State law requires 10% of paratransit operating costs be recovered via passenger revenues. For Example: If trip cost is $30, we must collect at least $3 for each trip.

ACCESS Fare Box Recovery Ratio
FY 2014-FY 2020 (Projected)

FY 2019 Preliminary Data
FY 2020 Projected Data

We are trending down...
• Fares collected from individual passengers
SOURCES OF REVENUE

- Advertising?
**SOURCES OF REVENUE**

- MediCal Administrative Activities reimbursement (50% of eligible trip cost)

Impact of MAA Reimbursements to Fare Box Recovery

<table>
<thead>
<tr>
<th>Year</th>
<th>With MAA</th>
<th>No MAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2014</td>
<td>13.1%</td>
<td>8.1%</td>
</tr>
<tr>
<td>FY 2015</td>
<td>17.4%</td>
<td>7.8%</td>
</tr>
<tr>
<td>FY 2016</td>
<td>10.6%</td>
<td>9.0%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>17.3%</td>
<td>8.5%</td>
</tr>
<tr>
<td>FY 2018</td>
<td>16.9%</td>
<td>8.6%</td>
</tr>
<tr>
<td>FY 2019</td>
<td>14.8%</td>
<td>8.6%</td>
</tr>
<tr>
<td>FY 2020</td>
<td>11.0%</td>
<td>8.6%</td>
</tr>
<tr>
<td>FY 2021</td>
<td>8.6%</td>
<td>8.6%</td>
</tr>
</tbody>
</table>

FY 2019 Preliminary Data
FY 2020 Projected Data
FARE PRICING

• Fares for both fixed-route and paratransit are set with the individual consumer’s budget in mind.

• There has been a recent increase in bulk purchases by organizations
  – Small purchases (10-20 books)
  – Large purchases (100 + books)
IMPACT OF BULK PURCHASES on DEMAND FOR SERVICES

Over 100% increase in 10-ride ticket book sales in past year by organizations.

4,961 books equals 49,610 rides.
Who is buying:
Social Service Agencies
Private Health Providers

Why:
Providing Curb-to-curb Transportation is Expensive
OPTIONS

GOAL:
• Preserve ability to provide mandated ADA service as required by FTA.
• Ensure we are able to meet 10% Farebox.
• Reduce overall cost impacts of service on the organization.

OPTIONS WE ARE LOOKING AT
• Changing Bulk Purchase Protocol
• Modernize Fare Collection Methods
• Eligibility (Seniors / Age)
FARE COLLECTION OPTIONS

• Bulk Purchase Protocol OPTIONS
  – Separate Fare Pricing for Organizations
  – Limit Ticket Book Sales to Individuals

• Fare Collection Methods OPTIONS
  – Eliminate Paper Passes (Diminishing Account)
  – Utilize Mobile App functions
  – Review eligibility (Seniors, AGE)

We will be bringing back recommended options at a future meeting.
Questions?