

**ACCESS SERVICES  
MEMBER AGENCY MEETING  
THURSDAY, APRIL 9, 2009  
11:00 A.M. - 11:45 A.M.**

**AON CENTER  
707 Wilshire Blvd.  
6th Floor Conference Room  
Los Angeles, CA 90017  
[www.asila.org](http://www.asila.org)**

	<u>DISPOSITION</u>
<b>1. CALL TO ORDER</b>	ACTION
<b>2. INTRODUCTIONS</b>	INFORMATION
<b>3. PROPOSED FARE / PREMIUM SERVICE CHANGES</b>	ACTION
<b>4. ADJOURNMENT</b>	ACTION

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementally prior to the meeting at the agency's offices located at 707 Wilshire Blvd., 9th Floor, Los Angeles California and on its website at <http://asila.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

"Alternative accessible formats available upon request."

April 3, 2009

**TO: ACCESS SERVICES MEMBER AGENCIES**

**FROM: SHELLY VERRINDER, EXECUTIVE DIRECTOR**

**RE: REVIEW OF COMPLEMENTARY ADA PARATRANSIT PLAN UPDATE  
EFFECTIVE FY 2010**

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**ISSUE:**

A member agency vote is required to approve changes to the Complementary ADA Paratransit Plan. In February 2009, the ASI Board approved a special membership meeting on April 9, to review proposed changes to the Paratransit Plan.

**RECOMMENDATION:**

Staff is requesting the members review the proposed changes to the Paratransit Plan and make recommendations for the Board. The Board is expected to take action on proposed changes at the regular April meeting.

**RECOMMENDATION:**

Staff recommends the following fare and service changes effective July 1, 2009:

Fare Change

<b>L.A. Basin</b>	<b>July 1, 2009</b>	<b>July 1, 2010</b>	<b>July 1, 2011</b>
0 - 20 Miles	\$2.30	\$2.40	\$2.50
Over 20 Miles	\$3.00	\$3.20	\$3.40

<b>North County</b>	<b>Local Fare</b>	<b>Transfer Fare</b>
Santa Clarita	\$2.00	\$6.00
Antelope Valley	\$2.00	\$7.00
Between Santa Clarita and Antelope Valley	n/a	\$7.00

## Service Change

An additional transfer time of 3:00 p.m. for service to/from L.A. urbanized area to Santa Clarita. This will increase the number of transfers to four – 7:30 a.m.; 12:30 p.m.; 3:00 p.m. (proposed); 5:30 p.m.

## **IMPACT ON BUDGET:**

Staff believes the budget deficits projected through year 2014 can be resolved by implementing the proposed fare increase. Additional cost saving measures such as a hiring and salary freeze, and elimination of overtime are already in place.

The cost of the additional transfer at Olive View for trips to/from Santa Clarita is expected to be offset by the increase in fare from \$5.70 to \$6.00. The additional expenses will be included in the FY 2010 budget.

## **BACKGROUND:**

- Voting Process:

Membership meetings are required to review changes to the Paratransit Plan. A third of the total number of members (including the Board of Directors) constitutes a quorum, provided that at least one member from each agency is present). Members may vote in person or by proxy.

It is anticipated that budget shortfalls will total \$4 million in FY 2010 and close to \$9 million in FY 2011.

- Development and Review of Fare and Service Change Proposals

In order to help balance the agency's budget while maintaining a commitment to quality service, the Access Services Board of Directors authorized staff to begin exploring changes to services and fares, including "premium services". (Premium services include call outs, standing order reservations, toll-free reservation phone lines, the Operations Monitoring Center (OMC), transfer free service in the LA basin, travel training, free fares and many others.) These services are provided free to riders, and are not required by law.

Access Services has held the line on fares since it was started 14 years ago. The last fare adjustment in 2002 actually decreased fares for many riders and ASI currently has some of the lowest fares of any comparable paratransit agency in the country. ASI riders currently pay less than 5 percent of the cost of their rides with the remaining 95 percent of the cost being funded by federal and local sources of transportation funding.

ASI's current fare is \$1.80 for trips under 20 miles and \$2.70 for trips over 20 miles. In Santa Clarita, the current fare is \$2.00 for a local trip and \$5.70 for a transfer to the L.A.

Basin. In the Antelope Valley, the current fare is \$1.75 for a local trip and \$6.70 for a transfer to the L.A. Basin. For trips between Santa Clarita and Antelope Valley, the current fare is \$6.00.

Stakeholder Involvement

Staff conducted extensive outreach to stake holders on the proposed fare and service changes including direct mailing of newsletters to active riders and public hearing notices in four major newspapers. In addition, staff encouraged community input by soliciting comments via web survey, a dedicated telephone line, twelve community meetings throughout the county, and one public hearing.

In Santa Clarita, the riders felt they were already paying a proportionately higher fare for the transfer trips compared to trips going to Antelope Valley, which were more than twice as long; they felt that it would be fair to them to allow an additional time at 3:00 p.m., if the fare were to be raised (It is expected that the increase in the Santa Clarita transfer fare of \$0.30 will offset the expense of the new transfer time).

Comments Received via email/mail/telephone

Of the 58 public comments received by email/mail, letter and phone, 69% were in favor or did not object to the proposed fare changes:

Format	Understand/ Accept Fare Increase		
	Yes	No	Total
E-Mail	9	16%	
Phone	39	67%	
Letter	9	16%	
Fax	1	2%	
<b>Total</b>	<b>58</b>	<b>100%</b>	<b>40</b>
			<b>18</b>
			<b>69%</b>
			<b>31%</b>
			<b>100%</b>

Of the 55 respondents who completed the online survey, 87% understood that a higher fare will need to be charged in order to keep premium services intact:

Question 1: Do you understand that in order to keep the premium services that are offered by Access Services a higher fare will need to be charged?

Yes	48	87%
No	7	13%
<b>Total</b>	<b>55</b>	<b>100%</b>

Question 2: Would you prefer to have a smaller fare increase and eliminate some premium services instead?

Yes	13	24%
No	41	76%
Total	54	100%

Public Hearing Input

A public hearing was held on March 18, 10 a.m. to 12:30 p.m. at the Kenneth Hahn Hall of Administration. Nineteen people attended and twelve made public comments; seven were in favor and one was against the fare increase. The remaining four speakers expressed concerns about service quality.

Community Meetings Input

During February and March 2009 twelve Community Meetings were held across L.A. County – two in each of the six service regions to ensure riders have an opportunity for input. Of the forty-four people who attended the meetings, fifteen did not object to the fare increase and five were against. The remaining attendees did not speak.

West Central Region

Plummer Park  
West Hollywood  
February 19 & 26

Antelope Valley Region

Palmdale Cultural Center  
Palmdale  
March 3 & 5

Northern Region

Van Nuys State Building  
Van Nuys  
February 12 & March 7

Santa Clarita Region

Santa Clarita Senior Center/Sports  
Complex  
February 24 & March 12

Eastern Region

Jack Crippen Community Center  
El Monte  
February 20 & March 10

Southern Region

Harbor Regional Center  
Torrance  
March 13 & 21