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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% 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.
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>
<thead>
<tr>
<th>Table 2: Los Angeles County Senior Population Special Needs (Source: California Department of Aging)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Population 60+</strong></td>
</tr>
<tr>
<td>1,889,056</td>
</tr>
<tr>
<td>40.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Table 3: Los Angeles County Racial/Ethnic Composition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin</td>
</tr>
<tr>
<td>White</td>
</tr>
<tr>
<td>Black or African American</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
</tr>
<tr>
<td>Asian</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
</tr>
<tr>
<td>Some other race</td>
</tr>
<tr>
<td>Two or more races</td>
</tr>
<tr>
<td>Hispanic or Latino origin (of any race)</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
</tr>
</tbody>
</table>

Source: ACS 2017 Estimates

<table>
<thead>
<tr>
<th>Table 4: Prevalence of Illness in Older Adults (Source: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention Behavioral Risk Factor Surveillance System)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
</tr>
<tr>
<td>White</td>
</tr>
<tr>
<td>Hispanic</td>
</tr>
<tr>
<td>Black/African American</td>
</tr>
<tr>
<td>Asian Pacific Islander</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 Behavioral 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\(^7\). 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\(^8\):

“...research indicates 30% of individuals with disabilities have difficulty accessing transportation\(^9\). In addition, people with disabilities travel less frequently and rely on public transportation more than the general population\(^10\). 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\(^11\). It is estimated that 560,000 people (in the US\(^12\)) do not even leave home as a result of transportation difficulties \(^13\). Adequate accessible public transportation is essential to fully address social and economic disparities that exist among individuals with disabilities\(^14\). By increasing independence, transportation can serve to mediate these inequalities based on impairment and subsequently experienced as disability\(^15\).”

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


\(^12\) 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>Los Angeles County, California</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>

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

Table 5: Meto and Access Services Activity Overview

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’ 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
Appendix A, Section 3 for Supplemental Information, and Appendix B for Statistics related to the Local Return Programs.

**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.

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

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) \( \geq 185,832 \) seniors/persons with disabilities were afforded mobility benefits from FY17 projects.

(b) \( \geq 4,090,289 \) 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></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total Budget</td>
</tr>
<tr>
<td>Prop A</td>
<td>$573,920,729</td>
</tr>
<tr>
<td>Prop C</td>
<td>$1,124,299,445</td>
</tr>
<tr>
<td>Measure R</td>
<td>$294,723,045</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><strong>Total</strong></td>
<td><strong>$68,300,369</strong></td>
<td><strong>$65,644,506</strong></td>
<td><strong>$59,496,701</strong></td>
<td><strong>$58,221,655</strong></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.

![Senior Riders on Metro](image)

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.

<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 Graph]

**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 Graph]

**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.

<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](image)

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](image)

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.

<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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