TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON
CHIEF EXECUTIVE OFFICER

FROM: JAMES DE LA LOZA
CHIEF PLANNING OFFICER

SUBJECT: ACCESSIBILITY REPORT AND FORUM UPDATE

ISSUE

At the June 2016 Executive Management Committee meeting, Directors Kuehl, Knabe, Solis and Antonovich introduced Board Motion #47, entitled Countywide Services for Older Adults and People with Disabilities (Attachment A), directing Metro’s Chief Executive Officer to: 1) develop an Action Plan to better address the transportation needs of older adults and people with disabilities, 2) prepare an annual accessibility report, and 3) work with Access Services to convene an annual countywide forum to address improvements in service coordination and integration.

This Board Box provides an update on Metro’s actions to address this motion, and a discussion of next steps.

BACKGROUND

In November 2019, Metro Board members, senior leadership, staff, stakeholders in the Aging and Disability Transportation Network (the Network), and members of the public celebrated, via Metro’s first-ever Aging and Disability Transportation Forum, the completion of the final milestone from the Action Plan developed in response to June 2016 Board Motion #47. In addition to highlighting the needs of some of Metro’s most consistent passengers, the Forum offered another avenue for sharing with actual and potential customers the many resources available to help riders navigate the vast transportation system within Los Angeles County.
History

In July 2015, Metro published the 2016-2019 Coordinated Public Transit Human Services Transportation Plan for Los Angeles County (the “Coordinated Plan”) which identified the transportation needs of aging adults and individuals with disabilities and identified goals and opportunities for meeting those needs. Shortly after the release of the Coordinated Plan, a group of advocates from various agencies serving older adults and people with disabilities in Los Angeles County contacted members of the Board, seeking information on Metro’s current policies and programs that address the transportation needs of their target populations. This stakeholder group worked with Board staff to develop Board Motion #47.

After the Board Motion was released, Metro staff held a series of meetings with that stakeholder group to determine how to best respond to the Board Motion. After receiving extensive stakeholder feedback, Metro staff, at the March 2017 Executive Management Committee, released Metro’s Action Plan to address the transportation needs of older adults and people with disabilities (Attachment B) in response to item #1 of the Board Motion.

Between March and May of 2017, Metro, Access Services and the stakeholder group held a series of meetings aimed at creating a formal advisory committee to communicate valuable stakeholder input and feedback in addressing the remaining items required by the Board Motion. The stakeholder group took on the name the Aging and Disability Transportation Network (the Network). In September 2017, Metro staff and the Network began convening semi-regular meetings to discuss and review Metro’s and Access Services’ relevant projects, programs, and policies, and advise Metro staff on preparing the accessibility report required by Board Motion #47.

In October 2019, Metro released the 2019 Aging and Disability Transportation Report (Attachment C). The report was distributed to over 5,000 individuals from non-profit organizations, local governments and human services agencies in Los Angeles County that serve older adults and people with disabilities. The report summarizes demographic trends and provides an overview of Metro’s and Access Services’ current programs, services, pilot projects and studies that are underway to enhance Los Angeles County transportation options for older adults and people with disabilities.

On November 14, 2019, shortly after the 2019 Aging and Disability Report was released, Metro, Access Services and the Network convened the first Aging and Disability Transportation Forum. Speakers at the forum included Directors Butts and Kuehl, Metro Chief Executive Officer Phil Washington, and Metro’s Chief Civil Rights Programs Officer Jonaura Wisdom. The Forum also included two panels comprised of policy experts, advocates and system users, focused on the
mobility experience of older adults and people with disabilities respectively. Over 126 people were in attendance.

Forum attendees were provided opportunities to participate and provide feedback to Metro through breakout discussion groups and “listening posts” at the forum. During the breakout session, participants were encouraged to discuss with each other: which information communicated during the forum was useful to them, best practices that Metro can implement, and the changes that they would like to see made to transit and paratransit countywide to improve services for target populations. Participants were encouraged to write down their feedback and post it at the “listening posts” set up around the venue. An email survey was also sent to attendees soliciting their feedback on the forum itself, and any ideas they were not able to provide at the “listening posts” during the forum. Feedback was overwhelmingly positive and constructive, and Metro and the Network plan on using the comments received to make improvements, where needed, at upcoming forums or events, and support and inform advocacy and policy.

After completing the Action Plan, members of the Network and Metro staff debriefed to identify ways to sustainably continue providing the benefits realized by the Action Plan. One of the more significant adjustments was identifying the Executive Officer of Equity and Race as Metro’s primary point of contact to the Network as a way to enable more efficient coordination of future activities. Metro staff and the Network plan to continue collaborating to ensure a great transit experience for customers.

**NEXT STEPS**

The June 2016 Board motion directed Metro to prepare an accessibility report and work with Access Services to convene a countywide forum on an annual basis. Due to staffing constraints and the size, breadth and diversity of Metro’s programs and services, the first accessibility report took roughly two years to produce and finalize. Metro staff and members of the Network agree that any future reports should just serve as an update to the 2019 report.

The production of the first report, forum, and coordination between Access Services, Metro departments and the Network has been carried out by staff from Countywide Planning and Development, with support from the Office of Civil Rights and Office of Management and Budget. Metro and the Network are continuing discussions regarding how best to work together to enhance services for other adults and people with disabilities.

**ATTACHMENTS**

Attachment A – Motion #47 on Countywide Services for Older Adults and People with Disabilities
Attachment B – Action Plan
Attachment C – 2019 Aging and Disability Transportation Report
Countywide Services for Older Adults and People with Disabilities

Metro has taken a leading role in expanding accessibility in our public transit system and has often undertaken initiatives that go beyond simply meeting the standards required by the Americans with Disabilities Act (ADA). The Metro Board adopted the 2016-2019 Public Transit-Human Services Transportation Plan for Los Angeles County (The Coordinated Plan) in order to identify and address the needs of these populations.

The Coordinated Plan includes five critical goals: 1) sustain, fund and continue to expand the rich array of public, human services and private transportation service available in Los Angeles County, 2) improve coordination between public transportation and human services to address identified mobility gaps, 3) provide necessary support services to enable access to public and human service transportation services by older adults and persons with disabilities, 4) promote, improve and expand multi-cultural information portals and mobility management tools to increase mobility options, and 5) enhance customer feedback and accountable performance monitoring systems to ensure a high quality of service.

In 2010, one out of every nine Angelenos was more than 65 years old. By 2030, this ratio is anticipated to grow to be one in five. This demographic change will be accompanied by rapid growth in the number of people with disabilities who now total more than one million individuals within LA County.

In order to serve this rapidly expanding population and to implement the Coordinated Plan, Metro must identify opportunities to enhance the mobility of older adults and people with disabilities with respect to the development and operations of both the current and future system. Metro’s investments in future construction projects must not only reflect the best accessibility practices to meet federal, state, and local standards but must also encompass reliable and coordinated services through: 1) accessible services and other connecting systems that span both local and countywide areas, 2) enhancement of accessibility to, from and on fixed route transit, 3) improvement of safety and security measures and, 4) provision of necessary community education about transportation.
options.

The Office of Civil Rights currently oversees Metro’s efforts to better serve people with disabilities and the Customer Relations Department provides outreach and travel training to older adults. While much progress has been made, the Office of Civil Rights should have an expanded mandate, and potentially more resources, to address the growing demands of our aging and disabled populations. This office should expand its scope in a number of ways including issuing an annual report that will enable the Board to evaluate the integration of accessibility and related efforts into Metro’s operations and capital program. While the office has the primary responsibility for reporting the related issues and providing accountability, these efforts must be undertaken agency-wide in order to maximize the opportunities to meet the needs of older adults and the disabled.

MOTION by Kuehl, Knabe, Solis and Antonovich that the Board direct the Chief Executive Officer to work with Access Services to convene an annual county-wide forum to address improvements in coordination and integration of services to older adults and the disabled. The forum shall include consultant specialists in gerontology and mental health as well as local governmental and non-governmental providers of transportation and social services to older adults and the disabled. Metro shall encourage municipal operators and local jurisdictions to participate in the annual forum. Each forum should occur no later than 90 days after the release of the annual report.

FURTHER MOVE that the Board direct the Chief Executive Officer to report back to the Metro Board in October 2016 with an action plan to better address the transportation needs of older adults and people with disabilities. The plan shall include the following elements:

A. An overview of the agency-wide efforts to serve older adults and people with disabilities with a specific focus on those activities that go beyond meeting ADA requirements and with an objective to ensure coordination in planning and implementing necessary initiatives.

B. Recommended metrics to measure challenges and successes.

C. A roadmap and timeline to enhance community partnerships and the participation of non-profits and other stakeholders to ensure full public participation.

D. An evaluation of the feasibility of enhancing Access Services to expand the area of services beyond the ADA minimum, including but not limited to, changing next day service to same day service, changing the requirement that clients must live within ¾ mile from a public transit line to 1 ½ mile.

E. An analysis of Electric Personal Assistive Mobility Devices (EPAMD) and other power-driven devices as defined by the California Vehicle Code and the U.S. Department of Justice, Civil Rights Division, Disability Rights Section. Analysis shall include, but not be limited to:

1. Existing Metro policies and/or the need to create a specific policy;
2. Advancements in technology and ability to reduce greenhouse gas emissions;
3. Opportunity for expanding our countywide, ride-share program beyond bike-share and car-share to include EPAMD’s and similar devices.

4. Assessment of the infrastructure necessary to accommodate EPAMD’s such as Class-I and Class-IV bike paths, enhanced sidewalks, etc.

5. Legislative and policy challenges and prospects for promoting a mode-shift toward these and similar devices especially in conjunction with transit at the federal, state and local levels.

ADDITIONALLY MOVE that the Board direct the Chief Executive Officer to prepare an annual accessibility report, which will include, at a minimum, the following elements:

A. All planned and implemented programs and projects, including timelines, in the Coordinated Plan including those utilizing 5310 federal funds as well as additional initiatives that are supported through other federal, state and local resources.

B. Assessment of first mile/last mile accessibility, connectivity, and opportunities to, from and at transit stations and bus stops. This assessment should include, as well, an analysis of relevant policies and programs, such as those outlined in the Active Transportation Strategic Plan, and the ways that they are enhancing accessibility for older adults and people with disabilities.

C. Analysis of the utilization of local return funds in order to determine the allocation towards accessibility and services that are specifically targeted for older adults and people with disabilities.

D. Steps taken to improve outreach and education of older adults and people with disabilities so that they are more informed about available services and how to best utilize them.

E. Identification of other metrics to evaluate how Metro and partnering agencies (governmental and non-governmental) are serving older adults and people with disabilities.

F. Efforts made to expand the training of Metro staff to increase responsiveness to the needs of older adults and people with disabilities.

G. Summary of the results of the annual forum and any resulting actions.
EXECUTIVE MANAGEMENT COMMITTEE
MARCH 16, 2017

SUBJECT: ACTION PLAN TO ADDRESS THE TRANSPORTATION NEEDS OF OLDER ADULTS AND PEOPLE WITH DISABILITIES

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the action plan to address the transportation needs of older adults and people with disabilities. The action plan contains extensive background information on efforts currently underway at Metro in two distinct areas:

A. Planning and project programming efforts to identify and recommend actions addressing mobility needs of passengers with disabilities and senior individuals in Los Angeles County, including initiatives mandated under state and federal law; and

B. Specific enhancements of both public transit infrastructure and service operations to accommodate passenger with disabilities and senior individuals on Metro’s fixed-route transit system and complementary paratransit service.

ISSUE

At the June 2016 meeting, the Board approved Motion #47 (Attachment A) directing the Chief Executive Officer to: 1) develop an Action Plan to better address the transportation needs of older adults and people with disabilities, 2) prepare an annual accessibility report and, 3) work with Access Services to convene an annual countywide forum to address improvements in service coordination and integration.

The motion requested the Action Plan to include five specific elements including:

A. An overview of agency-wide efforts to serve older adults and persons with disabilities with a focus on activities that go beyond the Americans with Disabilities Act (ADA) requirements;
B. Recommended metrics to measure challenges and successes;
C. A roadmap and timeline to enhance community partnerships and participation of non-profits and other stakeholders;
D. An evaluation of the feasibility of enhancing the paratransit service provided by Access Services beyond the ADA minimum; and,
E. An analysis of Electric Personal Assistive Mobility Devices.

This report represents the Action Plan and includes how staff will address the numerous elements outlined in the motion. Note that in several cases, as indicated, the Action Plan lays out the future steps to be undertaken in order to adequately address the elements - not all could be initiated, conducted and concluded at the time of this response.

DISCUSSION

The first step in developing the Action Plan requires identification of existing plans, current implementation efforts, and available resources to support enhancing transportation services for older adults and persons with disabilities. Based on TAP data, about 16.5 percent of Metro's total annual ridership consists of older adults and persons with disabilities. Responsibility for working with these riders is shared among several departments.

The Office of Civil Rights is responsible for ensuring that Metro complies with the requirements of the ADA and California's Title 24 and developing programs that go above and beyond the statutory minimums. Countywide Planning and Development Department prepares the Long Range Transportation Plan (LRTP) and the Coordinated Public Transit - Human Services Transportation Plan, oversees the allocation of Federal Section 5310 Formula Grants for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310 program funds for Los Angeles County), and develops new programs related to active transportation and first and last mile services. Operations is involved in many aspects of ensuring the system is fully accessible for older adults and persons with disabilities. The Community Relations Department develops community partnerships and also manages travel training for older adults through the On the Move program. Access Services is a separate, independent agency that is funded from regional sales tax dollars collected by Metro and through the Federal Transit Administration (FTA).

I. ACTION PLAN

A. Overview of Agency Efforts

1. Overarching Policy Documents & Initiatives

The Long Range Transportation Plan (LRTP)
The LRTP, updated last in 2009, provides a vision and the guiding policy behind funding decisions for future transportation projects and programs in Los Angeles County. Among other requirements, these major projects and programs must be developed and operated to meet ADA mandates. In addition, funding for complementary paratransit service is a priority in the adopted LRTP. During the next update, staff will conduct a needs assessment for transportation services by older adults and people with disabilities so a strategic view may be developed as part of the LRTP update. However, the LRTP must be financially constrained so these needs must be evaluated and balanced against other needs within constrained resources. Therefore, the LRTP update will include a cost assessment to ensure investments are made that provide the most benefit. Overall, the strategic view and the LRTP update will need to reflect the significant new baseline created by the passage of Measure M.
The 2016-2019 Coordinated Public Transit - Human Services Plan

In July 2015, the Board adopted the locally-developed 2016-2019 Coordinated Public Transit-Human Services Transportation Plan for Los Angeles County (Coordinated Plan). This is a long standing federal requirement, wherein the Coordinated Plan “identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes (Target Populations); provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation.” It also documents the considerable investment in transportation which has been made within Los Angeles County and its benefits to address some of the mobility needs of the Target Populations.

The Coordinated Plan was developed through a process that included participation by older adults, persons with disabilities, veterans, persons of low income, representatives of public, private and non-profit transportation and human services providers and other members of the public. The Coordinated Plan also considered existing research, studies, and reports relevant to the Target Populations from Metro, SCAG, Access Services, local governments and nonprofit organizations.

Through these efforts, the Coordinated Plan documents the results of a transportation needs assessment for the Target Populations. Key findings include: heavy reliance on both local and regional transit services ranging from fixed-route to specialized services; north county communities have additional transit needs not being met by existing services; specific mobility challenges exist in using the established transportation network effectively; changes in demographics (aging and languages) are increasing the challenges of providing needed transportation; and difficulty in accessing medical trips.

The Coordinated Plan also provides and prioritizes 38 strategies grouped by five goals to address gaps in services for the Target Populations. The five goals include: 1) fund mobility options, 2) address mobility gaps, 3) provide support services, 4) promote and improve information portals, and 5) enhance accountable performance monitoring systems. Attachment B contains a listing of the 38 subregional and regional strategies to achieve these goals. Importantly, these strategies serve as the list of project types eligible for Section 5310 program funds. However, the needs are much greater than the Section 5310 funding available.

Section 5310 Program

Metro is the Designated Recipient of FTA Section 5310 funds in urbanized areas of Los Angeles County, totaling about $7 million per year, and is responsible for the planning, programming, distribution and management of these funds. To fulfill our Designated Recipient obligations, a competitive solicitation for projects was conducted in 2015 and the Board approved allocation of available funds to 22 eligible projects for Los Angeles County. The next solicitation for Section 5310 projects is planned for 2017 and the proposed process will be presented to the Board for approval in January 2017. As noted above, projects selected for funding must be included in the adopted Coordinated Plan. Outreach to various stakeholders to receive input on the eligibility requirements, evaluation criteria and funding allocations for the 2017 solicitation has been completed.

Periodically, other federal, state or non-profit discretionary funding opportunities such as the recent FTA Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility emerge, and staff will determine how these efforts align and support the future Annual Accessibility Report.
The Office of Civil Rights
Metro’s Office of Civil Rights was created in 2011 to oversee and manage the services for users protected under various Civil Rights legislation at the federal and state level and Metro’s own civil rights policies. The Civil Rights Office also ensures that Metro is fully compliant with requirements of the ADA and other state and federal requirements for ensuring our system is fully accessible to persons with disabilities. Prior to 2011, Metro had a single staff person assigned to deal with all aspects of customer ADA issues. Today the Office of Civil Rights has a staff of 7 individuals dedicated to improving accessibility for persons with disabilities and ensuring that Metro meets all federal and state accessibility requirements.

The Consolidated Transportation Services Agency
In 1994, in response to the passage of Assembly Bill 120, the Social Services Transportation Act, Metro designated Access Services as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. The role of a CTSA is to facilitate coordination of transportation services to reduce gaps in transportation for low mobility groups including older adults and persons with disabilities. The role of a CTSA is also to achieve cost savings, lower insurance premiums and more efficient use of vehicles and funding resources to serve these disadvantaged groups. The CTSA and its unique supporting legislation allow it to deal with the problems of efficient or duplicative transportations systems and can/should be the leaders in developing new services for the populations with mobility challenges in Los Angeles.

Metro Strategic Plan
The Office of Extraordinary Innovation (OEI) has initiated the development of a Metro Strategic Plan to establish a clear vision for the agency, develop a roadmap to guide Metro in achieving our goals, measure our progress, and ensure that our agency can adapt to the changing needs of our customers and LA County residents, and the way they travel. This includes working with the Board, staff, and the larger community to define mobility goals for the county and enhancing our business strategies to tie programs together across Metro and align them towards a focused purpose. As part of this work, we will be exploring how Metro can better serve all LA County residents, which includes older adults and persons with disabilities, to create and maintain a seamless, world-class transportation system.

2. Technical and Outreach Enhancements to Operational System

There have been a number of new and innovative technical enhancements that have been implemented to address the accessibility on the Metro system. The initiatives include: the G-Tel system that assists disabled riders to gain access to the rail system where turnstiles are latched; specialized interior designs for new bus and rail vehicles to make them more convenient and safer for persons with disabilities and older adults; tactile pathways and directional bars to lead visually-impaired riders through the system; Wayfindr Bluetooth beacon system to help the visually impaired navigate complex terminals; enhanced bus operator training and accessibility fairs at bus divisions to reinforce training; Mystery Rider program that provides ADA checks on bus operators; enhancements to transit terminal information systems to improve provision of information to visually-impaired and other disabled riders; and new rail station lighting criteria. In addition to these enhancements, Metro offers discounted fares to older adults and persons with disabilities. Attachment C contains additional information on these current operational systems.
Additionally, Metro is implementing a number of outreach efforts to improve access to information about reduced fare, services provided and specialized features on the rail and bus system for older adults and persons with disabilities. The programs include a mobile customer service center that visits senior facilities; On the Move Riders Club that provides senior peer-to-peer training; and various travel training activities through the Abilities Expo, Rancho Los Amigos Hospital and the Braille Institute. Attachment C presents further descriptions of these outreach efforts.

In addition to the many technical enhancements and specialized outreach in support of better accessibility to the Metro transit system that have been implemented to date, Metro is pursuing several additional initiatives. These initiatives include: hands-free elevators, stronger signage for reserved (priority) seating, mandatory wheelchair securement, further bus enhancements, grade crossing protection, Countywide Forum on Coordination and Integration of Transportation for Older Adults and Persons with Disabilities, and Mobile Wheelchair Strapping and Marking program to assist passengers with wheelchairs be correctly secured as they ride on Metro buses. Attachment C presents further descriptions of these programs that are being considered. A cost assessment will be conducted as staff determines whether these enhancements should be pursued.

It is the goal of Metro to become the most accessible transit system in the world and these innovative programs go above and beyond the minimum requirements provided in federal and state regulations.

B. Recommended Metrics

The motion passed at the June meeting includes a requirement to develop metrics to measure challenges and successes for providing countywide services for older adults and persons with disabilities. Metro will begin reporting on the proposed metrics in the Annual Accessibility Report that will be prepared as an augmentation of the Coordinated Plan as discussed above. The metrics currently being considered to be included in the Accessibility Report include:

1. Ridership growth rate of older adults on Metro compared to growth rate of countywide older adult population

   The purpose of this metric is to determine if ridership on Metro by older adults is growing faster, slower or at the same speed as the population growth of older adults in the county. Data will be obtained from periodic surveys of ridership onboard Metro buses and rail lines and compared to publicly available estimates of the annual growth rate of the population of older adults in Los Angeles County.

2. Free trips (Taps) taken by Access Services members on Metro

   This metric measures the use of certified Access members riding Metro. Access members are permitted to ride Metro free of charge in order to encourage the use of Metro rather than the much more expensive paratransit service provided by Access. The opportunity to ride Metro, and most other fixed-route services in Los Angeles at no cost, has encouraged many Access riders to use fixed route rather than Access paratransit.
3. Number of trips taken by Access Services registrants on Access and number of trips taken by wheelchair registrants on Access Services

The opportunity to ride Metro, and most other fixed-route services in Los Angeles at no cost, has encouraged many Access riders to take as many trips on fixed-route services. These two numbers will show how many trips are being taken on Access and provide an indication of how successful Metro is providing services that are convenient and attractive to users of wheelchairs.

4. Number of Access Services registrants in LA County

It is believed that in recent years the number of Access Services riders has increased due to an increase in the older adult population that are also disabled and, as a result, eligible for ADA paratransit service. As more baby boomers reach retirement age and as older adults suffer further declines in their health, more of them may choose or need to use ADA paratransit services for their transportation needs. This data will allow Metro to compare the growth rate in registrants with the actual number of rides on both Access and Metro and to assess this trend.

5. Trips (Taps) by Los Angeles County Transit Operators Association (LACTOA) Card Holders on Metro

Older adults and persons with disabilities are eligible to obtain a LACTOA TAP Card which entitles the pass holder to receive discounted fares. Knowing the number of Taps from these users will enable Metro to report on use by older adults and persons with disabilities. The data can be separated to provide totals for each category of rider.

6. Number of active LACTOA cards in circulation

This metric, when used in combination with the number of LACTOA Taps, will allow Metro to understand how often older adults or persons with disabilities are using Metro and to measure the success of service enhancements in attracting new rides by older adults or persons with disabilities.

7. Number of annual trips provided and/or program participation as a result of Section 5310 program grant awards

The Section 5310 program provides funds to Metro for the purpose of awarding grants to assist private nonprofit groups and/or governmental agencies in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet their needs. As part of the awards process, the number of trips that will be taken or program participants served as a result of the grant funding will be monitored. This metric will measure how the grant money is being used to provide transportation options in Los Angeles County.

8. Mystery Rider Accessibility Index

The Office of Civil Rights has developed an Accessibility Index based on the results of the
Mystery Ride program on Metro buses. The Index will come into effect in 2017 following updates to the Mystery Ride questionnaire and it will become a key performance indicator for accessibility. Including this metric will provide a picture of how well Metro equipment and staff are meeting the accessibility standards required by the ADA and Metro policies.

9. Number of Outreach Events and Contacts

This metric will provide an estimate of the number of outreach events attended and the contacts made with older adults and persons with disabilities. The total numbers will include estimates since definite data will not always be available; however it should provide an indication of the strength of our outreach activities.

10. Qualitative Research on Rider Experience

This metric will help Metro better understand the experience of older adults and people with disabilities using the Metro system, including the identification of impediments to the full utilization of available transportation resources by these groups. This will include analysis of available focus group data.

11. Community Feedback by Older Adults and People with Disabilities

This metric will analyze feedback submitted in writing or by telephone regarding concerns by older adults and people with disabilities regarding the provision of Metro Service. Comments will be categorized by subject and frequency.

12. Incidents of Facility Failure Impacting Accessibility at Transit Stations

This metric will monitor the number incidents where transit station facilities, such as elevators and escalators, fail to operate properly and impact accessibility for older adults and people with disabilities. The location and time of the facility failure will be included in the analysis.

The above noted metrics may be modified and other metrics may be added once staff begins developing the Annual Accessibility Report.

C. Roadmap and Timeline to Increase Community Partnerships

As highlighted in the Overview of Agency Efforts, the Coordinated Plan requires extensive outreach and engagement with multiple stakeholders in the disabled and elderly communities, and those who serve them. As we develop the Annual Accessibility Report, staff will assess how this outreach needs to be enriched, and a timeline for doing so. Staff is considering establishing an advisory group to provide input on Action Plan efforts, and assist Metro to expand its reach in providing information to older adults and people with disabilities through advisory member communication networks.

D. Evaluation of Enhancing Access Services Paratransit

Access Services will be undertaking a Comprehensive Operational Review (COR) of its service
delivery model. As part of the review, Access will investigate centralizing its reservations, scheduling and/or dispatch systems to see if it would make the service more efficient. During this review, Access will task the consulting firm with evaluating the feasibility and the costs associated with changing from a next day service to same day service model, and expanding Access’ service area beyond the minimum required ¾ mile from a fixed-route corridor to 1.5 miles. Access has awarded a contract for comprehensive operational review. Additionally, Access has issued an RFP and is reviewing new methods for conducting its eligibility review process.

E. Evaluation of EPAMDS

Staff will develop a scope of work in order to study a range of issues related to Electronic Personal Assistive Mobility Devices (EPAMDS) e.g. Segways and other self-balancing 2 wheel devices. These issues will include those specifically directed within the motion including Metro policy review, assessing newer technologies, expanding current Metro shared-mobility programs, infrastructure needs, and potential legislative or policy changes.

The work effort will result in a report focused on opportunities to expand mobility options and complement existing transportation services. We anticipate completion of a report in approximately 9 months, with results to be highlighted within the upcoming annual report also directed by this motion. The study will focus on scenarios and case studies that will evaluate the use of devices for specific types of trips. Recommendations will focus on the trips/devices that are the most promising for meeting the objectives of the motion, but will also consider broader mobility benefits for all users, including first/last mile accessibility to transit.

Work to develop the report will include the creation of a project working group which will advise staff and consultants. The group would consist of Metro departments with applicable expertise including Civil Rights, Bus Operations, Information Technology Services (ITS) and OEI. Additionally, the group will include representatives of older adults and disability communities. It should be noted that ITS recently completed a review of some EPAMDS as part of a Coro Fellowship project. While not focused on older adults or persons with disabilities, the Coro report will provide baseline data useful for this effort.

Anticipated resources to complete a work as described here are reviewed in the Fiscal Impact section of this report. Among the options to be considered will be augmenting an existing study developing a Slow Speed Lane Network Strategic Plan that is currently being developed in conjunction with the South Bay Cities Council of Governments.

II. ANNUAL ACCESSIBILITY REPORT

The Motion approved by the Board also directed staff to prepare an annual accessibility report, which will include at least five elements. These elements include: A) all planned and implemented Coordinated Plan programs and projects funded with federal Section 5310 funds and other fund sources; B) an assessment of first mile/last mile accessibility, connectivity, and opportunities to, from and at transit stations and bus stops; C) an analysis of local return funds utilized and allocated towards services for older adults and people with disabilities; D) steps to improve outreach and education so older adults and people with disabilities are more informed about available services; E)
identification of other metrics to evaluate how Metro and partnering agencies are serving older adults and people with disabilities; F) efforts to expand Metro staff training to increase responsiveness to the needs of the older adults and people with disabilities; and G) summary of results from the Annual Forum and any resulting actions.

Given these elements, the Annual Accessibility Report almost exactly maps with the purpose of the Coordinated Plan that Metro must currently prepare under federal law. For example, the Coordinated Plan states that “addressing the remaining mobility gaps and needs of the Target Populations will require maintaining the breadth of existing transportation options that are already in place and expanding these to accommodate demographic and other changes.” It notes that the region will also need to support nontraditional modes that provide transportation alternatives to the Target Populations and encourage innovation and pilot efforts to meet some hard-to-serve trip needs. Given this significant work to date, and the clear overlap it has with desired elements of the Annual Accessibility Report requested in the motion, and the need to avoid duplication as Metro coordinates and enhances efforts to address the needs of seniors and persons with disabilities, staff will determine how to augment the Coordinated Plan and its attendant community outreach requirements to address many of the motion’s directives.

III. ANNUAL COUNTYWIDE FORUM

Finally, the Board directed staff to convene a countywide forum working jointly with Access Services to address improvements in coordination & integration of services for older adults and people with disabilities. The forum will include: gerontology & mental health specialists; local governmental/non-governmental transportation & social services providers; municipal operators, local jurisdictions and consumers of services. The forum will be held no later than 90 days from the date the Annual Accessibility Report is released.

FINANCIAL IMPACT

There will potentially be numerous and significant administrative, operational and capital impacts associated with recommendations in the Action Plan, and the future Annual Accessibility Report identified under this motion. As individual elements are brought forward for implementation, associated costs and the revenues available to meet those will be fully vetted, including resources that will need to be included in the FY18 and future Budgets.

NEXT STEPS

Staff will begin developing the Annual Accessibility Report which will be prepared as an augmentation to the Coordinated Plan. The report is estimated to be released this summer after the 2017 Solicitation of Projects for Section 5310 funding is completed. Staff will present the report to the Board for approval at that time. Metro, in partnership with Access Services, will then convene an annual countywide forum to address improvements in coordination and integration of services to older adults and persons with disabilities. The forum will occur no later than 90 days after the release of the Annual Accessibility Report, estimated to be in late fall.
ATTACHMENTS

Attachment A - Motion #47 on Countywide Services for Older Adults and People with Disabilities
Attachment B - The 2016-2019 Coordinated Public Transit - Human Services Plan for LA County
Prioritized Strategies by Goal
Attachment C - Existing System and Potential Future Enhancements

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Chief Executive Officer
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2019 Aging and Disability Transportation Report

Introduction

In 2017 one out of eight Angelenos were more than 65 years old. By 2030, this ratio is anticipated to reach one out of every five Angelenos. This demographic change will be accompanied by growth in the number of people with disabilities. As the Regional Transportation Planning Agency (RTPA) for Los Angeles County, the Los Angeles County Metropolitan Transportation Authority (“LA Metro” or “Metro”) is not only responsible for constructing and operating public transit in the county, but is also responsible for developing and overseeing countywide transportation plans, policies, initiatives and funding programs to benefit all transit users including the county’s growing population of older adults and people with disabilities.

Metro’s role as the RTPA for Los Angeles County includes allocating federal, state and local funds to transportation programs and services throughout Los Angeles County, including those that specifically serve older adults and people with disabilities. This funding is generally allocated through formula and competitive processes.

In July 2015, Metro published the 2016-2019 Coordinated Public Transit Human Services Transportation Plan for Los Angeles County (Coordinated Plan) which identified the transportation needs of aging adults and individuals with disabilities, and set a number of goals and opportunities for meeting those needs. Among the Coordinated Plan’s findings, the need for higher levels of service than what is currently provided by traditional transit and paratransit was identified. Transportation services for older adults and persons with disabilities often only meet the minimum set of requirements that are mandated by the Americans with Disabilities Act (ADA), and in many cases do not meet the special needs of the County’s aging and disabled population. Higher costs of providing specialized services, and constrained funding have discouraged many services from expanding beyond the minimums required by ADA laws.

After the Coordinated Plan’s release, an informal coalition of advocates representing older adults and people with disabilities approached Metro staff to learn more about Metro’s current policies and programs that address the transportation needs of these populations. Working with the staff of three Metro Board members, the coalition helped develop a motion for Board consideration entitled Countywide Services for Older Adults and People with Disabilities. The Board approved the motion in June 2016 which directed staff to: 1) develop an Action Plan to better address the transportation needs of older adults and people with disabilities, 2) prepare an annual accessibility report and, 3) work with Access Services to convene an annual countywide forum to address improvements in service coordination and integration. The Board approved the Action Plan in March 2017 and this report serves as the first Accessibility Report directed by the motion.
I. Demographics of the Target Population

Personal mobility is essential to the success of Los Angeles County residents, communities and the economy. Transportation enables mobility by connecting individuals to jobs, healthcare and services, and opens the door to opportunity. The following sections provide demographic information for older adults and people with disabilities in relation to their mobility needs.

Demographic Trends of Older Adults

Understanding the mobility needs of older adults requires an examination of demographic trends and data. In 2016, LA County and the City of Los Angeles joined other partners to launch Purposeful Aging Los Angeles (PALA), a countywide effort which seeks to prepare the region for a rapidly aging population. PALA released the Age-Friendly Action Plan for the Los Angeles Region 2018-2021, which highlighted how mobility issues can undermine older adults’ quality of life. In the Age-Friendly Action Plan PALA found that at age 70, driver’s license renewal policies in California change, and driving fatalities and insurance rates tend to rise. By age 85, many people discontinue driving. A 2001 study of community-dwelling Medicare beneficiaries (aged 65 and older) found that 47% reported at least some difficulty walking. Older adults with difficulties walking and those who do not drive are less likely to receive regular health check-ups, are less civically engaged, and are more socially isolated compared to those without these mobility limitations. Seniors miss being active members of the community, but the community also loses from the lack of involvement of its seniors. In addition, the U.S. Government Accountability Office estimates that 27% (about 16 million) of people age 60 and older nationwide likely need home-based services. Table 1 provides the distribution of older adults by age grouping in Los Angeles County.

---

Today, there is nearly one senior citizen for every five working age adults (25-64). By 2050 it is estimated that the ratio of seniors to working age adults will reach one senior for every two working adults in Los Angeles County (Figure 1).

The aging population in LA County is also becoming more diverse, with the non-Hispanic white population and black/African American population projected to decrease when compared to Latino, Asian American and other ethnic and racial groups who will come to represent an increasing share of LA County’s elderly population. This more diverse, aging population will likely have evolving needs that will need to be taken into consideration for services to be successfully implemented. Table 2 presents the proportion of Los Angeles County residents who are 60 years and over and are from non-minority communities, minority communities, low income, geographically isolated, live alone and are non-English speaking. The breakdown of ethnic/racial origin of Los Angeles County residents who are 65 years and over is shown in Table 3.

<table>
<thead>
<tr>
<th>Senior by Age, 2017</th>
<th>Totals</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ages 65-74</td>
<td>710,663</td>
<td>56.18%</td>
</tr>
<tr>
<td>Ages 75-84</td>
<td>376,828</td>
<td>29.79%</td>
</tr>
<tr>
<td>Ages 85+</td>
<td>177,493</td>
<td>14.03%</td>
</tr>
<tr>
<td>Totals</td>
<td>1,264,984</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

*Source: ACS 2017 Estimates*

Table 1: Los Angeles County Senior Population by Age
Older adults in Los Angeles County also experience increased prevalence of illness and disability rates, with age. In the County of Los Angeles, 31% of individuals 60 years and over are living with a disability (US Census, 2014), while 25% report being diabetic, 22% are classified as obese, 18% live with cardiovascular disease or have had a heart attack, and 27% report being limited in their daily activities due to physical, mental, or emotional problems (USC Social Work, 2010). The chart below describes, from the U.S. Department of Health and Human Services Centers for Disease Control and Prevention Behavioral Risk Factor Surveillance System (BRFSS), the prevalence rates of diabetes, cardiovascular disease, asthma, obesity, and activity limitations, among older adults age 60 and over in the County of Los Angeles (Table 4).

### Table 2: Los Angeles County Senior Population Special Needs (Source: California Department of Aging)

<table>
<thead>
<tr>
<th>Special Need</th>
<th>Population 60+</th>
<th>Non-Minority 60+</th>
<th>Minority 60+</th>
<th>Low Income 60+</th>
<th>Geographic Isolation 60+</th>
<th>Population 75+</th>
<th>Lives Alone 60+</th>
<th>Non-English Speaking 60+</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,889,056</td>
<td>758,636</td>
<td>1,130,520</td>
<td>270,365</td>
<td>11,442</td>
<td>566,843</td>
<td>327,065</td>
<td>163,460</td>
<td>40.2%</td>
</tr>
<tr>
<td>40.2%</td>
<td>59.8%</td>
<td>14.3%</td>
<td>0.6%</td>
<td>30.0%</td>
<td>17.3%</td>
<td>8.7%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table 3: Los Angeles County Racial/Ethnic Composition

<table>
<thead>
<tr>
<th>Origin</th>
<th>Total</th>
<th>Total (%)</th>
<th>Age 65+</th>
<th>Age 65+ (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>5,234,764</td>
<td>51.8%</td>
<td>755,195</td>
<td>59.7%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>818,563</td>
<td>8.1%</td>
<td>112,584</td>
<td>8.9%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>70,740</td>
<td>0.7%</td>
<td>6,325</td>
<td>0.5%</td>
</tr>
<tr>
<td>Asian</td>
<td>1,465,330</td>
<td>14.5%</td>
<td>237,817</td>
<td>18.8%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>30,317</td>
<td>0.3%</td>
<td>2,530</td>
<td>0.2%</td>
</tr>
<tr>
<td>Some other race</td>
<td>2,101,990</td>
<td>20.8%</td>
<td>127,763</td>
<td>10.1%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>384,017</td>
<td>3.8%</td>
<td>22,770</td>
<td>1.8%</td>
</tr>
<tr>
<td>Hispanic or Latino origin (of any race)</td>
<td>4,891,169</td>
<td>48.4%</td>
<td>361,785</td>
<td>28.6%</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>2,678,016</td>
<td>26.5%</td>
<td>533,823</td>
<td>42.2%</td>
</tr>
</tbody>
</table>

Source: ACS 2017 Estimates

### Table 4: Prevalence of Illness in Older Adults (Source: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention Behavioural Risk Factor Surveillance System)

<table>
<thead>
<tr>
<th>Race</th>
<th>Diabetes</th>
<th>Asthma</th>
<th>Cardiovascular Disease</th>
<th>Obesity</th>
<th>Activity Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>16%</td>
<td>9%</td>
<td>20%</td>
<td>20%</td>
<td>33%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>35%</td>
<td>7%</td>
<td>19%</td>
<td>30%</td>
<td>25%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>30%</td>
<td>13%</td>
<td>17%</td>
<td>37%</td>
<td>39%</td>
</tr>
<tr>
<td>Asian Pacific Islander</td>
<td>27%</td>
<td>8%</td>
<td>16%</td>
<td>9%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Table 4: Prevalence of Illness in Older Adults (Source: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention Behavioural Risk Factor Surveillance System)

Additionally, recent research completed by the UCLA Luskin School of Public Affairs and the USC Leonard Davis School of Gerontology, with support of AARP, conducted surveys of diverse older Angelenos,
exploring their travel patterns, use of technology and the mobility problems they face. This research can be used to inform transportation policies and programs in Los Angeles County.

**Demographic Trends of People with Disabilities**

The transportation needs of people with disabilities both overlap with and are distinct from those of older adults. According to an overview article in the Journal of Disability Policy Studies:

“...research indicates 30% of individuals with disabilities have difficulty accessing transportation. In addition, people with disabilities travel less frequently and rely on public transportation more than the general population. As a result, barriers to public transportation quickly affect the ability of people with disabilities to fully experience the social, economic, and political environments of their community. It is estimated that 560,000 people (in the US) do not even leave home as a result of transportation difficulties. Adequate accessible public transportation is essential to fully address social and economic disparities that exist among individuals with disabilities. By increasing independence, transportation can serve to mediate these inequalities based on impairment and subsequently experienced as disability.

The number of working-age adults between the ages of 18-64 with disabilities is expected to grow by approximately 20% in the next 20 years throughout the State of California. According to the 2017 National Household Travel Survey, approximately half of adults with a disability between the ages of 18 and 64 have travel limiting disabilities, and the likelihood of having a travel limiting disability increases.

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See also: Transportation and Isolation: Serious Challenges for Diverse, Older Angelenos Research conducted by UCLA Luskin and USC Leonard Davis — and supported by AARP — examines travel, technology and mobility issues: http://www.lewis.ucla.edu/wp-content/uploads/sites/17/2018/10/UCLALewisCenter_AARP_2018.pdf


12 Parentheses added.


with age. On a nationwide basis 13.8 percent of people with disabilities report having a life-long disability, with the majority reporting a non-permanent, long-term disability lasting 6 months or more.

From 1990 through 2010 the majority of the County's disabled population was made up of adults between the ages of 18 and 59 years of age. However, beginning in 2020, for the first time the majority of LA County residents with a disability are projected to be older than 60 (Figure 2).

![Disabled Population by Age](source: Los Angeles County Long-Term Care Strategic Plan)

The percentage of people reporting travel-limiting disabilities increases with age. Seniors age 65 years and older are both more likely to have travel-limiting disabilities, and multiple disabilities. At the same time, the Bureau of Labor Statistics projects that the number of people age 65 or older in the labor force will increase over the next decade. This increase reflects growth in the population age 65 and older as well as growth in labor force participation rates. Figure 3 provides an overview of Los Angeles County’s disabled population by age and type of disability.
Figure 3: Disabled Population by Type of Disability (Source: 2017 ACS Estimates.)

Figure 4 provides an overview of the race and ethnicity of Los Angeles County’s disabled population in comparison to the county’s total population.

<table>
<thead>
<tr>
<th>ORIGIN</th>
<th>Total</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>White alone</td>
<td>5,197,891</td>
<td>565,730</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>815,435</td>
<td>121,504</td>
</tr>
<tr>
<td>American Indian and Alaska Native alone</td>
<td>67,509</td>
<td>9,136</td>
</tr>
<tr>
<td>Asian alone</td>
<td>1,454,553</td>
<td>119,282</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander alone</td>
<td>27,340</td>
<td>3,141</td>
</tr>
<tr>
<td>Some other race alone</td>
<td>2,092,646</td>
<td>141,195</td>
</tr>
<tr>
<td>Two or more races</td>
<td>382,850</td>
<td>33,912</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>2,654,447</td>
<td>337,861</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>4,870,972</td>
<td>390,270</td>
</tr>
</tbody>
</table>

Los Angeles County, California

Figure 4: Disabled Population by Racial Ethnic Composition (Source: 2017 ACS Estimates.)
II. Metro and Access Services Overview

Metro offers a number of programs and services to address the transportation needs of older adults and persons with disabilities. Federal and state laws and Metro policies require these services to be readily accessible to these populations. Table 5 below presents the Metro Departments and Access Services programs that address mobility issues for older adults and people with disabilities described in the body of this report.

<table>
<thead>
<tr>
<th>Table 5: Metro Department &amp; Access Services Activity Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td><strong>Metro Department &amp; Access Services Activity Overview</strong></td>
</tr>
<tr>
<td><strong>Metro Office of Civil Rights</strong></td>
</tr>
<tr>
<td><strong>Metro Office of Extraordinary Innovation</strong></td>
</tr>
<tr>
<td><strong>Metro Operations</strong></td>
</tr>
<tr>
<td><strong>Metro Office of Management &amp; Budget</strong></td>
</tr>
<tr>
<td><strong>Metrosystems Security &amp; Law Enforcement</strong></td>
</tr>
<tr>
<td><strong>Access Services</strong></td>
</tr>
<tr>
<td><strong>ADA, EEO &amp; Civil Rights Compliance</strong></td>
</tr>
<tr>
<td><strong>ADA Complimentary Paratransit Service</strong></td>
</tr>
<tr>
<td><strong>Staff Training</strong></td>
</tr>
<tr>
<td><strong>Bus Orientation Safety Program</strong></td>
</tr>
<tr>
<td><strong>On the Move Rider Program (OTMRP)</strong></td>
</tr>
<tr>
<td><strong>Homeless Task Force</strong></td>
</tr>
<tr>
<td><strong>Access Services Travel Training</strong></td>
</tr>
<tr>
<td><strong>ADA Paratransit Service Area Expansion</strong></td>
</tr>
<tr>
<td><strong>Local Return Programs</strong></td>
</tr>
<tr>
<td><strong>Federal Section 5310 Funding Program</strong></td>
</tr>
<tr>
<td><strong>Reduced Fare Programs</strong></td>
</tr>
<tr>
<td><strong>LIFE Program</strong></td>
</tr>
<tr>
<td><strong>First/Last Mile Planning</strong></td>
</tr>
<tr>
<td><strong>Bus Stop Usability Study</strong></td>
</tr>
<tr>
<td><strong>Next Gen Bus Study</strong></td>
</tr>
<tr>
<td><strong>Micro Transit Pilot</strong></td>
</tr>
<tr>
<td><strong>Mobility on Demand Pilot</strong></td>
</tr>
<tr>
<td><strong>Rail Station/ Vehicle Accessibility</strong></td>
</tr>
<tr>
<td><strong>CAPMD Study</strong></td>
</tr>
</tbody>
</table>

**Metro Office of Civil Rights**

The Office of Civil Rights is headed by the Chief Civil Rights Programs Officer. The Chief reports directly to the Metro Chief Executive Officer. The Department was created in 2011 by merging the staff administering the Americans with Disabilities Act (ADA) compliance with the staff in the Equal Employment Opportunity (EEO) section. At the time the department was created, responsibility was also added for general civil rights compliance including, but not limited to, Title VI of the Civil Rights Act of 1964 and the California Unruh Act. In 2012 responsibility of the Department added the oversight of Metro federal grant sub-recipients for Title VI and Title VII of the Civil Rights Act. In 2015, the responsibilities were further extended to include oversight ADA compliance of Metro federal grant sub-recipients.

The ADA section ensures that all of Metro’s operations and facilities are fully compliant with ADA requirements, the California Building Code Access Requirements (Title 24) and any other regulation or legislation that protects the rights of persons with disabilities. The staff is involved in many initiatives to ensure that Metro goes above and beyond the minimum requirements of the ADA in order to meet the growing demand for access to our fixed route bus and rail network.
Staff also ensures that Metro sub-recipients are fully compliant with the ADA and other federal accessibility requirements. In 2014, an Enhanced Review Module (ERM) of ADA compliance at Metro was undertaken by the Federal Transit Administration (FTA) as part of the regular Triennial Review process. No ADA deficiencies were identified during the review and Metro was cited as a national model for ADA compliance. See Appendix A, Section 4 for a description of additional programs and services provided by the Metro Office of Civil Rights.

**Metro Countywide Planning and Development**

The Countywide Planning & Development Department is responsible for planning the county's regional transit system and programming federal, state and local transportation funds for the county's transit system, highway program and locally-sponsored, regionally significant projects of all modes of transportation. The Department, under the leadership of the Chief Planning Officer, is responsible for developing the Long Range Transportation Plan (LRTP) that provides a vision and guiding policy behind funding decisions for future transportation projects and programs in Los Angeles County. Among other requirements, these major projects and programs must meet ADA mandates. During the next update, staff will conduct a needs assessment for transportation services by older adults and people with disabilities so a strategic view may be incorporated into the LRTP. The Department is also responsible for administering grants provided through the FTA Section 5310 Program to enhance mobility of seniors and individuals with disabilities. This program is described further in this report.

**Metro Communications**

Metro Communications consists of seven departments including the Executive Office of Communications. Its mission is to educate the public about Metro’s services, programs and projects through strategic, proactive and accessible engagement. Metro’s Communications Department is responsible for implementing the On the Move Riders Program and is summarized in the Current Programs section below.

**Metro Office of Extraordinary Innovation (OEI)**

OEI was established to explore new ways to move Los Angeles County by finding and testing leading-edge ideas that have potential to improve mobility for the people in the region. From public private capital partnerships to cutting edge new technologies, OEI is tasked with identifying, evaluating, developing, and implementing these new approaches. OEI’s mission is to serve as an incubator and implementer of innovative ideas for Metro. OEI is developing Metro’s Micro Transit and Mobility on Demand Pilot programs which will test new transportation service options that could improve mobility for older adults and people with disabilities.
**Metro Operations**

Operations is responsible for delivering bus and rail transportation service to Metro customers that is safe, on-time, reliable and clean. Our bus network covers 1,433 square miles and includes 2,439 buses. Our six rail lines cover 105 route miles and are served by a fleet of 363 vehicles. Operations currently staffs over 7,800 employees ranging from Bus/Train Operators, Service Attendants, Maintenance Technicians, Track/Signal Inspectors, Supervisors and Dispatchers, Engineers, Planners and Analysts to various management positions.

**Metro Office of Management and Budget (OMB)**

OMB provides professional management and operational support to ensure that Metro’s Board approved policies, priorities, and programs are delivered in the most efficient and cost effective manner possible. OMB provides an annual financial roadmap, including operating, capital and subsidy budgets for Metro and Access Services, ensures conformance with funding requirements and restrictions, and manages Metro’s Local Return programs.

**Metro Systems Security and Law Enforcement**

Systems Security and Law Enforcement ensures that Metro patrons and employees can ride and work safely. It is responsible for the development and implementation of innovative security and law enforcement strategies, advancing the use of crime analysis tools, problem-solving methodologies and technology, and building and sustaining regional community and law enforcement partnerships. Metro's law enforcement model includes the Los Angeles Police Department, Los Angeles County Sheriff’s Department and Long Beach Police Department. This multi-agency approach allows for higher visibility, enhanced response time, improved customer experience and deployment of specifically trained officers to engage patrons with mental illness and/or homelessness.

**Access Services**

Access Services (Access) is the LA County transit agency that provides ADA complementary paratransit services on behalf of Metro and 44 other Los Angeles County fixed route operators, as mandated by the ADA. Metro provides oversight of Access and Metro's Chief Civil Rights Program Officer is a member of the Access Board of Directors. Access provided more than 4.3 million passenger trips in FY 17 and provides an average of 12,000 trips daily. Access’ paratransit service is a next-day shared-ride service and provides curb-to-curb service with additional assistance available to qualified individuals. The service is operated in the following regions of Los Angeles County: Eastern, Southern, West Central, Northern, Santa Clarita Valley and Antelope Valley. Access serves any area within ¾ of a mile on either side of a rail line or local bus route. For FY17, Access’ total operating cost was approximately $151 million funded with Regional Surface Transportation Program and Proposition C 40% Discretionary funding. Effective FY18 Access received Measure M funding. An evaluation was recently conducted of Access Services existing paratransit functions and a summary of the study results are provided in Section 1 of Appendix A. Appendix B presents various performance measure data for Access Services.
III. Current Programs and Services

**Metro Staff Training**

Metro’s Office of Civil Rights Accessibility Unit has implemented a number of effective Bus Operator Training efforts. This “family” of training programs is designed to ensure that new and existing Bus Operators are proficient in assisting customers with disabilities; as required by the ADA.

**Bus Operator Training:** Accessibility Staff actively participate in Metro’s Bus Operator Basic Training Program; delivering vital accessibility information to operators-in-training. In addition to ensuring the operators are knowledgeable of Metro’s accessibility policies and procedures, Accessibility staff helps these future operators develop a higher level of sensitivity towards people with disabilities.

**Accessibility Partnership Program:** The Accessibility Partnership Program was implemented in 2015 to enhance the relationship between bus operators and the Accessibility Unit. Metro Bus Divisions are visited regularly by Accessibility staff that participate in discussion sessions between Division staff and management, take line rides, participate in safety meetings, discuss training challenges and solutions, and distribute accessibility-related training material like Wheelchair Securement Pocket Guides and Service Animal Pocket Guides.

**Accessibility Fair:** An important element of the Accessibility Partnership Program is the Accessibility Fair event. Held annually at each Metro Bus Division, the event provides opportunities for operators to further enhance their knowledge of accessibility policies, procedures, wheelchair securement...
techniques, and best practices in customer service. A Wheelchair Securement Competition is also held, with a Wheelchair Securement Finale event being held to identify the wheelchair securement grand champion.

**Sustainment Training:** The Annual Bus Operator Sustainment Training Program was designed with assistance from the Accessibility Unit. This training program is also designed to reinforce accessibility-related policies and procedures. Topics that were addressed in this year’s training include the importance of good customer service and serving customers using walkers.

**STAR Program:** In January 2018, the Accessibility Unit contracted with Mobility Management Partners to implement the STAR Program (Safely Transporting All Riders). This program is designed to further enhance our community education and outreach efforts by creating an outreach team of wheelchair strapping and marketing experts. This team spends at least 3 days a week in the community visiting locations that have current and/or prospective customers with disabilities, distributing accessibility-related information, answering questions and providing wheelchair strapping and marking services.

The Accessibility Unit’s STAR Program also has a bus operator training element. The STAR team regularly visits Metro Bus Divisions and assist in the practice of mobility device securement. Operators are trained to successfully secure wheelchairs, scooters, walkers and pediatric devices designed for children with disabilities.

The Accessibility Unit actively participates in a number of employee training efforts, as well. Metro employee volunteers are trained to assist customers with disabilities at public events like USC and Rams Football games. Section 4 of Appendix A provides additional information on the outreach and educational efforts provided by the Office of Civil Rights.

**Metro’s Bus Orientation and Safety Program**

Metro has partnered with agencies like Rancho Los Amigos National Rehabilitation Center, Braille Institute, and Easter Seals to hold orientation events that allow people with disabilities to board Metro buses, learn about important accessibility policies, and ask questions. Participants are also shown strategies for successfully boarding the bus, identifying their stops and exiting the bus safely by skilled bus operators.

**On the Move Rider Program (OTMRP)**

Metro Communications’ OTMPR provides older adults with transit oriented resources, one-on-one and/or group travel training, informational transit tours and safety education presentations. The goal of OTMRP is to increase older adults’ confidence and awareness of public transportation.

**Outreach Enhancements:** As of January 2018, OTMRP expanded its outreach efforts to the five regions of Los Angeles County (Gateway Cities, South Bay, San Fernando Valley, Westside Central and San Gabriel Valley) through its participation in the following activities:

- **Educational Presentations:** OTMRP conducts educational presentations at senior centers and independent senior housing throughout the County.

- **Travel Training:** OTMRP has active travel clubs, led by volunteer travel buddies with participants throughout Los Angeles County. Travel buddies lead monthly trips to train others on how to use buses or trains. Part of the travel buddies’ monthly trips, include teaching others trip planning,
safety tips, and share their expertise as frequent riders. OTMRP also conducts travel training tours to senior centers and independent senior housing to provide hands on training to increase their confidence while riding public transit.

Events: To increase participation and awareness of Metro’s resources, OTMRP hosts numerous events throughout the County, including an Annual Older Adult Transportation Expo and five Older Adult Transportation Pop Up’s, one in each region. OTMRP will host senior friendly concert events called “Raised on Records Concert Series” throughout Los Angeles County to increase awareness of the program, encourage seniors to consider public transit for their transportation needs and provide them with transit-oriented resources. At all events hosted by OTMRP, Metro’s Mobile Customer Care Center is on hand to simplify the Senior TAP card application process. See Appendix B for additional statistics on OTMRP events. OTMRP also participates in community events throughout the County. These events are coordinated by various senior centers, cities, or other agencies who serve older adults.

Outreach: OTMRP utilizes varied forms of outreach tools to reach this diverse community such as radio ads, mailers, e-blasts and social media as a marketing tool to increase awareness of the program. For example, OTMRP employs Facebook campaign ads, targeting individuals 55 years of age and older that are focused on club activities, OTMRP-hosted events and information on how to get involved.

Community Partnerships: OTMRP has begun to establish partnerships with municipalities, local transit agencies and organizations focused on the older adult population. OTMRP has partnered with Foothill Transit, which serves the San Gabriel and Pomona Valleys, Santa Monica’s Big Blue Bus and the City of Glendora Department of Transportation. The City of Glendora has established a travel training club for its residents and has incorporated OTMRP onto their city website to promote the program and its resources. OTMRP works closely with AARP by hosting travel training presentations, tele-town halls, and hands on tours for AARP members. AARP promotes the program and activities on their social media outlets and through printed materials. OTMRP has also partnered with TELACU, a senior housing management company with housing facilities throughout the County. OTMRP will be providing travel training and educational classes at TELACU’s senior housing facilities.

The Homeless Task Force

In 2016, Metro created a Homeless Task Force to address the presence of the homeless on Metro’s system and properties. In 2017, the Los Angeles Homeless Service Agency counted as many as 58,000 individuals in LA County who are homeless—two-thirds of whom are unsheltered. Some of these homeless individuals have turned to Metro’s system and properties looking for alternative shelter. In February 2017, Metro finalized its Metro Homeless Action Plan, which focuses on enhancing the customer experience and providing a safe and secure system while aligning itself to the resources under Measures H and HHH.

Under the action plan, Metro created a pilot program to hire two homeless multi-disciplinary outreach teams consisting of nurses, substance abuse counselors, mental health clinicians, former homeless individuals and other outreach workers to engage the homeless and get them into services. The results of the pilot program showed that nearly 2,500 homeless were assisted, 25% were placed into housing resources, such as shelters and transitional housing, and 12% were placed into permanent housing. These positive results coupled with the ongoing need to address homelessness lead Metro to approve the expansion of the dedicated outreach teams from two to eight teams to cover Metro Rail, 24-hour owl bus service and the homeless presence at Union Station.
These teams work alongside the Los Angeles Police Department’s HOPE homeless outreach teams, LA County Sheriff Mental Evaluation Team (MET) outreach staff, Long Beach Police Department, LA County mental health teams and Measure H outreach teams to ultimately get homeless housed. In measuring effectiveness, Metro will consider the number of homeless contacts, the number of individuals who are housed, and results from the Metro Customer Survey. In each outreach case, the homeless will be provided outreach resources specifically tailored to fit their needs including any potential physical, psychological and intellectual disabilities. This approach allows for Metro to engage in effective outreach to meet the diversified needs of LA County’s homeless and its impact on Metro.

**Access Services Travel Training**

Access, through a contractor, has been providing travel training services since 2005. Travel training assists eligible Access customers to understand how to use local fixed route bus and rail services. With additional funding from Measure M, Access increased the number of individuals trained annually from 150 in FY 2018 to 300 beginning in FY 2019. In addition to individual travel trainings, Access conducted “Post-Eligibility” transit option calls. The purpose of the calls is to educate and inform potential customers regarding all transit options available to them that they may not have been aware of when initially applying for ADA paratransit services.

**ADA Paratransit Service Area Expansion**

In 2014, due to reductions in fixed route service and a lack of funding, Access reduced its service area to comply with, but not exceed, the complementary paratransit requirements of the ADA. This reduction left approximately 1,833 customers outside of Access’ service area. In response to this reduction in service, Access was able to apply for and receive Federal Transit Administration Section 5317 operating assistance to fund continued paratransit service to those customers who fell outside of Access’ reduced service area.

**Local Return Programs**

The Proposition A, Proposition C, Measure R and Measure M Local Return programs are four one-half cent sales tax measures approved by Los Angeles County voters to finance countywide transportation system improvements.

By ordinance, Metro is responsible for administering the programs and establishing guidelines. The Proposition A tax measure was approved in 1980, the Proposition C tax measure was approved in 1990, Measure R was approved in 2008, and Measure M was approved in 2016. More than $1 billion is generated in local transportation revenue each year.

As a condition of voter approval, 25% of the Proposition A tax revenues, 20% of the Proposition C tax revenues, 15% of Measure R tax revenues, and 17% of Measure M tax revenues are earmarked for the Local Return Programs to be used by cities and the County of Los Angeles in developing and/or improving local public transit, paratransit (ex. Dial-A-Ride & senior transportation services) and related transportation infrastructure.

Local Return funds are allocated and distributed monthly to jurisdictions on a "per capita" basis by Metro to address the specific transportation needs of each individual jurisdiction, and to fund various transportation programs that jurisdictions need to best serve their communities. See Appendix A for Supplemental Information and Appendix B for Statistics related to the Local Return Programs. See
Federal Section 5310 Grant Program

Metro is the Designated Recipient for Federal Transit Administration (FTA) Section 5310 Program funds in urbanized areas of Los Angeles County, and is responsible for the planning, programming, distribution, and management of these funds. Eligible projects for Section 5310 funds are divided into two categories: “Traditional” Capital, and “Other” Capital and Operating. Traditional Capital Projects are capital public transportation projects that are planned and designed to meet the needs of seniors and individuals with disabilities when public transit is insufficient, unavailable or inappropriate. Other Capital and/or Operating Projects include new public transportation projects that: exceed minimum requirements of the ADA; improve access to fixed-route and decrease reliance on complementary paratransit service; or provide transportation alternatives to public transit that assist seniors and individuals with disabilities. Non-profit organizations, and state and local governmental authorities in Los Angeles County are eligible recipients of Section 5310 funding. Metro has received approximately $7 million in FTA Section 5310 funds each year beginning in federal fiscal year 2013.

2015 and 2017 Solicitation for Projects: Section 5310 funding is distributed to local agencies in Los Angeles County through a funding allocation process that was developed and recommended by the Section 5310 Working Group (which consists of representatives from the Bus Operations Subcommittee, the Local Transit Systems Subcommittee, and the Accessibility Advisory Committee), and approved by Metro’s Board of Directors. The allocation process requires 49% of Los Angeles County’s Section 5310 fund apportionment be allocated directly to Access Services for Traditional Capital projects, while Metro receives 5% for administration and program support. The remaining 46% of funds are allocated through a competitive Solicitation for Proposals to interested local agencies for Traditional Capital and Other Operating & Capital projects. The entire solicitation process takes approximately one year to complete, with Board approval of the Solicitation typically beginning in January, and FTA Grant award and approval occurring no earlier than September of the same year. To date, Metro has held two successful Solicitations for Section 5310 funds, in 2015 and 2017, cumulatively awarding $16,020,684 to 52 projects.

Seniors and Persons with Disabilities TAP Card Programs

Metro’s special reduced fare programs allow seniors and riders with a disability to obtain special TAP cards and purchase reduced-rate monthly passes. Seniors 62 years or older, Medicare card holders, and other eligible applicants can qualify for a reduced fare TAP Card. Metro provides a much steeper discount on its base fare than what is required by federal law which only requires Metro to provide a 50% discount to seniors, riders with a disability, and individuals during non-peak hours. As a result of funding obtained through local propositions, Metro has significantly exceeded this minimum discount required by the federal government. Currently older adults and persons with disabilities receive an 80% discount on single cash off-peak fares, and a 57% discount on cash peak fares. In addition an 80% discount is provided for monthly passes and a 65% discount is offered on day passes which are valid at all times. Metro does not budget for its discounted fares; however, it does calculate the effective subsidy that Metro provides its riders by offering lower price trips. In FY18, it is estimated to have cost Metro $58 million for reduced fare programs. Appendix B presents trend data related to the estimated subsidy amount provide by the Metro reduced fare programs for seniors and persons with disabilities. For more information on Metro’s reduced fare programs please visit https://www.metro.net/riding/fares/reduced-fares/.
**Low Income Fare is Easy (LIFE) Program**

Metro’s LIFE program provides subsidies that could be used towards the purchase of Metro or participating operator passes or free rides. Reduced fare options for low income adults, students, seniors and people with disabilities include discounts on multiday passes, the provision of single ride TAP cards, and the introduction of a free twenty (20) ride pass. Managed through a network of social service agencies including hospitals, senior and community centers and other service providers, individuals capable of using public transit, for all or part of their trip, are supplied with appropriate fare media. For those individuals unable to use public transit due to safety, frailty, or health issues, agencies may provide taxi coupons for a single trip, or under certain conditions, a variable rate voucher valued at up to $100. Information on the LIFE Program can be found on the Metro website at: www.metro.net/projects/life/.
IV. Studies and Pilot Projects

First/Last Mile (FLM) Planning

When relying on public transportation as part of any trip, users typically must complete the first and last portion on their own; they must first walk, drive or roll themselves to the nearest station. This is referred to as the first and last mile (FLM) of the user’s trip, even though actual distances vary by user. Metro’s diverse ridership includes older adults and individuals with disabilities, who have unique needs that must be accounted for in all Metro planning processes. Because FLM planning focuses on improving the safety and convenience of the built environment around transit stations, including sidewalks, crossings and wayfinding, the barrier faced by older adults and those with disabilities are taken into consideration. However, there are additional opportunities to increase the focus on the needs of these uses.

Metro’s First/Last Mile Program is informed and directed by Metro Board policy which includes a Strategic Plan (2014) that establishes both rationale and methodology for addressing first/last mile conditions as well as specific direction on agency implementation activities (Metro Board Motions 14.1 and 14.2, May and June 2016, respectively). The result of Metro’s programmatic efforts countywide will be a series of improvements surrounding new and existing transit stations, including, but not limited to, ADA-compliant curb ramps, crosswalk upgrades, traffic signals, bus stops, carshare, bikeshare, bike parking, context-sensitive bike infrastructure, and signage/wayfinding. The specific commitments and planning activities associated with Metro’s First/Last Mile Program are further described in Section 2 of Appendix A.
The Bus Stop Usability Study

In 2009, LA Metro was awarded an FTA Section 5316 Program grant to conduct a bus stop usability study. The Bus Stop Usability Study will create an inventory of all bus stops in LA County and document each bus stop’s usability. The 88 cities in LA County that own the bus stops will be able to access and update the inventory as work is performed on each of their bus stops. There are a total of 96 questions to be answered at each bus stop; these questions include a list of amenities at each bus stop as well as accessibility related data (i.e. clearance, slope, etc.).

At the end of the study each of the 88 cities will receive a list of items that would need to be addressed to make each bus stop more usable and a general cost estimate associated with those items. The project is slated to be completed in FY20.

NextGen Bus Study

Metro’s NextGen Bus Study is a bus network redesign that is guided by technical analysis and public input. The current bus network carries over 70% of Metro’s customers, including older adults and people with disabilities, and hasn’t had a major overhaul in 25 years. Since that time, Los Angeles County has evolved, local communities have transformed, and travel patterns have changed. The goal of the NextGen Bus Study is to design a new bus network that is more relevant, useful, and attractive to the residents of Los Angeles County, including older adults and people with disabilities. The NextGen Bus Study’s community-driven design and development encourages local stewardship, innovation, and cultural relevance.

The study consists of four phases. During each phase, the public including representatives of organizations representing older adults and people with disabilities, will be engaged with to actively participate and provide input. The entire NextGen Bus Study is estimated to take about 18 months, with the next generation of bus service going into effect starting December 2020. See Appendix A, Section 5 for additional information on the NextGen Bus Study.

MicroTransit Pilot

Metro is harnessing the power of new technology to improve the way Metro’s current and future customers move. In 2018, Metro’s Office of Extraordinary Innovation (OEI) partnered with the private sector to design a new type of on-demand transit service that can be ordered, paid for, and monitored in real-time. From the outset, this project formally known as the MicroTransit Pilot Project (MTP) is intended to be designed with and for Metro’s customers.

Throughout FY19, Metro worked directly with community stakeholders and representatives to understand how to design a transit service which is responsive to the needs and preferences of disabled customers and older customers. Engagement includes, but is not limited to: in-person interviews, surveys, focus groups, and round tables. The goal of the agency’s extensive market research effort is to glean a greater understanding of how to successfully implement new and emerging technology in a way which achieves the requirements of the ADA and supplements policy goals at the local, state and regional levels. Outreach efforts for project development included meeting with representatives from organizations that are concerned with the needs of older adults and people with disabilities to ensure the target population is considered in service design. Metro anticipates launching MicroTransit in 2020.
Mobility on Demand Pilot

In October 2016, Metro was awarded $1.35M from FTA to partner with a transportation network company (TNC) to explore the viability and benefit of using TNC services to provide first/last mile solutions. A key theme of Vision 2028, Metro’s Strategic Plan, is that the market for personal mobility is changing rapidly. New mobility concepts and solutions, such as TNCs, have expanded mobility options for those who have access to them. However, not everyone can afford them or has the ability to use them, because most TNCs require the possession of a smartphone with a data plan, and many TNCs are not able to assist users who need vehicles that can accommodate mobility devices. Through this pilot, Metro aims to open up the mobility benefits provided by TNCs to a larger group of users and direct them towards Metro’s existing fixed-guideway facilities. Metro is partnering with NoMad Transit LLC to provide first/last mile shared rides for trips originating and ending at North Hollywood, Artesia and El Monte Stations.

From January 2019 until January 2020, the service will operate Monday – Friday, from 6:00am to 8:00pm. Rides will be shared and on-demand. Customers can register for an account and request rides either by using Via’s mobile application or by dialing Via’s call center, which can accommodate customers with limited English proficiency. Customers who need additional assistance boarding or alighting vehicles or need vehicles that can accommodate mobility devices can also request rides in the Via application or through Via’s call center. Via will provide equivalent service to ambulatory customers, non-ambulatory customers and customers who need additional assistance. Via will accept payment from both credit cards or pre-paid debit cards. The service launched on January 28, 2019.

This grant is funded under FTA’s Research, Development, Demonstration and Deployment program authority. As such, data collection and research analysis are integral components of this pilot and will allow Metro to better understand the costs and benefits of the new mobility service. Nomad Transit LLC has agreed to a level of data sharing that is unprecedented and will allow Metro to review, monitor and analyze the service performance to better understand this type of service model.

Rail Station Accessibility

In June 2015 Metro completed a detailed inventory of the accessibility of each of our rail stations. The inventory compared the current regulations with the actual condition of each station, and the building code and requirements of ADA at the time of construction. A number of deficiencies were identified due to deferred maintenance, vandalism, construction tolerances and design issues. The list of required repairs or corrections is currently being prioritized and the work will be done as funding becomes available through the budget process. Some work on the Blue Line has started.

A detailed assessment of Union Station was conducted in 2017, and accessibility issues are being addressed, including the installation of a beacon based wayfinding system for the visually impaired. Work is planned to commence on a similar assessment of the accessibility conditions at each of the commuter rail and inter-city rail stations in Los Angeles County. Although Metro does not operate rail service to the stations, the facilities are generally located on Metro owned or controlled property.

Rail Vehicle Accessibility

Metro is limited in the actions it can take to ensure that persons using wheelchairs are able to utilize the spaces reserved for their use on rail cars. Rail cars are not highly staffed and there is no one to ask
bicycle and wheelchair patrons to use their designated areas. The signs reserving space for wheelchairs are unenforceable since there is no law to back it up. Bikes often go in wheelchair areas, and patrons in wheelchairs seem to prefer to park adjacent to doorways so they are not blocked in if the car becomes crowded.

Metro currently has three initiatives underway to improve access to these reserved spaces:

**New Light Rail Vehicles:** On the new light rail vehicles being delivered, the number of positions for persons in wheelchairs was increased from 2 to 4 per rail car, and a separate area for bike storage, strollers and luggage were created.

**Refurbished Heavy Rail Vehicles:** Metro has begun refurbishing its heavy rail vehicles that run on the Metro Red and Purple Lines. The interiors are being reconfigured to create two adjacent wheelchair spaces (currently there is only one) and adding a separate, designated bike area. External speakers are also being added to the rail cars to assist visually impaired riders who are unable to see which train (Red or Purple Line) is currently at the platform.

**New Heavy Rail Vehicles:** Metro has initiated the procurement of new heavy rail cars. Each new vehicle will include two positions which can accommodate one wheelchair, and one position which can accommodate two wheelchairs. A separate bike storage area will also be included. The new Heavy Rail Vehicles are scheduled for delivery beginning in 2020-2021.
V. Opportunities for Participation

The Forum on the Accessibility Report provides feedback on Metro’s policies and programs that address the needs of older adults and people with disabilities. However, this is not the only opportunity for community participation and feedback to Metro. Other opportunities include the following:

**Metro Accessibility Advisory Committee**

The Accessibility Unit staffs the Accessibility Advisory Committee (AAC); which is comprised of customers with disabilities and advocates for the disability community. The AAC meets eight (8) months a year on the second Thursday of each month. Live captioning is provided at every AAC meeting. The Committee provides input on existing and future accessibility policies, procedures, programs and plans. Please see the website for further information: www.metro.net/about/aac/.

**Access Services Community Advisory Committee**

The Access’ Community Advisory Committee (CAC) was formed to provide input and advice concerning operational policy issues for Access’ transportation program and to make recommendations to the Access Board and staff concerning its transportation program. CAC members are individually appointed by members of the Access Board. The CAC meets on the second Tuesday of each month from 1:00 p.m. to 3:00 p.m. The CAC meets at the Metro headquarters building. Please see the website for further information: www.accessla.org/about_us/cac.html
Metro Policy Advisory Council

The Metro Policy Advisory Council (PAC) was established in early 2017 to review, comment and provide input on the draft Measure M Master Guidelines, the Long Range Transportation Plan, and other work plans and policy areas that the Metro Board may request. The PAC is organized to include among its participants two representatives: one from an organization that represents and serves older adults and the other that plays a parallel role for people with disabilities. The PAC meets quarterly, on the first Tuesday of March, June, September and December, from 1:30-3:30p.m. unless noted otherwise. Meetings are held at Metro Headquarters. Please see the website: www.metro.net/about/pac/.

Aging and Disability Transportation Network

A group of non-profit organizations representing and/or serving people with disabilities came together to better understand the opportunities outlined in the Coordinated Plan. These discussions led to further exchanges on the wide ranging needs of this community. This group expanded to include those representing and/or serving older adults.

In 2017, the coalition became formalized under the name of the Aging and Disability Transportation Network (ADTN). Participants in the ADTN include members of the AAC, CAC and PAC. Members of the Network meet monthly with Metro staff to give input on the development of the Accessibility Report and identifying issues of concern that impact the needs of older adults and people with disabilities. The Network has been involved in helping to organize the first Accessibility Report Forum. For more information on the Network and opportunities for participation, please contact Neal Richman at nealrichman@gmail.com

Section 5310 Solicitation

In April 2019 Metro released a solicitation for proposals from eligible applicants for its Section 5310 Program. The solicitation is a competitive selection process that will result in the award of available federal grants apportioned by the FTA to eligible agencies through Metro. The Section 5310 Program provides operating and capital assistance for public transportation projects that: i) are planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable; ii) exceed the requirements of the Americans with Disabilities Act (ADA) of 1990; iii) improve access to fixed route service and decrease reliance on complementary paratransit; and/or iv) provide alternatives to public transportation projects that assist seniors and individuals with disabilities. The solicitation application package was released in Spring 2019 and proposals were submitted in Summer 2019.

Metro’s Coordinated Plan

A new Coordinated Plan will be developed through a process that included participation by seniors, individuals with disabilities, persons of low income, military veterans, other members of the public, and representatives of public, private, nonprofit transportation and human service providers and includes the following four elements:

- An assessment of available transportation services identifying current providers (public, private and nonprofit) for the Target Populations;
- An assessment of transportation needs for the Target Populations;
• Regional and subregional goals and strategies to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and

• Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

For more information about opportunities to participate in the development of the next update of the Coordinated Plan, please go to the Metro website at: www.metro.net/projects/fta5310/coordinated-plan/.
Appendix A: Supplemental Information

This Appendix to the 2019 Accessibility Report provides supplemental information to the material provided in the report, on several Metro programs/services that respond to the needs of older adults and people with disabilities.

1. Access Services Comprehensive Operations Review

In FY17, Access retained Nelson/Nygaard Consulting to evaluate the existing paratransit functions, assess current functions that are considered to provide a service level as required by the ADA and make recommendations for operational efficiencies. The study focused on how Access is organized and delivered, as well as to assess Access’ management and oversight role and supporting functions. The study included a peer review of 12 large ADA paratransit systems and compared key performance indicators and unit costs associated with service delivery. The Access Services Comprehensive Operations Review (COR) proposes short term and long term goals and are summarized as follows:

COR Final Report – Short Term Goals and Status Quo

- Adopt and modify performance measures
- Expand management oversight staff, functions, and tools
- Implement new fleet allocation methodology
- Assume responsibility for operational facilities
- Maintain Current Reservations Hours – The COR recommended that Access maintain its current reservation hours. Access customers can now book trips from 6:00 am - 10:00 pm which provides greater usability than meeting the minimal requirement under the ADA.
- Maintain current service area and regions – Access is funded to provide services (with certain exceptions such as expanded reservation hours) that do not exceed the minimums outlined in the ADA paratransit regulations. While the COR recommended that Access maintain the current service areas and regions, staff is in the process of analyzing service area boundaries based on the discussion in the COR.

COR Final Report- Long Term Goals – Additional Planning Needed

- Centralize Call Center Functions
- Transition to Single Software Platform
- Monitor Non-ADA Alternative Services – A few transit properties around the United States (e.g. MBTA in Boston) are providing services to customers that have greater usability compared to only meeting the minimum requirements under the ADA (e.g. same day service) often using transportation network companies (TNCs) such as Uber and Lyft, or taxis. Access is in agreement with the COR recommendation and is monitoring the results of these programs as data is released. Copies of Comprehensive Operational Report is available at www.accessla.org.
2. First/Last Mile (FLM) Planning

In April 2014, the Metro Board approved the First/Last Mile Strategic Plan & Planning Guidelines (FLM Strategic Plan). This nationally-recognized plan represents a broader view of planning for accessibility to transportation, and responds to Metro’s core challenge — improving the reach of transit and increasing transit ridership throughout the county. It also supports regional mobility, community health, and clean air policies, and builds on existing regional sustainable communities and transportation strategies. Metro’s First/Last Mile planning and implementation commitments include the following:

- Integrate the Countywide First/Last Mile Priority Network into the Long Range Transportation Plan. The Countywide First/Last Mile Priority Network is defined as streets within the 661 transit station areas of the Active Transportation Strategic Plan.
- Integrate FLM into transit capital projects and deliver FLM as part of transit capital projects, starting with Purple Line Section 2 and forward.
- For existing stations, conduct FLM planning countywide (255 distinct station areas).  
- Provide grant/funding technical assistance for FLM projects that local jurisdictions desire to implement.
- Establish a matching grant program in order to improve competitiveness of FLM projects to receive state and federal grants.

Current First/Last Mile Projects

Below is a summary of current FLM projects including: FLM planning for the Blue Line, Crenshaw/LAX line in Inglewood, Purple Line Sections 2 and 3, and the Gold Line Foothill Extension Phase 2B. These current projects will create a foundation for a larger FLM program that will roll out in the future.

Blue Line: Development of the Blue Line First/Last Mile Plan kicked off in October 2016 and was completed in March 2018. The Plan includes FLM station area plans and maps of existing conditions and proposed FLM infrastructure for all 22 Blue Line stations. Project data was collected in various formats and is available in the final Plan. Station area conditions are challenging for many Blue Line stations, particularly where residential, industrial, and goods movement uses exist in close proximity with substantial conflicts for pedestrians and cyclists accessing stations. Cities along the Blue Line corridor have been engaged in the process and are supportive of FLM outreach efforts. Further coordination with local agencies, focusing on next stops and implementation opportunities, will take place in the project’s closing stages. The Blue Line project also featured an innovative community engagement approach with Community Based Organizations included as part of the project team.

Inglewood Crenshaw/LAX Line: The Inglewood First/Last Mile Plan developed a list of FLM improvements for three stations on the Crenshaw/LAX line within the City of Inglewood and one existing Green Line station. The project also calls for the development of a digital data collection platform for in-the-field walk audits. The tool will be used in future FLM planning efforts, allowing for the creation of robust datasets compiled from field observations. Data collected using electronic tablets will be available in the final Plan. This project started in November 2017 and was completed February 2019.

Westside Purple Line Extension: The Purple Line First/Last Mile Plan will develop a list of FLM improvements for four new stations along Sections 2 and 3 of the Westside Purple Line Extension. This
planning process will also include the development of First/Last Mile Guidelines which will delineate the process for integrating FLM planning and implementation into future transit projects. Data will be collected using an electronic tablet and will be available in the final Plan. The project kicked off in early 2018. The plan will be completed in early 2020.

**Gold Line Extension Phase 2B:** The Gold Line Phase 2B First/Last Mile Plan will conduct FLM planning along the Gold Line Extension. First/last mile improvements will be identified for five stations along Gold Line Phase 2B. Data will be collected using an electronic tablet and will be available in the final Plan. The Project was completed in June 2019.

**Relevance to Older Adults and People with Disabilities**

FLM planning focuses on improving the pedestrian realm and transit station access by addressing barriers for sidewalks, crossings and intersections; therefore, it highlights improvements that benefit the unique needs for populations that are aging and/or disabled and for ADA compliance. Walk audits are an important first step in assessing the barriers and opportunities within a station area. Walk audits present an important opportunity for older adults and people with disabilities to participate and share their unique experience and perspective on navigating the built environment to access transit stations.

**Electronic Personal Assistive Mobility Devices**

The Metro First/Last Mile team produced a report on electric personal assistive mobility devices (EPAMD). The California Vehicle Code defines EPAMD as an electric-powered self-balancing, non-tandem two-wheeled device. The study was expanded to include other powered and non-powered personal mobility devices used on sidewalks, in order to capture a broader range of devices, such as seated electric scooters, that Metro riders may rely on to access transit, especially seniors and people with disabilities. The study will incorporate input from stakeholders including individuals who currently rely on the devices. The report will include an overview of the agency-wide efforts to serve older adults and people with disabilities with a focus on those activities that go beyond meeting ADA requirements and with an objective to ensure coordination in planning and implementing necessary initiatives. It will also include an analysis of existing Metro policies, advancements in technology and the assessment of existing infrastructure. The study was completed in late 2018.

### 3. Local Return

Local Return funds are allocated and distributed monthly to jurisdictions on a "per capita" basis by Metro to address the specific transportation needs of each individual jurisdiction, and to fund various transportation programs that jurisdictions need to best serve their communities.

Los Angeles County is a large diverse region with more than 10 million residents in 88 cities and unincorporated areas of the county. Due to its size (4,750 square miles) and complexity, nine geographic subregions have been identified for planning purposes which include: North County, San Fernando Valley, Arroyo Verdugo, San Gabriel Valley, Gateway Cities, South Bay Cities, Central Los Angeles, Westside Cities, and Las Virgenes/Malibu. The subregions vary in form, but all consist of the area's local government representatives and share the goal of cooperatively addressing regional priorities and matters of mutual interest. See Appendix B for Statistics related to the Local Return Programs.

Over 50% of local return funds are invested in local public transit. More than 40 cities sponsor their own fixed route transit systems with minimal or free fares that greatly improve mobility in Los Angeles County. Annually, these local transit systems provide over 800,000 hours of service and nearly
25,000,000 boardings. The Los Angeles Community Dash, Glendale Beeline, and Pasadena Transit are just a few examples of fixed route services offered by individual cities to serve their local transportation needs. In many cases, cities also offer dial-a-ride services for populations that are aging and/or disabled, vanpool, shuttle services, fare subsidies to their residents, taxi coupon programs, and ADA related improvements to fixed route and paratransit operations. Cities that receive federal funds will often use local return funds as local match for their federal awards. In addition to funding transit services, cities use their Local Return funds to improve and maintain local streets. Figure 1 presents a map of the LA County subregions and Figure 2 presents the amount of Local Return revenues estimated to have been received by each subregion in FY18.
Spending for each of LA County’s four local sales tax measures is overseen by an independent citizens’ oversight committee that monitors spending, and determines Metro’s compliance with the provisions of each ordinance relating to the receipt and expenditures of sales tax revenues. Additionally, each ordinance requires an annual independent audit of Metro’s spending of these sales tax revenues. Appendix B presents data for the Local Return Programs.

4. Accessibility Unit (Other Programs and Services)

Metro Civil Rights Department

The Office of Civil Rights Accessibility Unit provides opportunities for current and prospective Metro customers with disabilities to experience boarding a bus, having their wheelchair secured, and learn important operating policies to ensure a safe and comfortable riding experience. This is accomplished by participating in community events, holding educational sessions throughout the region, developing and distributing informational materials, and facilitating Metro’s Accessibility Advisory Committee.

**Community Education & Outreach:** The Accessibility Unit frequently participates in community events designed to give and distribute accessibility-related educational material. Examples of events that the Accessibility Unit has attended include Abilities Expo, Metro Pop-Ups, Town Hall Meetings, Bi-Annual Low Vision Fair (Braille Institute), Special Needs Resource Fair (CSUN). In addition to attending community events, Metro attends meetings held by the Los Angeles County Commission on Disabilities and the City of Los Angeles Commission on Disabilities.
Additional community education efforts include Metro’s Bus Orientation and Safety Program, and the STAR Program described in Section III of this report.

Metro’s Accessibility Unit also staffs the Accessibility Advisory Committee; which is comprised of customers with disabilities and advocates for the disability community. The Accessibility Advisory Committee meets eight (8) months a year on the second Thursday of each month. The Committee provides input on existing and future accessibility policies, procedures, programs and plans.

**Educational Information for Metro’s Customers with Disabilities:** In addition to distributing general Metro information to customers, the Accessibility Unit also distributes accessibility-related educational material. Examples include:

- **Take-Ones:** Take-ones are double-sided (English and Spanish) printed pieces focusing on a single accessibility issue. Recently published Take-ones have addressed topics like Using Mobility Aids on Metro, Service Animals on Metro, and Metro’s Wheelchair Strapping/Marking Program.

- **Metro Flash Books:** Metro Flash Books are plastic tactile books that assist customers with visual impairments by giving them a tool to help Operators recognize them as wanting to board a particular bus. Users can flip to a specific series of numbers reflecting the Bus line they wish to ride. The Flash Book also contains important telephone numbers and other helpful information.

- **Accessibility Videos:** The Accessibility Unit produced a series of accessibility-related videos designed to educate customers with disabilities on a number of topics like accessibility features on Metro buses and trains, wheelchair securement, Day in the Life of a Metro Bus Operator, Day in the Life of a Customer with a Disability using a Wheelchair, etc.

**Pilot Mobile Customer Service Centers:** Metro has launched a Mobile Customer Service Center. The Mobile Center that allows staff to visit drop-in centers, senior centers or senior residences in order to make it easier and more convenient for older adults and persons with disabilities to sign up for reduced fare TAP cards.

**Older Adult Transportation Expo:** The Accessibility Unit participates in the Annual Older Adult Transportation Expo hosted by Metro’s On the Move Riders Program. Since its inception in 2016, the Older Adult Transportation Expo has hosted over 800 older adults, where participants are invited to attend and hear presentations, visit displays booths from Metro, municipal transit operators, Access and other transportation providers. The presentations and displays covered tips on using transit and alternative transportation systems. The Accessibility Unit has provided a bus for attendees to familiarize themselves with the boarding process and ADA accessibility. Metro’s Customer Care also provides on-site sign-ups for senior fare TAP cards.

**Abilities Expo:** Each year the Office of Civil Rights joins with Access to provide a large presence at the Abilities Expo. The two agencies jointly staff a booth providing information on services available, installation of wheelchair tether straps and the staff provides answers to questions and concerns regarding the use of public transportation for persons with disabilities.

**Videos and Video Vignettes:** In FY 2016 the Office of Civil Rights produced three videos and 19 video vignettes describing the accessibility features of our system and how to use them. The videos and vignettes are available on Metro.net and 2,500 copies of the content on DVDs were
distributed free of charge to agencies and community groups that work with passengers with disabilities.

G-Tel: When Metro announced the intention to latch the turnstiles at rail stations, persons in the disabled community raised concerns that some people with disabilities who previously were able to access the trains would not be able to gain access. In consultation with the disabled community the Office of Civil Rights and Wayside Systems developed a G-Tel, a hands free system that allows an individual with a disability to contact the Rail Operations Control center to have the accessible turnstile remotely opened. Metro is the only transit operation with such a system designed to facilitate the entry into our gated stations by persons with disabilities.

Tactile Pathways & Directional Bars: Metro is the first U.S. transit agency to adopt the practice of installing tactile pathways to lead the visually impaired from the property line to a safe location on the train platform adjacent to where the doors on the train will open. This system is in general use in many countries around the world and increases safety and convenience for the blind, persons with visual impairments and older adults who may find it difficult to navigate stations. The tactile pathways are being installed on the recently opened Expo and Foothill extensions and all future rail lines. In addition, all stations in the network are being retrofitted with direction bars to identify where the car doors will be located when the train pulls into the station. This makes using the system more convenient and safer for the visually impaired.

Wayfindr: Wayfindr is an innovative new way finding system that uses Bluetooth beacons and a smartphone app to help the visually impaired navigate complex terminals such as Union Station or 7th and Metro Center. The system was developed by the Royal London Society for Blind and funded by Google. The system was designed and installed in Union Station in 2017. It is the first such system in a major bus and rail station in the United States. Feedback from the project’s trial participants were overwhelmingly positive. LA Metro will continue to work with Wayfindr to explore its viability as a feasible audio navigation system which will be available to Metro customers at Union Station and other Metro rail stations.

Mystery Rider Program: The Mystery Ride program has been enhanced and expanded in recent years to ensure that a statistically valid check is made on the ADA compliance of our bus operations. The observers report on items such as courtesy towards individuals with disabilities, use of the ramp and kneeling features, wheelchair securement and handling of service animal requests. Bus operators may receive commendations, counseling or discipline based on the observations of the Mystery Riders.

Next Bus Information: Metro has been installing Next Bus signage at major bus stops such as Patsaouras Plaza to inform passengers about the next bus arrival times. In addition to the visual Information, Metro ITS has designed a system to also provide a ‘push to listen’ feature which allows persons with visual impairments to also obtain this real time schedule information.

Improved Visual Information Systems: The Transit Passenger Information System (TPIS) in Red and Purple Line was recently upgraded. The upgrade included making the text larger and ensuring sufficient color contract was provided to make the message more legible and easier to read by persons with visual impairments and older adults.
Hands-free Intercoms: Metro currently provides emergency and passenger information intercoms at all rail stations. The current units are ADA compliant, but do require a patron to use their hands to physically push a button located up to 48 inches above the floor to activate the system. A new intercom unit was specified by the Office of Civil Rights and designed by Creative Services. It is now being installed in new stations and includes a hands free activation system for persons with disabilities. Someone in a wheelchair or with limited reach range can now bump a 4” X 30” kick plate to activate the intercom and seek assistance.

Braille Stops & Fleet Numbers: Neither the ADA nor California Title 24 requires transit agencies to provide Braille information at bus stops, or Braille fleet numbers on board vehicles. Stops and Zones has installed Braille stop information at 500 of the busiest bus stops and all bus and rail vehicles have fleet numbers posted in Braille to help visually impaired customers report complaints or commendations.

ADA Complaint Process: Since 2011, the Office of Civil Rights, Customer Relations, Operations and ITS have worked together to improve the handling of complaints from passengers with disabilities. Improvements have been made in the receipt, classification, recording, investigation, oversight and notification of complaints involving persons with disabilities.

New Lighting Criteria: In response to concerns raised by the community regarding the level of lighting in new rail stations the Office of Civil Rights engaged a lighting consultant to develop Metro lighting design criteria. The design criteria are being applied to new stations and rehabilitation projects to ensure that the lighting types and levels are designed to minimize issues for persons with visual impairments.

Rancho Los Amigos Shuttle Service: The regular Metro bus routes serving the Rancho Los Amigos National Rehabilitation Center in Downey are among the most popular services in the region for individuals using mobility devices. In order to respond to this demand for additional accessible capacity for mobility devices, Metro partners with Access to provide a dedicated shuttle service with a small bus capable of transporting up to five persons in mobility devices at the same time. The service operates Monday through Friday on a regular schedule between the Metro Rail Willowbrook (Rosa Parks) Station on the Green and Blue Lines, and Rancho Los Amigos, thus relieving the demand for accessible spaces on Metro Bus Line 117 and 120.

5. The NextGen Bus Study Planning Process

The NextGen Bus Study’s community driven design and development encourages local stewardship, innovation, and cultural relevance. Metro assembled a diverse working group comprised of various stakeholders:

- Faith-based organizations
- Community-based organizations
- Educational institutions
- Business association
- Social service organizations
• Cultural organizations
• Municipalities
• Transit providers
• and others

These groups were appointed to share the findings of the technical analysis and make recommendations based on stakeholder input. Representatives from the Aging & Disability Transportation Network, Accessibility Advisory Committee, and Citizens’ Advisory Council serve as vital members of the NextGen Working Group. With new transportation options like the expanded Metro Rail system, ride hailing apps and Bike Share, it is important that Metro’s bus system integrates with all customer travel modes throughout the county. These groups’ participation ensures that Metro is addressing the mobility needs of customers with disabilities and older adults.
Appendix B: Statistics and Performance Measures

The 2019 Accessibility Report was prepared by Metro staff in response to Board Motion #47, approved by Metro’s Board of Directors in June 2016. As part of the Report, Metro staff was directed to identify metrics to evaluate services provided to older adults and people with disabilities. The following sections identify several key statistics and metrics for LA Metro and Access Services which can be used to quantitatively evaluate how transportation services are provided to travelers in Los Angeles County who are elderly or have a disability.

LA Metro Performance Measures

LA Metro is responsible for developing and overseeing countywide transportation plans, policies, services and funding programs that benefit all residents of LA County, including the county’s growing population of older adults and people with disabilities.

Reduced Fare: The chart below presents the annual number of reduced fare rides for seniors and persons with disabilities on the Metro system from Fiscal Years 2015 through 2018. The data was sourced from Metro’s TAP database, which captures and logs each time a reduced fare is charged on Metro’s fareboxes and TAP validators.

<table>
<thead>
<tr>
<th></th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count of Sr/Dis TAPs on Metro</td>
<td>41,627,211</td>
<td>38,296,860</td>
<td>36,018,635</td>
<td>35,463,765</td>
</tr>
<tr>
<td>Count of Sr/Dis Cash Use on Metro</td>
<td>18,149,536</td>
<td>18,125,017</td>
<td>19,121,482</td>
<td>20,591,948</td>
</tr>
</tbody>
</table>

Figure 1: Seniors and Persons with Disabilities Reduced Fare Data (Source: LA Metro)
Active Metro Senior & Persons with Disabilities TAP Card Holders: The figure below presents the total number of applicants that were approved for either Senior or Persons with a Disability discounted TAP cards. This is a combination of both paper applications and online applications. The number doesn’t represent customers that were rejected or refused, and does not reflect replacement TAP cards. The reduction in approved applications from FY17 to FY18 can be attributed to 1) an increase in the expiry date for disabled and senior applicants from 3 year to 10 years, and 2) a decrease in overall transit ridership.

<table>
<thead>
<tr>
<th>Metro Discounted TAP Card Applications</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior TAP Cards</td>
<td>38,525</td>
<td>27,189</td>
</tr>
<tr>
<td>Persons w/Disability TAP Cards</td>
<td>25,653</td>
<td>16,831</td>
</tr>
<tr>
<td>Total</td>
<td>64,178</td>
<td>44,020</td>
</tr>
</tbody>
</table>

Figure 2: FY17 Discounted TAP Card Applications (Source: LA Metro)

Metro Bus and Rail Complaints: Figures 3 and 4 below represent the number of accessibility related complaints on Metro’s bus and rail systems. Customer input is used to identify areas that need improvement. Complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to Metro policies by ADA Compliance staff in the Civil Rights Programs Compliance Department.

![Number of Accessibility Bus Complaints 5-Year Data](image)

Figure 3: Accessibility related bus complaints (Source: LA Metro)

<table>
<thead>
<tr>
<th>Number of Rail Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2013 - February 2014</td>
</tr>
<tr>
<td>March 2014 - February 2015</td>
</tr>
<tr>
<td>March 2015 - February 2016</td>
</tr>
<tr>
<td>March 2016 - February 2017</td>
</tr>
<tr>
<td>March 2017 - February 2018</td>
</tr>
</tbody>
</table>

5- YEAR TOTAL 48

Figure 4: Rail Complaints, March 2013-February 2018 (Source: LA Metro)
On the Move Riders Program Events: Figure 5, below, lists the total number of OTMRP events, and event participants for the period from November 2016 through December 2017.

<table>
<thead>
<tr>
<th>Total Number of Activities</th>
<th>Total Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>77 Educational Presentations</td>
<td>2,908</td>
</tr>
<tr>
<td>258 Travel Training &amp; Tours</td>
<td>2,893</td>
</tr>
<tr>
<td>72 Events</td>
<td>13,896</td>
</tr>
<tr>
<td>5 Social Media Campaigns</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Figure 5: On the Move Riders Program Events, Nov. 2016 – Dec. 2017 (Source: LA Metro)

Number of Annual Trips Provided and/or Program Participation Resulting from Section 5310 Grant Awards: LA Metro requires projects funded with federal Section 5310 Grant program funds to report the number of one-way passenger trips, and the number of individuals afforded mobility as a result of the grant funding. These performance measures allow Metro to evaluate the overall effectiveness of the Section 5310 Grant program, and evaluate overarching program trends.

(a) ≥ 185,832 seniors/persons with disabilities were afforded mobility benefits from FY17 projects.
(b) ≥ 4,090,289 rides, measured by one-way passenger trips, were provided by FY17 projects.

Local Return Amounts: The table below shows the total local return budget for Fiscal Year 2017, and the amount and percent of funds budgeted exclusively for Senior and ADA programs. In total $279,265,486, or 14% of the FY17 local return programs were budgeted for transportation services and improvements for older adults and ADA.

<table>
<thead>
<tr>
<th>FY17 Local Return Budgeted Amounts</th>
<th>Total Budget</th>
<th>Budgeted for Seniors &amp; ADA</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prop A</td>
<td>$573,920,729</td>
<td>$168,805,235</td>
<td>29%</td>
</tr>
<tr>
<td>Prop C</td>
<td>$1,124,299,445</td>
<td>$14,789,161</td>
<td>1%</td>
</tr>
<tr>
<td>Measure R</td>
<td>$294,723,045</td>
<td>$95,671,090</td>
<td>32%</td>
</tr>
</tbody>
</table>

Figure 6: FY17 Local Return Budget (Source: LA Metro)

The above figures were calculated by comparing the total amounts used to fund transportation services and improvements that benefit older adults and individuals with disabilities by Los Angeles County local jurisdictions compared to the total amount in Local Return funding allocated to those same jurisdictions. Examples of services and improvements that benefit the target population include Dial-A-Ride Service, Bus Pass Subsidy Programs, Senior Shuttles, Taxi Coupon Programs and anything that most likely included an ADA compliance component such as sidewalk improvements or bus stop improvements. It is important to note that each of the measures has a different project eligibility requirements and resulted in different amounts being spent on target population services/improvements across the measures. For instance, Proposition A Local Return funds are eligible for direct transit services only. Proposition C Local
Return funds are eligible for direct and indirect transit services, with pedestrian improvements only eligible in conjunction with a bus stop or active transportation improvement. Both Measure R and Measure M Local Return funds are eligible for both transit and street improvements. At the time this analysis was completed, data was not available for Measure M Local Return expenditures for local jurisdictions.

**Seniors and Persons with Disabilities TAP Card Effective Subsidy:** Figure 7 below presents the annual effective subsidy that Metro provided to Senior and Persons with Disabilities TAP Cards holders for FY2015-FY2018. Metro does not budget for its discounted fares, but it does calculate the total amount discounted through reduced fares.

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>30-Day Pass</td>
<td>$55,582,656</td>
<td>$53,157,504</td>
<td>$47,772,006</td>
<td>$44,772,288</td>
</tr>
<tr>
<td>Day Pass</td>
<td>$1,138,149</td>
<td>$908,654</td>
<td>$720,774</td>
<td>$635,373</td>
</tr>
<tr>
<td>Cash</td>
<td>$9,281,385</td>
<td>$9,280,174</td>
<td>$8,199,218</td>
<td>$10,117,717</td>
</tr>
<tr>
<td>Stored Value</td>
<td>$2,298,179</td>
<td>$2,288,837</td>
<td>$2,804,703</td>
<td>$2,696,277</td>
</tr>
<tr>
<td>Total</td>
<td>$68,300,369</td>
<td>$65,644,506</td>
<td>$59,496,701</td>
<td>$58,221,655</td>
</tr>
</tbody>
</table>

Figure 7: Seniors and Persons with Disabilities Reduced Fare Effective Subsidy

**Senior Riders on Metro:** Metro conducts an annual On-Board Customer Satisfaction Survey to riders on Metro buses and trains to measure general customer satisfaction, and also analyze demographic trends. Between 2009 and 2018 the On-Board Survey has shown a gradual increase of senior riders on the Metro system, consistent with the increased number of seniors as a share of Los Angeles County’s general population.

Figure 8: Senior Riders on LA Metro (Source: LA Metro On-Board Surveys 2009-2018)
Access Services Performance Measures

Access Services (Access) is the LA County transit agency that provides ADA complementary paratransit services on behalf of Metro and 44 other Los Angeles County fixed route operators, as mandated by the ADA. Access’ paratransit service is a next-day shared-ride service and provides curb-to-curb service with additional assistance available to qualified individuals. The following statistics highlight the number of customers who have either taken an Access and/or Metro trip or participated in one of the various programs.

Registered Access Customers: Figure 9 presents the total number of eligible customers since FY 2014. Of this amount, the figure is further broken by the number of customers who are ambulatory or use a mobility device.

![Registered Access Customers Chart]

<table>
<thead>
<tr>
<th></th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Customers</td>
<td>154,112</td>
<td>169,184</td>
<td>175,742</td>
<td>171,275</td>
<td>157,560</td>
</tr>
<tr>
<td>Eligible Ambulatory Customers</td>
<td>131,911</td>
<td>145,827</td>
<td>151,623</td>
<td>147,082</td>
<td>131,868</td>
</tr>
<tr>
<td>Eligible Customers Using Mobility Device</td>
<td>22,201</td>
<td>23,357</td>
<td>24,119</td>
<td>24,193</td>
<td>25,692</td>
</tr>
</tbody>
</table>

Figure 9: Access and/or Metro registered customers FY14-FY18 (Source: Access)
**Total Access Vehicle Trips** – Figure 10 presents the total number of completed trips.

![Total Access Vehicle Trips](image)

**Figure 10: Completed Trips, FY14-FY18 (Source: Access)**

**Total Passenger Trips:** Figure 11 presents the total number of passengers who have boarded an Access vehicle. For example, a vehicle with 3 passengers represents 3 passenger trips.

![Total Passenger Trips](image)

**Figure 11: Total Passenger Trips, FY14-FY18 (Source: Access)**
Access Services’ Free Fare Program: Access established the Free Fare Program to encourage Access customers to use regular, accessible bus or rail service (including Metrolink) when they are able to. The Free Fare Program allows Access customers to ride the bus or rail free of charge. Access reimburses free fare partners for the cost of the trip, typically the cash fare for elderly and/or disabled riders charged by the participating transit agency.

Figure 12 presents the total number of Access customers who used their Access TAP ID card on Access’ Free Fare Program. The Free Fare program was established in 2000 to encourage Access customers, if they are able, to use fixed route service. Access customers are able to board all transit operators including Metrolink for free. Free Fare travel on Metrolink is only valid within L.A. County. Of this amount, the figure is further broken by the number of customers who are ambulatory or use a mobility device.

![Free Fare Customers](image)

<table>
<thead>
<tr>
<th></th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Customers Using Free Fare</td>
<td>99,977</td>
<td>114,562</td>
<td>119,393</td>
<td>115,328</td>
<td>106,584</td>
</tr>
<tr>
<td>Ambulatory Customers Using Free Fare</td>
<td>89,764</td>
<td>103,549</td>
<td>108,633</td>
<td>105,210</td>
<td>96,821</td>
</tr>
<tr>
<td>Eligible Customers Using Free Fare with Mobility Device</td>
<td>10,213</td>
<td>11,013</td>
<td>10,760</td>
<td>10,118</td>
<td>9,763</td>
</tr>
</tbody>
</table>

*Figure 12: Free Fare Program Customers, FY14-FY18 (Source: Access)*
Figure 13 represents the total number of Access free fare tap card usage on Metro buses and trains.

![Access Taps on Metro](chart)

**Access Taps on Metro**

<table>
<thead>
<tr>
<th>Year</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro</td>
<td>27,448,045</td>
<td>31,647,812</td>
<td>29,335,381</td>
<td>28,204,718</td>
<td>26,623,980</td>
</tr>
</tbody>
</table>

*Figure 13: Access Taps on Metro, FY14-FY18 (Source: Access)*

Figure 14 represents the total number of Access free fare tap card usage on other municipal and local transit operators (non-Metro).

![Access Taps on Other Operators](chart)

**Access Taps on Other Operators**

<table>
<thead>
<tr>
<th>Year</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Operators</td>
<td>4,762,610</td>
<td>6,553,156</td>
<td>7,858,058</td>
<td>7,418,171</td>
<td>6,580,407</td>
</tr>
</tbody>
</table>

*Figure 14: Access Taps on Other Operators, FY14-FY18 (Source: Access)*
A Key Performance Indicator (KPI) is one of many tools that Access uses to measure contractors’ performance and to hold them accountable. KPI’s help ensure customers are receiving safe, efficient and quality service. An example of a KPI is on-time performance, excessively late trips, average initial hold time, calls on hold over 5 minutes and preventable collisions per 100,000 miles.

## Access Services FY18 Key Performance Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Standard</th>
<th>Actual Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>≥ 91.0%</td>
<td>92.10%</td>
</tr>
<tr>
<td>Excessively Late Trips</td>
<td>≤ 0.10%</td>
<td>0.07%</td>
</tr>
<tr>
<td>Denials</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Preventable Collision Rate</td>
<td>≤ 0.50 per 100,000 miles</td>
<td>0.68 per 100,000 miles</td>
</tr>
<tr>
<td>Reservation Calls on Hold &gt; 5 Minutes</td>
<td>≤ 5.0%</td>
<td>5.10%</td>
</tr>
<tr>
<td>Average Initial Hold Time</td>
<td>≤ 120 seconds</td>
<td>83 seconds</td>
</tr>
<tr>
<td>Excessively Long Trips</td>
<td>≤ 5.0%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Missed Trips</td>
<td>≤ 0.75%</td>
<td>0.73%</td>
</tr>
<tr>
<td>Complaint Rate</td>
<td>≤ 4.0 per 1,000 trips</td>
<td>3.4 per 1,000 trips</td>
</tr>
<tr>
<td>ETA Calls on Hold &gt; 5 minutes</td>
<td>≤ 10.0%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Preventable Incident Rate</td>
<td>≤ 0.25 per 100,000 miles</td>
<td>0.20 per 100,000 miles</td>
</tr>
<tr>
<td>Miles Between Roadcalls</td>
<td>≥ 25,000</td>
<td>36,222</td>
</tr>
<tr>
<td>On-Time Performance (Access-to-Work)</td>
<td>≥ 94.0%</td>
<td>94.9%</td>
</tr>
</tbody>
</table>

Figure 15: FY18 KPI Statistics (Source: Access)
Key Definitions

On Time Performance (Next-day Trips) – Access has a 20-minute pick-up window. This means that a vehicle is considered “on-time” if it arrives up to 20 minutes after the scheduled pick-up time.

Excessively Late Trips – A vehicle is considered excessively late if it arrives more than 45 minutes outside of the 20-minute pick-up window.

Denials – A trip denial result when a rider’s trip request is not accepted. Examples include (1) a rider requests a next-day trip and the contractor says it cannot provide the trip, (2) a rider requests a next-day trip and the contractor offers a trip that is outside the 1-hour negotiating window (regardless of whether the rider accepts the trip), and (3) a rider requests a round-trip and the contractor offers one leg of the trip that is outside the 1-hour negotiating window resulting in other legs of the trip being cancelled, each portion of the trip is a denial.

Excessively Long Trips – The percentage of trips in which on-board time is 20 minutes or more in length than a comparable fixed route trip.

Missed Trips - The percentage of trips in which one of the following scenarios occur: (1) the vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that he/she no longer wants to take the trip, (2) the vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider, (3) the vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is late, and (4) the vehicle does not arrive at the pickup location.

Preventable Collisions – The ratio of preventable collisions to total miles. Preventable is defined as "could have been reasonably avoided by the driver." Collision is defined as "contact between the Access vehicle and another object."

Reservations Calls on Hold Longer Than 5 Minutes - The percentage of reservation calls that were on hold five minutes or longer before being answered.

Average Initial Hold Time (Reservations) – The average amount of time, in seconds, that reservation calls are on hold before being answered.

Complaint Ratio - The ratio of service-related complaints to completed trips.

Estimated Time of Arrival (ETA) Calls on Hold Longer Than 5 Minutes- The percentage of ETA calls that are on hold five minutes or longer before being answered.

Preventable Incident Rates - The ratio of preventable incidents to total miles. Preventable is defined as "could have been reasonably prevented by the driver." An incident is defined as a non-collision that involves an Access rider in or near an Access vehicle, resulting in an injury, or possible injury.

Miles Between Road Calls - The ratio of miles between mechanical failures of vehicles used during revenue service and requiring mechanical intervention away from the home yard.

On Time Performance (Access to Work Trips) - The percentage of home-to-work trips, under the Access-to-Work program, that are dropped off one minute or more after the scheduled drop-off time, based on geo-validated data.
Acknowledgments

A special thanks to the Metro Board of Directors, and all of the people and partners whose efforts, feedback and support made this report possible, and to those who continue to work on improving transportation for Los Angeles County’s aging and disabled populations. This report was a collaborative effort between Metro, Access Services, and the Aging and Disability Transportation Network. Too many people contributed to the making of this report to name here, but some of the report’s key contributors are listed below.

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