



Parents with Disabilities Update

Transportation Professionals
Advisory Committee
December 9, 2021



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Program Elements

Parents with Disabilities – Program Elements

- Available in all Access regions (6)
- Parents and legal guardians are eligible
- On-time school drop-offs and pick-ups
- Two options: stay aboard vehicle, or exit and get picked up by another expedited vehicle
- Trips are for school / school-related activities
- Reduced fare trips: \$2.00
- Same Day Options (4 per month)

Program Promotion

- Access hold message 2019 & 2020
- Over 130 Access customers called
- Total of 89 parents/guardians sent applications
- Program designed for 56 initial customers. Customers per region based on region population
- As of December 31 customers eligible for PWD
- Starting October, Access expanded promotion to partner committees/commissions
- PWD info added to website
- Access is still accepting applications

Rider feedback

PWD riders from different regions were called and provided feedback.

- Are you happy with the service?
- Did the service meet your expectations?
- Has the service been timely?
 - Riders reported they are very happy with the service. The average score was 5 for all three questions.
- Comments included “drivers have been excellent and very professional” and this program “saved my life.”

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Eligible Riders

- Southern: 17 riders
- Northern: 11 riders
- Eastern: 1 rider
- West Central: 2 riders
- Antelope Valley: 0 riders
- Santa Clarita: 0 riders

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Ridership

2,198 trips completed since start of program on 8/16/21:

- Southern Region: 1,184 trips
- Northern: 760 trips
- Eastern: 227 trips
- West Central: 27 trips
- Antelope Valley: 0 trips
- Santa Clarita: 0 trips

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Conclusions and Next Steps

- PWD has improved accessibility in Los Angeles County
- Next Steps
 - (a) evaluate the success of the program,
 - (b) further improve the program in response to customer needs, and
 - (c) monitor and ensure that program elements are being met.



Thank you

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