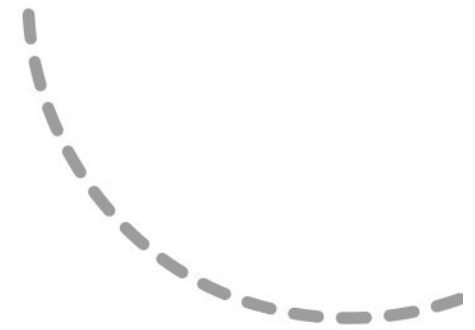
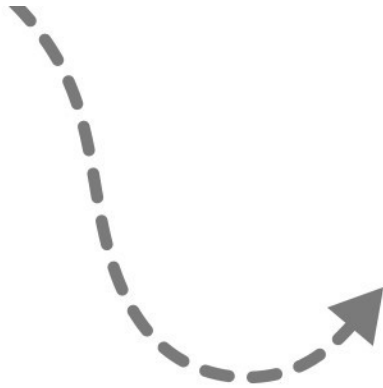


**Board of Directors Meeting  
June 21, 2021  
Presentations**



**access**





## Item 7

**Consideration To Extend Term and Increase Funds -  
Eastern Region Service Provider Contract (AS-3421)**



**access**



# Background

## Service provider - San Gabriel Transit

- Existing Contract:
  - Term - Five (5) years plus five (5) one-year options
  - February 2020 Board approved option year 3 (4/2021 - 3/2022)
  - Provides ADA complementary paratransit service
  - Provides eligibility transportation with separate call center and dedicated fleet
- Proposed Action:
  - Execute two, one-year options
  - Extend ADA and Eligibility service from April 1, 2022 through March 31, 2024

access



# Service Area



# Proposed Rates

	<b>Current (4/21-3/22)</b>	<b>Year 9 (4/22-3/23)</b>	<b>Year 10 (4/23-3/24)</b>
ADA Service - Fixed (monthly)	\$829,825	\$895,479	\$931,156
ADA Service - Variable (per trip)	\$34.23	\$36.19	\$38.33
Eligibility Transportation - Fixed (monthly)	\$75,713	\$77,379	\$79,081
Eligibility Transportation - Variable (per hour)	\$36.70	\$37.51	\$38.34

**access**



# Financial Analysis

## Service Providers Fully Loaded Rates

Fiscal Year	Santa Clarita	Northern	West/Central	Southern	Eastern
2020	\$51.00	\$46.45	\$43.49	\$39.09	\$40.28
2021	\$51.61	\$47.86	\$43.75	\$41.29	\$41.85
2022	\$53.70	\$49.84	\$45.94	\$44.02	\$43.45
2023	\$57.15*	\$51.66	\$48.24	\$45.07	\$44.52
2024	\$58.03*	\$54.24	\$50.65	\$46.10	\$46.56

\* Assumes 3% CPI for Santa Clarita

access



# Performance

Key Performance Indicator	FY21 YTD*
On Time Performance - $\geq 91\%$	92.0%
Excessively Late Trips - $\leq 0.10\%$	0.09%
Excessively Long Trips - $\leq 5\%$	0.0%
Missed Trips - $\leq 0.75\%$	0.38%
Trip Denials $\leq 0$	0
Access to Work On Time Performance - $\geq 94\%$	98.9%
Average Hold Time (Reservations) - $\leq 120$	34
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	2.3%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	0.9%
Complaints Per 1,000 Trips - $\leq 4.0$	2.4
Preventable Incidents - $\leq 0.25$	0.06
Preventable Collisions (Weighted) - $\leq 0.50$	0.54
Miles Between Road Calls (Access Owned Vehicles) - $\geq 25,000$	61,541

# Performance - Eligibility

Key Performance Indicator	FY20
On Time Performance - $\geq 91\%$	94.1%
Excessively Late Trips - $\leq 0.10\%$	0.11%
Excessively Long Trips - $\leq 5\%$	1.0%
Missed Trips - $\leq 0.75\%$	0.22%

access



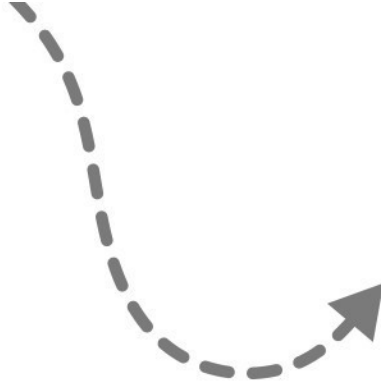


# Recommendation

Authorize an additional \$122,510,424 in funds, a change of rates of compensation and an extension in the period of performance for two (2) years, from April 1, 2022 through March 31, 2024, for Contract AS-3421 with San Gabriel Transit (SGT).

**access**





**Item 8  
Consideration To Extend Term and Increase Funds -  
Santa Clarita Region Service Provider  
Contract (AS-4064)**



**access**



# Background

## **Service provider - City of Santa Clarita/Santa Clarita Transit (a Member Agency)**

- Existing Contract -
  - Term - Three years, eleven months plus three, two-year options
  - Provides ADA complementary service throughout the Santa Clarita Valley
- Proposed Action:
  - Execute one (1) Two-year option
  - Extend ADA service from July 1, 2022 through June 30, 2024

access



# Service Area



# Proposed Rates

	Year 4 (7/1/21-6/30/22)	Year 5 (7/1/22-6/30/23)	Year 6 (7/1/23-6/30/24)
ADA Service - Fixed (monthly)	\$43,383.28	Year 4 Rate + December 2021 Year- Over-Year Increase in the CPI (Must be 2% - 3%)	Year 5 Rate + December 2022 Year- Over-Year Increase in the CPI (Must be 2% - 3%)
ADA Service - Variable (per trip)	\$42.40	Year 4 Rate + December 2021 Year- Over-Year Increase in the CPI (Must be 2% - 3%)	Year 5 Rate + December 2022 Year- Over-Year Increase in the CPI (Must be 2% - 3%)
Fuel Payment (per revenue hour for gasoline- powered vehicles only)	\$10.92	Year 4 Rate + December 2021 Year- Over-Year Increase in the CPI (Must be 2% - 3%)	Year 5 Rate + December 2022 Year- Over-Year Increase in the CPI (Must be 2% - 3%)

**access**



# Financial Analysis

## Service Providers Fully Loaded Rates

Fiscal Year	Santa Clarita	Northern	West/Central	Southern	Eastern
2020	\$51.00	\$46.45	\$43.49	\$39.09	\$40.28
2021	\$51.61	\$47.86	\$43.75	\$41.29	\$41.85
2022	\$53.70	\$49.84	\$45.94	\$44.02	\$43.45
2023	\$57.15*	\$51.66	\$48.24	\$45.07	\$44.52
2024	\$58.03*	\$54.24	\$50.65	\$46.10	\$46.56

\* Assumes 3% CPI for Santa Clarita

**access**



# Performance

Key Performance Indicator	FY21 YTD*
On Time Performance - $\geq 91\%$	95.3%
Excessively Late Trips - $\leq 0.10\%$	0.05%
Excessively Long Trips - $\leq 5\%$	0.2%
Missed Trips - $\leq 0.75\%$	0.43%
Trip Denials $\leq 0$	1
Access to Work On Time Performance - $\geq 94\%$	NA
Average Hold Time (Reservations) - $\leq 120$	57
Calls On Hold > 5 Min (Reservations) - $\leq 5\%$	3.6%
Calls On Hold > 5 Min (ETA) - $\leq 10\%$	3.7%
Complaints Per 1,000 Trips - $\leq 4.0$	1.7
Preventable Incidents - $\leq 0.25$	0.00
Preventable Collisions (Weighted) - $\leq 0.50$	0.00
Miles Between Road Calls (Access Owned Vehicles) - $\geq 25,000$	134,541

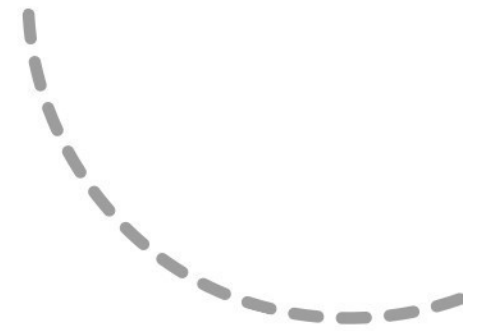
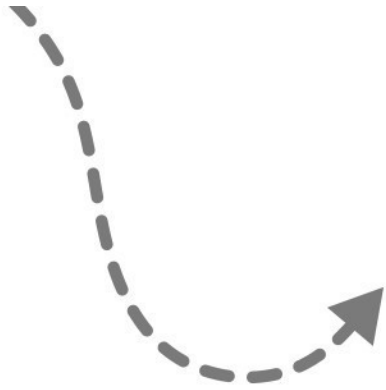
# Recommendation

Authorize an additional \$6,570,853 in funds, a change of rates and an extension in the period of performance for two (2) years, from July 1, 2022 through June 30, 2024 with the City of Santa Clarita (SCT).

**access**







## Item 9

# Consideration to Amend Budget for Fiscal Year 2020/21



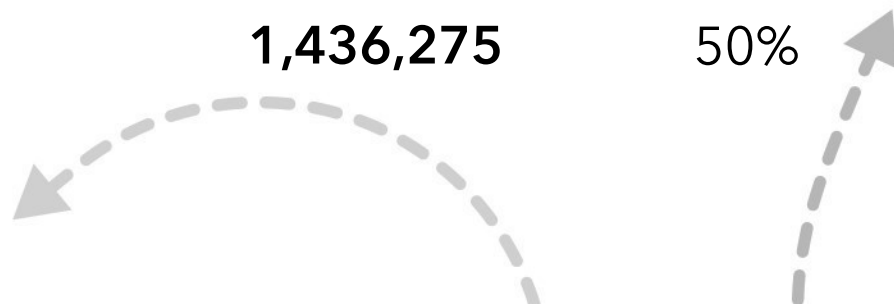
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# Year to Date Trips - By Region (April 2021)

<b>TRIPS</b>	<b>FY21 BUDGET YTD Total</b>	<b>FY21 ACTUAL YTD Total</b>	<b>% Change</b>
Southern	324,701	549,794	69%
Eastern	322,238	361,866	12%
Northern	115,436	196,244	70%
West/Central	114,816	241,936	111%
Antelope Valley	72,016	71,736	0%
Santa Clarita	5,443	14,699	170%
<b>Total</b>	<b>954,811</b>	<b>1,436,275</b>	<b>50%</b>

**access**



# Draft Financials – As of April 30, 2021

Expenses	YTD Actuals	YTD Budget	YTD B/(W)
Operations	\$122,192,415	\$112,877,606	(\$9,314,809)
Eligibility	\$4,655,002	\$5,633,465	\$1,510,345
CTSA/Ride-Info	\$498,364	\$422,649	(\$75,715)
Administration	\$6,395,475	\$6,899,505	\$504,030
<b>Total YTD FY21:</b>	<b>\$133,741,256</b>	<b>\$125,833,225</b>	<b>(\$7,908,031)</b>

access



# Draft Financials – As of April 30, 2021

EXPENSES	YTD Actual	YTD Budget	Variance	%Over/ (Under) Budget
Purchased Transportation	\$110,442,421	\$99,617,267	(\$10,825,154)	-11%
Paratransit Operations	\$11,749,994	\$13,260,339	\$1,510,345	11%
Eligibility Determination	\$4,655,002	\$5,633,465	\$978,463	17%
CTSA/Ride Information	\$498,364	\$422,649	(\$75,715)	-18%
Administration	\$6,395,475	\$6,899,505	\$504,030	7%
Total Exp before Depreciation	\$133,741,256	\$125,833,225	(\$7,908,031)	-6%

**access**



# Next Steps FY21

- Amend FY2021 Budget
  - May/June Board cycle
  - Request Reserve Funds as needed
- Continue to monitor budget and ridership trends

**access**

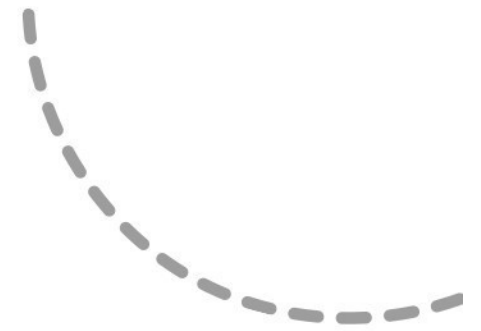
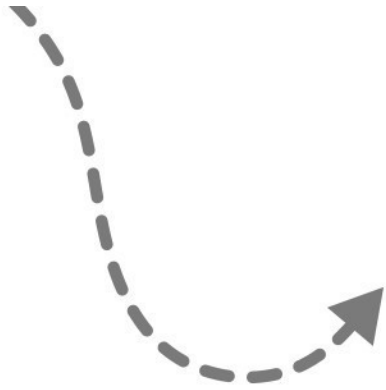


# Recommendation

Authorize the addition of \$15,000,000 in terms of funding and expenses to the approved Fiscal Year 2020/21 budget.

**access**





## Item 10

### Fiscal Year 2022 Budget



**access**



# Budget Process

- **HDR Projections**
  - Mid-year actuals and Fiscal Year End
  - HDR Reports March/April
  - Access Board approved Draft Budget
- **Metro Requests**
  - Submit revised funding request - March 2021
  - Submit funding request letter - April 2021
- **May/June 2021**
  - Access Board approves budget
  - Execute new MOU

access





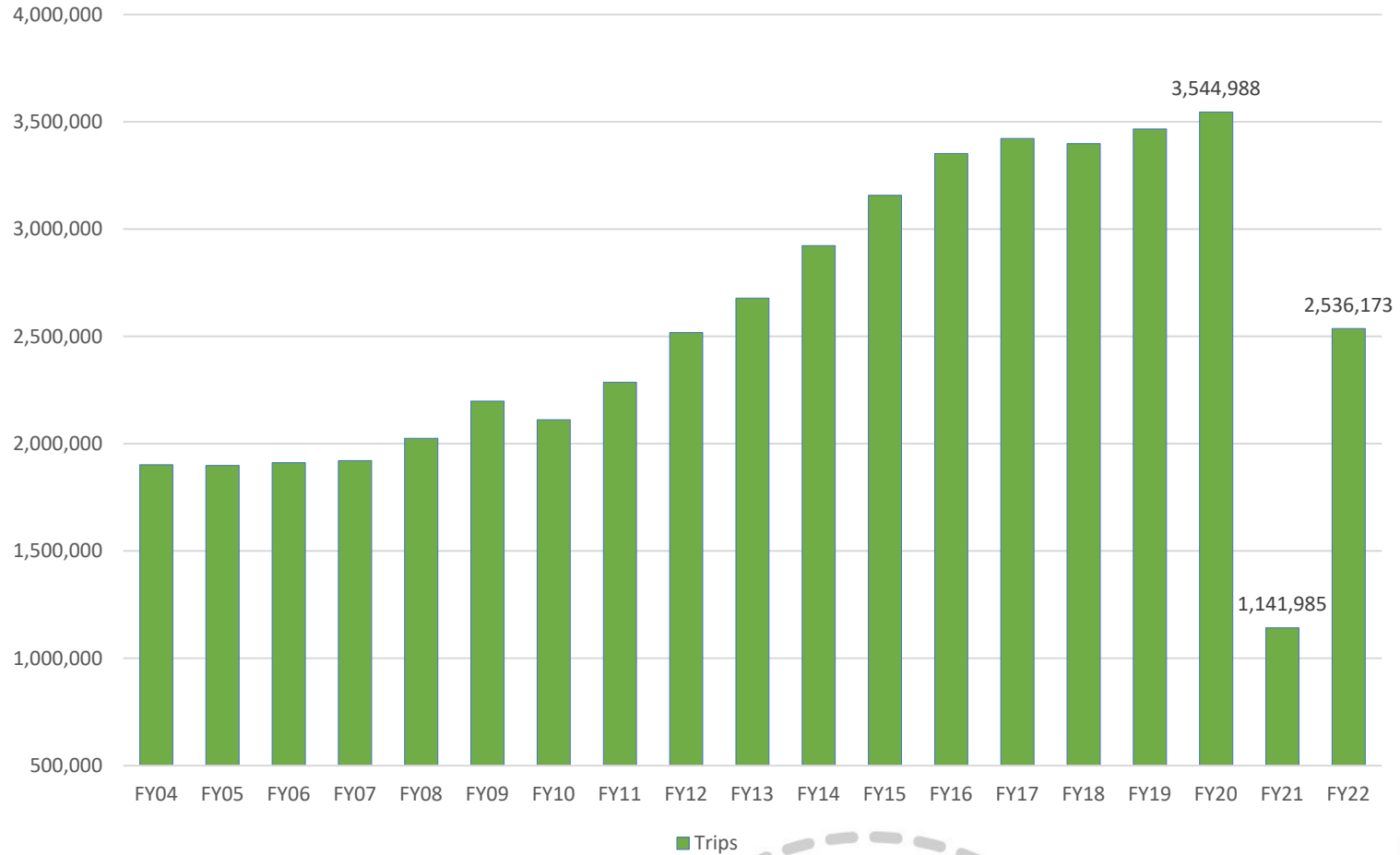
# FY21 Accomplishments

- Improved Performance System-wide
- Implementation of Rider360 2.0
- Proactive Response to Covid-19
  - Enhanced Services to protect our clientele
    - Meal deliveries
    - “Curbside” pickups
    - Same day service
    - No shared rides
- Continued Effort to Seek Alternative Funding
  - FEMA
  - Grants

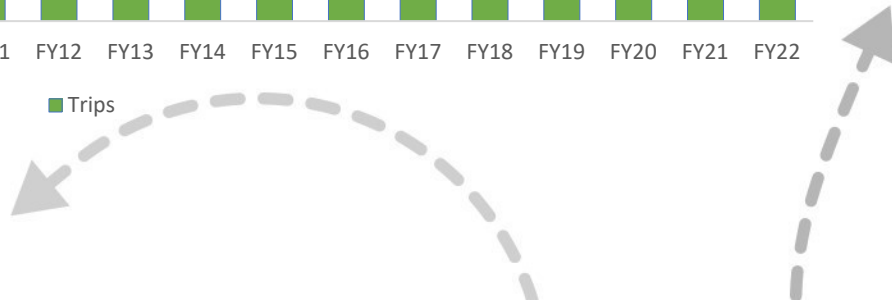
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# FY22 Projected Service Demand



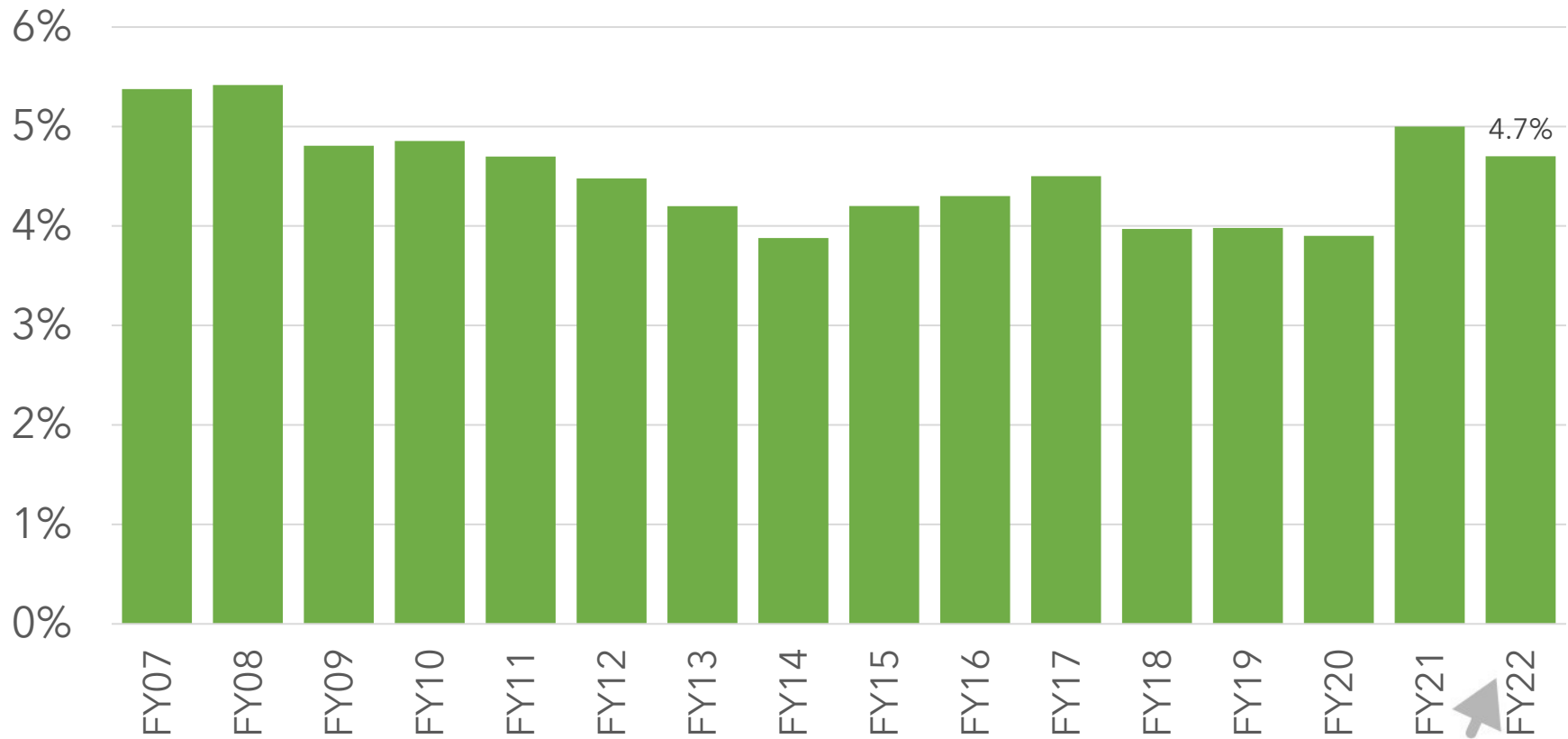
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# Weighted Variable Cost per Trip



# Administrative Costs



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# Staffing Levels

- FY17 - FY21 Staffing Level has remained at 71 FTEs
- FY22 - Proposed Staffing level of 75 FTEs
- Proposed Additions:
  - Oracle Applications System and Database Administrator
  - Fleet Electronics Technician
  - Cyber Security Specialist
  - Road Safety Inspector

**access**



# Capital Costs

## Access Fleet

- Issues
  - Lack of vehicles
- Alternatives
- Sources
- 118 Vehicles
  - Federal Grant

## IT Projects

- Local Funds

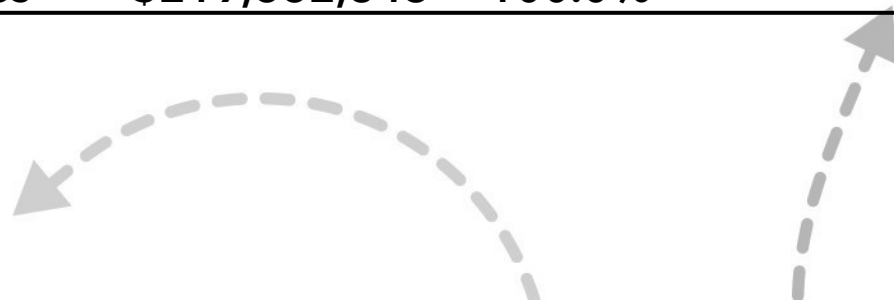
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# FY22 Budget Summary

	FY22 Budget	% of Total Funding	% of Operating Costs
Contract Management & Operations	\$182,423,741	83.0%	89.8%
Eligibility	11,109,614	5.1%	5.5%
CTSA	543,756	0.2%	0.3%
Administration	8,978,732	4.1%	4.4%
Operating Expense	\$203,055,843	92.4%	100%
Capital Expense	16,607,000	7.6%	
<b>Total Operating and Capital Expenses</b>	<b>\$219,662,843</b>	<b>100.0%</b>	

access



# FY21 / FY22 Budget Comparison

Department	FY21 Budget	FY22 Budget
Contract Management & Operations	\$147.3	\$182.4
Eligibility	\$9.6	\$11.1
CTSA	\$0.5	\$0.5
Administration	\$8.2	\$9.0
<b>Operating Expense</b>	<b>\$165.6</b>	<b>\$203.1</b>
Capital Expenditures	\$13.2	\$16.6
<b>Total Operating and Capital Expenses</b>	<b>\$178.8</b>	<b>\$219.7</b>

access





# FY22 Budget Increase

	2021 Budget	2022 Budget	Change
<u>Purchased Transportation</u>	\$134,271,483	\$169,100,800	\$34,829,317
<u>Eligibility and Appeals</u>	\$4,631,218	\$6,040,752	\$1,409,534
<u>All Other</u>	\$26,774,878	\$27,914,291	\$1,139,413
		<u>Total Increase</u>	<u>\$37,378,264</u>

access



# FY22 Funding

	FY22 Budget	% of Total Funding
Federal Section 5310	\$71,300,000	32.5%
Capital Federal Section 5310	\$15,776,650	7.2%
<b>Local Funds</b>		
CRRSAA Equivalent Funds	\$30,594,743	13.9%
Los Angeles County Prop C 40% Discretionary	\$77,702,820	35.4%
Measure M	\$12,750,000	5.8%
Prior Year Operating - Prop C	\$3,161,896	1.4%
Passenger Revenues	\$7,038,624	3.2%
Federal Grants 5316/5317	\$723,244	0.3%
Misc Income	\$614,866	0.3%
<b>Total Funding</b>	<b>\$219,662,843</b>	<b>100%</b>

**access**



# FY22 Budget Risks

- Service demand
- Covid-19
- Eligibility

**access**

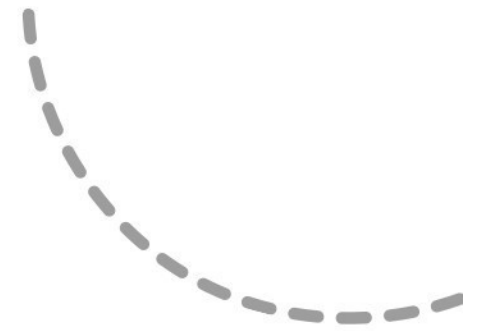
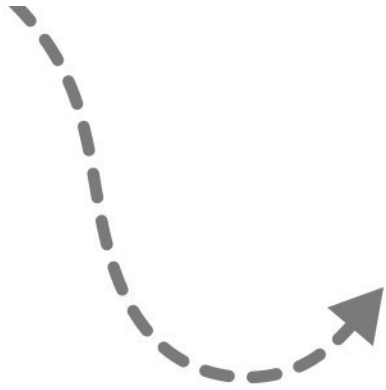


# Next Steps

- Metro approved their budget/Access Funding
- Metro to approve Subsidies/Access Funding
- Finalize MOU with Metro
- Upload FY22 budget into Oracle

**access**





**Item 11**  
**COVID-19/Operations Update**



**access**



# Incident Timeline Updates

- April 22: Communications platforms updated with service restoration measures.
- April 30: Final day of meal and grocery delivery programs.
- April 30: Final day of temporary same-day service program.
- May 1: Restarted full shared rides.
- May 3: Access Emergency Operations Center transitions from highest activation level to mid-level activation.
- May 28: Access Emergency Operations Center demobilizes and transitions to Duty Officer Status.
- June 18: Access Emergency Operations Center deactivates.

**access**



# Current Situation in Los Angeles County

- Community transmission in Los Angeles County is very low.
- 56% of eligible LA County residents are fully vaccinated and 75% of seniors fully vaccinated.
- New Health Officer Order effective June 15 aligns with state reopening plan.
- Face coverings remain required on public transit.

**access**



# Vaccination Transportation Operations

- As of June 14, 2021, Access has completed 3,392 trips to and from drop-off vaccination sites.
- As of June 14, 2021, Access has completed 401 trips to drive-thru vaccination sites.
- On May 20, the Dodger Stadium vaccination site closed.
- On June 7, the California State University, Northridge site closed.
- On June 13, the remaining County-operated sites closed.

**access**





# Final COVID-19 Delivery Program Updates

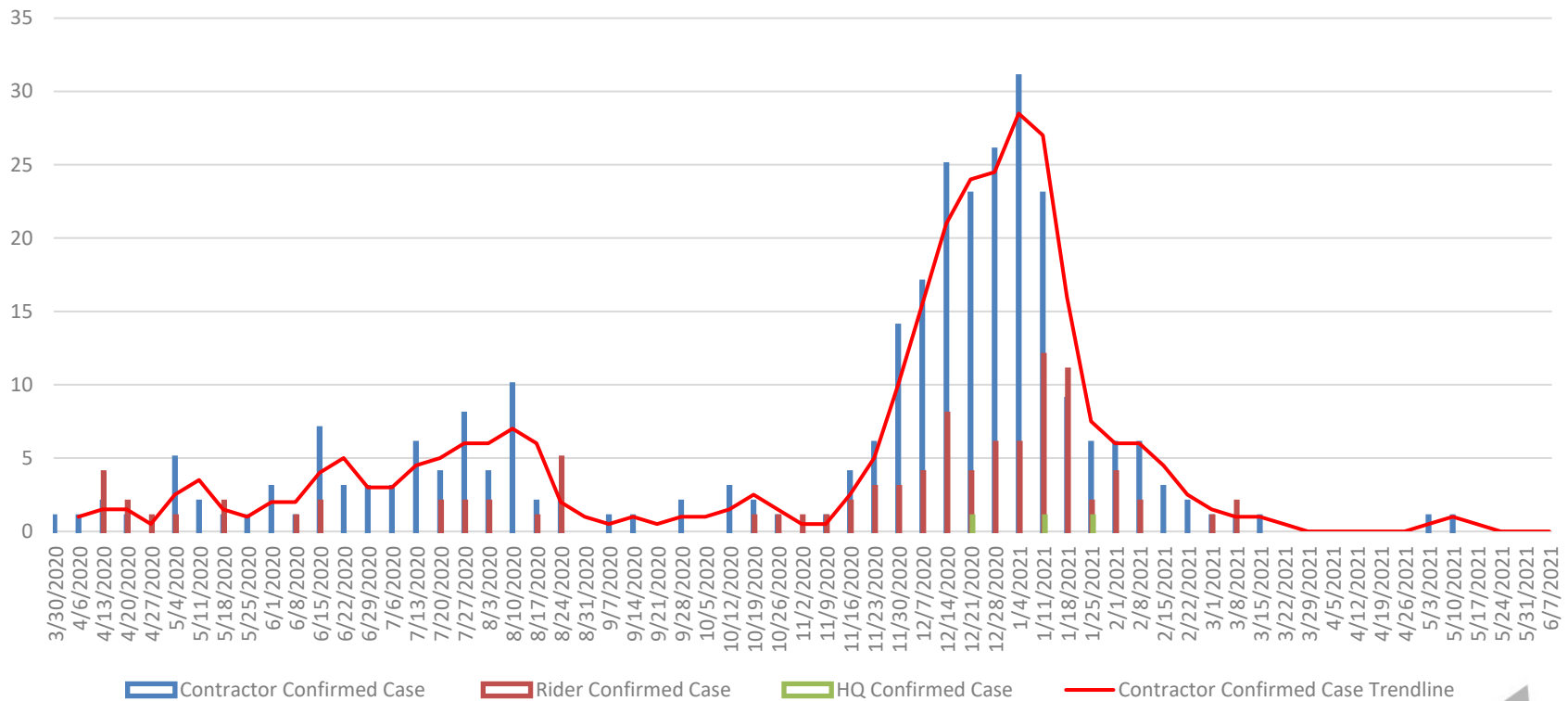
- All COVID-19 delivery programs have concluded.
- As of April 30, 2021, Access completed a final total of 438,292 deliveries across all projects.
- Delivery operations occurred from April 6, 2020 through April 30, 2021 and supported a total of seven projects across Los Angeles County.

**access**

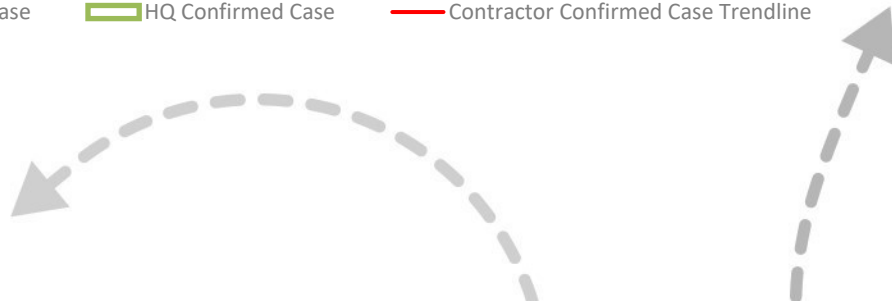


# COVID-19 Case Trends

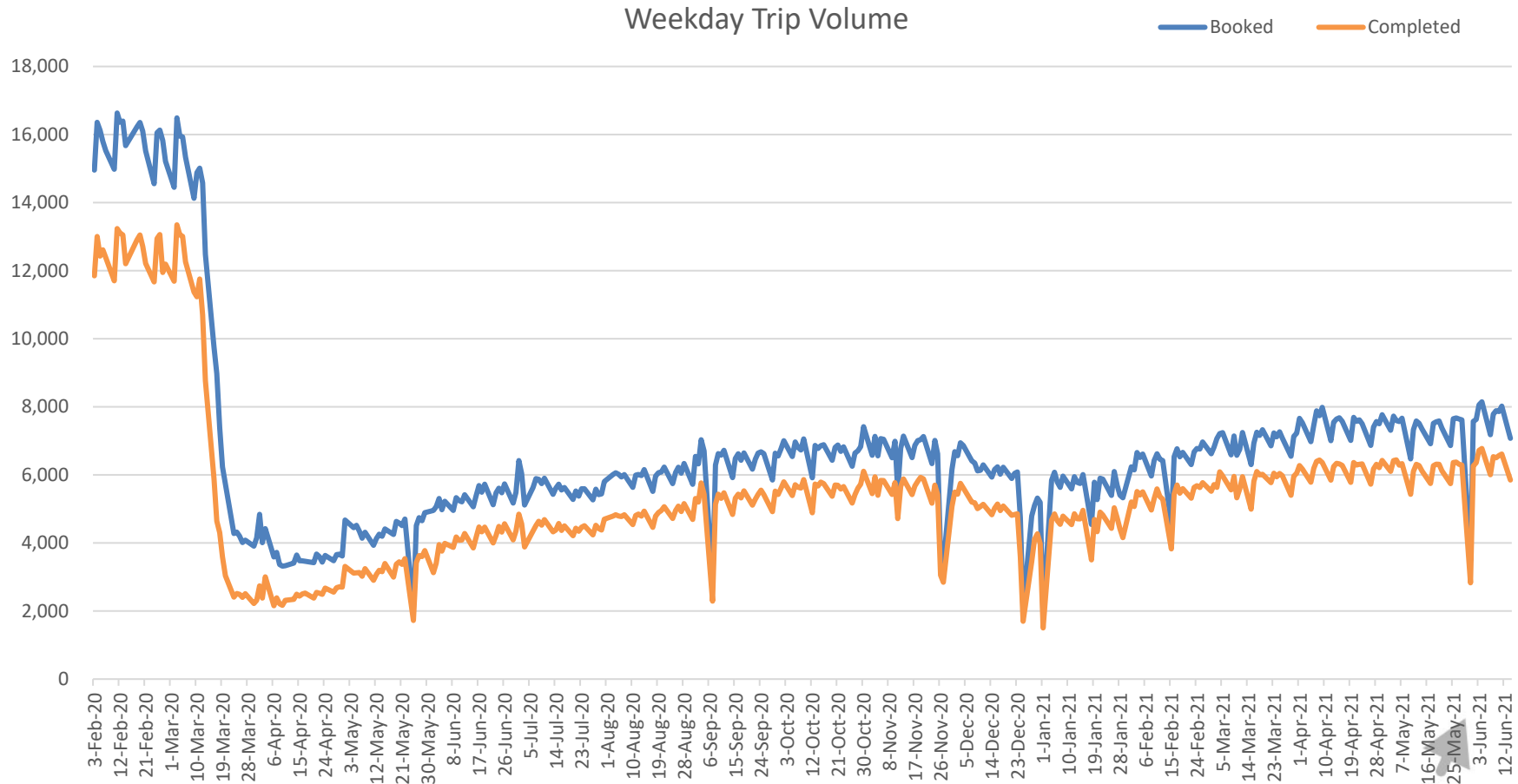
## Confirmed Cases Reported Systemwide Per Week



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# Impacts on Ridership



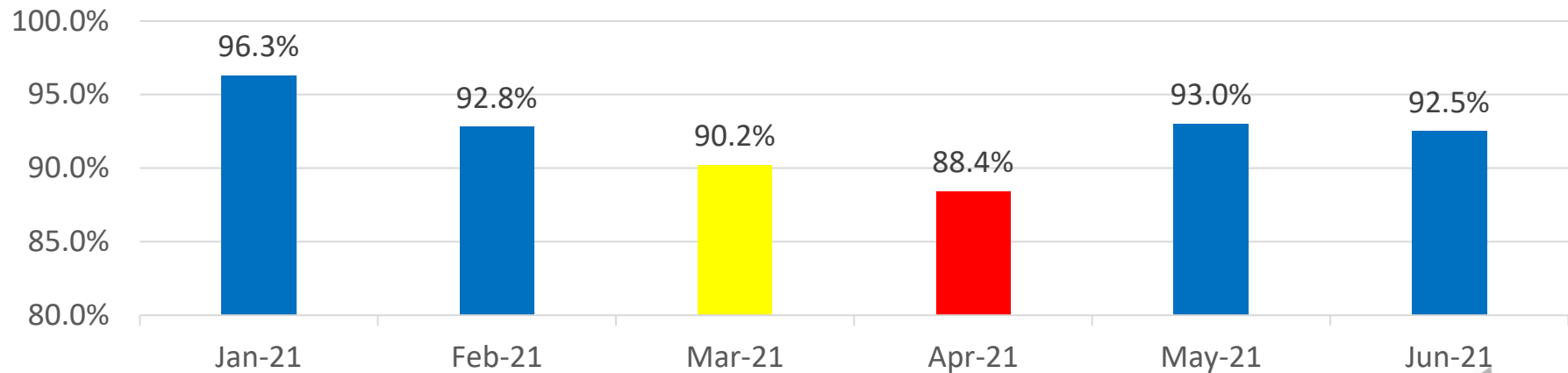
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# Service Restoration Plan Impacts

- Performance measures have stabilized and key standards are being met.
- Shared rides are now the norm, but haven't returned to pre-pandemic levels.
- All vehicles continue to be disinfected once per day.

System-wide On Time Performance



access



# Continued Recovery Operations

- Staff continue to monitor the situation, including updated health orders and face covering requirements.
- Remaining COVID-19 programs have been transitioned to normal operations.
- Staff continue to work with FEMA on reimbursements.
- Focus has shifted on adding operational capacity anticipating increased ridership.

**access**



# Next Steps

- Conduct the after action review and report process for the COVID-19 EOC activation.
- Finalizing plan for returning staff to the office at Access Headquarters and reopening the Eligibility Facility to in-person evaluations.
- Shift emergency preparedness focus to other hazards such as wildfires.

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