

May 1, 1997



Los Angeles County
Metropolitan
Transportation
Authority

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TO: BOARD OF DIRECTORS

FROM: LINDA BOHLINGER, *Linda Bohlinger*
INTERIM CHIEF EXECUTIVE OFFICER

SUBJECT: FY 1997-98 TDA ARTICLE 8 HEARING BOARD
RECOMMENDATIONS

RECOMMENDATION

Adopt the following:

- (a) the definitions, findings, and conditions (Attachment 1) for the allocation and use of FY 1997-98 TDA Article 8 funds estimated at \$11,617,000
- (b) the resolution (Attachment 2) making a determination as to unmet public transportation needs in the areas of Los Angeles County outside the MTA service area

ORGANIZATIONAL IMPACT

MTA annually holds public hearings to identify and determine whether there are unmet transit needs which are reasonable to meet in areas outside the MTA service area. Through these hearings and based upon input from the Social Service Transportation Advisory Council (SSTAC) and the TDA Article 8 Hearing Board, MTA adopts findings and recommendations for the use of TDA Article 8 funds. Upon transmittal of the findings and resolution to Caltrans, Sacramento, funds are released to MTA for allocation to the affected local jurisdictions.

BUDGET IMPACT

As the MTA is not eligible for TDA Article 8 funds, the recommendations do not affect the MTA's operating budget. They do determine how jurisdictions outside the MTA service area can spend FY 1997-98 TDA Article 8 funds.

ALTERNATIVES CONSIDERED

The Board has the option of adopting alternative findings or actions. This is not recommended as the proposed findings and recommendations have been developed through the TDA Article 8 Hearing process as described in Attachment 3, in accordance with the requirements of TDA law.

BACKGROUND

Under California statute, in the portions of Los Angeles County outside the MTA service area, transportation funds are allocated under TDA Article 8. These funds are provided for unmet transit needs which are reasonable to meet. However, if no such needs exist, the funds can be spent for streets and roads purposes. The Act requires the MTA to adopt definitions for "unmet transit needs" and "reasonable to meet transit needs."

Prior to allocating Article 8 funds, the Act requires the MTA to conduct a public hearing process. If the hearing process indicates that there are unmet transit needs which are reasonable to meet and the MTA adopts such a finding, then these needs must be met before TDA Article 8 funds can be used for streets and roads purposes.

The proposed definitions, findings and recommendations are based on public testimony and the recommendations of the SSTAC and the Hearing Board. The hearing process is described in Attachment 3. Public testimony is summarized in Attachment 4. The recommendations of the SSTAC are contained in Attachment 5. A matrix showing FY 1996-97 recommendations and the actions taken to address these recommendations is found in Attachment 6.

RESOLUTION

By law, MTA must annually adopt a resolution which establishes definitions of unmet transit needs and reasonable to meet transit needs and states its findings regarding unmet transit needs (Attachment 2). This resolution must be transmitted to Caltrans, Sacramento, in order for MTA to receive TDA Article 8 funds for allocation to the affected local jurisdictions.

PREPARED BY: Patricia Chen



James L. de la Loza, Executive Officer
Regional Transportation Planning and Development

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**FY 1997-98 TDA ARTICLE 8
PROPOSED DEFINITIONS, FINDINGS, AND RECOMMENDATIONS**

PROPOSED DEFINITIONS

Unmet Transit Need - Any transportation need, identified through the public hearing process, that could be met through the implementation or improvement of transit or paratransit services.

Reasonable to Meet Transit Need - Any unmet transit need that can be met, in whole or in part, through the allocation of additional transit revenues and be operated in a cost-efficient and service-effective manner, without negatively impacting existing public and private transit options.

PROPOSED FINDINGS

- that in the Cities of Santa Clarita and Avalon there are unmet transit needs which are reasonable to meet through the recommended actions listed on page 4.
- that in the Cities of Lancaster and Palmdale and the unincorporated portions of North Los Angeles County and the unincorporated portion of Catalina Island, there are transit needs which can be met through the recommended actions listed on page 4. These actions can be accomplished through the allocation of Propositions A and/or C Local Return funds; therefore, there are no unmet transit needs which are reasonable to meet in these jurisdictions.

PROPOSED RECOMMENDED ACTIONS

ANTELOPE VALLEY

- Address and implement, if appropriate, as determined by the AVTA Board of Directors, increased service frequencies, expanded service area, overcrowding relief, expanded hours of operation including night, weekends, and holidays, and enhanced coordination between transit lines.
- Recommend that the County work with their bus shelter vendor to install bus shelters in high priority/high ridership areas of the unincorporated portion of Los Angeles County in the Antelope Valley.
- Improve availability of transit schedule information.

SANTA CLARITA VALLEY

- Direct the City to determine the feasibility and cost, both capital and operating, for providing bus service farther up Sierra Highway past Soledad Canyon Road and for providing service to the Marketplace/The Old Road. Expand service and increase service frequency where appropriate.

SANTA CATALINA ISLAND

- Publish schedules, identify and post stops and use alternative formats, e.g., large print, in distributing and marketing materials for the tram, new fixed route transit service.

**A RESOLUTION OF THE LOS ANGELES COUNTY METROPOLITAN
TRANSPORTATION AUTHORITY MAKING A DETERMINATION AS TO UNMET
PUBLIC TRANSPORTATION NEEDS IN LOS ANGELES COUNTY FOR FISCAL
YEAR 1997-98**

WHEREAS, the Los Angeles County Metropolitan Transportation Authority (MTA) is the designated Transportation Planning agency for the County of Los Angeles and is, therefore, responsible for the administration of the Transportation Development Act, Public Utilities Code Section 99200 et seq.;

WHEREAS, under Sections 99238, 99238.5, 99401.5 and 99401.6, of the Public Utilities Code, before any allocations are made for local street and road use, a public hearing must be held and from a review of the testimony received and the adopted Regional Transportation Plan, make a finding that 1) there are no unmet transit needs; 2) there are no unmet transit needs that are reasonable to meet; or 3) there are unmet transit needs, including needs that are reasonable to meet; and

WHEREAS, public hearings were held by MTA in Los Angeles County in Santa Clarita on January 29, in Lancaster and Palmdale on January 30, and Avalon on February 18, 1997 after sufficient public notice of intent was given, at which time public testimony was received; and

WHEREAS, a Social Services Transportation Advisory Council (SSTAC) was formed by the MTA and has recommended a finding that there are unmet transit needs in the areas outside MTA's service area, and has recommended actions to meet these transit needs; and

WHEREAS, a Hearing Board was appointed by the MTA, and has considered the public hearing comments and the recommendations of the SSTAC; and

WHEREAS, the Hearing Board has proposed the definition of Unmet Transit Needs as any transportation needs, identified through the public hearing process, that could be met through the implementation or improvement of transit or paratransit services; and

WHEREAS, the Hearing Board has proposed the definition of Reasonable To Meet Transit Needs as any unmet transit needs that can be met, in whole or in part, through the allocation of available transit revenues and be operated in a cost efficient and service effective manner, without negatively impacting existing public and private transit options; and

WHEREAS, the Hearing Board recommends the finding that in the Cities of Santa Clarita and Avalon there are unmet transit needs which are reasonable to meet; and

WHEREAS, the Hearing Board recommends the further finding that in the Cities of Lancaster and Palmdale and the unincorporated portions of North Los Angeles County and Catalina Island there are transit needs which can be met through the allocation of Proposition A and/or C Local Return funds. Therefore, there are no unmet transit needs which are reasonable to meet in these jurisdictions;

NOW THEREFORE,

- 1.0 The MTA Board hereby adopts the definition of Unmet Transit Needs as any transportation needs, identified through the public hearing process, that could be met through the implementation or improvement of transit or paratransit services; and the definition of Reasonable To Meet Transit Needs as any unmet transit needs that can be met, in whole or in part, through the allocation of available transit revenues and be operated in a cost efficient and service effective manner, without negatively impacting existing public and private transit options.

- 2.0 The MTA Board hereby finds that in the Cities of Santa Clarita and Avalon there are unmet transit needs which are reasonable to meet and in the Cities of Lancaster and Palmdale and the unincorporated portions of North Los Angeles County and Catalina Island there are no unmet transit needs which are reasonable to meet.

TDA ARTICLE 8 PUBLIC HEARING PROCESS

Article 8 of the California Transportation Development Act (TDA) requires annual public hearings in those areas of the County not receiving regional bus service such as that provided by MTA. The purpose of the hearings is to determine whether there are unmet transit needs which are reasonable to meet. The Act requires MTA to establish a Hearing Board to conduct the hearings. The Hearing Board also recommends to the MTA Board for adoption: 1) definitions of unmet transit needs and reasonable to meet transit needs; 2) a finding to the MTA regarding whether there are reasonable to meet unmet needs; and 3) recommended actions to meet the unmet transit needs, if any. In addition to public hearing testimony, the Hearing Board receives input from the Social Services Transportation Advisory Council (SSTAC), created by state law and appointed by the MTA to review public hearing testimony and written comments and from this information identify unmet transit needs in the jurisdictions.

The MTA Board at its November 1996 meeting approved the following representation on the FY 1998 Hearing Board:

- An MTA Board Member, appointed by the chair of the MTA Board of Directors
- A representative from Supervisor Antonovich's office for the North Los Angeles County, appointed by Supervisor Antonovich
- A representative from Supervisor Knabe's office, representing Santa Catalina Island, appointed by Supervisor Knabe
- A representative from one of the three cities in the North County, appointed by the cities

For the FY 1998 Hearing Board, MTA Board Alternate Jan Heidt represented the MTA; Rosa Fuquay and Hector Bordas represented Supervisor Antonovich, Tim Riley represented Supervisor Knabe and the Honorable Frank Roberts represented the three cities in the North County.

Also at its November meeting, the MTA Board appointed the SSTAC. The following is a list of the legally required membership and the individuals who were appointed to fill these positions.

- | | |
|---------------------------------------|-----------------|
| • One member who is over 60 years old | Juanita Heinly |
| • One member who is disabled | Alexis Hourigan |
| • Two local social service providers | Nina Frazier |
| for the elderly | Brad Berens |

- Two local social service providers for the disabled
- One local social service provider for the low income
- One representative from Avalon
- Four (minimum) representatives from Santa Clarita

- Four (minimum) representatives from the Antelope Valley

Norma Vescovo
 Marge Darling
 Lupe Lopez
 David Batt
 Connie Worden
 Lee Engdahl
 Robert Murphy
 Nicole Kvarda
 Marlene Mallory
 Raedell Simon
 Betty Klinghamer
 Barbara Little
 Al Rangel

The Hearing Board held public hearings in Santa Clarita on January 29, 1997, Lancaster and Palmdale on January 30, 1997, and the Santa Catalina Island public hearing was conducted as part of the Avalon City Council meeting on February 18, 1997. A summary of the public testimony received at the hearings and the written comments received or postmarked within two weeks after each hearing is included in Attachment 4.

The SSTAC met on March 17, 1997. Attachment 5 contains the SSTAC's recommendations, which were considered by the Hearing Board at its April 7, 1997 meeting.

**COMMENTS
FY 1998 ARTICLE 8 UNMET TRANSIT NEEDS
PUBLIC HEARINGS**

Listed below is a summary of all comments that were received either as testimony or in writing as a result of the FY 1998 Article 8 Unmet Transit Needs Public Hearings. The number in parenthesis (#) represents how many times the comment was made if more than once.

SANTA CLARITA VALLEY, JANUARY 29, 1997 at 3:00 p.m. and 7:00 p.m.

There were 7 speakers at the hearing and 45 letters/written comments submitted to the MTA. Of the 45 written comments, 8 were submitted by the Los Angeles Retarded Citizens' Foundation, 4 were submitted by Pleasant View Industries, and the remainder were submitted by other groups and individuals. The following is a summary of the comments regarding transportation needs in the Santa Clarita Valley.

- Request for bus service farther up Sierra Hwy., past Soledad Canyon Rd. (7)
- Request for bus service to Walmart/The Old Road (5)
- Request for bus/Dial-a-Ride Service to run later in evening (4)
- Regarding the Dial-a-Ride Service, not dependable (4)
- Request for Santa Clarita Transit to increase service frequency (3)
- Regarding bus drivers passing bus stops without stopping to advise "no more room" (3)
- Request for more coordination between Santa Clarita Transit and Metrolink
(first bus arrives at train station after first train in morning)
- Request for weekend/holiday bus service
- Request for bus service on Sand Canyon Rd.
- Request for more bus benches/shelters
- Request for crosswalks at bus stops
- Request for kiosks with information on all transit available in area
- Request for electronic ticket purchase machines for all transit
- Request for buses dedicated for handicapped passengers
- Request for buses to have capacity for 2 wheelchairs at a time
- Request for buses to have better system for fastening wheelchairs

Additional comments dealing specifically with Eagle Taxi Service:

- Regarding the lack of dependability of the taxis (24)
- Regarding the lack of courteous employees (very rude) (6)
- Regarding the unsafe/filthy conditions of the vehicles (5)
- Regarding the coupon program not working, not being able to use the coupons (2)
- Taxi drivers demand tips from passengers
- Taxi drivers demand more coupons from passengers
- Request for Taxi Cab stands/marked locations

Additional comments dealing specifically with Eagle Taxi Service, Continued:

Regarding "Supportive Services" and a "Yellow Taxi": service was slow, and the driver did not ask for passenger's signature on the coupon.

ANTELOPE VALLEY - JANUARY 30, 1997 at 2:00 p.m. and 7:00 p.m.

There were 6 speakers at the Lancaster hearing and 5 speakers at the Palmdale hearing. There were 13 letters/written comments from the residents of Palmdale. There were 93 letters/written comments from the residents and social service agencies in Lancaster, of which 27 were submitted by the North Los Angeles County Regional Center (NLACRC), 9 by the Easter Seals Society, 9 by the Desert Haven Enterprise, 7 by the Mental Health Association, and the remainder from other groups and individuals. There were 9 letters/written comments from residents of Lake Los Angeles, Littlerock, Pearblossom, and Quartz Hill submitted to the MTA. Of the 9 letters and written comments, 5 were submitted by the Mental Health Association, and the remainder were submitted by other groups and individuals.

Public Testimony and Written Comments from Lancaster:

- Expanded hours of operation/running later in the evening (35)
- Request to increase service frequency - every 15 to 30 minutes (34)
- Expanded hours of operation, i.e. weekends & holidays (31)
- Request for more buses to eliminate overcrowding (18)
- Request for buses to follow schedule, they run late especially at transfer points (17)
- Request more wheelchair capacity on buses (at least 2), all models, wheelchair lifts (16)
- Request for more Dial-a-Ride vans/better availability (11)
- Request for more bus stops/more fixed routes (10)
- Request for drivers to assist loading/securing & unloading of disabled passengers (9)
- Expanded area of service to Lake L.A., Littlerock, Pear Blossom, and Quartz Hill (8)
- Request for repair of faulty wheelchair clamps/unsafe lifts (8)
- Request for Dial-a-Ride to be more reliable/on time (8)
- Regarding harassment of disabled passengers by H.S. Students (6)
- Request for bus benches/shelters (especially in un-incorporated areas) (5)
- Request for reduced rates on buses /Dial-a-Ride for senior citizens/handicapped passengers (5)
- Request to change 3-day reservation system for Dial-a-Ride (5)
- Request for service on Sierra Hwy. (between Palmdale & Lancaster) (4)
- Request for schedules to be posted at bus stops (4)
- Request for improved security measures (3)
- Request for bus dedicated for students only (3)
- Regarding buses not stopping for stops to notify they are filled to capacity (3)
- Regarding for larger sign on handicap seat, other passengers won't move for wheelchairs (3)
- Request for better coordination of transfers between bus lines (3)
- Request for direct information line for AVTA (3)
- Request for more Dial-a-Ride staff/phone lines always busy, can't get through (3)

Public Testimony and Written Comments from Lancaster:

Request for better pedestrian access to bus stops, esp. in areas without curbs and sidewalks (2)
Request for better pedestrian/wheelchair access to bus stop in front of AVTA office (2)
Regarding Access Services too difficult to qualify for (2)
Regarding Dial-a-Ride reservations getting lost (2)
Request for safety crosswalks near programs serving disabled passengers
Request to expand hours of operations/weekend service for Dial-a-Ride
Regarding some Dial-a-Ride drivers being rude to passengers
Regarding Dial-a-Ride canceling reservations at last minute
Request for rest-rooms available for bus drivers

Public Testimony and Written Comments from Palmdale:

Expanded hours of operation/running later in the evening (7)
Expanded area of service into un-incorporated areas of L.A. County (6)
Request to increase frequency of service to every 30 minutes(5)
Expanded hours of operation, i.e. weekends & holidays (4)
Request for service on Sierra Hwy. (between Palmdale & Lancaster) (4)
Request for more buses to eliminate overcrowding (4)
Request for buses to follow schedule, they run late especially at transfer points (3)
Request for better pedestrian access to bus stops, esp. in areas without curbs and sidewalks (3)
Request more wheelchair capacity on buses (3)
Request for reduced rates for frequent riders and medical patients (2)
Complaints regarding 3-day advance notice for Dial-a-Ride (2)
Request to train drivers to assist loading/securing & unloading of paratransit passengers (2)
Request for easier to follow information regarding transferring on buses
Request for better coordination of transfers between bus lines

Written Comments from Lake Los Angeles, Little Rock, Pearblossom, and Quartz Hill:

Expanded area of service into un-incorporated areas of L.A. County (4)
Request to increase frequency of service to every 30 minutes (3)
Expanded hours of operation/running later in the evening (2)
Expanded security measures such as undercover officers and better lighting at stops (2)
Request for more bus benches/shelters in un-incorporated areas (2)
Buses need to follow schedule; buses run late, especially at transfer points (2)
Expanded hours of operation, i.e. weekends & holidays
Request for more buses to eliminate overcrowding
Better pedestrian access to bus stops, especially in areas without curbs and sidewalks
Request for reduced rates for frequent riders

AVALON - TUESDAY, FEBRUARY 18, 1997 AT 7:30 P.M.

There were 3 speakers at the City Council Meeting. No written responses were received. The speaker's concerns at the hearing were as follows:

- 1) The trams from the new fixed-route service were often empty; the visitors use them, but since the City has them, it is not clear if the residents will use them much. The schedules need to have specific times on them and there are no signs posted on the streets as to where to stand.
- 2) All residents pay sales tax and most everyone uses the boat subsidy, some use the taxi subsidy, and very few use the circulator. The funds could go to street repair and a quote was read from an informational TDA Article 8 sheet, "If no unmet transit needs are identified... the revenue may be used for street and road purposes."
- 3) Is there a possibility of using the funds for a mechanized luggage system? Waiting on the dock for luggage is unsafe, and towing baggage up the ramp can be difficult.

**RECOMMENDATIONS OF THE FY 1997-98
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL**

Proposed Definitions, Findings and Recommendations

Proposed Definitions

- **Unmet Transit Need** - Any transportation need, identified through the public hearing process, that could be met through the implementation or improvement of transit or paratransit services.
- **Reasonable to Meet Transit Need** - Any unmet transit need that can be met, in whole or in part, through the allocation of available transit revenues and be operated in a cost efficient and service effective manner, without impacting existing public and private transit operations.

Proposed Findings and Recommendations

Santa Catalina Island

- Publish schedules, identify and post stops and use alternative formats, e.g., large print, in distributing and marketing materials for the tram, new fixed route transit service.

Santa Clarita

- Direct the City to determine the feasibility and cost, both capital and operating, for providing bus service farther up Sierra Highway past Soledad Canyon Road and for providing service to Walmart/The Old Road. Expand service and increase service frequency where appropriate.
- Direct Santa Clarita Transit to develop "Bus Full" message sign

Antelope Valley

- Recommend expanded hours of operation including late night, weekend and holidays; expand service area, and provide overcrowding relief.
- Recommend service coordination between lines.
- Work with company to install bus shelters in high priority/high ridership areas of unincorporated Los Angeles County and the City of Lancaster.
- Improve availability of transit schedule information.

**SUMMARY OF RECOMMENDATIONS AND ACTIONS
TAKEN DURING FY 1997**

SANTA CLARITA VALLEY	
RECOMMENDED ACTIONS	ACTIONS TAKEN
<p>Conduct unmet needs survey to address expanded weekend service including Sunday service; evening and late service; and overcrowding on lines serving schools. Readjust service as appropriate while maintaining existing services.</p>	<p>The City conducted a survey which demonstrated that <i>Sunday service</i> was the most reported unmet need. In October, 1996, a six-month Sunday service demonstration project was implemented. Initial indications are that the service will continue.</p> <p><i>Overcrowding on lines serving schools</i> was the second-most reported unmet need. Three additional vehicles have been purchased and were put into service in January, 1997 to address overcrowding</p> <p><i>Extended and late night service</i> was the least reported unmet need. However, Santa Clarita Transit has extended weekday evening service on the most productive routes (10, 20, 35) until 9:45 p.m., and continues to monitor the productivity of that service.</p>
<p>Work with other regional bus operators and Metrolink to establish "Hospital" fares (reduced fares for non-ADA medical trips).</p>	<p>In October, 1996, Santa Clarita Transit initiated a new fare structure for all dial-a-Ride services. Included in this fare structure is an income-based discount fare program, which provides for <i>reduced fares to eligible patrons traveling to any hospital</i>. In addition, Santa Clarita Transit is participating in a reduced fare "North County Intermodal Pass" demonstration project, which will provide discount rates traveling by transit bus or Metrolink.</p>

ANTELOPE VALLEY	
<u>RECOMMENDED ACTIONS</u>	<u>ACTIONS TAKEN</u>
Address evening and weekend service to high trip generators as identified through the AVTA transit services study.	AVTA has contracted with a private transit consulting firm, to conduct a local transit system service study. The objectives of the study were to evaluate route alignments, frequencies and times of service. The study also incorporated on-board passenger and telephone surveys. The study was presented to the AVTA Board of Directors in March, 1997, is currently circulating for public comment, and is scheduled to be presented for review and possible action in May, 1997.
Address overcrowding of wheelchair positions on fixed route transit.	In September, 1996, AVTA contracted with Access Services Inc. (ASI) to provide complementary paratransit service to passengers with disabilities. ASI is anticipated to transport additional wheelchair passengers and thus ease overcrowding on the fixed route system. AVTA's commuter routes are also accessible to passengers in wheelchairs.
Include public outreach element as part of the survey to be conducted for the Antelope Valley Transit Authority's Analysis of Transit Service study.	As part of the Analysis of Transit Service, on-board surveys were conducted on all AVTA local transit lines, with questions about origins and destinations, opinions about AVTA services, possible improvements, and the fare structure. The consultant also conducted telephone interviews with non-riders, and stakeholder interviews.
Address the need and feasibility of bus service along the Route 138 Corridor to communities including but not limited to Llano, Pearblossom and Juniper Hills.	The Analysis of Transit Service includes analysis of the need and feasibility of providing services to other areas outside of AVTA's current fixed route bus system.
Address the need and feasibility of more frequent local, fixed route service.	The Analysis of Transit Service includes a line-by-line review of the current on-time performance, demand and feasibility of increased route frequencies. Several scenarios are presented, with varying frequencies on individual routes.

<u>ANTELOPE VALLEY</u>	
<u>RECOMMENDED ACTIONS</u>	<u>ACTIONS TAKEN</u>
Address the need and feasibility of more frequent local, fixed route service (continued).	The Board of Directors will have the opportunity to select one of the proposed scenarios for implementation when the report is brought for action in May, 1997.
Continue working with the private sector to implement accessible bus benches and shelters in areas including unincorporated Los Angeles County.	AVTA has applied for and received on behalf of its three member jurisdictions a total of \$23,490 for bus stop improvements. Each member jurisdiction will receive a portion of the funding install bus shelters and benches and make access improvements if necessary. It is anticipated that work will begin in mid 1997. In addition, the City of Palmdale has recently installed 58 bus benches at 51 high demand intersections. AVTA has selected a contractor to provide advertising bus shelters in the City of Lancaster. Work is anticipated to begin in mid 1997.
Analyze the need and feasibility of providing additional dial-a-ride services.	AVTA recently contracted with Access Services Inc. (ASI) to provide complementary paratransit services in the Antelope Valley. ASI currently provides additional vehicles and services to disabled dial-a-ride passengers.

<u>AVALON</u>	
<u>RECOMMENDED ACTIONS</u>	<u>ACTIONS TAKEN</u>
Continue the present transportation program on a month-to-month basis until operating agreements for new services are awarded, by the end of this fiscal year (June 30, 1996).	Avalon's public transportation systems were redesigned last year to include a circulator tram system along with the Dial-a-Ride and Avalon Rapid Transit programs. Contracts were awarded to operate the new systems, and all of these programs have begun operating.

<u>GENERAL RECOMMENDATIONS</u>	
<u>RECOMMENDED ACTIONS</u>	<u>ACTIONS TAKEN</u>
Continue Immediate Needs program with re-established eligibility and broaden type of service providers to reduce cost.	The administering agencies have reconfirmed the eligibility definition and implemented a bus token program within MTA's service area to broaden type of service providers and reduce cost. Staff is exploring options for implementing a similar program in areas outside MTA's service area as well.