Villaraigosa Motion

Audit of Access Services Incorporated

MTA Executive Management and Audit Committee

March 15, 2007

Under the Americans with Disabilities Act (ADA), Access Services, Incorporated (ASI) is the local government agency required to administer and manage the delivery of paratransit service in Los Angeles County in compliance with the Americans with Disabilities Act (ADA).

Presently, there are nearly 70,000 riders annually in Los Angeles County with disabilities who rely on ASI to meet their basic needs. Since 2003, MTA has increased the ASI budget by an average of 4.6% annually based on projected ridership, which has decreased annually by an average of 1.2%. ASI, however, has eliminated same-day service and decreased the number of trips by an average of 1.7% annually.

ASI has also increased restricted eligibility of paratransit users by 310% over the last three years; and cut unrestricted eligibility by 42% over the same period based on an eligibility verification program that has been the subject of an inordinate amount of complaints from paratransit users, independent living centers, government officials, and other members of the community who question the legitimacy of the criteria employed by ASI in making such eligibility determinations.

To ensure that ASI provides quality ADA paratransit service on behalf of public transit agencies in Los Angeles County and maintains the highest duty of care to its passengers:

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I MOVE THAT the MTA Board direct the MTA Office of the Inspector General to conduct a performance and compliance audit of ASI, and its contractors, including those charged with determining eligibility for paratransit services, and report back to the Board with recommendations by no later than August 16, 2007.

I FURTHER MOVE that the Office of the Inspector General be permitted to secure any necessary contractual services to complete the audit.