# Item 9

Consideration To Approve Transportation Network Companies (TNCs) Pilot Program

Recap

- July 2022 – Pilot Program presented to the Board

  - Board approved program subject to the input of the proposed TNC Working Group

- Working Group met several times

- Input was provided

- Working Group approved:

  - The use of TNCs by OMC as another backup services provider

  - Adding TNCs as additional resource

Taxi Utilization
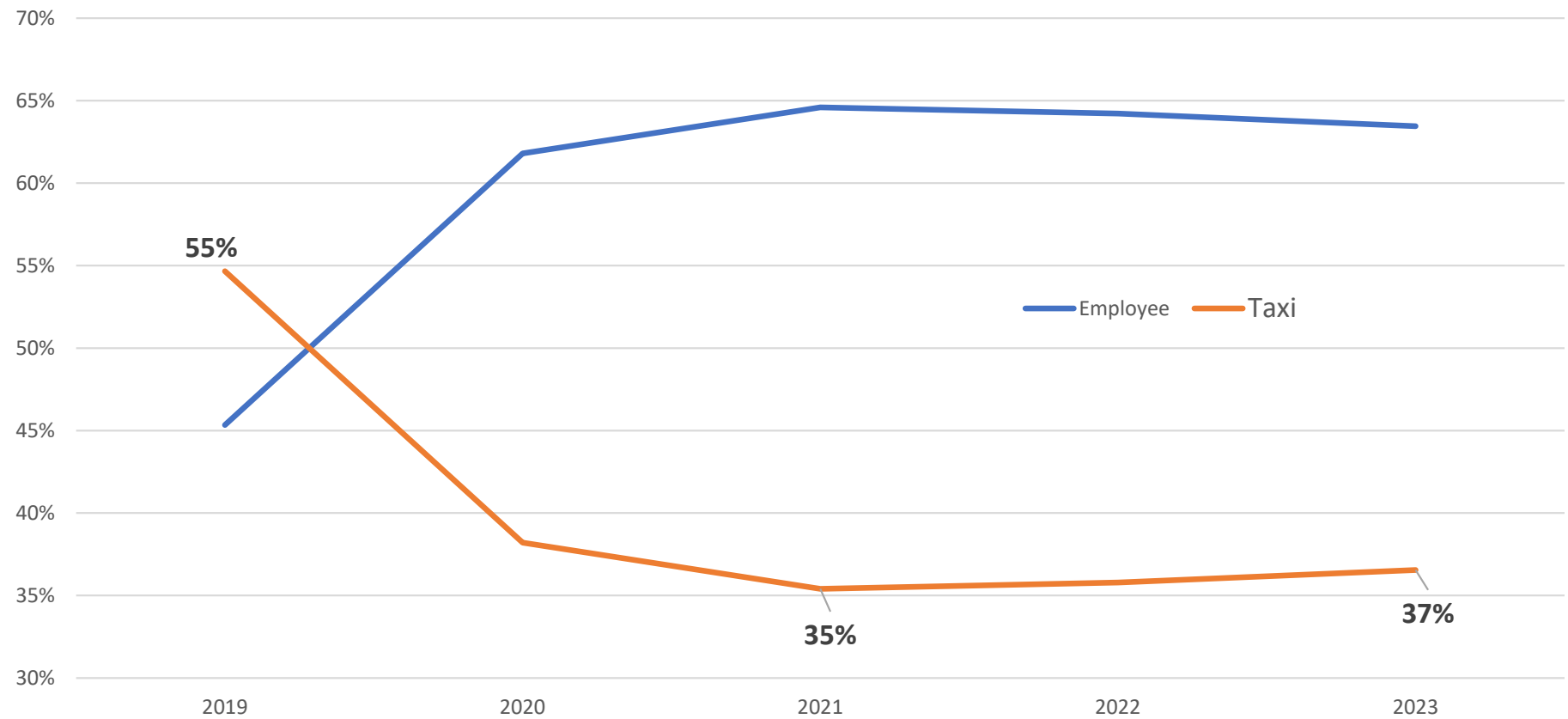
TNCs/Non-Certified Taxis as Subcontractors

- Allow service providers to utilize TNCs to assist in service delivery during peak periods

- Strictly voluntary program for both riders and contractors
  - Use as an "Opt-In" service

- Utilize when expected demand exceeds capacity and/or address operational issues

- Limit the number of subcontracted trips to TNCs
  - Proposed daily limit not to exceed 10% of reservations for that day based on reservations the night before
  - Add the ability to contract an additional 5% during the day as circumstances dictate

Access TNC Pilot Program - Riders

Strictly an Opt-In program

For Applicants –

- Seat drops to inform riders of the program

- Access web application

- Sign up on website

- Riders will be sent a confirmation email /postcard

- Rider360 will be annotated with their preference

- Create a marketing program

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Access TNC Pilot Program - Riders - Continued

Working Parameters

- Riders will have to voluntarily opt-in to the program

- Receiving a TNC will be completely at random

- Rider may download the Uber app or simply receive a text link. The link will direct the rider to trip information

- Fare Collection will be done using WMR app

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Rider Opt-In Form Via Web

Draft Language - Subject to change as feedback is received

- Name
- Home Address
- Access ID Number
- Phone Number Used When Riding Access (including area code)
- Cell phone or landline?
- If cell phone, is it a smartphone?
- If Cell phone, do you/will you accept text messages?
- Do you need a vehicle with a ramp or lift?
- In addition to taxis, would you accept trips in private vehicles through Transportation Network Companies (TNCs) like Uber, Lyft or Via?
- TNC companies do not meet current Access requirements for drug testing, training, driver assistance, insurance, vehicle inspections or driver background requirements. Knowing this, are you willing to accept a TNC provided trip?
- Are you willing to pay the fare via the Uber app should an Uber vehicle be assigned to your trip?

TNC/Non-Certified Taxis Program Description

Draft Language Subject to Change

- Access' aim is to provide excellent service in spite of ridership peaks and/or traffic conditions. This program offers Access customers the opportunity to allow Access to move some of their trips to national transportation network (TNC) companies like Uber, Lyft or Via. Currently, the only TNC company under contract is Uber.

- When a customer's trip is assigned to a TNC, the customer will be able to utilize the Uber app on their smartphone to view the details of their assigned vehicle.

- If you choose to opt in to the TNC program, you will continue to call Access to make trip reservations. The Access contractor will decide whether your trip will be assigned to a TNC company or remain with Access. If the trip is assigned to a TNC, you will receive a text message and / or phone call from the Access provider. If the trip remains on Access, you will receive the normal Access call out.

TNC/Non-Certified Taxis Program Description - Continued

Draft Language Subject to Change

- Joining the TNC program does not guarantee that any of your Access reservations will be assigned to a TNC company.

- When booking an Access trip, you should always be prepared to be serviced by Access and pay the Access fare.

- TNC companies offer **curb-to-curb service**, and do not provide additional assistance like Access.

- TNC drivers are not required to carry customer bags or luggage.

TNC/Non-Certified Taxis Concept Pilot Program - Contractors

- Contractor will have to request participation
- Contractor will indemnify Access
- Incidents/Collisions – Same reporting requirement
- Collection of fare remains the obligation of the contractor
- $1 million general liability insurance
- Same variable trip rate

Access TNC Concept Pilot Program – Board Updates

Year 1

- Monthly
  - Provide number of participants
  - Provide monthly volume of trips assigned to TNCs

Year 2

- Conduct an assessment of the program
- Provide recommendations to the Board

Recommendation

Authorize the Executive Director to implement a pilot program as outlined in this item that will allow service providers to utilize TNCs as subcontractors for a duration of two years.

Item 10

Budget Update

Year to Date Ridership – By Region (Nov23)

TRIPS	FY23 BUDGET YTD Total	FY23 ACTUAL YTD Total	% Change
Southern	373,629	400,481	7.2%
Eastern	281,123	325,933	15.9%
Northern	147,307	162,423	10.3%
West/Central	172,580	190,697	10.5%
Antelope Valley	44,457	57,681	29.7%
Santa Clarita	13,162	12,382	-5.9%
Total	**1,032,258**	**1,149,597**	**11.4%**

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Draft Financials – As of November 30

EXPENSES	YTD Actual	YTD Budget	Variance	%O/U Budget
Purchased Transportation	$69,869,265	$70,250,610	($381,345)	-0.5%
Paratransit Operations	$6,994,050	$7,110,216	($116,166)	-1.6%
Eligibility Determination	$3,556,663	$3,483,201	$73,462	2.1%
CTSA/Ride Information	$124,703	$236,341	($111,638)	-47.2%
Administration	$4,011,962	$4,553,309	($541,347)	-11.9%
Total Exp before Depreciation	**$84,556,643**	**$85,633,677**	**($1,077,034)**	**-1.3%**

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Investments

> All funds in Money Market Account

> T-Bills rates have increased substantially

> Interest Income will increase sharply over the next 12 months.

> Commercial paper slightly better but not enough to justify the potential downside.

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Issues Impacting Budget/Budget Planning

> Lack of Drivers

> Higher Starting Wages/Bonus

> Competition with other agencies and major employers

> Continue to track employment data

> Impact to Operations

> San Gabriel region RFP

   > Q4 FY24

> Vehicles

   > Expect delivery of about 100-125

   > Vehicle availability expected to increase

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Next Steps

> Continue to monitor budget

> Continue to closely track service demand

> Continue to track employment data

> Likely to request Reserve Funds for FY23

> FY23 Budget Amendment

>> Separate item

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Item 11

Consideration to Approve Draft FY24 Funding Request

Budget Timeline

> December – Provided data to HDR

> January – Received prelim ridership data from HDR

> February – Provide 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
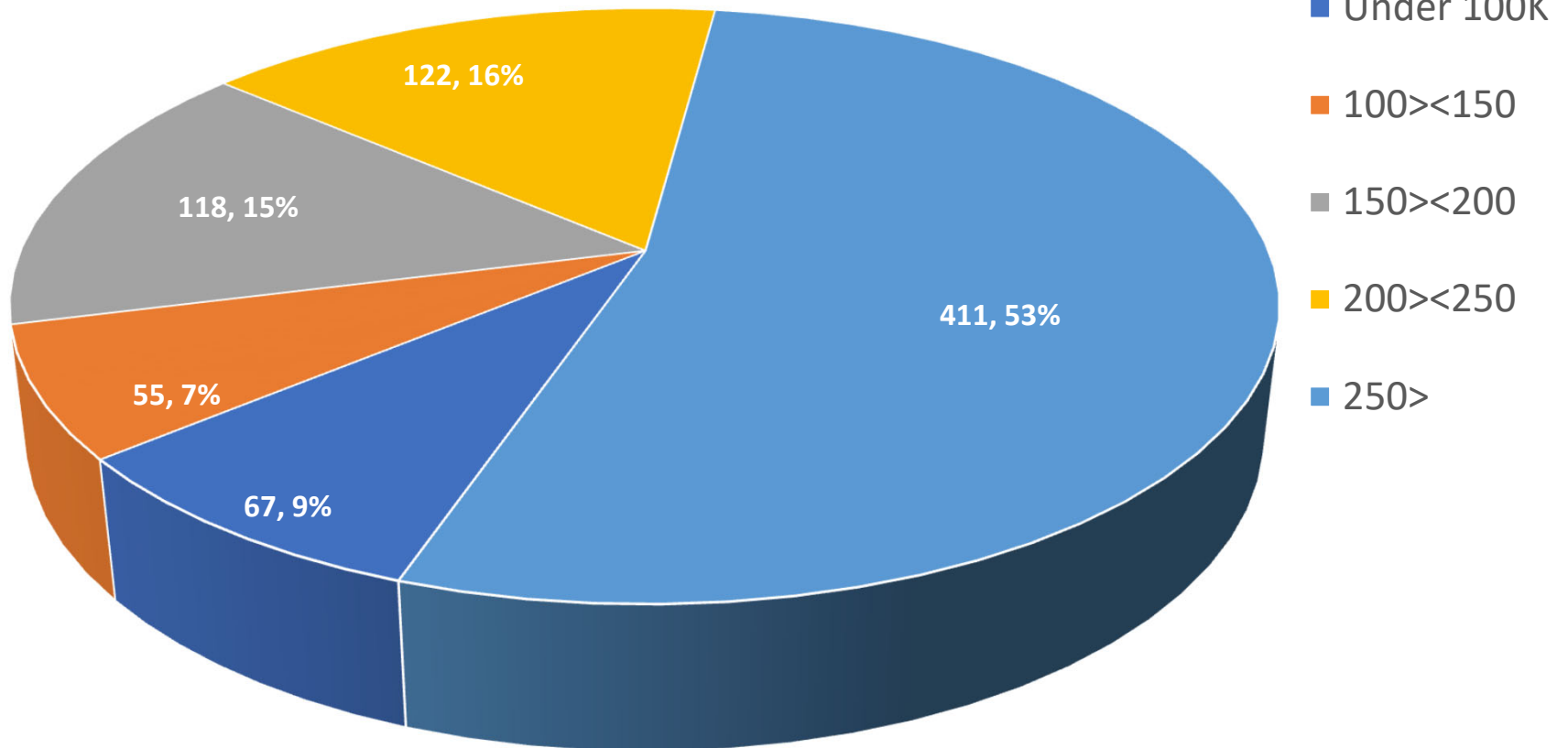
> June – Metro considers Access funding request

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Budget/Planning Challenges

> HDR estimate FY24

> > Not yet received

> > Anticipate Projected ridership at less than 80-90% of normal levels

> > Budget built on a shared ride basis

> > Possible Covid variants

> Lack of staff for our contractors

> Lack of replacement vehicles

> Plans for return to normalcy

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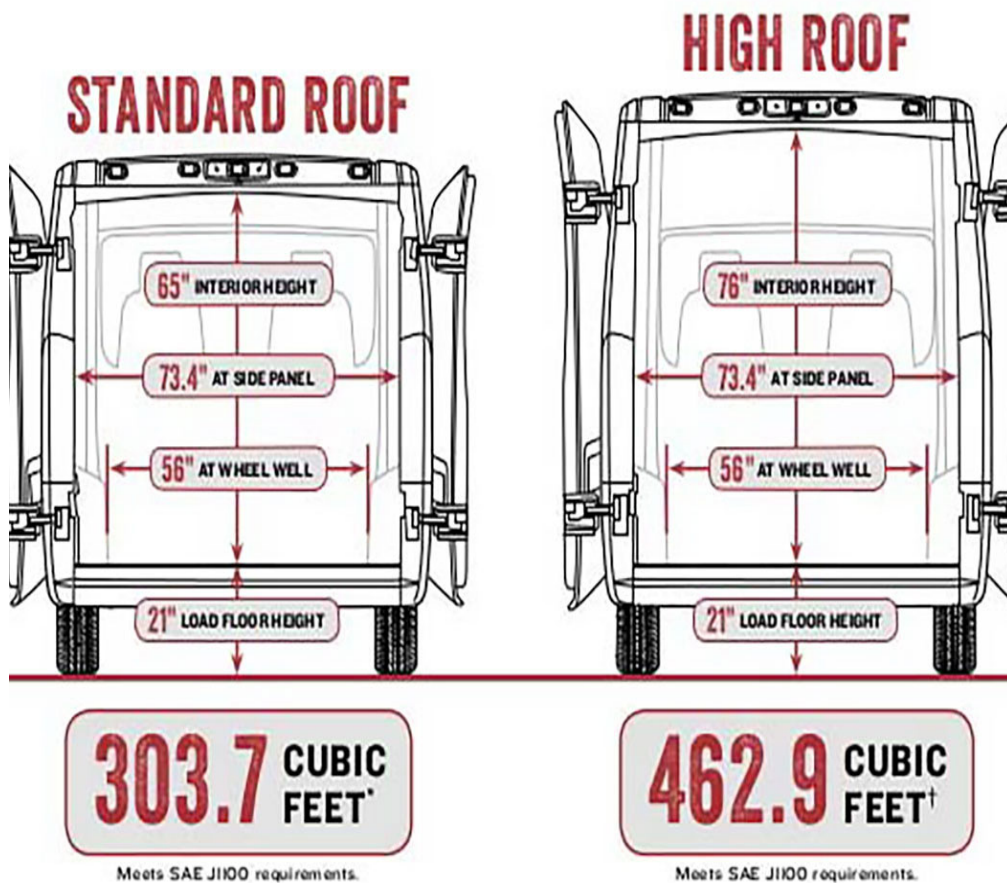
Capital Requirements - Fleet

Projected Fleet Mileage

Miles
- Under 100K
- 100><150
- 150><200
- 200><250
- 250>

411, 53%
122, 16%
118, 15%
55, 7%
67, 9%

Vehicle Comparison Dodge Caravan vs Dodge ProMaster

ProMaster Profile

FY 24 Draft Budget – Planning

Draft Planning Budget	FY23	FY24	% Change
Contracted Support	$14,389,519	$16,578,120	15%
Direct Transportation	$189,577,942	$216,676,031	14%
Management & Administration	$14,125,102	$16,574,007	17%
Total Operating Costs	$218,092,563	$249,828,158	15%
Capital Program - New	21,836,007	$42,413,520	
Subtotal	$239,928,570	**$292,241,678**	
Capital Construction		$3,100,000	
Capital Program Carryover	*$11,946,320*	*$32,000,000*	
Grand Total	**$251,874,890**	**$327,341,678**	30%

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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

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Recommendation

Authorize staff to submit a draft budget request for planning purposes in the amount of $292,241,678 for FY24 to the Los Angeles County Metropolitan Transportation Authority (Metro).

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Item 12

Operations Update

Statistics

	January 2020	January 2021	January 2022	January 2023
Vehicle Trips Completed	313,726	119,688	162,937	228,668
Passenger Trips Completed	399,410	145,431	204,530	281,788
Reservation Calls Answered	254,363	105,263	128,729	189,005
ETA Calls Answered	43,860	23,298	30,474	44,825

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Statistics

	January 2022	January 2023	% Change
Vehicle Trips Completed	162,937	228,668	+40%
Passenger Trips Completed	204,530	281,788	+38%
Reservation Calls Answered	128,729	189,005	+47%
ETA Calls Answered	30,474	44,825	+47%
WMR ETAs Requested	176,300	285,767	+62%

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Performance Report Card

Key Performance Indicator	Standard	January 2023	FY23 through January 2023
On Time Performance	≥ 91%	91.5%	90.9%
Excessively Late Trips	≤ 0.10%	0.03%	0.056%
Excessively Long Trips	≤ 5%	3.5%	3.9%
Missed Trips	≤ 0.75%	0.46%	0.47%
Denials	≤ 0	0	2
Access to Work On Time Performance	≥ 94%	94.7%	95.1%
Average Hold Time in Seconds (Reservations)	≤ 120	52	62
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.8%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.6%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	2.3	3.0
Preventable Incidents per 100,000 Miles	≤ 0.25	0.07	0.20
Preventable Collisions per 100,000 Miles	≤ 0.75	1.06	0.86
Miles Between Road Calls	≥ 25,000	31,216	42,038

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

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Contractor Staffing Updates

- 1,515 active drivers were available at the end of January; that is 59 short of the target number
- Facebook ads are resulting in driver hires; 10 drivers were hired in January and another 2 are in process
- Overall, contractors added 56 new drivers in January, but attrition took 33 drivers

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Vehicle Procurement Status

- 101 vehicle order of small Ram ProMasters still on hold; waiting for chassis to be released
- 2 Class C cutaways are being built in Indiana with expected delivery by the end of March
- Build of 11 large Ram ProMasters is ongoing; delivery expected next month
- Work on the Ford Transit van prototype has started
- A purchase order has been issued for 58 small Ram ProMasters that should be built in Corona by June
- A purchase order has been issued for 14 cutaways that should be built in Indiana by June

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COVID-19 Response and Recovery Updates

- Decrease of Covid-19 cases in January 2023

	October 2022	November 2022	December 2023	January 2023
Contractor Cases	9	23	27	5
Rider Cases	11	18	28	11
Access Staff Cases	1	2	4	1

- Mask requirement still in place

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Pending End of the COVID-19 Emergency

- The City of Los Angeles ended their emergency status on February 1, 2023
- The County of Los Angeles has not yet announced an end to the emergency
- The State of California has announced an end to the emergency effective February 28, 2023
- The federal government has announced an end to the emergency effective May 11, 2023
- Access is planning to end its emergency response effective with the end of County's emergency declaration; impacts will include:
  - End to the mask requirement
  - End to contact tracing
  - End to executive notifications

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