

Access Services

Rider Newsletter

Issue 1 | 2009



Access Services is looking at adjusting its fares and we want to hear from you.



Some questions you might have about our proposed fare change...

What are you proposing?

We are proposing the following fare increase schedule:

Distance	July 1, 2009	July 1, 2010	July 1, 2011
0 - 20 miles	\$2.30	\$2.40	\$2.50
Over 20 miles	\$3.00	\$3.20	\$3.40

Why are you proposing to increase fares?

Because of increased ridership and an unprecedented economic recession, Access Services budget shortfalls are expected to be \$3 million in the current year, \$4 million in FY 2010 and almost \$9 million in FY 2011. In order to help balance the agency's budget while maintaining quality service, the Access Services Board of Directors has 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), travel training, free fares and many others.) These services are provided free to riders, and are not required by law.

Don't I already pay my fair share of the cost?

Riders currently pay less than 5 percent of the cost of their rides. The remainder is subsidized by federal and local sources of transportation funding.

Didn't you just adjust your fares?

Access has managed to hold the line

on fares since the beginning of service 14 years ago. Our last fare adjustment in 2002 actually *decreased* fares for many riders. In addition, Access has some of the lowest fares of any comparable paratransit agency in the country.

How can I comment on this proposal?

The Board welcomes comments on how to balance the budget while maintaining the most important services. Access Services has scheduled a number of community meetings throughout the County to get feedback from riders and stakeholders. A Public Hearing will also be held on March 18, 2009 at the Kenneth Hahn Hall of Administration. Please see our website at www.asila.org for a list of current meeting locations and times or call Customer Service at 800.827.0829, TDD 800.827.1359.

The public is also encouraged to participate in a web survey and let us know their thoughts on how the agency can balance the budget while maintaining the most important services. The survey can be found at www.asila.org.