

# **Access Services FY19 Budget Request**

## **Finance, Budget & Audit Committee**

**June 20, 2018**



**Metro**

# Access Funding Sources – FY19

FY19 Access Program	
<b>Expenses</b> (\$ in millions)	
FY19 Access Proposed Budget	\$ 184.0
Metrolink Free Fare Program (Paid by Metro)	2.2
<b>Total Access Program</b>	<b>\$ 186.2</b>
Federal/Fares/Carryover	
Federal - STBG Program	66.0
Federal MAP-21 (Capital)	12.0
Passenger Fares and other income	13.3
FY17 Carryover (PC 40%)	4.4
<b>Subtotal</b>	<b>\$ 95.7</b>
New Funding Request - Operating and Capital	
<u>Measure M 2%</u>	
FY18 (unallocated funds)	\$ 11.5
FY19 funding	12.5
<u>Proposition C 40%</u>	
FY 19	61.0
Reserve (held by Metro)	3.5
Metrolink Free Fares	2.2
<b>Total FY19 Funding Request</b>	<b>\$ 90.6</b>



**Approve FY19 Funding Request of \$90.6M**

# Access Services - Expenses

## Access Services - Budget

(\$ in thousands)	FY18 Budget	FY19 Proposed	\$ Change	% Change	Notes
<b>Expenses</b>					
Direct Operations	\$ 139.4	\$ 149.8	\$ 10.4	7.4%	Minimum wage increases FY19 in LA City/County
Contracted Support	14.6	10.1	(4.4)	-30.4%	Enhanced eligibility process
Management/Administration	<u>11.7</u>	<u>12.2</u>	<u>0.4</u>	<u>3.8%</u>	Cost inflation and wage increase
Total Operating Costs	\$ 165.7	\$ 172.1	\$ 6.4	3.8%	
Total Capital Costs	<u>\$ 10.1</u>	<u>\$ 12.0</u>	<u>\$ 1.9</u>	<u>18.8%</u>	Carryover of Federal grants for Capital Program
Total Expenses	\$ 175.8	\$ 184.1	\$ 8.3	4.7%	

# Access Key Performance Indicators (KPIs)

	Standards	FY17	FY18- YTD	Goals Met
On Time Performance	$\geq 91\%$	91.5%	91.8%	Yes
Late 4 Trips (45+ min late)	$\leq 0.10\%$	0.1%	0.08%	Yes
Average Initial Hold Time	$\geq 120$ secs	80 secs	81 secs	Yes
Calls on Hold over 5 minutes	$\leq 5.0\%$	4.5%	4.6%	Yes

YTD through March 2018

- Access utilizes KPIs to ensure quality ADA paratransit service is delivered to its customers.
- Contractor's performance are also monitored through additional KPIs included in contracts.

# Oversight And Next Steps

## Oversight

- Quarterly updates to Finance, Budget & Audit Subcommittee
- Annual consolidated financial audit conducted by Metro
- Participation in advisory committees and working groups
- Regular monitoring of service and financial statistics

## Next Steps

- Increase engagement with large medical facilities
- Implementation and enhancement of new technology

# Recommendation

- Approve local funding request for Access Services in an amount not to exceed \$90.6 million for FY19. This amount includes:
  - Operating and Capital funds in the amount of \$88.3 million, and
  - Fund paid directly to Metrolink for its participation in Access Services Free Fare program in the amount of \$2.2 million
- Authorize the Chief Executive Officer to negotiate and execute all necessary agreements to implement the above funding programs.