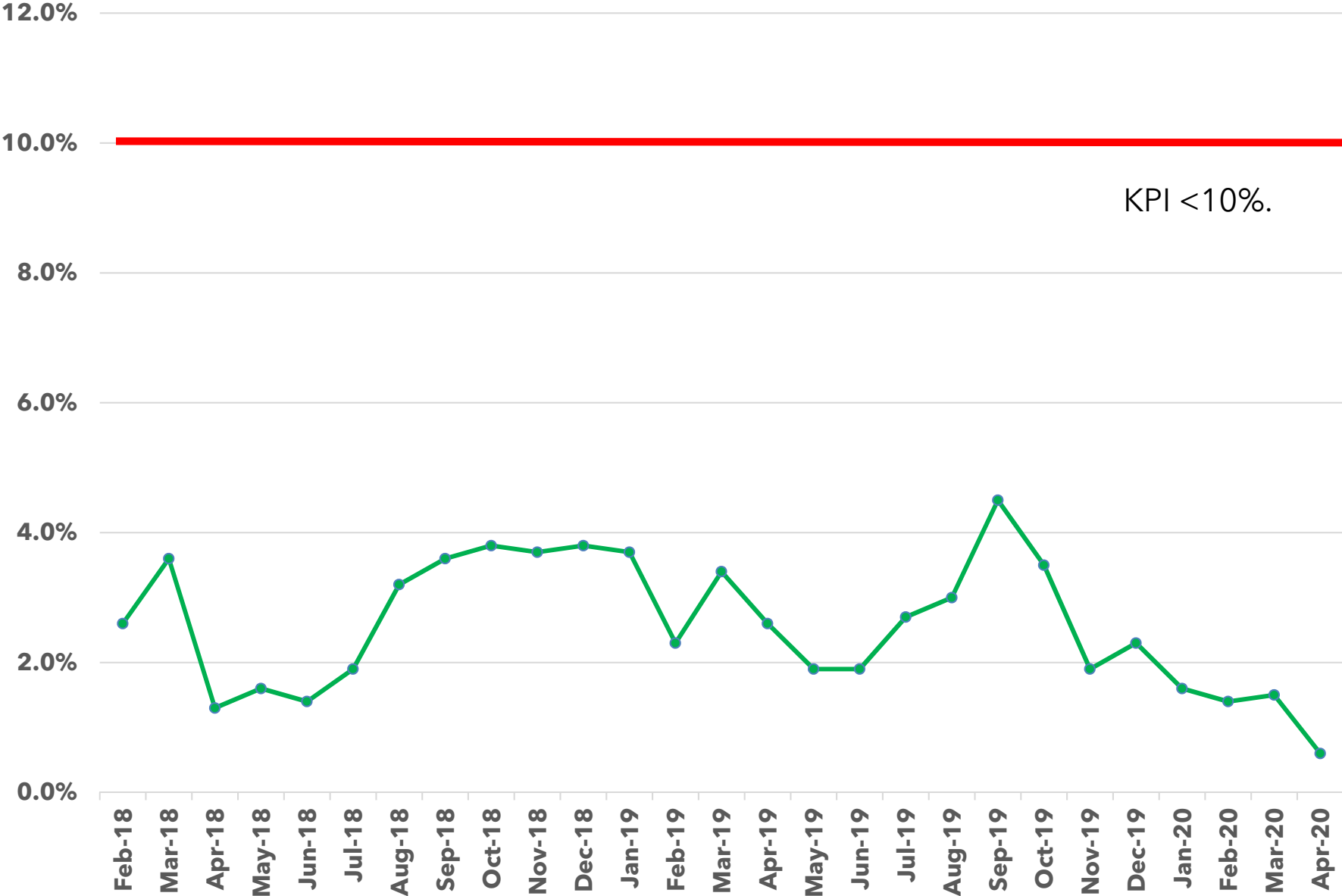


KPI <math>< 180</math> seconds (3 min.)

# Percentage of Calls on Hold More than 5 Minutes



# Abandoned Calls



KPI <10%.

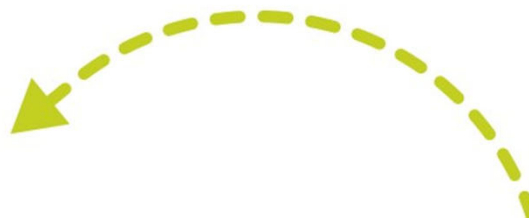


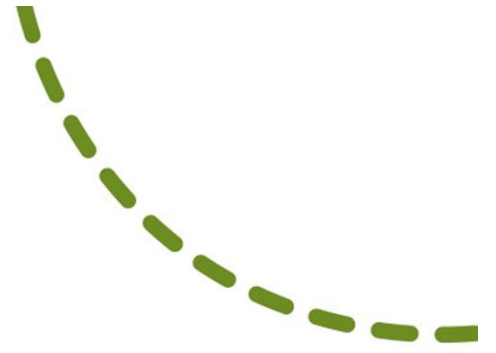
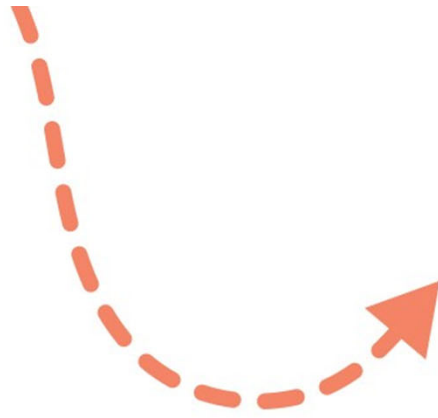
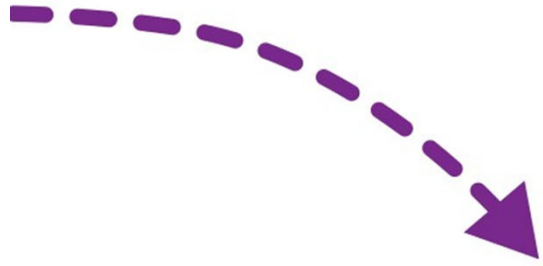
# Recommendation



Authorize staff to execute the second option term with ALTA, effective January 1, 2021 through December 31, 2022 and add an additional \$4,114,556 in funds.

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**Item 9**  
**Parents with Disabilities**  
**Program Alternatives**



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# Background – PWD

- December 2013 – Pilot project begins with service only in the San Fernando Valley Region
- February 2020 – Board awards \$3 million dollar brokerage contract to expand service county-wide
  - Dependent on funding from Metro (May 2020)
  - Expected contract start of June 2020 to allow for start-up activities - anticipation of August 2020 school start
- March 2020 – COVID-19 pandemic
- April/May 2020 – Impacts
  - Metro funding loss of \$1.8 billion dollars
  - Metro continuing resolution through September 2020
  - Uncertainty of school year start
  - Existing PWD contract expires June 30, 2020

# Next Steps

- Allow existing program to end June 30, 2020
  - Current level of service provides many of the PWD program elements
- Obtain pricing for program elements to be delivered through existing service provider contracts
  - May result in a more cost effective solution that can be used by a larger group of PWD participants and be responsive to critical financial issues facing the region
- Implementation of the program must be identical in each region to insure equity.

# Recommendation

Authorize staff to expand some or all benefits of the Parents with Disabilities Program countywide by surveying Access' service providers to develop a revised operational plan and cost estimate.