

# Access Services Fiscal Year 2024 Proposed Budget

Finance, Budget & Audit Committee
June 2023



# **Access Services - FY24 Proposed Budget**

		FY23 Adopted	FY24 Proposed	\$ Change	% Change	Notes
	Expenses (\$ in millions)					
1	Direct Transportation	\$ 189.5	\$ 203.8	\$ 14.3	7.5%	Forecasted trip demand is over 11.2%
2	Ridership Reserve		5.0			Reserve for greater than forecasted demand
3	Contracted Support	14.3	16.8	2.5	17.5%	Resume in-person eligibility evaluations New contracts - Evaluation Services & Call Center Customer service call volume expected to increase & mirror ridership increase
4	Management/Administration	14.1	15.4	1.3	9.2%	Professional Services and fringe benefits
5	Total Operating Costs	\$ 218.0	\$ 241.0	\$ 23.0	10.6%	
7	Capital Program Carryover	33.7	32.4	(1.3)	-3.9%	Vehicle production & delivery delays in FY23
8	Capital Program New		1.3	1.3		Non-Revenue Fleet - Road Safety Inspector Vehicles
9	Capital Construction/Non Metro Funds		3.0	3.0		Antelope Valley Operating Facility Development
10	Total Capital Program	\$ 33.7	\$ 36.7	\$ 3.0	8.9%	
11	Total Expenses	\$ 251.9	\$ 277.7	\$ 26.0	10.2%	

Note: Totals may not add up because of rounding



## **FY24 Local Funding Request**





11		FY24 ACCESS SERVICES ADA PROGRAM								
FY24 Access Proposed Budget   S 272.7     Reserve Fund										
FY24 Access Proposed Budget   \$ 272.7										
Metrolink Free Fare Program (paid by Metro)   2.5	1		\$	272.7						
Metrolink Free Fare Program (paid by Metro)   Total Expenses   280.2	2	, ,	·	5.0						
Total Expenses   Sabotal Expen		Metrolink Free Fare Program (paid by Metro)		2.5						
REVENUES	4	· , ,	\$	280.2						
Federal Funds- Operating & Capital  STBG Program & ARPA Capital Carryover Passenger Fares, 5317, ARPA & Misc. Income Subtotal Federal Funds  Local Funds - Operating & Capital  Measure M 2% FY24 Subtotal  Proposition C 40% Operating 2 & 3 Reserve Fund 1.2 & 3 Reserve Fund 1.2 & 3 Metrolink Free Fare Program (paid by Metro) 2 & 3 Capital 2 & 3 Subtotal  Subtotal Federal Funds  124.3 Subtotal  Total FY24 Local Funds  Subtotal	5									
8 STBG Program & ARPA       \$ 82.0         9 Capital Carryover       25.1         10 Passenger Fares, 5317, ARPA & Misc. Income       9.3         11 Subtotal Federal Funds       \$ 116.4         12 Local Funds - Operating & Capital       Weasure M 2%         FY24       Subtotal       \$ 17.7         16 Proposition C 40%       Operating² & \$ 124.3         18 Reserve Fund¹.² & \$ 2.5       \$ 124.3         19 Metrolink Free Fare Program (paid by Metro)² & \$ 2.5       \$ 133.1         20 Metrolink Free Fare Program (paid by Metro)² & \$ 2.5       \$ 133.1         21 Capital² & \$ 3       \$ 133.1         22 Carryover Funds       \$ 150.8         EY22 Audited carryover (previously authorized)       \$ 2.5         27 Prior year Capital       7.3         28 Carryover Capital       7.3         29 Capital Construction/Non Metro funds       \$ 12.8         30 Capital Construction/Non Metro funds       \$ 163.6         31 Capital Construction/Non Metro funds       \$ 163.6	6	REVENUES								
Capital Carryover   Passenger Fares, 5317, ARPA & Misc. Income   9.3	7	Federal Funds- Operating & Capital								
Passenger Fares, 5317, ARPA & Misc. Income  Subtotal Federal Funds  Local Funds - Operating & Capital  Measure M 2% FY24 Subtotal  Proposition C 40% Operating <sup>2 &amp; 3</sup> Reserve Fund <sup>1,2 &amp; 3</sup> Capital <sup>2 &amp; 3</sup> Capital <sup>2 &amp; 3</sup> Subtotal  Subtotal	8	STBG Program & ARPA	\$	82.0						
11	9			_						
Local Funds - Operating & Capital    Measure M 2%   FY24   Subtotal   \$ 17.7	10									
13	11	Subtotal Federal Funds	\$	116.4						
Measure M 2%   FY24   Subtotal   \$   17.7		Local Funds Operating & Capital								
15   FY24										
16			\$	17.7						
Proposition C 40%   Operating <sup>2 &amp; 3</sup>   S   124.3     Reserve Fund <sup>1,2 &amp; 3</sup>   5.0     Metrolink Free Fare Program (paid by Metro) <sup>2 &amp; 3</sup>   2.5     Capital <sup>2 &amp; 3</sup>   Subtotal   S   133.1     22	-	T 12-T CUMONI	Ψ	17.7						
18 Operating <sup>2 &amp; 3</sup>		Proposition C 40%								
19 Reserve Fund <sup>1,2 &amp;3</sup> 5.0  Metrolink Free Fare Program (paid by Metro) <sup>2 &amp; 3</sup> 2.5  Capital <sup>2 &amp; 3</sup> 1.3  22 Subtotal Subtotal Local Funds <sup>3</sup> 150.8  Carryover Funds FY22 Audited carryover (previously authorized) Prior year Capital Capital Construction/Non Metro funds Subtotal Capital Construction/Non Metro funds Total FY24 Local Funds 10.0  10.0			\$	1243						
Metrolink Free Fare Program (paid by Metro) <sup>2 &amp; 3</sup>   2.5     Capital <sup>2 &amp; 3</sup>   1.3     Subtotal   Subtotal Local Funds   133.1     Carryover Funds   Fy22 Audited carryover (previously authorized)   \$ 2.5     Prior year Capital   7.3     Capital Construction/Non Metro funds   3.0     Subtotal   Subtotal   5     Fy26   Subtotal   5     Carryover Funds   7.3     Capital Construction/Non Metro funds   3.0     Subtotal   5     Subt			Ψ							
21       Capital <sup>2 &amp; 3</sup> 1.3         22       Subtotal       \$ 133.1         23       Subtotal Local Funds³       \$ 150.8         25       Carryover Funds       \$ 2.5         26       FY22 Audited carryover (previously authorized)       \$ 2.5         27       Prior year Capital       7.3         28       Capital Construction/Non Metro funds       3.0         29       Subtotal       \$ 12.8         30       Total FY24 Local Funds       \$ 163.6         31       Total FY24 Local Funds       \$ 163.6										
Subtotal										
23										
Subtotal Local Funds   Subtotal Subtotal   Subtotal S		Subtotal	Þ	133.1						
Carryover Funds   FY22 Audited carryover (previously authorized)   \$ 2.5		Subtotal Local Funds <sup>3</sup>	•	150.8						
FY22 Audited carryover (previously authorized)   \$ 2.5			_Ψ_	130.0						
27       Prior year Capital       7.3         28       Capital Construction/Non Metro funds       3.0         29       Subtotal       \$ 12.8         30       Total FY24 Local Funds       \$ 163.6         32       Total FY24 Local Funds       \$ 163.6	26		\$	2.5						
29 Subtotal \$ 12.8 30 Total FY24 Local Funds \$ 163.6 32	27		·	7.3						
30 31 Total FY24 Local Funds \$ 163.6 32	28	· · · ·		3.0						
31 Total FY24 Local Funds \$ 163.6 32	29	Subtotal	\$	12.8						
32	30									
	31	Total FY24 Local Funds	\$	163.6						
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Note: Totals may not add up because of rounding

<sup>&</sup>lt;sup>1</sup>Reserve funds for greater than forecasted demand

 $<sup>^2 \</sup>mbox{Operating \& Capital}$  - portions of these funds may be replaced with federal STBG Program and/or CRRSSA/HIP  $\,$  funds

<sup>&</sup>lt;sup>3</sup> New local funds request for FY24

# **Access Services – Key Performance Indicators (KPIs)**

Key Performance Indicators	Standard	FY22	FY23*
On-Time Performance	≥ 91%	89.8%	91%
Excessively Late Trips	≤ 0.10%	0.14%	0.05%
Excessively Long Trips	≤ 5.0%	3.6%	3.8%
Missed Trips	≤ 0.75%	0.59%	0.46%
Denials	0	6	4
Access to Work - On-Time Performance	≥ 94%	95.8%	95%
Average Hold Time (Reservations)	≤ 120	66	61
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	2.0%
Complaints Per 1,000 Trips	≤ 4.0	3.2	2.7
Preventable Incidents per 100,000 miles	≤ 0.25	0.20	0.18
Preventable Collisions per 100,000 miles	≤ 0.75	0.74	0.86
Miles Between Road Calls	≥ 25,000	58,746	39,903

<sup>\*</sup>YTD through April 2023



### **FY23 Accomplishments**



Fleet Preventative Maintenance & Rehabilitation Program



Title VI Program



Increase to Contractor Driver Wages and Taxi Subcontractor Rates



Established Capital Construction Fund



Grants for Facilities & Electric Vehicle Pilot Program



Customer Travel Mode Choice Survey

### **FY24 Initiatives**



Award Design Services Contract for Paratransit Facility



Award new Paratransit Eligibility
Services Contract



Award new Eastern Region Operations Services Contract



Initiate Electric Paratransit Vehicle Pilot Program



Conduct Customer Satisfaction Survey



Implement new Transportation Network Company (TNC) Pilot Program

### **Access Services – Recommendations**

- A. APPROVING local funding request for Access Services (Access) in an amount not to exceed \$151,016,402 for FY24. This amount includes:
  - Local funds for operating and capital expenses in the amount of \$148,482,499;
  - Local funds paid directly to Metrolink for its participation in Access' Free Fare Program in the amount of \$2,533,903; and
- B. AUTHORIZING the Chief Executive Officer (CEO) to negotiate and execute all necessary agreements to implement the above funding programs.

