

# access

## Accessibility of a System

Los Angeles County

# Working With Your Bus System

- The Los Angeles County Metropolitan Transportation Authority (LACMTA) currently has 16,000+ bus stops.
- 45 other fixed-route providers within Los Angeles County utilized another 10,000 bus stops.

# Obstacles To Riding Fixed Route?

- Mitigating obstacles that riders may encounter while riding fixed route service
  - A 24 hours a day / 7 days a week disability hotline
  - Access back-up service
  - The LACMTA Bus Stop Accessibility Study is proposed to provide a comprehensive and detailed assessment of Los Angeles County's bus stops.

# Disability Hotline

- Passengers with disabilities who have a travel emergency related to LACMTA, or other fixed route operators in the county, are encouraged to call the Disability Hotline (800-621-7828) 24 hours a day / 7 days a week.
- The service is designed primarily to address accessibility issues that arise outside of transit stations, after a fixed route vehicle has departed, or where the rider cannot reach a fixed route stop or station.

# Access Back-Up Service

- In a situation where a bus stop, rail station, or path of travel is not accessible, Access responds in real-time via a request from the transit agency to transport a rider to their destination.
- Typically the vehicle arrives within 45 minutes of Access receiving the call and takes the rider directly to their destination.
- Riders who use wheelchairs or mobility aids and wish to travel to or from the identified inaccessible locations will be granted Access Temporary Restricted eligibility for those trips.

# LACMTA Bus Stop Accessibility Study

- Los Angeles County has an estimated 26,527 bus stops that need to be catalogued.
- Developing a comprehensive database of accessible and inaccessible bus stops.
- LACMTA Stops & Zones will review and collaborate with the appropriate city to make necessary repairs so that the stop is ADA accessible.

# LACMTA Bus Stop Accessibility Study

- Local sales tax revenues from Proposition A and Proposition C are provided to each city in Los Angeles County that can be used for bus stop improvements.
- Inaccessible bus stops not retrofitted will be evaluated and possibly removed from service to increase the accessibility of the overall system.

# Is This A New Direction?

**RTD**

**Richard T. Powers**  
Acting General Manager

July 16, 1981

Mr. Donald R. Howery  
General Manager  
Department of Transportation  
City Hall, Room 1200  
200 North Spring Street  
Los Angeles, Ca. 90012

Dear Mr. Howery:

On September 13, 1981, the Southern California Rapid Transit District will implement Phase I of the Accessible Bus Program with the new General Motors RTS II bus. This bus can accommodate two wheelchairs via a rear door lift mechanism.

The SCRTD has developed certain criteria for identifying those bus stops at which accessible service can be safely and easily provided. Phase I service will be provided on Lines 1, 2, 4, 10, 47, 49, 434, 602, 604, 605 within your City. We have completed a survey of the bus stops within your jurisdiction using these criteria and have found that all stops with the exception of those on the attached list, meet the criteria for accessibility.



# Eligibility Certification Process

## Full Functional Evaluation

- Travel independently
- To/From On/Off Bus
- Recognize Landmarks
- Understand Instructions

## ADA Eligibility Categories

- Unrestricted
- Restricted (Trip-by-Trip)
- Temporary
- “Not Eligible”



# Paratransit Eligibility Determination

In addition to functional ability, consideration given to:

- Transit system accessibility
- Architectural barriers
- Environmental conditions

# Some Types of Restricted Eligibility

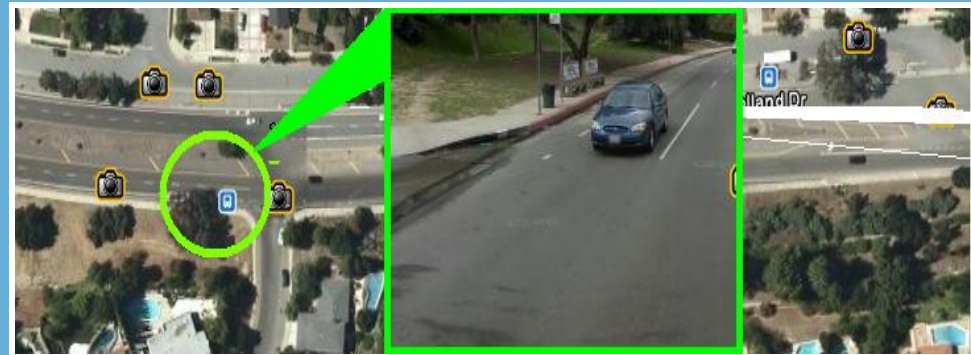
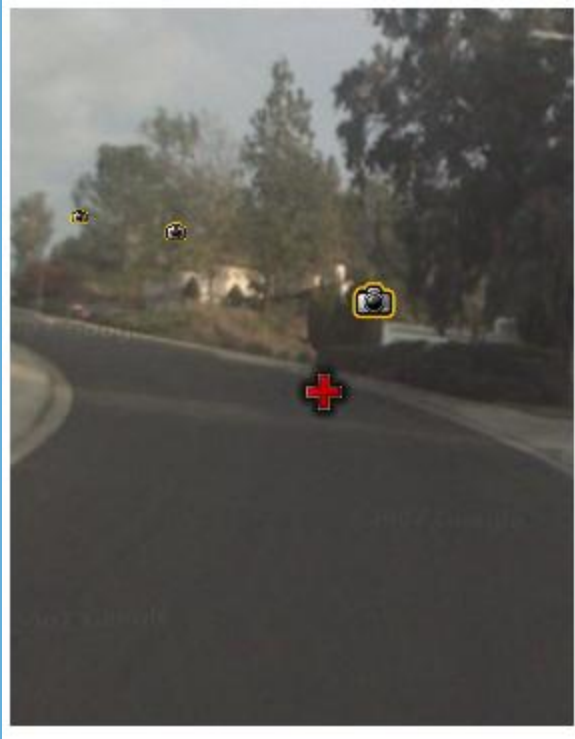
- Day or night restrictions
- Hills
- Home to / from specific address
- To/from dialysis or chemo therapy
- $\frac{1}{4}$ ,  $\frac{1}{2}$ ,  $\frac{3}{4}$  mile – pickup or drop off point within “x” miles of bus stop
- Power wheelchair or scooter

# Monitoring Restricted Eligibility

- Performed on the back end
- Six step process used
- Various tools employed
  - Google Earth (ATBOS)
  - MTA Planner
  - Location Evaluations

# ATBOS- GOOGLE EARTH

RESOURCE TO AUDIT ENVIRONMENTAL RESTRICTIONS  
HILLS, CURB CUTS, AND DISTANCE



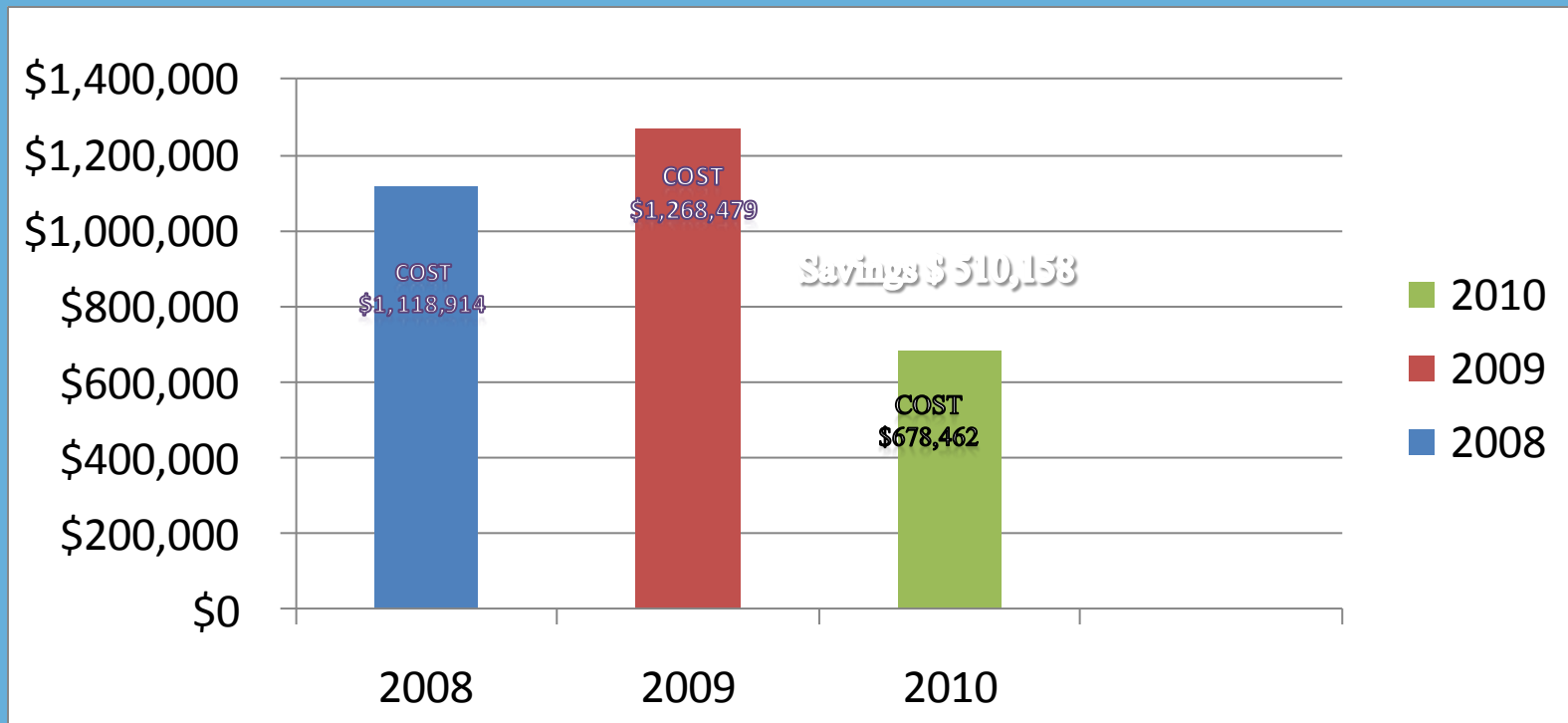
# Trips Audited Findings – FY 09/10

- Number of trips audited – 22,034
- Number of trips within restrictions – 16,082
- Numbers of trips outside of restrictions – 5,288
- Undetermined trips - 659
- Number of warning letters issued – 3,428
- Number of suspensions letters issued - 128
- Suspensions overturned - 21

# Audit Comparisons

<b>FY 08/09</b>	<b>FY 09/10</b>
TRIPS AUDITED = 9,757	TRIPS AUDITED = 22,034
VALID RESTRICTED TRIPS = 6,317	VALID RESTRICTED TRIPS = 16,082
INVALID RESTRICTED TRIPS = 3,239	INVALID RESTRICTED TRIPS = 5,288
WARNING LETTERS SENT = 1,353	WARNING LETTERS SENT = 3,428
SUSPENSION LETTER SENT = 83	SUSPENSION LETTERS SENT = 128
ELIGIBILITY AUDITOR = 1	ELIGIBILITY AUDITOR = 2

# Restricted Trips Outside Qualifiers





# Travel Training Program

- Access consultants, R & D, have trained a total of 538 riders since July 2008.
- R & D selects the candidates as they go through our eligibility process.
- We also refer candidates to R & D who express interest in the program.
- Each training program is tailored to the needs and abilities of individual candidates.
- For data follow-up, R & D contacts graduates after 1 month and then 2 months post-training.

# Travel Training Program

- 296 of those riders report using fixed-route after 2 months, implying that it has become a “habit” that will likely continue.
- On average, these 296 riders report taking 6 trips per week on fixed-route.
- Assuming this usage continues for a year, these riders can expect to take 92,352 trips on fixed-route.
- If these trips were taken on paratransit, it would cost the region an additional \$2.7 million assuming a cost of \$30 per trip.

# Free Fare Program

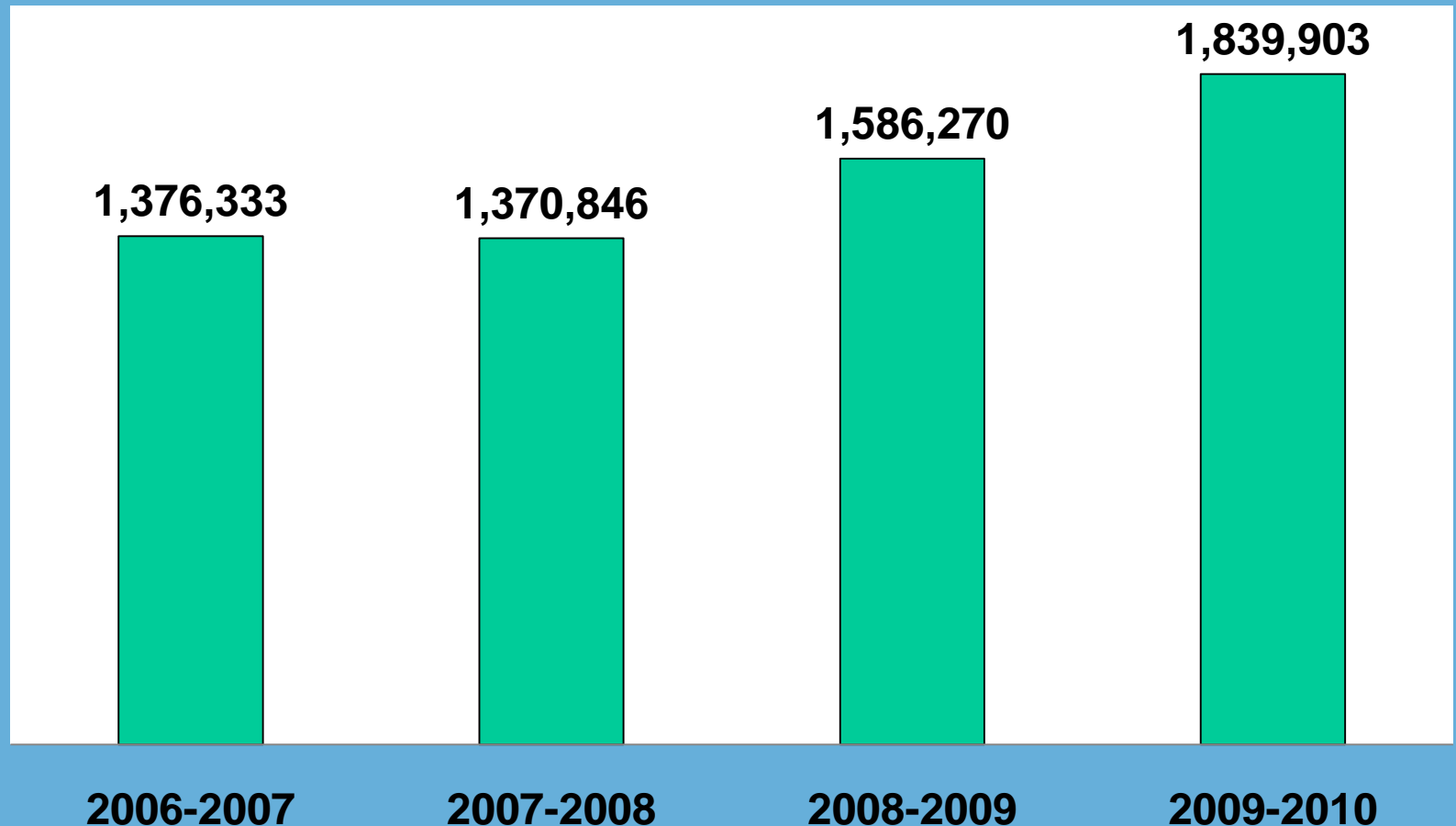
- Access Services Free Fare Program began in FY 2001- 2002 with approximately 732 passengers reported. By the end of FY 2009-2010 there were approximately 1.8 million reported.

# Free Fare Program

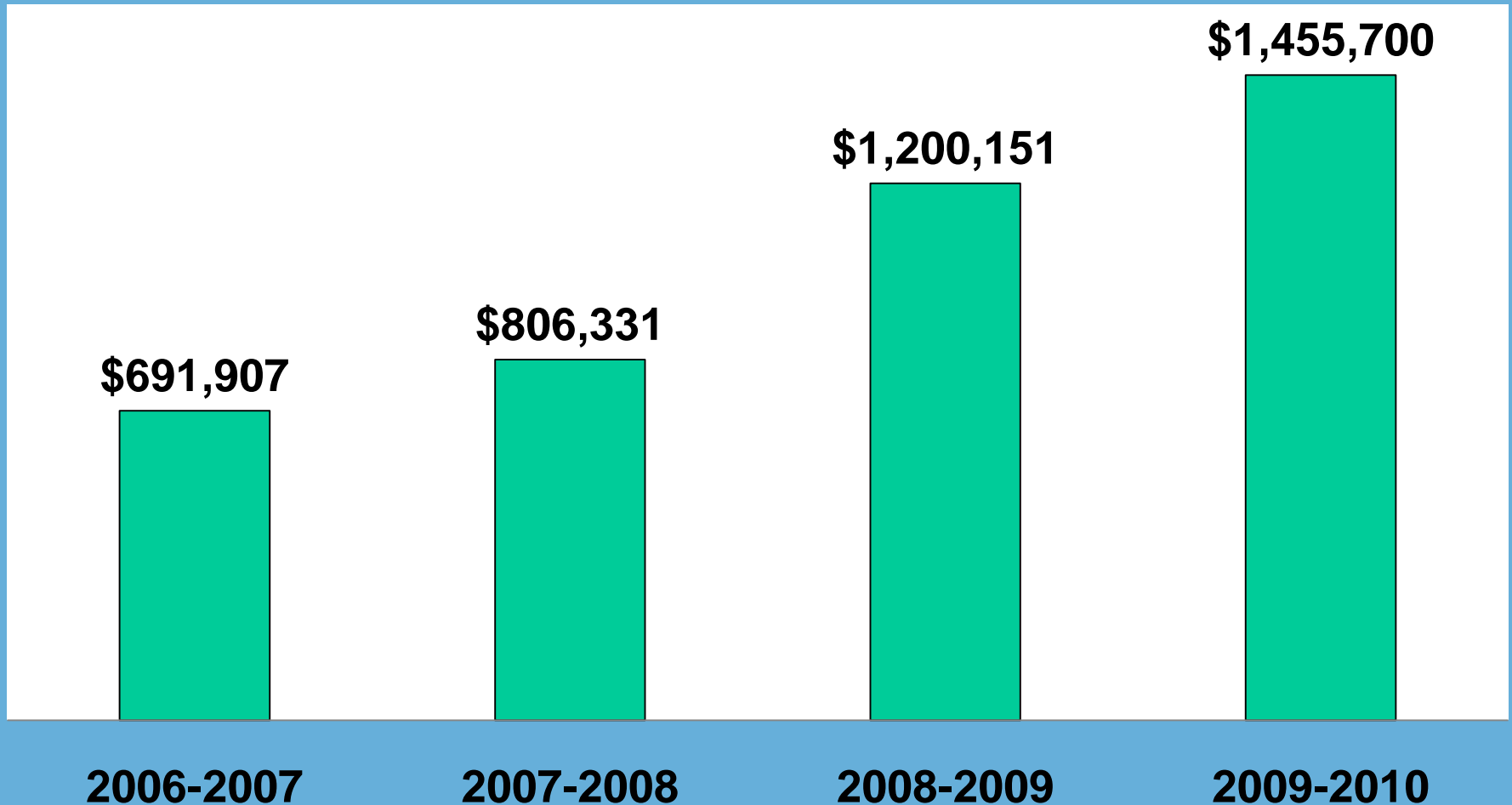
Antelope Valley Transit  
Beach Cities  
Culver City  
El Monte  
Foothill Transit  
LADOT Dash and  
Commuter Express  
Montebello Bus Lines  
Metrolink  
Norwalk  
Pasadena ARTS  
Santa Monica Big Blue Bus  
Torrance Transit

Carson Transit  
Claremont Village Trolley  
DowneyLink  
Glendale Beeline  
Huntington Park  
Monterey Park  
LACMTA  
Palos Verdes Peninsula  
Transit  
Santa Clarita Transit  
West Hollywood Transit

# PAX Shifted from Paratransit to Free Fare Program Year by Year Comparison



# Fixed Route Operator Charges to Access Services



# Savings to the Region

