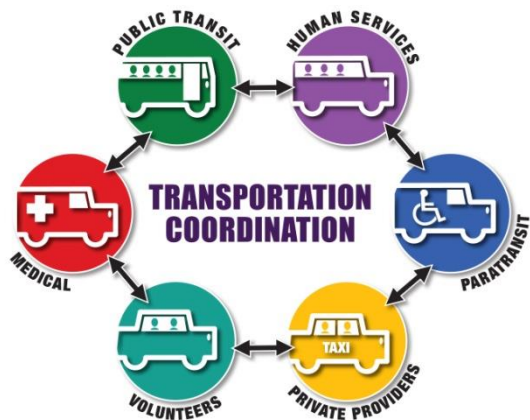




MetroTM



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



Metro TAC Presentation

Coordinated Plan Purposes

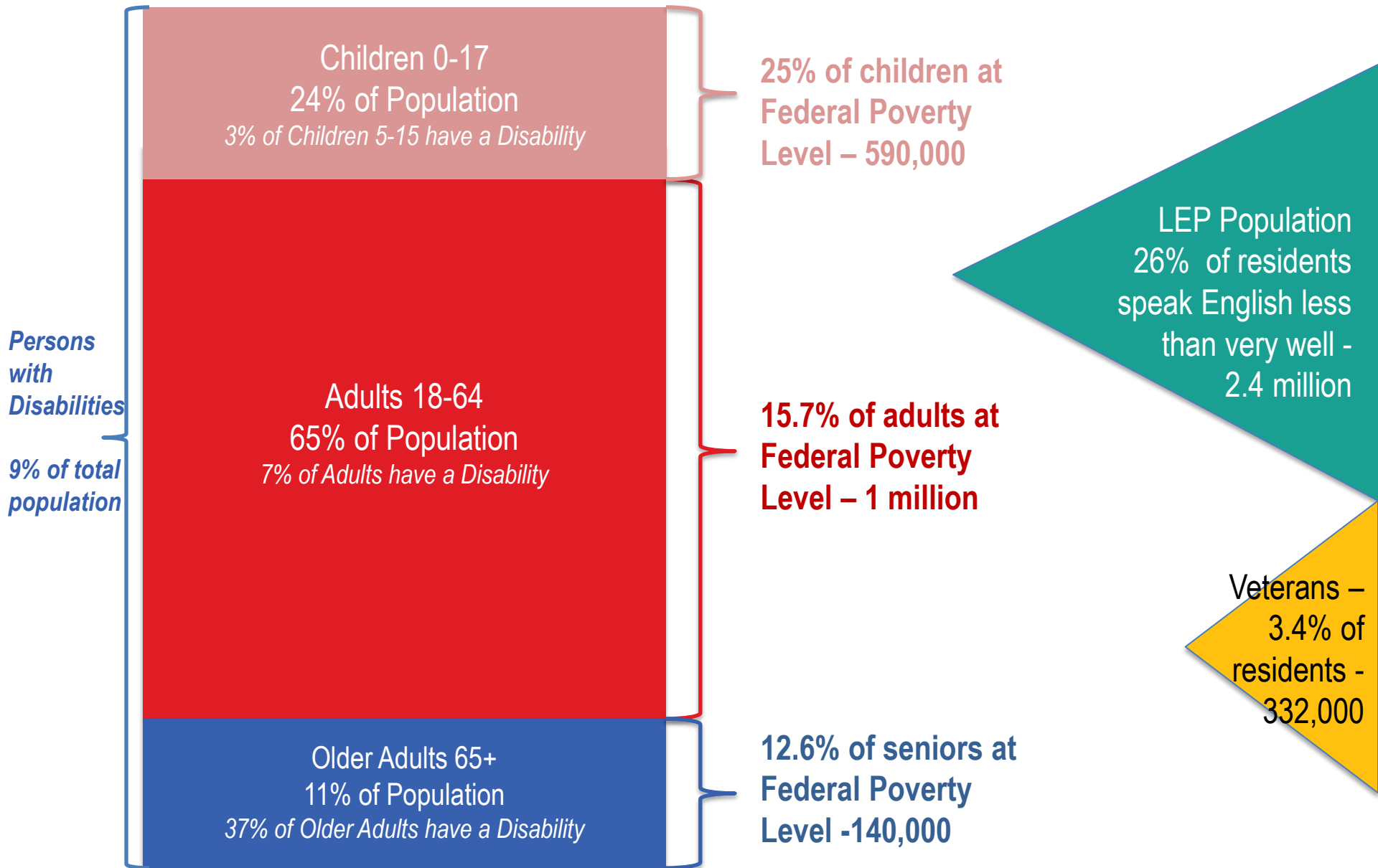
- Requirement of Federal Transit Administration
- Guides utilization of FTA Section 5310 - *Enhanced Mobility of Seniors and Individuals with Disabilities*
 - \$6.9 million annually for three Los Angeles County urbanized areas
- Plan identifies and prioritizes mobility strategies for target groups:
 - 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)



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

Total Transit Trips (all modes)	LA County Population	Trips per Capita
618,986,780	9,893,481	62.6

Mode	Trips		Vehicles	
Rail	126,613,414			
Fixed Route Bus	486,646,259	99%	3233	72%
Paratransit/Demand Response	5,727,107	1%	1228	28%

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

Customer Satisfaction & Accountability

- 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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