



Access Services

Summer '12 Community Meetings

Come to your Community Meeting.

We want to hear your thoughts on Access Services proposed fare and service changes.

You may request a free ride to any of the Community Meetings when you make your reservation. To request special accommodations including Braille, Sign Language or Spanish translation, call Access Customer Support at **1.800.827.0829, TDD 1.800.827.1359** at least three (3) business days in advance of your meeting.

Information is also online at asila.org.

Southern Region

- > **Saturday, August 25**
12:30pm-2:30pm
- > **Thursday, September 6**
2pm-4pm
Barbara J. Riley
Community and
Senior Center
7810 Quill Dr
Downey, CA 90242

West/Central Region

- > **Thursday, August 23**
5pm-7pm
Plummer Park Fiesta Hall
- > **Thursday, August 30**
1pm-3pm
Plummer Park Great Hall
7377 Santa Monica Bl
West Hollywood, CA
90046

Northern Region

- > **Friday, August 24**
1pm-3pm
- > **Wednesday, August 29**
6pm-8pm
Encino Community Center
4935 Balboa Bl
Encino, CA 91316

Eastern Region

- > **Tuesday, August 21**
6pm-8pm
Glendale Library
Central Auditorium
222 East Harvard St
Glendale, CA 91205
- > **Friday, August 31**
10am-noon
South Coast Air Quality
Management District
(AQMD) Main Auditorium
21865 Copley Dr
Diamond Bar, CA 91765

Santa Clarita Region

- > **Wednesday, August 22**
6pm-8pm
- > **Friday, September 7**
1pm-3pm
Valencia Library
Meeting Room
23743 West Valencia Bl
Santa Clarita, CA 91355

Antelope Valley Region

- > **Wednesday, September 5**
1pm-3pm
Lancaster Public Library
Community Meeting Rm
601 West Lancaster Bl
Lancaster, CA 93534



Access Services

Verano '12 reuniones comunitarias

Asista a su reunión comunitaria.

Nos gustaría conocer su opinión sobre los cambios de tarifa y servicio propuestos por Access.

Usted puede solicitar un viaje gratis a cualquiera de las reuniones comunitarias al hacer su reservación. Para solicitar adaptaciones especiales, incluyendo braille, lenguaje de señas o traducción en español, llame al Servicio para el Cliente al **1.800.827.0829, TDD 1.800.827.1359**, por lo menos tres (3) días hábiles antes de su reunión.

La información también está disponible en nuestro sitio web asila.org.

Región sur

- > **Sábado, agosto 25**
12:30pm-2:30pm
- > **Jueves, septiembre 6**
2pm-4pm
Barbara J. Riley
Community and
Senior Center
7810 Quill Dr
Downey, CA 90242

Región oeste/central

- > **Jueves, agosto 23**
5pm-7pm
Plummer Park Fiesta Hall
- > **Jueves, agosto 30**
1pm-3pm
Plummer Park Great Hall
7377 Santa Monica Bl
West Hollywood, CA
90046

Región norte

- > **Viernes, agosto 24**
1pm-3pm
- > **Miércoles, agosto 29**
6pm-8pm
Encino Community Center
4935 Balboa Bl
Encino, CA 91316

Región este

- > **Martes, agosto 21**
6pm-8pm
Glendale Library
Central Auditorium
222 East Harvard St
Glendale, CA 91205
- > **Viernes, agosto 31**
10am-12 del medio dia
South Coast Air Quality
Management District
(AQMD) Auditorio Principal
21865 Copley Dr
Diamond Bar, CA 91765

Región Santa Clarita

- > **Miércoles, agosto 22**
6pm-8pm
- > **Viernes, septiembre 7**
1pm-3pm
Valencia Library
Cuarto de Juntas
23743 West Valencia Bl
Santa Clarita, CA 91355

Región Antelope Valley

- > **Miércoles, septiembre 5**
1pm-3pm
Lancaster Public Library
Cuarto de Juntas de
la Comunidad
601 West Lancaster Bl
Lancaster, CA 93534

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Access Services PO Box 5728 El Monte, CA 91734-1728 asila.org

Access Services

Rider Newsletter

Issue 1 | 2012



Access Services is looking to adjust its fares and policies and we want to hear from you.

access



Some questions you might have about our proposed changes...

What are you proposing?

Access Services is proposing a 25 cent fare increase that would take effect on January 1, 2013 and another 25 cent fare increase that would take effect on July 1, 2014. In addition, Access is proposing to change the "reservations window" from 6am to 10pm to 6am to 7pm. Transfer and North County fares will remain the same.

Why are you proposing to adjust fares?

Because of increased ridership and higher gas prices, Access Services is projecting budget shortfalls through 2015. In order to help balance the agency's budget while maintaining quality service and a quality fleet of vehicles, the Access Services Board of Directors has authorized staff to begin exploring changes to services and fares, including "premium services." Premium services, not required by law, are provided free to riders and include the Customer Support Center, toll-free reservation phone lines, the Free Fare program and others.

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

Riders currently pay less than five 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?

We last raised fares in 2009, which was the first fare increase in Access'

18-year history. Access continues to have some of the lowest fares in the country.

Why are you proposing to change the "reservations window"?

Under federal law, Access is only required to accept reservations up to the close of the business day (5pm) the day before the requested trip. Our most recent survey indicated that less than 10 percent of our riders prefer to call after 7pm. Reducing reservation hours will help us reduce costs. In addition, by closing reservations earlier, we can create more direct routes and give customers a more accurate pick up time.

How can I comment on this proposal?

We have scheduled community meetings throughout the County to get feedback from riders and stakeholders. Visit asila.org/meetings for a list of meeting locations and times or call Customer Service at **800.827.0829 (TDD 800.827.1359)**. A Public Hearing will also be held in the Los Angeles County Metropolitan Transportation Authority (Metro) Boardroom on Wednesday, October 3rd from 10am to noon.

You are encouraged to participate in a web survey at asila.org/survey. If you would like to comment by phone, please call **213.270.6097** or send e-mail comments to survey@asila.org.