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MOTION BY MTA BOARDMEMBER SUPERVISOR GLORIA MOLINA

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Access Services Incorporated (ASI) is a private, non-profit corporation that was established in order to provide complementary paratransit services mandated by the Americans with Disabilities Act (ADA). The MTA played a major role in the formation of ASI, and continues to fund ASI with approximately \$29 million to provide transit services to the disabled community throughout Los Angeles County. The MTA currently has a Memorandum of Understanding with ASI which is renewed on an annual basis. ASI subcontracts with various paratransit agencies to provide transportation for the disabled community.

There has been increasing concern about the quality of service provided, the cost of services, customer satisfaction, and compliance with the Americans with Disabilities Act. The Los Angeles County Commission on Disabilities, as well as several constituents, have specifically made reference to ASI's poor response and pick-up time, high fares, insensitivity to the transit needs of disabled individuals, and inadequate and slow response to customer complaints.

There is currently no outside oversight or monitoring of ASI's performance. Although the MTA conducts multi-year reviews of other transit operators, it does not do so for ASI. While ASI provides some internal evaluation of their subcontractors, there is little, if not any, existing independent review of their overall performance. As the primary funding agency, the MTA has a responsibility to ensure that paratransit services for Los Angeles County are efficient, effective, and responsive to the disabled community.

I, THEREFORE, MOVE that the MTA Board of Directors instruct the Chief Executive Officer to prepare a scope of services and Request for Proposals for an independent performance review of Access Services Inc., and their subcontract providers. The review should evaluate performance and provide recommendations for corrective action.

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