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

Metro TAC Presentation
Coordinated Plan Purposes

- Requirement of Federal Transit Administration
- Guides utilization of FTA Section 5310 - *Enhanced Mobility of Seniors and Individuals with Disabilities*
  - $6.9 million annually for three Los Angeles County urbanized areas
- Plan identifies and prioritizes mobility strategies for target groups:
  - Older adults
  - Persons with disabilities
  - Low-income persons
  - Veterans
- Metro is the Designated Recipient of Section 5310 funds, allocating funds:
  - to Access Services
  - to other eligible agencies following a competitive selection process.
Outreach to Community

- Countywide individualized outreach to stakeholders
  - 1,800 contacts to recruit participation
  - Nine stakeholder forums/follow-up interviews – 87 stakeholders
  - Ten consumer focus groups – 146 participants

- Agency survey (N=224)
  - 4,500 piece physical mailing; 4,800 email list
  - 2-1-1 current agency email list
  - Compilation of multiple agency and organization listings

- Prioritization Workshop (40+ Stakeholders)

- Public Presentations
  - Multiple Metro Committees and Subcommittees; Metro Service Councils
  - 8 Public Hearings Countywide
Los Angeles County Population - 9.9 million
29% at 150% of Federal Poverty Level (2.9 million low income residents)

- Adults 18-64
  - 65% of Population
  - 7% of Adults have a Disability
  - 15.7% of adults at Federal Poverty Level – 1 million

- Older Adults 65+
  - 11% of Population
  - 37% of Older Adults have a Disability
  - 12.6% of seniors at Federal Poverty Level -140,000

- Children 0-17
  - 24% of Population
  - 3% of Children 5-15 have a Disability
  - 25% of children at Federal Poverty Level – 590,000

- LEP Population
  - 26% of residents speak English less than very well - 2.4 million

- Veterans
  - 3.4% of residents - 332,000

American Community Survey 2009-2013 5-Year Estimates
DRAFT GOALS
To Address Mobility Gap, Capacity, and Information Issues

Goal 1: Fund Mobility Options
Sustain, fund, and continue to expand the rich array of public, human services and private transportation services available in Los Angeles County.

Goal 2: Address Mobility Gaps
Improve coordination between public transportation and human services transportation to address identified mobility gaps.

Goal 3: Provide Support Services
Provide necessary support services to enable access to public and human service transportation services by older adult, disability, low income and veteran populations.

Goal 4: Promote & 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 system to ensure that responsive, high quality service is maintained.
Existing Transit Network Offers a Wealth of Options
**Trips per Capita for LA County**

**Rail & Transit Trips Reported (NTD, 2013)**

- High volume of trips, almost 619 million
- Fixed route bus trips predominate - 487 million
- Paratransit trips - 5.7 million
  - 1% of transit trips
  - 28% of vehicles

<table>
<thead>
<tr>
<th>Total Transit Trips (all modes)</th>
<th>LA County Population</th>
<th>Trips per Capita</th>
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<tbody>
<tr>
<td>618,986,780</td>
<td>9,893,481</td>
<td>62.6</td>
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<table>
<thead>
<tr>
<th>Mode</th>
<th>Trips</th>
<th>Vehicles</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Rail</td>
<td>126,613,414</td>
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<tr>
<td>Fixed Route Bus</td>
<td>486,646,259</td>
<td>3233</td>
<td>72%</td>
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<tr>
<td>Paratransit/Demand Response</td>
<td>5,727,107</td>
<td>1228</td>
<td>28%</td>
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</tbody>
</table>

*NTD reporters only a subset of providers; no human service agency trips*
Extensive Use of Existing Network

- Target groups report heavy reliance on local and regional transit services, often using a mix of services.
- Most are able to get where they need to go.
  - Sometimes with difficulty or excessive travel time
  - Notable exceptions in North LA County
- Transportation providers face various challenges in meeting growing demand.
  - Connectivity of diverse service
  - Demand is outstripping supply
  - Wheelchair capacity of vehicles
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

12 Strategies: 4 Regional; 8 Subregional
Mobility Needs and Gaps

- Many gaps have been filled by Prop A & C funded services.
- Medical trips are increasingly regional.
- Demand does not adhere to city boundaries:
  - Services often limited to city limits.
  - Trips limited to residents only.
- Growing demand for same-day services.
- Desire for more late night and weekend services to accommodate 24/7 economy and jobs.
Goal 2: Address Mobility Needs

Improve coordination between public transportation and human service transportation to address identified mobility gaps.

8 Strategies: 2 Regional; 6 Subregional
Challenges Faced by Target Populations

- Growing demand for door-to-door and door-thru-door transportation due to aging-in-place of older adults:
  - Volunteer Driver Programs
  - Taxi Vouchers
  - Escorted Paratransit
  - Access Beyond the Curb Plan

- Increasing need for travel training, particularly for older adults.

- Affordability is an issue for very low income populations – multiple programs in place to address
Goal 3: Provide Support Services

Provide necessary support services to enable access to public and human service transportation services by senior, disability, low income and veteran populations.

5 Strategies
Navigating the System

- Fixed route trip planning
  - Multi-system trips well served by Google Transit
  - Real time information highly desired by younger riders
  - Demand for print and phone info persists among older riders

- No well-known and utilized source for complete public & human services transportation information/trip planning
  - Go511 provides list of public transit by city
  - 211 Resources more inclusive - human service transportation
  - Neither supports origin-to-destination trip planning

- Language diversity is an information challenge

- Human Service agencies play a key role in providing information to clients (90%)
Goal 4: Promote and Improve Information Portals

Promote, improve and expand multi-lingual information portals on mobility options.

7 Strategies: 2 Regional; 5 Subregional
Metro uses *customer satisfaction surveys* and *wheelchair accessibility reports* to evaluate fixed route service quality.

Access meets critical needs; there is an appreciation of its difficult challenge. However, a desire for improved service.

Access is implementing a number of programs to improve customer satisfaction and mobility:

- Beyond the Curb Service
- Pilot on-line and smartphone trip reservation apps
- Operational Reviews of Operations, Customer Service and Eligibility Determination Programs to improve customer experience

Importance of outcomes reporting for Section 5310 grantees.
Goal 5: Enhance Accountable Performance Monitoring Systems

Enhance customer feedback and accountable performance monitoring systems to ensure that responsive, high quality service is maintained.

5 Strategies
About Strategy Prioritization

- Priority rankings built from:
  - Prioritization Workshop
  - Agency Survey Findings
  - Consumer Focus Group Findings
  - Relative Impact on Mobility Needs

- 38 Strategies:
  - 13 – 1st ranked priority strategies
  - 16 – 2nd ranked priority strategies
  - 9 – 3rd ranked priority strategies

- Also priority grows from “interested, and able” champions

www.TransportationCoordination.org/LA
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