

2016-2019 COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN FOR LOS ANGELES COUNTY

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The 2016-2019 Coordinated Plan could not have been developed without the thoughtful input of many persons. These included individual consumers and personnel of public transit providers and human service agencies, of private sector and public agency representatives, as well as elected officials. This document is stronger because each of these persons took the time to consider the issues, report their experience and comment through the development and approval process.

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2016-2019 Coordinated Public Transit-Human Services Transportation Plan for Los Angeles County

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2016-2019 Coordinated Public Transit-Human Services Transportation Plan for Los Angeles County

1.0 Objectives

The Los Angeles County Metropolitan Transportation Authority (Metro), per the authority delegated by the Governor of the State of California in April 2014, is the Designated Recipient of federal funds (about \$7 million per year) allocated to three large urbanized areas (UZAs) within Los Angeles County from the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. The California Department of Transportation (Caltrans) is the Designated Recipient of Section 5310 funds apportioned to California for small UZAs and nonurbanized areas (including those in Los Angeles County). The Section 5310 Program was authorized by Congress in 2012 in the Moving Ahead for Progress in the 21st Century Act (MAP-21) and is administered by the Federal Transit Administration (FTA). The goal of the Section 5310 Program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the availability of transportation mobility options. Section 5310 funds are available for capital and operating expenses, including those that exceed the requirements of the Americans with Disabilities Act of 1990 (ADA).

MAP-21 requires that projects selected for Section 5310 funding awards be included in a locally developed, coordinated public transit-human services transportation plan ("Coordinated Plan"). MAP-21 also requires updating an approved Coordinated Plan every four years in air quality nonattainment areas, such as those comprised within Los Angeles County. Due to changes in MAP-21 compared to prior federal authorizing law (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users or SAFETEA-LU) authorized by Congress in 2005, the Coordinated Plan for Los Angeles County that was adopted by the Metro Board of Directors in 2008 ("2008 Coordinated Plan") cannot be used to comply with federal requirements and needs to be updated. The updated Coordinated Plan for Los Angeles County covers the four-year period during 2016-2019 ("2016-2019 Coordinated Plan"). It comprises all urbanized and nonurbanized areas in Los Angeles County (as shown in Exhibit 1) and targets individuals with disabilities, seniors, people with low incomes, and military veterans ("Target Populations").

The 2016-2019 Coordinated Plan will allow:

- Metro to fulfill its responsibilities as the Designated Recipient of federal funds;
- FTA to make grant awards to projects selected for funding by Metro;
- Metro's subgrantees to implement their projects;
- Target Populations to benefit from enhanced mobility;
- Transit and human services agencies to better coordinate transportation services; and
- Stakeholders to pursue other federal, state and local funding sources to address the mobility needs of the Target Populations.

2.0 Background

Metro is unique among the nation's transportation agencies. It serves as transportation planner and coordinator, designer, builder and operator for the country's most populous county. About 10 million people live, work, and play within its 1,433-square-mile service area. It also operates the third largest public transportation system in the United States with over 2,000 peak hour buses and nearly 88 miles of rail service. Per State of California law, Metro is responsible for developing and overseeing transportation plans, policies, funding programs and both short-term and long-range solutions that address the increasing mobility, accessibility and environmental needs of Los Angeles County.

In addition to being the Designated Recipient of Section 5310 funds allocated to large UZAs in Los Angeles County, Metro is also the Designated Recipient of federal funds (about \$10.7 million per year) that were allocated during the period 2006-2012 to two large UZAs within Los Angeles County from FTA's Section 5316 Job Access and Reverse Commute (JARC) Program and FTA's Section 5317 New Freedom Program that were authorized in SAFETEA-LU. As determined by the U.S. 2010 Census: i) large UZAs comprise at least 200,000 people; ii) small UZAs have populations between 50,000 and less than 200,000 people; and iii) nonurbanized areas (all other areas in a state) have less than 50,000 people. The goal of the JARC Program is to improve access to transportation services to employment and job related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities. Similarly, the goal of the New Freedom Program is to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond ADA requirements. MAP-21 repealed the New Freedom Program and merged previously eligible activities into the Section 5310 Program. MAP-21 also repealed the JARC Program and merged previously eligible activities into the Section 5307 Urbanized Area Formula Grant Program and the Section 5311 Formula Grants for Rural Areas Program. Although MAP-21 repealed both the JARC and New Freedom programs, Metro must continue to fulfill its responsibilities as the Designated Recipient of funds allocated to large UZAs within Los Angeles County. This includes awarding any funding balances to projects that are derived from or included in the Coordinated Plan. Detailed information about the JARC and New Freedom programs is included in FTA's Circular 9050.1 and Circular 9045.1, respectively (both published in May 2007). Similarly, guidance for the Section 5310 Program is included in FTA's Circular 9070.1G (published in June 2014).

FTA's guidance for these three programs require that a Coordinated Plan be developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human services providers, and other members of the public (e.g., veterans, persons of low incomes, etc.). FTA maintains flexibility in how projects appear in a Coordinated Plan. Therefore, projects may be identified as strategies, activities, and/or specific projects addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan. MAP-21 also requires, to the maximum extent feasible, that funded services be coordinated with transportation services assisted by other federal departments and agencies.

In November 2014, the Metro Board of Directors approved the process for allocating Section 5310 funds for which Metro is the Designated Recipient, which consists of: i) funding for projects selected competitively (including the application package for the 2015 Solicitation for Proposals); ii) funding for Access Services to support complementary paratransit services required by the ADA; and iii) funding for Metro (5% of total allocations) to support administrative costs (including administration, planning, and technical assistance) to fulfill its responsibilities as the Designated Recipient of Section 5310 funds allocated to large UZAs in Los Angeles County. Due to Metro's status as the Designated Recipient of Section 5310 funds allocated to large urbanized areas within Los Angeles County, the Metro Board of Directors has now the authority to select projects for a funding award from the FTA. The California Transportation Commission (CTC), as recommended by Caltrans, will continue to have the authority to select projects for a funding award in small UZAs and nonurbanized areas following a statewide competitive selection process. As authorized by SAFETEA-LU, Caltrans administered the Section 5310 Program for all areas in the state (large UZAs, small UZAs, and nonurbanized areas). Caltrans followed a competitive process to recommend projects for a funding award to the CTC. The Metro Board of Directors was not involved in the approval process. During the period 2006-2012, only 12% (about \$10.4 million) of the total funding awards approved by the CTC were for projects in Los Angeles County. This funding share represents less than half of Los Angeles County's share of the total population of California, as well as of the number of seniors and persons with disabilities in the state. Per the U.S. 2010 Census, Los Angeles County does not have small UZAs, but it does include nonurbanized areas. The 2016-2019 Coordinated Plan comprises nonurbanized areas in Los Angeles County to allow Metro (as the RTPA for Los Angeles County) to verify and provide a certification to potential applicants submitting funding proposals to Caltrans/CTC that their projects are included in this plan.

Additional funding may become available to Los Angeles County through federal legislation reauthorizing the JARC and/or New Freedom programs or authorizing new programs to address the transportation needs of the Target Populations. It is also anticipated that federal law and FTA guidance applicable to these programs will require that projects selected for funding awards are included in a Coordinated Plan, while maintaining the flexibility in how projects appear (i.e., strategies, activities, and/or specific projects). The 2016-2019 Coordinated Plan will also be used to support the award of about \$5.8 million in JARC funds and about \$0.6 million in New Freedom funds authorized by SAFETEA-LU for eligible projects in Los Angeles County within the Los Angeles-Long Beach-Anaheim UZA.

4.0 Development and Approval Process

The 2016-2019 Coordinated Plan was developed in compliance with federal requirements and consistent with the applicable planning process. It was developed and approved through a process that included participation by seniors, individuals with disabilities, people with low incomes, military veterans, other members of the public, and representatives of public, private, nonprofit transportation and human service providers. After FTA's publication of its final guidance for the Section 5310 Program in June 2014, Metro consulted with agencies represented at the Bus Operations Subcommittee (BOS), Local Transit Systems Subcommittee (LTSS), and Accessibility Advisory Committee (AAC) about:

i) determining which agency has the lead for the outreach and development of the 2016-2019 Coordinated Plan; and ii) specifying the areas to be covered in this plan.

As a result of the inter-agency consultation process, Metro received support to its initiative to be the lead agency responsible for the outreach and development of the 2016-2019 Coordinated Plan. It was also agreed that this plan would cover all areas in Los Angeles County, including nonurbanized areas for which Caltrans is the Designated Recipient of Section 5310 funds apportioned by FTA.

The 2016-2019 Coordinated Plan was developed by Metro with assistance provided by AMMA Transit Planning and its subcontractors, including conducting extensive outreach to comply with FTA requirements and applicable metropolitan and statewide planning public participation and stakeholder consultation provisions. It was developed by taking into consideration relevant planning documents, including: i) Metro's 2009 Long Range Transportation Plan (2009 LRTP) and 2014 Short Range Transportation Plan (2014 SRTP); and ii) the 2012 Regional Transportation Plan/Sustainable Communities Strategy (2012 RTP/SCS) of the Southern California Association of Governments (SCAG), the Metropolitan Planning Organization for the six-county region that includes Los Angeles County. The development of the 2016-2019 Coordinated Plan also considered existing documentation relevant to its Target Populations from Access Services, local governments and nonprofit organizations, as well as from Metro and SCAG.

Several activities were conducted countywide to comply with federal requirements and Metro's public involvement process, as well as to support the analysis. Due to the large geographical area of Los Angeles County, and with the objective to promote the coordination of transportation services to address the mobility needs of the Target Populations, outreach and other activities supporting the analysis were conducted to ensure coverage of the five regions represented by Metro's five Service Councils: San Fernando Valley, San Gabriel Valley, Gateway Cities, South Bay, and Westside/Central. This approach was followed due to the relevance of the objective of the Metro Service Councils (i.e., improve bus service and promote service coordination with municipal and local transit providers) with one of the objectives of the 2016-2019 Coordinated Plan (i.e., improve coordination of transportation services provided by transit and human services agencies). Other areas of Los Angeles County were analyzed at the urbanized/ nonurbanized area level (i.e., Santa Clarita UZA, Lancaster-Palmdale UZA, and nonurbanized areas).

The following is a listing of the main activities that were conducted as part of the development and approval process of the 2016-2019 Coordinated Plan:

- Developed a database consisting of 6,300 unique stakeholder agencies contacts of either physical addresses or email addresses built from email contact lists provided by 211 LA County.
- Organized nine Stakeholder Forums with participation of representatives from 87 agencies and organizations, which were preceded by extensive recruitment that included contacting about 1,800 persons by telephone and email.
- Conducted one-to-one interviews with representatives from six major stakeholders.
- Conducted ten Consumer Focus Group meetings involving 146 consumers who were recruited through agency stakeholders.

- Developed an Agency Survey that was sent electronically and by regular mail to 6,300 agencies to assess the services they currently provide, as well as their client's needs and potential strategies to address such needs, and their priorities for funding and implementation through 2019.
- Conducted a Prioritization Workshop with participation by representatives of 45 agencies, which was preceded by active recruitment to ensure representation of the Target Populations.
- Analyzed population demographics of the Target Populations and developed travel demand projections through 2019.
- Conducted outreach targeted to military veterans through the LA Veterans Collaborative, a presentation to the Los Angeles County Veterans Advisory Commission, and distribution of the Agency Survey through the Los Angeles Chapter of the National Veterans Foundation.
- Reviewed sixteen studies, plans and documents of relevance to the Target Populations.
- Developed a framework of five goals and thirty-eight priority strategies that were prioritized for implementation to address identified mobility needs and gaps for the Target Populations.
- Presented the Draft 2016-2019 Coordinated Plan to Metro's Technical Advisory Committee (TAC), BOS, LTSS, AAC, Service Councils, and at the General Managers meeting.
- Conducted eight public hearings and circulated the Draft 2016-2019 Coordinated Plan for a 30-day public review and comment period, inviting comments to be submitted at the public hearings, through the plan's website, by email, or by regular mail.
- Presented an overview of the Draft 2016-2019 Coordinated Plan at public hearings.
- Published the Notice of Public Hearings for the Draft 2016-2019 Coordinated Plan in two major local newspapers (in English and Spanish).
- Provided the Notice of Public Hearings in English and in Spanish to 156 libraries across Los Angeles County as an additional tool to inform the general public and stakeholders of the availability of the Draft 2016-2019 Coordinated Plan and the opportunity to provide comments.
- Provided a hard copy of the Draft 2016-2019 Coordinated Plan to sixteen major libraries and community-based agencies to make it available to the general public and informed libraries of the possibility to obtain a hard copy of the plan upon request.
- Ensured that all meetings and public hearings were held at facilities that were ADA accessible, in addition to being accessible by transit.
- Provided the opportunity to request accessible formatted copies of the Draft 2016-2019 Coordinated Plan.
- Provided Spanish translation at all ten Consumer Focus Group meetings and all eight public hearings.
- Provided the opportunity for translation to additional languages (other than Spanish) and for special ADA accommodations upon request at least 72 hours in advance of any scheduled meeting or public hearing.
- Addressed public comments received through the public involvement and outreach process, including those submitted during the 30-day public review and comment period.

Exhibit 2 shows the distribution of public involvement and outreach activities conducted throughout Los Angeles County in each one of Metro's Service Council subregions and in the North Los Angeles County Region, which includes the Lancaster-Palmdale and Santa Clarita UZAs and nonurbanized areas.

In culmination of the development and approval process, the 2016-2019 Coordinated Plan was presented for adoption to Metro’s Planning and Programming Committee and to the Metro Board of Directors in July 2015. The Metro Board of Directors that was presented with the 2016-2019 Coordinated Plan for adoption was comprised of: four City of Los Angeles representatives, five Los Angeles County Supervisors, four members representing the other 87 cities in Los Angeles County, and the Director of Caltrans District 7 (non-voting member appointed by the Governor of California).

Exhibit 2: Public Involvement and Outreach Activities



5.0 Elements

In compliance with FTA guidance, the 2016-2019 Coordinated Plan includes the following four elements:

- An assessment of available transportation services that identifies current providers (public, private, and nonprofit) for the Target Populations;
- An assessment of transportation needs for the Target Populations;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve 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.

The development of these four elements was based on: i) the analysis of socio-economic and demographic data, including U.S. Census data and that from local/regional sources; ii) input received through the Agency Survey; iii) input received from agencies that were represented at the Stakeholder Forums and Prioritization Workshop; iv) input received from members of the public who participated at the Consumer Focus Groups; v) input received from agencies and members of the public during the 30-day review and comment period and at public hearings; vi) input from agencies represented at Metro's Service Councils, TAC, BOS, LTSS, AAC, and General Managers meeting; vii) the analysis of transit service data from National Transit Database (NTD) and of data used by FTA in the apportionment formulas for several of its programs (including the Section 5310 Program); viii) the use of 211 LA County's database of human services agencies and transit providers; ix) the use of Access Services' database of service providers that was developed as part of the 2014 Social Services Transportation Inventory and Survey; x) the analysis of Section 5310 projects funded by Caltrans during the period 2006-2012, as well as of JARC and New Freedom projects funded by Metro during the period 2007-2014; and xi) the review of sixteen studies, plans and other documents relevant to the 2016-2019 Coordinated Plan's Target Populations.

5.1 Socio-economic and Demographic Analysis

Los Angeles County is a diverse region that is home to about 10 million people living in 88 incorporated cities as well as the unincorporated areas. It comprises a land area of about 4,058 square miles of which about 35% is urbanized. Per U.S. 2010 Census data (which reported about 9.82 million people living in Los Angeles County in 2010), about 9.72 million people live in the three large UZAs comprised within Los Angeles County, distributed as follows: i) about 9.12 million people live on an area of about 1,227 square miles within the Los Angeles-Long Beach-Anaheim UZA; ii) about 0.34 million people live on an area of about 116 square miles within the Lancaster-Palmdale UZA; iii) about 0.26 million people live on an area of about 77 square miles within the Santa Clarita UZA . The rest of the population of Los Angeles County lives in nonurbanized areas. Nonurbanized (including rural areas) are mainly located in the North Los Angeles County Region surrounding the Lancaster-Palmdale and Santa Clarita UZAs.

The population of Los Angeles County includes significant numbers of individuals that are within the Targeted Populations of the 2016-2019 Coordinated Plan. The analysis of data revealed changes among the Target Populations since the 2008 Coordinated Plan was developed and compared to the U.S. 2000 Census.

The following is a summary of relevant changes in population characteristics in Los Angeles County based on 5-year estimates from the 2009-2013 American Community Survey (also shown in Exhibit 3 and Exhibit 4) compared to data from the U.S. 2000 Census:

- The population increased by about 4%.
- About 3% of children 5-15 years old have a disability.
- About 18% of the population of Los Angeles County lives at or below the federal poverty level.
- Children (0-17 years old) comprise about 24% of the overall population, with one child out of four living at or below the federal poverty level.
- Seniors (65 years of age or older) comprise 11% of the county's population, with 37% having a disability and about 13% living at or below the federal poverty level.
- The number of seniors grew by 20% since the U.S. 2000 Census, but those living at or below of the federal poverty level increased by about 48% during the same period.
- Adults (18-64 years old) represent 65% of the population of Los Angeles County, with about 7% having a disability and about 16% living at or below the federal poverty level. This age cohort increased by 7% since the U.S. 2000 Census.
- Persons with disabilities represent about 9% of the countywide population. Of this total:
 - About 227,435 of adults younger than age 65 have an ambulation difficulty.
 - About 282,452 of adults older than age 65 have an ambulation difficulty.
- There are about 332,000 military veterans in Los Angeles County, of which:
 - 32% are from the Vietnam era (about 106,000 persons).
 - 11% are from the two Gulf wars (about 35,000 persons).

Exhibit 3: Demographic Data for the Target Populations

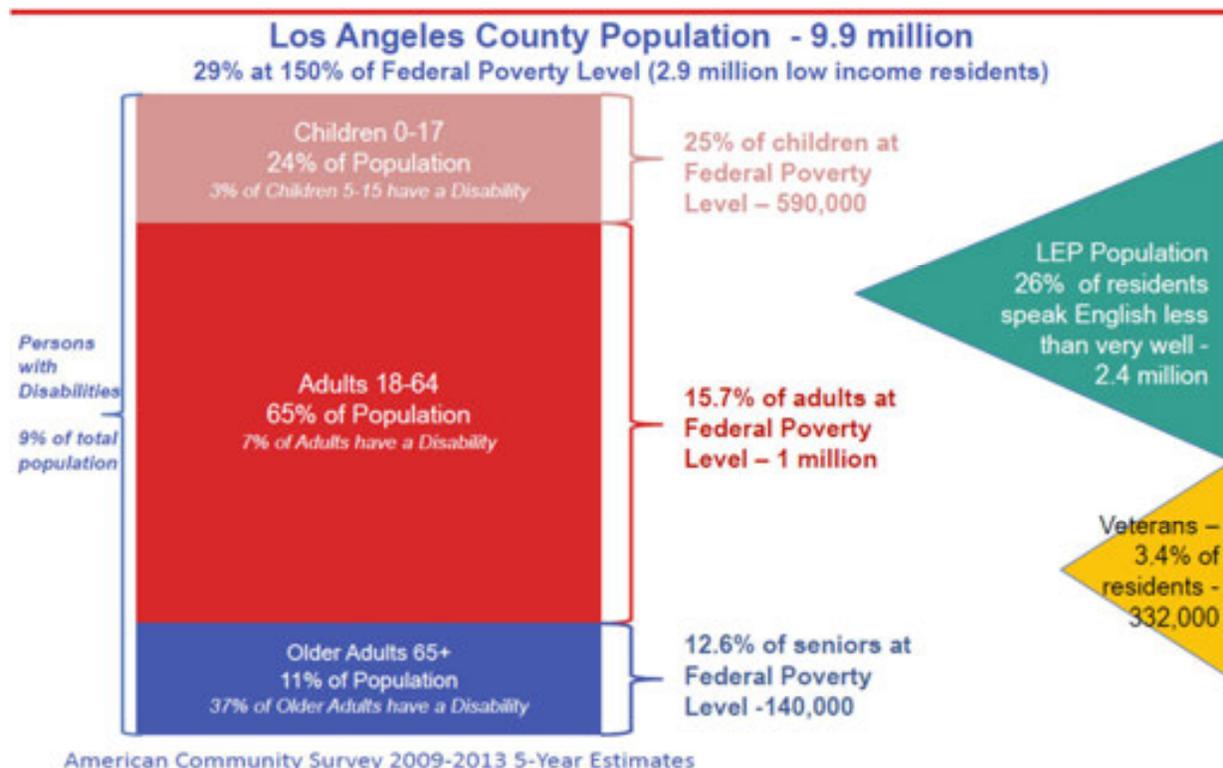


Exhibit 4: Demographic Data Changes for the Target Populations

COORDINATED PLAN TARGET POPULATIONS IN LOS ANGELES COUNTY					
Seniors, Persons with Disabilities, Persons of Low-Income and Veterans					
2000 Census Attribute, Summary File 3 2009-2013 American Community Survey 5-year Estimates	[2000 Census] Los Angeles County People by Category	% of Total County Population	[2013 ACS] Los Angeles County People by Category	% of Total County Population	% Change from 2000 to 2013
TOTAL POPULATION [1]	9,519,338	100%	9,893,481	100%	3.9%
CHILDREN AND YOUTH ages 0 -17	2,659,802	27.9%	2,371,472	24.0%	
Children with a Disability, Ages 5 to 15	n/a		68,712		
% of Children age 17 and under			2.9%		
Children living in poverty age 17 and under			590,526		
% Childring living in poverty age 17 and under			24.9%		
ADULTS 18-64 [2]	5,932,566	62.3%	6,410,987	64.8%	8.1%
Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]	940,899	9.9%	1,007,230	10.2%	7.0%
% of Adults 18-64	15.9%		15.7%		
Disability [4] (non-institutionalized) Ages 16-64 "go-outside-home" disability (2000)	628,422	6.6%			
% of Adults 18-64	10.6%				
Disability [4] (non-institutionalized) Ages 18-64 (2010)			450,160	4.6%	
with a hearing difficulty			79,289	0.8%	
with a vision difficulty			87,864	0.9%	
with a cognitive difficulty			184,431	1.9%	
with an ambulatory difficulty			227,435	2.3%	
with a self-care difficulty			101,568	1.0%	
with an independent living difficulty			172,864	1.7%	
SENIORS [2]	926,970	9.7%	1,111,022	11.2%	19.9%
Seniors, ages 65-74	497,496		600,620		
with % of all seniors	53.7%		54.1%		
Seniors, ages 75-84	323,893		350,713		
with % of all seniors	34.9%		31.6%		
Seniors, ages 85+	105,581		159,689		
with % of all seniors	11.4%		14.4%		
Low Income Seniors, Ages 65+ - 100% Federal Poverty Levels [3]	93,555	1.0%	139,468	1.4%	49.1%
with % of all seniors	10.1%		12.6%		
Disability [4] (non-institutionalized) Ages 65+ "go-outside-home" disability (2000)	212,452	2.2%			
with % of all seniors	22.9%				
Disability [4] (non-institutionalized) Ages 65+ (2010)			413,597	4.2%	
with a hearing difficulty			146,206	1.5%	
with a vision difficulty			81,833	0.8%	
with a cognitive difficulty			130,818	1.3%	
with an ambulatory difficulty			282,452	2.9%	
with a self-care difficulty			139,449	1.4%	
with an independent living difficulty			229,664	2.3%	
VETERANS [5]			331,642	3.4%	n/a
Civilian Population 18 years and over			7,517,783	76.0%	
Veterans Period of Service					
Gulf War (9/2001 or later) veterans			10.5%		
Gulf War (8/1990 to 2001) veterans			12.1%		
Vietname era veterans			31.9%		
Korean War veterans			12.7%		
World War II veterans			11.3%		
Veterans ages 18 to 34 years			31,174	0.3%	
Veterans age 35 to 54 years			69,976	0.7%	
Veterans age 55 to 64			68,318	0.7%	
Veterans age 65 to 74			71,635	0.7%	
Veterans age 75 years and older			90,538	0.9%	
Veteran population unemployment rate			11.7%		
Veteran population poverty status in the past 12 months			7.8%		

[1] Census 2000 Summary File 3, Total Population P001. / B01003 Total Population 2013 American Community Survey 5-year Estimates.
 [2] Extrapolated from Census 2000 Summary File 3, Sex by Age P008 / B01001 Sex by Age, 2013 American Community Survey 5-year Estimates.
 [3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B1701 Poverty Status in the Past 12 Months by Sex by
 [4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with
 disabilities P041 / S1810 Disability Characteristics - 2013 American Community Survey 5-year Estimates.
 [5] Extrapolated from S2101 Veteran Status - 2013 American Community Survey 5-year Estimates.

5.2 Review of Relevant Studies, Plans and Documents

The development of the 2016-2019 Coordinated Plan included a thorough review of sixteen plans, studies, and other documents relevant to the Target Populations. This was done to ensure consistency with planning assumptions, to prioritize potential strategies for funding and implement, and to address identified mobility needs. In addition to Metro's 2009 LRTP and 2014 SRTP, and SCAG's 2012 RTP/SCS, other planning documents of regional scope that were reviewed include: Metro's 2008 Coordinated Plan, First/Last Mile Strategic Plan, Bicycle Transportation Strategic Plan, and Complete Streets Policy. Reports of regional scope were also reviewed, including Metro's 2014 Final Report on Access Services Customer Survey and Metro's Quarterly Wheelchair Accessibility Reports. Overall, these plans and reports document mobility needs and emphasize the importance of public transportation (including ADA complementary paratransit service provided by Access Services) to address these needs by proposing strategies and projects for funding and implementation, while also taking into consideration funding availability and uncertainties.

While fixed route bus and rail transit are options for some individuals in the Target Populations, paratransit services and those provided through the operation of alternatives to public transportation address the mobility needs of those who require more specialized transportation services. Human service organizations and institutions of higher education document the need for specialized transportation services in their studies. Studies that were reviewed include the Los Angeles County Area Agency on Aging Area Plan Update and the City of Los Angeles Department of Aging 4-Year Area Plan on Aging, as well as the Door Assistance Transportation Needs Assessment that was prepared by the County of Los Angeles Community and Senior Services (CSS). All three studies identified the need for door-assistance transportation for frail seniors and the need to better address the challenges seniors face in accessing information needed to use transit and specialized transportation services. Studies conducted by some cities also document these needs. The review of The State of the American Veteran study that was prepared by the University of Southern California (USC) School of Social Work provided valuable information on the transportation needs of military veterans. The USC study found clear differences between the reported needs of military veterans who served before or after September 2001, but identified transportation as an essential service to both groups to access health and other services, as well as work and job-related opportunities.

6.0 Assessment of Available Transportation Services

This first element of the 2016-2019 Coordinated Plan was developed through the analysis of the most recent public transit data reported in the NTD (for FY2013 due to a two-year lag for publishing the data). As the NTD only requires mandatory reporting from recipients or beneficiaries of FTA's Section 5307 and Section 5311 funds, information obtained through the Agency Survey was also used to document trips provided by human service agencies. The analysis revealed that a diverse network of public transit and human transportation services that benefits the Target Populations exists within Los Angeles County. About 621 million passenger trips are provided each year within Los Angeles County on a wide array of public transit and specialized transportation services. This total excludes trips provided by taxi and Transportation Network Companies (TNCs), such as Uber and Lyft.

In aggregate, these services represent the wealth of transportation resources available to Los Angeles County residents, commuters, and visitors. Exhibit 5 details the annual passenger trips in Los Angeles County summarized by mode: rail, fixed route bus, paratransit demand response services, and specialized transportation provided by human service agencies. Combined, these services result in about 63 passenger trips per year for each resident of Los Angeles County using public transit and transportation services provided by human service agencies.

Exhibit 5: Los Angeles County Annual Transit Trips Provided by Mode

LOS ANGELES COUNTY PUBLIC and SPECIALIZED TRANSPORTATION						
National Transit Database Reporting, FY 2013						
*2016-2019 Coordinated Plan Agency Survey						
MODES	Operator Totals		Mode Level Totals			
	Passenger Trips	Vehicles in Max. Service	Passenger Trips	% of Total	Vehicles in Max. Service	% of Total
RAIL	126,613,414	excluded	126,613,414	20.4%	excluded	n/a
Metrolink (Heavy Rail)	13,444,752					
Metro Rail (Heavy Rail - Purple/Red Lines)	49,516,465					
Metro Rail (Light Rail - Blue/Green/Gold/Expo)	63,652,197					
BUS - Core Regional Network	375,995,480	2,267	486,646,259	78.4%	3,233	67%
Metro (Bus)	350,385,593	1,860				
Metro (Bus Rapid Transit)	9,118,437	32				
Commuter Bus	2,432,521	109				
Foothill Transit	14,058,929	266				
BUS - Inter-Community and Community Service	110,650,779	966				
Municipal/City (Bus) 13 cities	99,730,950	782				
Small operators (Bus) - 32 of 48 city programs	10,919,829	184				
PARATRANSIT - Regional Demand Response Services	3,481,204	674	5,727,107	0.9%	1,228	25%
Access Services	3,481,204	674				
PARATRANSIT - Municipal Demand Response Service	2,245,903	554				
Demand Response	813,453	277				
Small Operators DR (Dial-A-Ride)	1,432,450	277				
TOTAL ALL NTD REPORTED PUBLIC TRANSIT			618,986,780	99.7%	4,461	92%
* Coordinated Plan Agency Survey - Human Services	1,678,596	374	1,678,596	0.3%	374	8%
Contracted Services	1,226,232					
Directly Operated	428,928					
Volunteer Provided	23,436					
TOTAL ALL LOS ANGELES COUNTY TRANSPORTATION DOCUMENTED			620,665,376	100%	4,835	100%

*Human service totals exclude survey reported trips and vehicles from city operated services and school districts to avoid double counting.

Of the total of about 621 million annual passenger trips reported in Exhibit 5:

- Rail trips accounted for about 20.4%.
- Fixed route bus trips represented 78.4%, including ridership on Metro Bus, Metro Bus Rapid Transit and Commuter Bus, Foothill Transit, and large and small municipal fixed route bus operators.
- Paratransit trips accounted for about 0.9%, including about 3.5 million passenger trips provided by Access Services and about 2.2 million passenger trips provided by municipal Dial-A-Ride systems.

- Specialized trips through human service agencies transportation programs represent about 0.3%, and are mainly trips that are difficult to serve with either fixed route or traditional paratransit service.

Among the 4,835 transit vehicles (other than rail) documented, about 67% are fixed route buses operated by public transit providers (including Metro), about 25% are paratransit vehicles operated by public transit providers, and almost 8% are owned by human service agencies.

An inventory of public transit and human services transportation providers was prepared for the 2016-2019 Coordinated Plan. This inventory (included in the 2016-2019 Coordinated Plan Technical Document) details the transportation services offered by each regional transportation provider, municipal transit operators, and human service agencies. Responses from the Agency Survey supplement the inventory by providing details about the service provided by 102 agencies that reported having a transportation function (out of 224 agencies that completed the survey, other than Metro). The transportation services that were reported are provided by different types of agencies, including: i) public agencies that only provide public transit (34%); ii) other public agencies (16%); iii) non-profit organizations (36%); iv) faith-based non-profit organizations (5%); v) for-profit transportation contractors (2%); and vi) other for-profit organizations (7%). Combined, these agencies reported about 14.7 million annual passenger trips. Of this total, about 12% are trips provided by human services agencies that provide transportation services to one or more groups of the Target Populations (excluding trips reported by school districts and municipalities). About 39% of all the trips are provided through a contractor compared to 30% directly provided by the agency. The number of trips completed through volunteer transportation services (e.g., mileage reimbursement/ volunteer driver programs, etc.) represents only 7% of the total. Regarding their service areas, about 25% of all agencies reported providing service countywide compared to 75% providing service in a locally defined service area (either within a city, groups of cities or a particular region).

Agency Survey respondents reported the use of 4,382 vehicles and almost 4,000 drivers to provide transportation services. Overall, about 53% of the vehicles that were reported are ramp or lift equipped, and therefore, are wheelchair accessible. Of these totals, 374 vehicles and 936 drivers were reported by human service agencies, including 178 volunteer drivers who were reported by six agencies (about 5% of all drivers reported). The comparatively small number of volunteer drivers and the number of trips they provide is noteworthy, as the role of this type of service is gaining importance as an alternative to public transportation to meet the travel needs of the Target Populations.

Funding plays an important role in the availability and operation of transportation services, particularly for specialized transportation services, and has an impact on the assessment of transportation needs. Survey respondents (other than Metro) reported spending about \$158 million in 2014 on transportation. Expenditures reported by human service agencies represent about 15% of this total. A variety of funding sources were used to pay for these transportation costs, distributed as follows: federal (20%), state (30%), local (27%), and donations and fares (23%).

Specialized transportation services within Los Angeles County are supported by a variety of funding sources and programs, including: i) FTA's JARC, New Freedom, and Section 5310 funds; ii) voter-

approved countywide sales tax increases dedicated to transportation (Proposition A, Proposition C, and Measure R); and iii) subsidy programs funded by Metro and other transit agencies, as well as by human service agencies.

FTA's JARC, New Freedom, and Section 5310 funds have helped agencies across Los Angeles County to address the hard-to-meet transportation needs among the Target Populations of the 2016-2019 Coordinated Plan, including public agencies, cities and non-profit human and social services agencies. Metro funded 79 projects using about \$66.2 million in JARC and New Freedom funds authorized by SAFETEA-LU during the seven-year period during FFY2006-FFY2012. This includes the procurement of 117 vehicles to expand the services available to persons with disabilities beyond those required by the ADA and improve the accessibility of persons of low income seeking access to jobs and job-related opportunities. The projects that Metro funded, some of which are still providing transportation services to the Target Populations, included capital and operating assistance for eligible activities, such as: i) mobility management; ii) travel training; iii) volunteer driver programs; iv) procurement of replacement vehicles; v) procurement of vehicles for service expansion; vi) bus route extension and service expansion, including evening service; vii) door-through-door, door-to-door, and travel voucher programs; viii) mobility hubs and other first mile- last mile improvements ; ix) Dial-A-Ride and rideshare programs; and x) trip brokerage, referral services, and development of information portals. During the same period, Caltrans funded the procurement of 233 vehicles in Los Angeles County with about \$10.4 million in Section 5310 funds to meet the special needs of seniors and individuals with disabilities where public transportation is insufficient, inappropriate, or unavailable.

Other major non-federal sources of funding used to support specialized transportation in Los Angeles County include the following:

- Metro's spends approximately \$10.5 million per year to subsidize transit fares for disadvantaged populations through three programs: Support for Homeless On Re-entry (SHORE) Program, Rider Relief Transportation Program and Immediate Needs Transportation Program.
- Access Services annual budget for FY2016 is approximately \$167.4 million to provide ADA complementary services throughout Los Angeles County. This budget includes \$84.2 million in Proposition C funds in addition to \$62.0 million in Federal Highway Administration Surface Transportation Program funds that are flexed as FTA Section 5310 funds. An additional \$2.0 million in Proposition C is allocated directly to Metrolink's commuter rail service for the Access Free Fare Program.
- Voter-approved countywide sales tax increases: 25% of the Proposition A tax revenues, 20% of the Proposition C tax revenues, and 15% of Measure R 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 and related transportation infrastructure. A combined total of about \$445 million was allocated by Metro for FY2016.
- The Proposition A Incentive Program earmarks 5 percent of the 40 percent Proposition A Discretionary funds to promote projects that encourage the development of an integrated public transportation system that addresses the varied transportation needs of Los Angeles County residents. This includes subregional paratransit, eligible fixed-route services, locally funded

community based transportation services and other specialized transportation services. About \$14.7 million was allocated in FY2016 by Metro to 67 subregional and other local transit operators according to defined funding priorities.

- Some human service agencies, such as the County of Los Angeles Department of Public Social Services, use non-transit funding to subsidize transit fare media for their clients.
- For-profit businesses use funds from private sources to offer escorted transportation and other services relevant to consumers with specialized transportation needs.

7.0 Assessment of Transportation Needs

This second element of the 2016-2019 Coordinated Plan was developed through the analysis of 224 fully completed Agency Surveys that were returned by organizations representing all groups of the Target Populations and all regions of Los Angeles County. The assessment was supported by the input received from members of the Target Populations who participated at the ten Consumer Focus Groups, a well from agencies participating at the nine Stakeholder forums that were organized countywide. Key findings include the following:

- ***Los Angeles County residents enjoy a wealth of public transportation option.*** Consumers demonstrated a heavy reliance on both the local and regional transit services among the Target Populations. Agency survey respondents also indicated that their clients use a wide variety of transportation services ranging from fixed route to specialized services such as escorted door-through-door transportation.
- ***The North County communities have additional transit needs.*** Residents in the Santa Clarita Valley and Antelope Valley areas have additional transit needs that are not fully met by local transportation services. In addition, consumers and stakeholders strongly expressed the need for increased connectivity to the San Fernando Valley and other activity centers in Los Angeles County. Stakeholders and consumers in the North County area were particularly eager to talk about service gaps and needs, as they perceive an “invisible wall” separating the North County area from the rest of Los Angeles County.
- ***Specific mobility challenges exist in using the established transportation network effectively.*** Although it is very clear that Metro, other regional transportation providers and the various jurisdictions in Los Angeles County have worked hard to put a robust network of transit and paratransit services into place, there are still transportation needs to be addressed, including:
 - ***Connectivity:*** The most commonly heard concerns related to the need for improved connectivity among the various transit services.
 - ***Information:*** Closely related to the issue of connectivity is the question of how to navigate the multiple transportation options and how to know what is available for a given trip or set of circumstances. Human service agencies emphasize this need. Although 90% of the agencies responding to the Agency Survey report that they provide some type of transportation information assistance to clients, there is need for improvement. Overall, there is a need to improve existing information portals to provide a better tool to

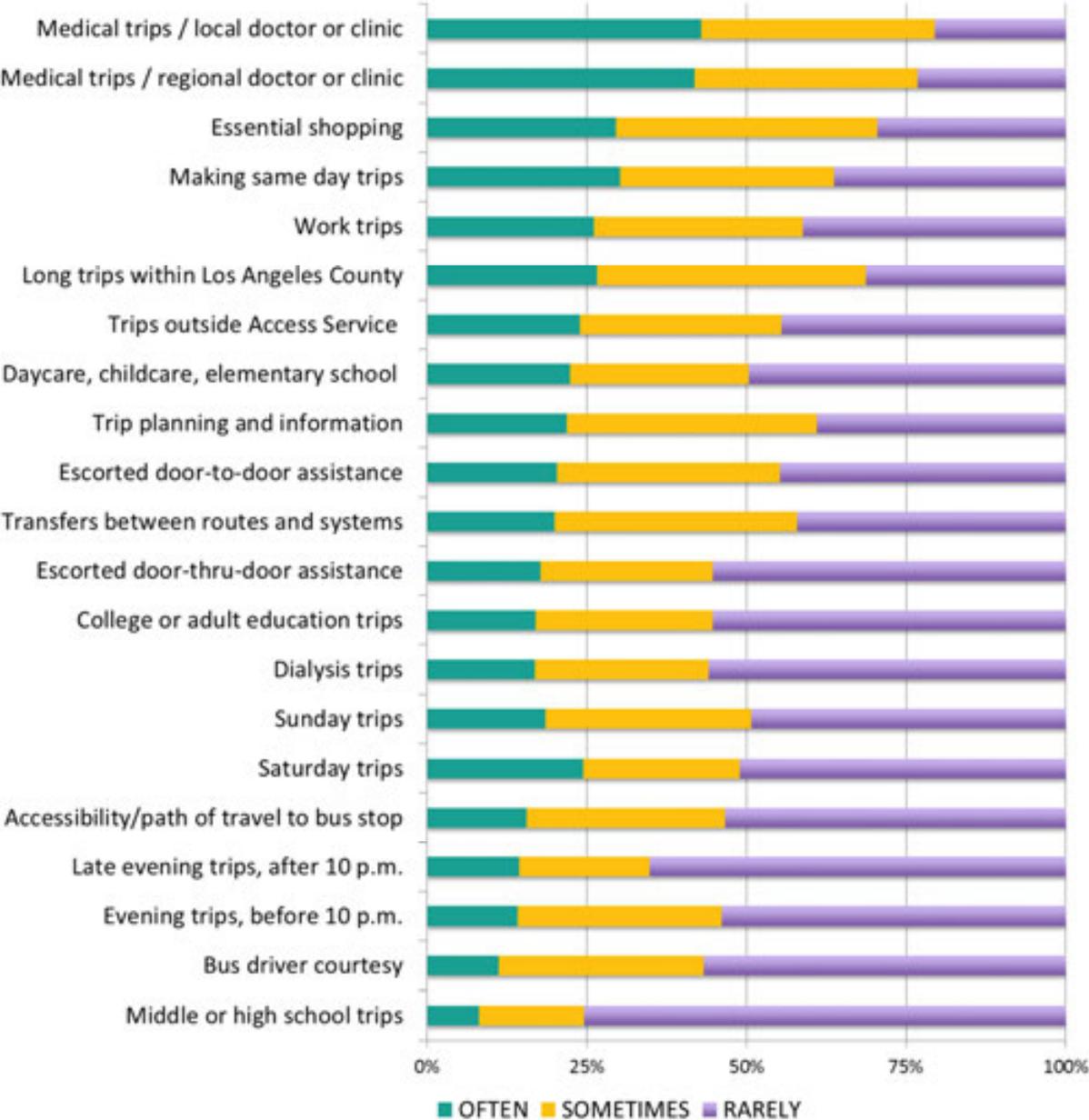
consumers to plan their trips from origin to destination that incorporates transportation services provided by both public transit agencies and human service agencies.

- **Travel Training**: For many individuals new to public transportation, more than just information is needed. They need to learn to use the transit network, with consideration given to their individual abilities and circumstances. The need for travel training has now evolved to include the large number of seniors who are no longer able to drive, as well as persons with disabilities who want to enjoy more freedom of travel by not depending on complementary ADA transportation.
- **Mobility Management**: Although senior centers and many human services systems have some knowledge of Los Angeles County's myriad of transportation services, need was expressed for greater institutional knowledge of where and how to access available services and transportation programs and for improving coordination among public transportation and other transportation service providers.
- **Affordability**: For very low income populations, affordability is an additional challenge to access transportation services. This was the most frequently cited "barrier" to accessing transportation in the Agency Survey responses. When possible, consumers make decisions about which transportation services to use based on their out-of-pocket costs and select the option with the lowest cost/fare. Both the outreach efforts and the Agency Survey demonstrated a wide variety of programs which have been put in place by Metro, other transit agencies, cities and human service agencies to provide subsidized or free transit fare media to consumers.
- **Aging Fleet**: Agencies are operating vehicles well beyond their useful lifespans due to inadequate funding to procure replacement vehicles. The total of 350 vehicles that were funded by Metro and Caltrans using JARC, New Freedom, and Section 5310 funds during the seven-year period FF2006-FFY2012 contrasts markedly with the nearly 1,000 vehicles that were reported through the Agency Survey as needing replacement (about 22% of the total number of vehicles reported). This underscores the importance of identifying additional or expanded funding sources to support vehicle replacement, as well as operations, for specialized transportation programs.
- ***Changes in demographics are increasing the challenges of providing needed transportation.***
 - **Aging Population**: As the population continues to age and more people age-in-place, there is an increasing need for door-to-door, door-through-door and escorted trips. Persons with disabilities and seniors who are very frail or have dementia require higher levels of service than can be provided by either fixed route or traditional paratransit services. A significant number of Agency Survey respondents either provide or subsidize escorts or travel aides.
 - **Language**: With over 120 languages spoken in Los Angeles County, the Target Populations comprise persons from diverse language groups who need to access transportation services. This need presents a special communications challenge to transportation providers, both public transit and human service agencies.

- **Difficulty in accessing medical trips:** More than three quarters of Agency Survey respondents report medical trips as often or sometimes difficult for their clients to make. Other areas of difficulty which were reported as “often” or “sometimes” difficult by 55% to 70% of agency respondents include essential shopping trips, same day trips (without prior day reservation), long trips, and work trips.

Exhibit 6 presents the ratings of agency responses about how often their clients communicate difficulty with transportation needs by trip purpose.

Exhibit 6: Consumer Reported Difficulty with Transportation Needs



- **Challenges in meeting operational needs within their communities.** The following are some of these challenges, as expressed by agency representatives who participated at the Stakeholder Forums or completed the Agency Survey:
 - Demand for transportation service is outstripping supply: This is evidenced by fixed routes that are overcrowded and Dial-A-Ride services that are fully booked days in advance.
 - Medical trips are increasingly regional: This is mainly due to changes in health insurance and provider networks that require long distance travel to reach medical facilities or specialists within and outside Los Angeles County. The Agency Survey ranked “difficulty with making medical trips” as the greatest transportation need communicated by consumers.
 - Demand for transportation does not adhere to city boundaries: In addition to better accessibility to medical trips, members of the Target Populations want to travel beyond their city boundaries to shop or do business at locations. These destinations may be close to the consumers spatially, but because they are located in another jurisdiction, they are not eligible to obtain Dial-A-Ride or other paratransit services or those provided through alternatives to public transportation (such as volunteer driver programs).
 - Demand for same-day demand response services is growing: Although this applies to most trip purposes, the need to address medical trips is growing at a faster rate than other trips.
 - Los Angeles County's 24/7 economy: Economic activity is driving the desire for transportation services, public transportation in particular, later at night and on weekends. This is particularly true in areas with lower transit service levels, such as the Antelope Valley and the Santa Clarita Valley.
 - Increasing number of persons travelling with mobility devices: This trend, including larger mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, creates operating challenges. Not only it reduces the seating capacity of vehicles, but it also results in fixed route operators not being able to stop for passengers with mobility devices due to the lack of additional designated spaces to accommodate such devices.
- **Seniors are using a diversity of transportation services to meet their needs.** The desire for improved mobility is evident from their use of multiple transportation services for different trip purposes, even on a single day, as described by many Consumer Focus Group participants. Staff at human service agencies throughout Los Angeles County, particularly at senior centers, is playing an important role in connecting seniors with appropriate transportation services. However, more needs to be done to improve trip brokerage, referrals, and coordination.
- **Persons with disabilities also are using a mix of services.** The following is a listing of some of the main transportation services used to meet their travel needs in the most convenient and affordable manner.
 - Taxi services and the emerging transportation network companies: They play an important role in augmenting local and regional paratransit services, particularly for same day travel.

- ADA complementary transportation service: Consumers acknowledge the important and difficult role that Access Services plays in Los Angeles County by serving thousands of trip origins and destinations over a huge geographic area. However, users would like to see continued attention to service quality.
- New programs: A number of initiatives are being implemented to enhance service and customer satisfaction. For example, Access Services is currently implementing the “Beyond the Curb Transportation Program” (as opposed to curb-to-curb service) and allowing on-line reservations. Fixed route transit operators are also allowing Access Services’ clients to use their service without paying a fare, which is an enormous benefit to persons with disabilities (especially those living on limited disability incomes) and provides a strong incentive for individuals to use fixed route services whenever viable.
- Dial-A-Ride service: This type of transportation service also plays an important role in meeting the travel demand of persons with disabilities and reduces the demand for trips provided by Access Services. Because Dial-A-Ride fares are generally lower than those charged by Access Services, persons with disabilities are more likely to use this type of service for trips within their local communities, while relying on Access Service when necessary for longer trips.
- ***Military veterans’ access to quality health care and adequate housing***. This is an issue of major concern for many military veterans, including adequate access to mental health support. Although many of them use the public transit network to meet these needs, there is need for transportation service improvements that address their specific needs, including better access to jobs and job related opportunities.
- ***Importance of station and stop facilities***. The need for improving station and stop transportation amenities was communicated strongly by those members among the Target Populations who are striving to use fixed route and rail services. Amenities at transit and paratransit stops and stations increase the attractiveness of the transportation services provided and improve perceptions about safety and comfort from using such services.
- ***Better options for inter-county paratransit trips***. These are desired among highly active consumers who have learned to use the transportation network to travel effectively throughout Los Angeles County, including to/from the Santa Clarita and Lancaster-Palmdale UZAs. The most frequent destinations for trips outside Los Angeles County are in Orange and San Bernardino counties.
- ***Roadblocks to further coordination***. Several were identified, including the following:
 - Funding restrictions;
 - Capacity constraints;
 - Residency requirements for local Dial-A-Ride systems;
 - Quality concerns regarding taxi providers;
 - The increasing difficulty of recruiting volunteer drivers;
 - Agency jurisdiction issues related to service area boundaries, place of residence, and transporting consumers of other transit or human service agencies.

8.0 Strategies to Address Identified Gaps

For the third element of the 2016-2019 Coordinated Plan, a set of thirty-eight strategies (shown in Exhibit 7) were developed to address the needs and gaps of the Target Populations that were previously identified. These strategies are the core of the 2016-2019 Coordinated Plan. Each strategy is clearly illustrated by making reference to several eligible projects and activities. As applicable, strategies are also identified as being regional or subregional. These strategies are organized around five main goals aimed enhance the mobility of the Target Populations:

- ▶ **Goal 1- Fund Mobility Options:** Sustain, fund and continue to expand the rich array of public, human services and private transportation available in Los Angeles County.
- ▶ **Goal 2- Address Mobility Gaps:** Improve coordination of transportation services provided by public transit operators, human service agencies, and private sources to address identified mobility gaps.
- ▶ **Goal 3 – Provide Support Services:** Provide necessary support services to enable better accessibility to transportation services by seniors, disability, low-income and military veteran populations.
- ▶ **Goal 4 – Promote and Improve Information Portals:** Promote, improve and expand multi-lingual information portals on mobility options.
- ▶ **Goal 5 – Enhance Accountable Performance Monitoring Systems:** Build upon customer feedback and accountable performance monitoring systems to ensure that responsive, high quality service is maintained.

9.0 Priorities for Implementation

For the fourth and last element of the 2016-2019 Coordinated Plan, a three-step prioritization process was used to prioritize the strategies that were identified for implementation. Forty-five agency representatives who attended the Prioritization Workshop rated the thirty-eight strategies that were identified based on perceived importance to their clients' needs. The priority ratings were further adjusted based on the results of the qualitative and quantitative analysis and the findings from the outreach activities that were performed. Finally, an assessment of each strategy's impact on the overall mobility of the Target Populations of the 2016-2019 Coordinated Plan was made. As the result of this process, three levels of priority were established:

Priority 1 – Critical, immediate priority

Priority 2 – Important, medium-term priority

Priority 3 – Important, long-term priority

Exhibit 7 presents the five goals, thirty-eight strategies and priority ratings. Projects and activities to be implemented with federal Section 5310 funds must address one or more of these strategies to be eligible for funding. The Metro Board of Directors, as well as FTA, and other federal, state, regional or local agencies may have a similar requirement for other funding programs.

Exhibit 7: Prioritization of Strategies for Implementation by Goal

GOAL	STRATEGY	PRIORITY
GOAL 1 FUND MOBILITY OPTIONS		
Sustain, fund and continue to expand the rich array of public, human services and private transportation service available in Los Angeles County.		
REGIONAL STRATEGIES		
1.1	<u>Strategy:</u> Fund regional services of Metro, Foothill Transit and municipal operators, as well as Access Services, vanpool, and other travel assistance services, while addressing recommendations included in SCAG’s Regional Transportation Plan/ Sustainable Communities Strategy (RTP/SCS) and Metro’s Short Range Transportation Plan (SRTP) and Long Range Transportation Plan (LRTP) to support regional trip making and address capacity and service level issues.	1
1.2	<u>Strategy:</u> Fund projects and activities that address high priorities identified in the 2016-2019 Coordinated Plan to enhance the mobility of seniors, persons with disabilities, persons of low income and veterans, including through dedicated funding from potential voter approved countywide sales tax measures.	1
1.3	<u>Strategy:</u> Develop profiles of best practices for improving mobility options for the Target Populations of the 2016-2019 Coordinated Plan to increase adoption by interested agencies and programs.	2
1.4	<u>Strategy:</u> Broaden cost-effective mobility choices that support achieving goals included in applicable regional plans, including SCAG’s RTP/SCS and Metro’s SRTP and LRTP.	1
SUBREGIONAL STRATEGIES		
1.5	<u>Strategy:</u> Improve bus service within/between the Santa Clarita Valley and the Antelope Valley and to provide better connections to the San Fernando Valley and the rest of Los Angeles County.	1
1.6	<u>Strategy:</u> Develop first and last mile access improvements to Metro’s expanding light rail network, including bicycle and transit connections to Metro rail stations.	2
1.7	<u>Strategy:</u> Fund city-based and other local short range transit plans and service-level improvements to address capacity and service level issues.	1
1.8	<u>Strategy:</u> Upgrade human service agency vehicle fleets to become accessible by persons with disabilities and encourage private sector taxi companies and Transportation Network Companies, such as Uber and Lyft, to operate accessible vehicles.	2
1.9	<u>Strategy:</u> Institute vehicle replacement for human service agencies to serve the Target Populations.	2
1.10	<u>Strategy:</u> Institute vehicle replacement for public transportation agencies to serve the Target Populations.	2
1.11	<u>Strategy:</u> Institute vehicle expansion for human service agencies to serve the Target Populations.	1
1.12	<u>Strategy:</u> Institute vehicle expansion for public transportation agencies to serve the Target Populations.	2

GOAL	STRATEGY	PRIORITY
Goal 2 Address Mobility Needs		
Improve coordination between public transportation and human service organizations to address identified mobility gaps.		
REGIONAL STRATEGIES		
2.1	<u>Strategy:</u> Improve county-to-county paratransit trips through best practice solutions and formalized inter-agency agreements.	3
2.2	<u>Strategy:</u> Expand incentive programs to encourage subregional coordination of specialized transportation services and promote mobility management strategies to connect riders with local and subregional transportation options.	1
SUBREGIONAL STRATEGIES		
2.3	<u>Strategy:</u> Provide same-day transportation for critical transportation needs of the Target Populations, such as for medical care, job interviews, training and education.	1
2.4	<u>Strategy:</u> Address connectivity, including transfer and fare issues, to improve the customer experience with trips involving multiple operators.	2
2.5	<u>Strategy:</u> Improve first and last mile bus access connections within local communities, including sidewalks, and enhance safety of transit users who are also pedestrians or bicyclists.	1
2.6	<u>Strategy:</u> Provide enhanced incentives and support collaborative partnerships to better address the need for medical trips and other hard-to meet trip purposes.	1
2.7	<u>Strategy:</u> Increase span of service on weekdays and weekends on public transportation services, recognizing riders' needs for evening community college classes, retail work shifts and others.	2
2.8	<u>Strategy:</u> Fill mobility gaps for low-income job seekers to assist transition to stable employment.	2
Goal 3 Provide Support Services		
Provide necessary support services to enable access to public and human service transportation services by seniors, persons with disabilities, persons of low-income and the veteran population.		
3.1	<u>Strategy:</u> Increase resources for travel training programs, and related rider campaigns, to encourage use of fixed route transportation by seniors and persons with disabilities when feasible.	1
3.2	<u>Strategy:</u> Develop, fund and support additional volunteer driver/mileage reimbursement programs for difficult-to-serve trips for seniors and persons with disabilities, replicating mileage reimbursement models already successful with these populations.	1
3.3	<u>Strategy:</u> Broaden availability of best practice solutions for door-to-door and door-through-door transportation for persons who are frail or isolated and/or need additional assistance at the trip origin or destination.	2
3.4	<u>Strategy:</u> Develop bus stop, path-of-access and other pedestrian or bicycle improvement projects.	2
3.5	<u>Strategy:</u> Incorporate lower-cost ridesharing options including Transportation Network Companies (such as Uber and Lyft) into subsidy and voucher based programs that benefit users and support other activities that promote cost-efficient, cost-effective, coordinated transportation.	2
3.6	<u>Strategy:</u> Support and broaden means-based fare discounts to very low income populations to enhance their accessibility and use of public transportation services.	2

GOAL	STRATEGY	PRIORITY
Goal 4 Promote and Improve Information Portals		
Promote, improve and expand multi-cultural information portals and mobility management tools to increase mobility options.		
REGIONAL STRATEGIES		
4.1	<u>Strategy:</u> Enhance trip planning to incorporate transportation services offered by public transit agencies, human service agencies, and private sources to provide current and specific origin and destination trip plans, providing current and updated information to the Target Populations and other users. This includes establishing an easily accessible multi-modal “find-a-ride” function and maintaining it with up-to-date information.	1
4.2	<u>Strategy:</u> Increase the effectiveness in use of social media to promote mobility options to the Target Populations.	3
SUBREGIONAL STRATEGIES		
4.3	<u>Strategy:</u> Support local and regional public transportation services by providing real-time transit information.	2
4.4	<u>Strategy:</u> Provide route/schedule information, including bus stop identification information at the bus stop, including for low-frequency routes.	3
4.5	<u>Strategy:</u> Ensure that transit information is available in multiple languages and formats due to the diverse populations of Los Angeles County, including via call centers, to address the transportation needs of members of the Target Populations who may not be proficient in English.	3
4.6	<u>Strategy:</u> Develop mobility management functions at subregional major transit centers and other locations.	3
4.7	<u>Strategy:</u> Promote agency-based mobility management functions to assist seniors and other members of the Target Populations connect with available transit and other transportation options, as well as to establish agency-level knowledge of local and regional transportation and effective specialized transportation programs.	1
Goal 5 Enhance Accountable Performance Monitoring Systems		
Enhance customer feedback and accountable performance monitoring systems to ensure that high quality is maintained.		
5.1	<u>Strategy:</u> Expand annual passenger satisfaction surveys to include all publicly funded transportation services.	2
5.2	<u>Strategy:</u> Ensure continued attention to the quality of the ride for specialized transportation users.	2
5.3	<u>Strategy:</u> Adopt standard complaint resolution policies that are also applicable to municipal transit and Dial-A-Ride services, as well as to human service agencies that provide transportation services.	3
5.4	<u>Strategy:</u> Establish a performance measurement monitoring and reporting program for specialized transportation projects based on agency-established performance goals that also includes a customer satisfaction component and provides technical support to encourage the funding and implementation of projects that best address the transportation needs of the Target Populations.	3
5.5	<u>Strategy:</u> Develop connectivity performance standards among all service modes.	2

10. Moving Forward

The 2016-2019 Coordinated Plan has described the mobility needs and challenges of Los Angeles County's seniors, persons with disabilities, persons of low income and military veterans. It has also provided strategies for how these can be addressed. It has also documented the considerable investment in transportation which has been made within Los Angeles County and its significant benefits to address some of the mobility needs of the Target Populations.

Addressing the remaining mobility gaps and needs of the Target Populations will require maintaining the breadth of existing transportation options that are already in place and expanding these to accommodate demographic and other changes. It will also require supporting non-traditional modes that provide transportation alternatives to the Target Populations of the 2016-2019 Coordinated Plan and encouraging innovation and pilot efforts to meet some hard-to-serve trip needs. Finally, it will require more collaboration and coordination among the different transportation service providers. It will also require coordination with agencies that fund, but which do not necessarily operate the services.

Whether it involves addressing the needs of a senior who had to give up her driver's license last week or a military veteran who is not yet employed and does not own or have access to a car, a key factor in the success of the 2016-2019 Coordinated Plan is connecting individuals with the appropriate transportation option. The thirty-eight strategies that are identified and prioritized in the 2016-2019 Coordinated Plan will assist in achieving this objective and enhancing the overall mobility of members of the Target Populations. In addition to more funding dedicated for transportation to address identified needs of the Target Populations, also critical to the achievement of the goals of the 2016-2019 Coordinated Plan is to establish and maintain up-to-date information for a multi-modal "find-a-ride" function that reflects the full breadth of available transportation services provided by public transit operators, human service agencies, and the private sector.

The 2016-2019 Coordinated Plan was developed and approved through an extensive process that included participation by seniors, individuals with disabilities, representatives of public, private and nonprofit transportation and human services providers, and other members of the public. It allows Metro to fulfill its responsibilities as the Designated Recipient of federal JARC, New Freedom, and Section 5310 funds. Metro can also certify that projects selected for a funding award from the federal JARC, New Freedom, and Section 5310 programs (or from any other federal, state, or local funding program with the same or similar requirement) are included in the 2016-2019 Coordinated Plan, and therefore, are eligible for a grant award by the Federal Transit Administration (or other by other funding agencies, as applicable).

Metro, as the Designated Recipient of federal JARC, New Freedom, and Section 5310 funds in urbanized areas of Los Angeles County, will conduct competitive solicitations for proposals to select projects for funding. Metro will also allocate Section 5310 funds to Access Services to support complementary paratransit services required by the Americans with Disabilities Act of 1990. Metro will also prepare and submit grant applications to the Federal Transit Administration on behalf of all agencies approved by the Metro Board of Directors to receive a Section 5310 funding award, and as applicable, on behalf of agencies selected to receive a funding award from the JARC, New Freedom, or other federal programs.