

Item 6

Parents with Disabilities
Program Year 1 Update



History and Purpose

- Expanded PWD Program was approved by Access Board in Mid-2020
- COVID-19 & “Remote Learning” delayed service start
 - Program started August 2021 with new academic year
- PWD Program is available in all six regions
- Service designed for parents to get children to and from school and school-related activities

Program Parameters (Year 1)

- Program designed for parents or legal guardians of children
- Trips to and from school and school related activities
- For children who are 16 years or younger
- 1st Year of PWD designed for 56 customers (parents)
 - Customers per region based on overall region customer size

Year 1 Outreach Efforts

- Customers who expressed interest were contacted (telephone & letter)
- Information on program on Access website
- Public meetings:
 - CAC, TPAC, Los Angeles County Commission on Disabilities, Long Beach Paratransit Advisory Committee
- Access Community Meetings

Summary of Year 1 Successes

- Successful launch August 2021 with 11 customers on first day of school
- At end of academic year, 36 customers enrolled in program
- Northern & Southern regions, reached capacity with 29 customers
 - Eastern region had low applicant numbers considering region size
- Wait-list Policy developed to limit time waiting for service

Operations Update

- Total trips performed (August to May) 5,320 trips for 36 customers
- OTP arrival at schools has been 96%
- Very few complaints

Customer Survey Results

- All customers with trips called. Responses from 15 customers
- Survey of Five questions:
 - 1. Has the Program been reliable?
 - 2. Without PWD, would you have another alternative?
 - 3. What features do you like about the program?
 - 4. What changes would you like to see, if any?
 - 5 How satisfied are you with PWD?

Next Academic Year

- Customers whose children are attending Summer school are using PWD trips
- New school year starts Monday, August 15 (LAUSD)
- Access will continue to operate, monitor service and introduce improvements as needed