



access

Social Services Transportation Inventory & Survey

Final Report



May 2014

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1 INTRODUCTION

The Social Service Transportation Inventory and Survey has been conducted to identify existing social service transportation agencies within Los Angeles County. While the report is no longer mandated to fulfill the requirements of AB 2647, Access Services (Access) has selected to conduct this study due to the valuable information that it provides to stakeholders in the region. The report includes the following:

- An inventory of all existing public and private social service transportation services within its geographic area of jurisdiction. This includes a description of the amount and source of funds utilized by the service, the geographic coverage of the service, and the type and number of social service recipients being served.
- A concise statement on the drivers and management of the service, with an evaluation of the operating, capital and administrative costs for the service.
- A synopsis of the average miles of vehicle travel to provide services during each month and a brief analysis of the eligibility requirements for obtaining the service.
- A description of the background of the service in the community and any other information necessary or pertinent to describing the service.

Access is the Los Angeles County Consolidated Transportation Services Agency (“CTSA”). Access is the designated agency for coordinating and providing complementary paratransit services under the Americans with Disabilities Act (ADA) on behalf of 44 member municipalities and public transit agencies. Access has additional data collection requirements to facilitate its own planning and coordination efforts, including an update to the Social Service Inventory and Action Plan that was developed in 2007 and was incorporated into the County’s Coordinated Human Services Transportation Plan. This effort includes identification of agencies most likely to coordinate services and programs with public transit agencies providing complementary paratransit service.

This report provides a description of how the social services transportation inventory and survey was conducted, including the design of the questionnaire and outreach efforts. The report provides a summary of the response to the inventory and highlights key information from the inventory. A full listing of all the transportation providers in the inventory is included as the appendix. The results of the social services transportation inventory and survey may be incorporated in the region’s Coordinated Plan update. In addition, this report also provides an assessment of CTSA and the Travel Training Program, quantifies ADA trips in the region, and presents ADA demand estimates.

2 TRANSPORTATION SURVEY AND INVENTORY

The purpose of conducting the transportation survey and inventory is to determine which agencies are providing accessible transportation services, whom these services benefit, and how the services are made available throughout Los Angeles County. The goals of the 2013 transportation survey and inventory were:

- To identify social service agencies providing transportation services within Los Angeles County
- To collect information about those services that can be used to enhance Access' information and referral program. This will help Access have a better understanding of the social service agencies' areas of operations and be able to contact them in the event that future transportation issues positively or negatively impact their services.
- To enhance coordination of services throughout the region

This information is also important to plan for continuing implementation of ADA paratransit services as some of the response data will be used to project service demand in the coming years.

Agencies that provide or arrange for transportation services to the general public, a specific clientele, or under contract for a public transit operator were invited to respond. Additionally, some organizations that do not provide transportation services themselves but serve clients that are recipients of transportation services were also invited to respond.

METHODOLOGY

The questionnaire was created in close consultation with Access staff. The survey was distributed to over 300 contacts representing 256 organizations. The survey was formatted as a single legal-sized sheet, designed to be folded and mailed without needing an envelope. The survey was also placed on www.AccessLASurvey.org to provide another convenient means of completion for participants. This distribution list was compiled using a variety of sources including:

- Contacts from a previous Access Services project
- Contacts provided by Access Services staff including specific contacts and database lists
- Contacts provided by current project participants
- Original research on the internet for provider organizations and related contacts

With hundreds of social service agencies in Los Angeles County, it would not be feasible to devote time to extensive follow-up with every potential respondent. However, some larger agencies are of particular importance, due to the high volume of trips that they provide. Only agencies with annual transportation budgets of \$100,000 or more and providing an average of at least 25 one-way trips per month were asked for detailed information. As recommended by the Social Service

Inventory Implementation Guide developed by the California Association for Coordinated Transportation (CalACT), staff focused their efforts on all agencies receiving operating funds from federal, state or local government. Staff paid special attention to a subset of this group, the area transit agencies that operate paratransit and/or demand response services.

The survey was distributed electronically via email and presented at several meetings with provider/participant organizations. Email invitations were distributed in two batches. On July 1, 2013, an invitation was sent to 302 contacts; on July 31, 2013, an invitation was sent to 46 contacts, which included new contacts and some reminder invitations. The survey was also promoted at four focus group meetings.

The written survey instrument is included as Appendix A in this report; most respondents participated through the online version, which can be viewed here: www.surveymonkey.com/s/accesssurvey2. The survey distribution list is included as Appendix B and the complete set of survey responses is included as Appendix C. Appendix D summarizes the 4 focus group meetings and Appendix E includes a handout used to promote the survey.

Survey Response

Figure 2-1 Survey Response Statistics

Total unique responses	52	<i>55 survey respondents – 3 removed (duplicates or incomplete) = unique organizations responding</i>
Total # organizations providing transportation services	46	
Total email invitations sent <i>(some organizations received multiple email invitations)</i>	302	
Total organizations invited	256	
Survey response rate <i>(total unique responses, including field test respondents, divided by total organizations invited)</i>	20%	

The survey had a 20% response rate overall (of total organizations invited). Survey respondents were as follows. Those in italics do not provide transportation services.

- New Day Montebello
- Mercedes Diaz Homes-Starwood
- City of Bell Gardens
- TLC Senior Ride
- City of Pasadena
- City of Culver City
- City of Santa Clarita
- Goodwill Industries
- Arroyo Developmental
- Marine Adult Therapeutic Center
- People's Care
- Glendale Dial-A-Ride
- Antelope Valley Transit Authority
- The Adult Skills Center (TASC)
- City of Glendale Beeline Transit
- Catalina Transportation Services Inc.
- City of West Hollywood
- Norwalk Transit System
- Torrance Transit System
- City of El Monte
- San Gabriel Transit
- City of West Hollywood Disability Advisory Board
- *Seek Education Inc.*
- *Buena Vida Learning Services*
- Exceptional Children's Foundation
- City of South Gate
- TASC - Main Office
- Listo INC
- *Shield Healthcare*
- D.E.S.I.
- Inclusion Services
- CAPC, Inc.
- *CARE Inc.*
- New Horizon
- Partnership for Active Learning Service, Inc.
- *California Council of the Blind*
- Services Center For Independent Living
- METRO AAC
- Stiles disability coaching
- In2vision Programs LLC
- Oldtimers Foundation
- Eastern Los Angeles Regional Center
- Gardena Municipal Bus Lines
- City of Agoura Hills
- City of Monterey Park
- City of Duarte
- City of Santa Fe Springs
- Dept. of Aging
- Burbank Bus Senior & Disabled Transit
- City of Redondo Beach
- *Communities Actively Living Independent and Free*
- Vargastrans, Inc trans, Inc.

Summary of Responses

The survey instrument covered several major topics. The summary below discusses each of these topics separately, highlighting major trends in the responses and some unique answers.

Agency Information

The opening section of the survey collected contact information in addition to basic descriptive information about the organizations (e.g. public, non-profit, or private for-profit) about each agency. Respondents represent an almost even mix of public and private organizations.

Figure 2-2 Type of Organization Summary

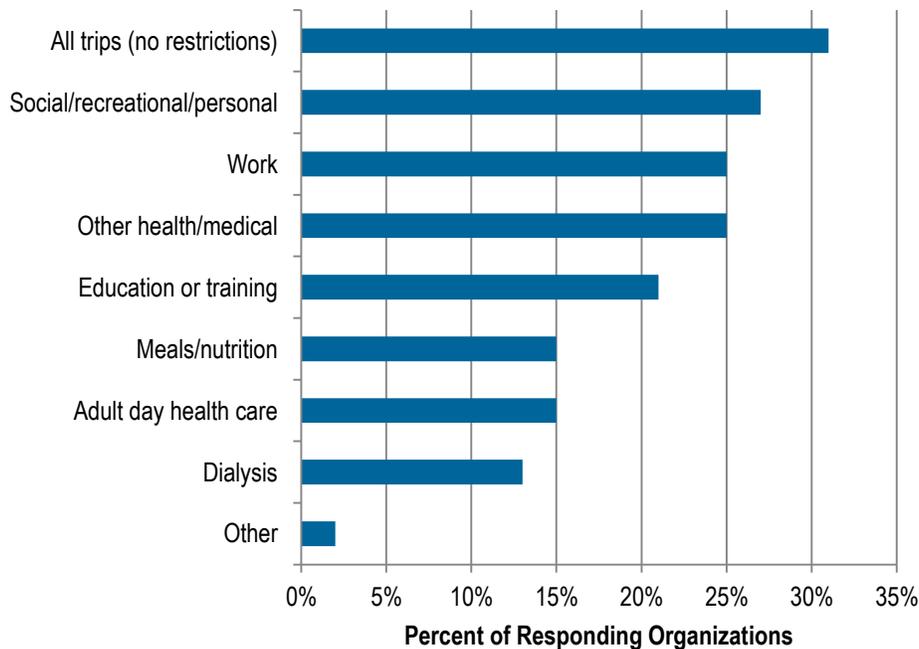
Type of Organization	Total Respondents (%)
Public	22 (42%)
Private non-profit	11 (21%)
Private for-profit	15 (28%)
Other	4 (8%)

Of the 6 organizations that reported they do not provide transportation services, most commented that client mobility or access is not part of their core mission and therefore they do not have funding for this activity. One agency (CARE, Inc.) noted that they provide home-based services, so there is no need for them to provide transportation services to their clients.

Transportation Services

Most organizations provide multiple trip types – whether passengers need to get to work, a social gathering, or a healthcare appointment, most organizations are set up to serve their needs. Only one organization (New Day Montebello) serves a single trip type, which is social/recreational/personal. See Figure 2-3.

Figure 2-3 Transportation Services Summary – What Types of Trips Do You Provide?



When asked to describe, in their words, the transportation services their organizations offer, mobility managers note several types of mobility services, not limited to trips themselves. Mobility services include taxi coupons, circulators, fixed route and door-to-door paratransit, dial-a-ride, subsidized or free bus passes, and shuttles. Assistance services include assistance in applying for transportation service programs, assistance in scheduling rides, training on services

available, and referring clients to appropriate available services. Most organizations who responded to the survey serve actual trips, and it is unclear if this is representative of services in general or if agencies that provide only assistance (training, referrals, etc.) were dissuaded from participating in the survey.

Populations Served

Twenty five of the 30 organizations who responded to a question about eligibility requirements offer services to specific populations only. Figure 4 summarizes the list of eligibility requirements (percentages include only the 30 responding agencies). All agencies with age requirements serve only seniors, which some identify as young as 55+. Most agencies have multiple requirements.

Figure 2-4 Eligibility Requirements

Requirement	Count	%
Residency	13	43%
ADA paratransit	10	33%
Age	10	33%
Other disability or type of disability	9	30%
Medical reason	5	17%
Income	2	7%
Agency member or program participant	2	7%

Fares

Only 33% of responding agencies charge a fare for their services. Twenty seven (52%) did not respond to the question. While we do not know the range of fares charged, many agencies did report the amount of funding they received through fares for fiscal year 2011-2012. Vargastrans, Inc. receives 100% of its funding through fares, whereas other agencies rely on a mix of sources and use fares for only 5-10% of their funding (City of Culver City, City of Santa Clarita, and City of El Monte).

Service Area

Half of the survey respondents did not report their service area. Among the other half, most serve two or more cities but not county-wide. LA County-wide trips are served only by 6% of respondents. Two organizations (the City of Agoura Hills and Vargastrans, Inc.) serve two or more counties.

Figure 2-5 Service Area Summary

Service Area	Count	%
Two or more cities but not county-wide	13	25%
Within a single city in LA County only	8	15%
County-wide	3	6%
Two or more counties	2	4%
Blank	26	50%

People Served

A diversity of populations is served by the responding agencies (general public, low income families, seniors, ADA paratransit eligible people, physically disabled people, and mentally and developmentally disabled people). Not only does the responding set as a whole represent this diversity, but individual organizations themselves also serve many different groups.

Only five organizations in the response set serve the general public, suggesting that most social service organizations are set up to serve populations with specific challenges and provide them with service above and beyond what is available to the general public. Among these five organizations, trips serving the general public make up between 20% (City of West Hollywood) and 70% (City of Duarte) of all their trips. The City of West Hollywood primarily serves low-income, senior-aged, and ADA eligible people.

Additionally, only eight of the responding organizations exclusively serve one group (seniors, for example). Most respondents (15) reported serving many different populations.

Figure 2-6 Populations Served

Population Served	Organizations Count	Average % of Reporting Organizations' Trips
General public	5	49%
Low income	8	51%
Seniors	14	60%
ADA eligible	12	39%
Physically disabled	11	33%
Mentally/developmentally disabled	14	55%
Other	2	25%
Wheelchair users	14	10%

The percentage in the final column (Figure 6) is the average percent of responding organizations' trips that serve each population group. For example, among agencies who reported, on average 49% of their trips serve the general public. Seniors, mentally/developmentally disabled people, and low income populations are most likely to be served by the social service organizations surveyed. More than half of the organizations did not respond to this question.

Quantity of Trips

On a monthly basis, organizations serve a wide range of customers. Stiles Disability Coaching, for example, serves only five people per month whereas the City of Duarte and Vargastrans, Inc. each serve over 20,000 people. In general, the number of one-way trips served scales with the number of passengers served. However, there are a few notable exceptions:

- New Day Montebello reported serving only 45 people per month on average, but makes 24,000 annual one-way trips. This may warrant follow-up discussion to ensure reporting is accurate.
- Both Torrance Transit System and the City of El Monte serve a similar order-of-magnitude of passengers per month (in the thousands). Additionally, they both serve

slightly fewer one-way trips than passengers per month, suggesting that some of their passengers travel together for the same trip.

- The City of Monterey Park reported similar numbers to Torrance Transit System and the City of El Monte, but they report about one one-way trip for every four passengers per month. This suggests they serve more group type trips with multiple passengers originating from and going to the same locations.
- Both the City of Duarte and Vargastrans, Inc. serve over 20,000 people each month, but make only about one one-way trip for every four (Duarte) or ten (Vargastrans) passengers.

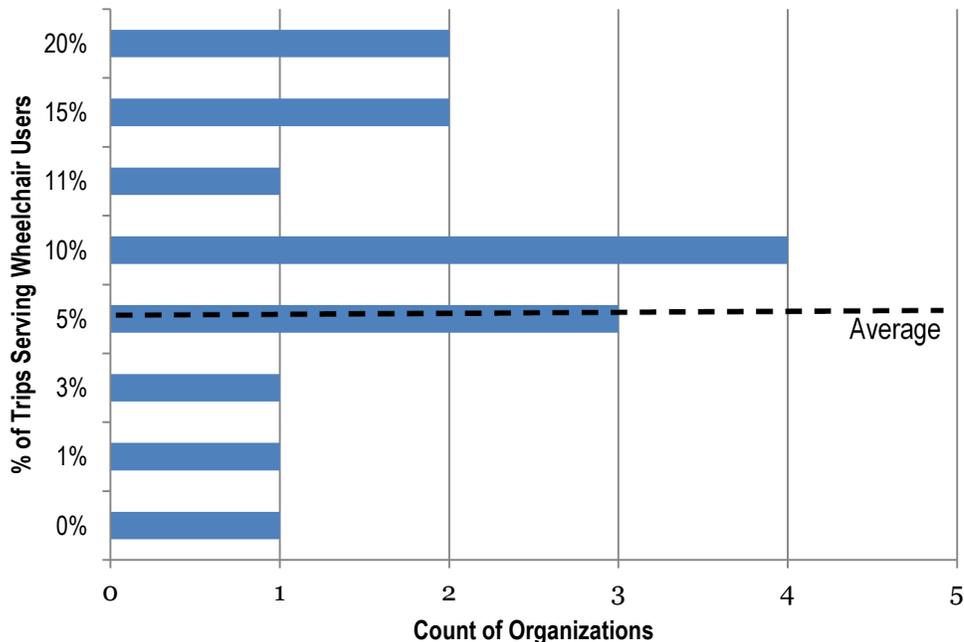
Some of these abnormal patterns may warrant further contact to ensure the organizations are represented appropriately in the dataset.

Accessibility

As shown in Figure 6, most organizations either do not track or do not provide many trips to wheelchair users. Even Vargastrans, whose service is “wheelchair and assisted transportation,” provides only 20% of its trips to wheelchair users, yet this represents a highest percentage of any organization. Vargastrans is also the only organization who serves wheelchair trips that also have lift or ramp equipped vehicles.

Figure 7 shows the count of organizations serving wheelchair users as a particular percentage of their trips. On average, organizations serve wheelchair users in just over 9% of their trips.

Figure 2-7 Wheelchair User Trips



Drivers & Training

Most organizations report relying primarily on full-time paid drivers, though many also use part-time paid drivers. Only one organization reported using volunteers to provide service (Stiles Disability Coaching); they have no paid drivers.

Drivers’ productivity, in terms of the number of passengers served each month by each driver, varies widely. Each driver for People’s Care and Arroyo Developmental, for example, serves about 2-3 monthly passengers. However, drivers for larger organizations such as the Cities of Pasadena, Bell Gardens, or Monterey Park serve hundreds or thousands of passengers per month.

Thirty-eight percent of organizations report that their drivers receive some type of training, while six percent do not receive any training. Over half of the organizations did not respond to this question. The types of training provided are summarized in Figure 8.

Figure 2-8 Driver Training

Training Received	Count	%
First aid/CPR	15	29%
Sensitivity/cultural diversity/disability awareness	16	31%
Passenger assistance techniques	16	31%
Defensive driving	17	33%
Other (includes behavior management and modification, Class B training, and wheelchair loading and unloading)	5	10%

Vehicles

The average fleet size, among those who reported, is about 30 vehicles, but ranges between just two vans up to 157 vehicles. Most organizations use primarily publicly-owned vehicles to conduct their operations. However the City of Bell Gardens, TLC Senior Ride, Arroyo Developmental, Marine Adult Therapeutic Center, and People’s Care use entirely privately-owned vehicles. Vargastrans reported using a 50-50 mix of public and private vehicles, though given that they are a private for-profit enterprise, this may have been in error.

Budget & Funding

The most common funding source among respondents was passenger fare. The average 2011-2012 transportation budget reported was \$2.1 million, but ranged between \$455,000 and almost \$6.6 million. Many agencies did not report their budget details, but rather gave percentages of their budget that came from each funding source (listed in Figure 9). In a separate question, 24 of the agencies indicated they have an annual transportation budget of at least \$100,000.

Figure 2-9 Funding Sources

Fund Source	Count	%
Passenger fares	10	19%
Federal	1	2%
State	3	6%
Local	5	10%
Other sources	4	8%

Projecting Demand

Most organizations acknowledged that their response to a question about predicting demand growth was a best guess rather than a rigorous estimate. That said, among those who did present an estimate, most expected to grow in the 5-20% range. The City of Duarte, however, noted that they did not expect much growth given that they operate a fixed-route service.

Next Steps

The goals of the survey were threefold: to inventory transportation providers within Los Angeles County, to enhance Access’ information about available services to improve the referral program (RIDEINFO), and to highlight opportunities for coordination.

Goal 1: The process of creating an invitation list for the survey was itself an exercise in inventorying. While the response rate of 20% means information was gathered from only a portion of these organizations, Access now has a list, with contact information, for over 240 social service providers in LA County. A second survey push, limited to those contacts who did not respond, could enhance the depth of information available.

Goal 2: Currently, the RIDEINFO service allows web users to search for available transportation options based on geographic area served. The survey also collected this information, so for some agencies the “areas served” data can be updated or added. Some web users may also prefer to search on terms used for other data collected through the survey, including eligibility requirements, type of trip served, or fare.

Goal 3: There may be coordination opportunities between several types of agencies:

- Smaller organizations (<\$100,000 in annual budget) partnering on vehicle maintenance, storage, or insurance
- Organizations serving trips within the same geographic area should be made aware of one another so that trips can be assigned most appropriately (based on time of day, client eligibility characteristics, etcetera)
- Access may wish to perform a higher-level analysis of service coverage. From this data, maps could be produced demonstrating areas that are served by lift-equipped vehicles, areas without any fare-free services, areas with service to medical/healthcare appointments, and the like.

3 CONSOLIDATED TRANSPORTATION SERVICE AGENCIES

Access Services was designated as the Consolidated Transportation Service Agency (CTSA) for Los Angeles County in 1994. A CTSA is an organization or agency that fosters coordinated transportation services, provides information resources to the public, and technical assistance to community and specialized transportation providers. CTSAs do not duplicate existing services; by coordinating providers and human and social service agencies they present riders with a wider range of mobility options. The coordination with multiple providers also enables CTSAs to increase the availability and cost-effectiveness of specialized transportation services and improve the quality and utilization of these services. CTSAs work to increase the public awareness of specialized transportation options. A CTSA is one method of mobility management as it, too, is locating multiple, coordinated services and meaningful alternatives under one roof.

Authorizing Legislation

The Social Service Transportation Improvement Act (also known as Assembly Bill 120) was enacted in 1979 “to improve transportation service required by social service recipients by promoting the consolidation of social service transportation services.”

The Act required that each transportation planning agency adopt an action plan and designate at least one consolidated transportation service agency (CTSA). A CTSA can directly claim up to 5% of a local jurisdiction’s Transportation Development Act (TDA) sales tax funds with which it can operate service and perform coordination functions. However, these are not additional funds but a portion of funds that would otherwise be available to other agencies, including transit districts and municipal operators. Beyond having the ability to claim funds and operate service, the functions of CTSAs are not clearly specified. In particular, CTSAs currently do not have the authority to either enforce or empower coordination efforts in the regions they represent.¹

Many but not all CTSAs are non-profit agencies. Well known examples include Paratransit, Inc. in Sacramento, Outreach, Inc. in San Jose, and Full Access & Coordinated Transportation (FACT) in San Diego, in addition to Access Services in Los Angeles. There are also numerous transit agencies and planning agencies that are designated as CTSAs including Monterey-Salinas Transit, Orange County Transportation Authority, and the Mendocino Transit Authority. The Caltrans Mobility Action Plan (MAP) process, completed in 2010, included a focus on the role of CTSAs. The final report cites a CalACT e-Book about CTSAs to the effect that:

¹ “Mobility Action Plan Phase I Implementation Study Final Report: Assessing Human Service Transportation Coordination in California, A Legal and Regulatory Analysis,” Judith Norman, California Department of Transportation, June 2010.

“Without authority to require cooperation of local social service agencies, the more *mature, fully-functioning* CTSA’s have developed strategies to promote, and explain the benefits of coordination and deliver it at the local level. Persistence, political savvy and friendly persuasion have effectively served these CTSA’s, some of which are direct recipients of federal operating and capital funding programs as well as local transportation sales tax revenues specifically for providing community transit to the transportation disadvantaged.”²

The MAP report recommends steps to enhance the role of CTSA’s in the future, including giving priority for funding for “coordinated projects and programs developed by CTSA’s that result in a measurable increase in trips provided and/or arranged for members of the target populations (seniors, persons with disabilities and low income individuals).” However, the scoring worksheet for the most recent cycle of 5310 applications does not include such a priority, though it does prioritize coordination efforts as it has for many years.

Access Services’ current CTSA program is largely focused on provision of no or low cost professional development workshops that are open to all public and non-profit agencies providing specialized transportation in Los Angeles County. For FY 2013-14 the monthly workshop schedule provided a very broad range of workshop topics, from practical programs on transit operator fatigue and defusing disruptive customer behavior, to higher level programs that teach participants about the ADA and “Securing Community Mobility.” Access Services has asked Nelson\Nygaard to examine the offerings of other CTSA’s to determine if there are services provided that could be used to expand upon Access Services’ current program. Four CTSA’s are reviewed below to demonstrate the various purposes and diversity of programs and activities that CTSA’s can undertake. These are followed by a list of activities that Access Services may wish to pursue in order to expand its CTSA role.

Outreach & Escort Inc., Santa Clara County, CA

Outreach & Escort, Inc. (Outreach) is a non-profit Mobility Management center serving Santa Clara County, the most populous region in the Bay Area. Outreach has been in operation for over 30 years.”³ In January 2011, Outreach was designated as a CTSA for Santa Clara County by the Metropolitan Transportation Commission (MTC). The primary reason for this designation was to help Outreach overcome an administrative hurdle associated with receiving State Transit Assistance (STA) funds programmed as part of MTC’s Lifeline Transportation Program. Outreach also operates as the Americans with Disabilities (ADA) broker for the Valley Transportation Authority (VTA) to provide public paratransit service to the 15 incorporated cities and towns in the South Bay Area.

Outreach’s programs include:

- ADA paratransit services for the Santa Clara Valley Transportation Authority: Outreach operates a paratransit brokerage that facilitates more than a million trips annually
- Senior transportation, including paratransit and taxi subsidies and public transit passes; counseling; and advocacy services
- Guaranteed ride program for eligible CalWORKS recipients

² California Association for Coordinated Transportation, CTSA e-Book, at <http://www.calact.org/doc.aspx?17>.

³ <http://www.outreach1.org/>

- Jump Start vehicle repair program for CalWORKS recipients
- Give Kids a Lift! program for dependents of CalWORKS recipients
- Mobility Management Center
- Vehicle donation program
- An enhanced call center that operates 365 days a year

Outreach’s services are available for numerous populations, particularly transit-disadvantaged populations, in both the urban and rural regions of Santa Clara County. These groups include:

- Seniors/Older adults
- Low-income persons
- Homeless individuals
- Persons ADA-certified with functional disabilities
- CalWORKS recipients
- Veterans
- Limited-English speakers
- MediCal recipients
- Welfare-to-work clients
- Unemployed and underemployed
- Refugees/Immigrants
- Carless individuals and families
- Children & Youth
- Residents of institutionalized settings
- Farm workers and migrant workers in the rural parts of the County
- General Public (including tourists and visitors)

Currently, Outreach provides over 1 million trips per year. On an average day there are over 250 Outreach vehicles on the road providing between 2,500 to 3,000 trips throughout the County.⁴ Outreach operates an enhanced call center operating 365 days a year, which receives over 160,000 calls per month (close to 2 million calls per year). Outreach utilizes 34 different funding sources, demonstrating how funds can be leveraged and the multiplicity of funding that is potentially accessible to non-profit entities. These sources include Federal large and small urban Job Access & Reverse Commute (Section 5316-JARC) and New Freedom (Section 5317) funds as well as vehicle capital grants from Section 5310. Other Federal grant sources such as Housing and Urban Development (HUD) and Health and Human Services (HHS) are also utilized. State funding is received from State Transit Assistance (STA) and the Transportation Development Act (TDA). The program receives Tobacco Revenue Settlement funding as well. Regional and local funding is obtained from Santa Clara County general funds, County Measure A funds, and general funds from the cities of Campbell, Cupertino, and Santa Clara. Additional private funding is received from the car donation program revenue, and local foundations and corporations.

The Outreach Mobility Management Center (MMC) is a driving force of innovative mobility options in the South Bay Area, providing an array of online tools to assist other health and human agencies in managing their own services. Outreach began transitioning “transportation resource coordinators” and other staff into “mobility managers” in 2005. Working alongside other organizations creates a network of collaborative mobility managers. Outreach has standing partnerships with over 400 nonprofits in the local nonprofit network, including faith-based programs, educational programs, nutrition programs, adult day care providers, nutrition sites for seniors, homeless shelters, training programs, community colleges and universities, job sites, medical providers and centers, and other locations countywide and in the rural areas. Outreach is

⁴ MTC Transit Sustainability Project, 2011. Nelson\Nygaard Consulting Associates.

a United Way organization, which administers 2-1-1 and is a member of the Silicon Valley Council of Nonprofits. Outreach cites multiple examples of the way that it has been able to work with human service agencies to help preserve human service transportation programs. Examples include helping the Regional Center, the county Medi-Cal provider, and several adult day health programs. According to Outreach's director, being able to speak as one non-profit to another makes it more possible to achieve a mutually beneficial arrangement.

Paratransit, Inc., Sacramento County, CA

Paratransit, Inc. (Paratransit) is the CTSA for the transit district portion of Sacramento County and has served the area since 1981. A second CTSA covers the portions of Sacramento County outside of the transit district, and is overseen by the County Public Works Department. As the designated CTSA in Sacramento, Paratransit works with social service agencies, such as United Cerebral Palsy, Asian Community Center, and Elk Grove Adult Community Training, to increase transportation options for seniors, individuals with disabilities, and persons with low incomes.⁵

In Sacramento, Paratransit has been very successful in maintaining human service transportation programs using funding from a local sales tax measure. Currently, Paratransit coordinates human service transportation that provides as many trips as the ADA paratransit program that it operates for Sacramento Regional Transit.

Paratransit has designed and implemented a variety of programs to assist human service agencies in delivering cost-efficient, client-focused transportation. For over 30 years, Paratransit has worked with local non-profit organizations, offering services such as:

- **Vehicle Maintenance** - Paratransit operates a state-of-the-art maintenance shop for its own vehicles and those of other agencies in the Sacramento area. By offering the services of dedicated mechanics with specialized training, Paratransit gives outside organizations access to skills that are not readily available to smaller agencies. Paratransit also makes available loaner vehicles comparable to the type operated by agencies for use while repairs are being completed.
- **Partnership Program** - From its inception, Paratransit has developed partnerships with community-based organizations, thus creating opportunities for transportation coordination. The goal of Paratransit's CTSA Partnership Program is to empower social service agencies to provide transportation services to their clients, thus moving individuals who would qualify for ADA service to lower cost alternatives. Paratransit has partnership agreements with over a dozen agencies in Sacramento County. The service provided by the human service agencies is very cost effective and results in higher quality service for the client through the dedication of the agency to its clients, the stability of routine pick up and drop off schedules, and the often shorter trip length due to proximity of individuals to programs.

The initial Partnership Program service operated by the agency consisted of two buses donated by the Community College District in Sacramento. The vehicles were utilized first for service for college students and then were available for trips for elderly or disabled individuals in the Sacramento area. Other coordination partnerships followed.

- **Travel Training** - In the early 1980s Paratransit began providing travel training programs, which are designed to teach disabled, elderly and low-income individuals to

⁵ <http://www.paratransit.org/> Accessed on October 17, 2013.

use fixed route public transit rather than door-to-door service. Paratransit is a nationally recognized leader in mobility training and currently operates programs in California (Sacramento, San Jose, San Joaquin County), Washington (Spokane) and Hawaii (Honolulu) and advises public and non-profit agencies in transit districts across the country. Paratransit has successfully trained over 10,500 clients, logging more than 200,000 hours working with older adults and individuals with physical, mental, or developmental disabilities. One of its key staff members is part of the national Easter Seals Project ACTION team that teaches travel training techniques to other agencies.

Full Access & Coordinated Transportation (FACT), San Diego County, CA

Full Access & Coordinated Transportation (FACT) was started as an informal organization in 2005 by community activists. The goal was to develop a coordinated transportation system for San Diego County. FACT was incorporated as a non-profit public benefit corporation in 2006, and designated the Consolidated Transportation Service Agency (CTSA) for San Diego County by the San Diego Association of Governments (SANDAG). SANDAG contracted with FACT to designate it as CTSA via a competitive procurement process. The CTSA designation authorizes FACT to claim TDA 4.5 funds from SANDAG and gives FACT the potential to be recognized as a direct grantee of the United States Department of Transportation (USDOT).

FACT's mission is to assist seniors, persons with disabilities, and social service recipients in San Diego County to meet their transportation needs, by:

1. Coordinating resources and services with public and private stakeholders
2. Acting as mobility manager to provide information on transportation resources available
3. Advocating on behalf of the people served
4. Educating stakeholders about transportation needs
5. Obtaining and securing funding
6. Procuring and administering contracts for specialized transportation services to address unmet needs

FACT is governed by a Board of Directors that has appointed two advisory committees - the Council on Access and Mobility (CAM) and the Technical Advisory Committee (TAC). FACT is managed by an Executive Director who is responsible for managing FACT's programs, developing partnerships with other agencies, and overseeing staffing and planning meetings of the FACT Board. There are 4.6 full time equivalent staff at this time, including a Service Development Planner, a full time and a part time Mobility Coordinator, and an Administrative Assistant.

FACT provides the following services in San Diego County:⁶

- **Transportation Provider Database and Website Management** - FACT maintains a public, private and social service transportation database (www.factsd.org) of existing programs throughout the County. The database and web based referral system was established in 2001 through New Freedom Funds and is supported by numerous transportation providers. FACT offers online referral service with comprehensive information about specialized transportation providers. The database includes

⁶ Full Access & Coordinated Transportation 2013 – 2018 Business Plan Update (Adopted by the Board of Directors 1/18/2012)

approximately 150 transportation services. These services include public, private, social service and volunteer driver transportation programs.

- **Telephone Referrals** - FACT's Mobility Coordinator provides toll free telephone referrals that match the appropriate transportation service to the individual needs of the customer. In FY 2012, FACT phone referrals increased from an average of approximately 45 to 90 per month.
- **Outreach and Assistance Providers** - As the CTSA, FACT coordinates and collaborates with several transportation providers. To increase coordinated efforts, FACT facilitates the Council on Access and Mobility (CAM), an advisory committee to the FACT Board that meets bi-monthly to discuss transportation issues and coordination efforts. FACT also participates in the San Diego County Volunteer Driver Coalition, Ramona Transportation Action Committee (RTAC), and is a member of the Social Service Transportation Advisory Council (SSTAC). FACT is partnering with Alliance for Regional Solutions (ARS), Aging and Independence Services (AIS), Palomar Pomerado Health (PPH), and Scripps Hospital on several service proposals.
- **Donate and Auction FACT Vehicles** – FACT donates accessible minibuses to local nonprofit agencies via lottery and auctions accessible minibuses and vans to local transportation providers. The proceeds from auctions are used as match towards new grants.
- **Escondido, Rancho Bernardo, Poway Senior Transportation** - In January 2012, FACT implemented a senior transportation service that provides general purpose trips to seniors 60+ living within the Escondido, Rancho Bernardo, Poway service boundary. This is a brokered service in which FACT provides trips using the most appropriate provider. When a trip request is received, FACT refers the caller to an existing transportation service. Trips that cannot be appropriately served by an existing transportation provider are served by one of FACT's contracted service providers.
- **FACT and STRIDE Website Integration and Update** - Specialized Transportation Referral & Information for the Disabled and Elderly (STRIDE) is an interactive, user-friendly Web site that provides individualized information and referral regarding transportation options in San Diego County, including areas served, eligibility criteria, hours of operation, and other information. The STRIDE website was merged with the FACT website to make it easier to find and navigate. Upgrades to the database include:
 - Updated database of transportation providers and services
 - Improved trip planner
 - Interactive service map

Ride-On, San Luis Obispo, CA

Ride-On is a unique transportation program dedicated to improve transportation services for social service agencies, seniors, people with disabilities, and the general public. This private organization operates as part of the nonprofit United Cerebral Palsy (UCP) of San Luis Obispo County. Ride-On began operating in 1993 as the Consolidated Transportation Services Agency (CTSA) for San Luis Obispo County. In this role, Ride-On has assisted local social service agencies with their transportation-related needs. In 1995, Ride-On developed Transportation Management Association (TMA) services for the general public. Ride-On now offers a variety of services ranging from transportation for social service agencies to various innovative transportation and ridesharing services to the general public.

Ride-On operates three primary services including:

1. The United Cerebral Palsy (UCP) Association Services
2. Consolidated Transportation Services Agency (CTSA) services, using TDA 4.5 funds
3. Transportation Management Association (TMA) general public services

Ride-On is primarily a direct service provider and serves as a one-stop point of connection for most elderly and disabled transportation services outside of the ADA paratransit program. Ride-On's role as the County's CTSA is to provide transportation services to seniors and persons with disabilities. As the CTSA, Ride-On is in charge of developing, improving and implementing coordination of social service transportation. In this role, Ride-On provides support for nearly 60 social service agencies with transportation services, vehicle maintenance support, vehicle acquisition, driver training and preparation for California Highway Patrol (CHP) inspections.

Ride-On CTSA services are described below:

- **Tri-Counties Regional Center (TCRC):** The State of California contracts with Tri-Counties Regional Center to provide support and services for children and adults with developmental disabilities living in San Luis Obispo County. The schedules are developed by an outside consultant and Ride-On operates 26 daily routes serving the entire county. The ride is free for the rider and is billed to the agency on a monthly basis. Ride-On provides transportation services for TCRC's clients to work and day programs. TCRC is Ride-On's largest contract.
- **Senior Shuttle:** The Regional Senior Shuttles provide door-to-door service for any resident of the County age 65 or older. Advance reservations (3-4 days) are recommended for seniors calling in rides.
- **Medi-Cal Shuttle:** Ride-On provides Medi-Cal rides for people who are going to medical appointments and cannot use other forms of public transportation. Users must have a current Medi-Cal (Cen-Cal) card and cannot have any other type of medical insurance. The service can be provided at any time, but must be a round trip ride to a medical facility. The ride is free for the passengers and is billed to the State of California for reimbursement.
- **Private Pay Rides:** Ride-On offers door-to-door services to private individuals. Private pay rides serve seniors and people with disabilities that are not covered by other Ride-On billing methods. Hospitals, care homes, and family members usually set up these rides.
- **Community Interaction Program (CIP):** CIP is administered by the United Cerebral Palsy service. It provides evening and weekend transportation for persons with disabilities. The driver provides the rider with community assistance upon request. UCP must approve the ride before it can be scheduled.
- **Veterans' Express:** Veterans can set up rides to the VA Clinics in San Luis Obispo and Santa Maria.

Ride-On TMA provides vanpools, airport/Amtrak shuttles, Guaranteed Ride Home, Lunchtime Express, Visitor and Medical Shuttles, Kid Shuttles, Special Events, RideShare Incentive Programs, and the Transportation Choice Program that reaches out to businesses to increase the alternative transportation knowledge of their employees.

Ride-On's Public Transit Contract Services include:

- Nipomo Dial-A-Ride
- Shandon Shuttle
- South Bay Dial-A-Ride
- Joint venture and regional systems

The populations served by Ride-On services include:

- Veterans and disabled veterans
- Agricultural workers
- MediCal recipients
- Low-income individuals
- Individuals with disabilities
- Older adults
- Children
- Commuters
- Dialysis patients
- General community

Potential for Expansion of Access Services' CTSA Role

A review of the CTSA activities conducted by these other key agencies in California suggests that there are not a significant number of expansion opportunities for Access Services. Many of the activities that are not currently included in Access' offerings are more suited to a local community-based organization than Access Services. Two of the key areas in which the County could benefit from an expansion of Access' CTSA role would be an expansion of the travel training program, and supporting the County's exploration of incorporating transportation to a greater degree in the 211.org program. If Access were to consider expanding its role to also include low-income residents who do not have a disability or are not elderly, there are other activities that could be considered, based on the experience of other CTSAs. These include:

- Guaranteed Ride Home
- Vehicle Repair Program for other providers, as well as for CalWORKS recipients
- Donation of excess vehicles to non-profit transportation providers

Apart from these activities, it is noteworthy that Access' workshop offerings are very extensive and likely the most comprehensive in the state. As such, Access is able to fill a CTSA role that other agencies in the state could replicate and benefit from.

4 EVALUATION OF TRAVEL TRAINING PROGRAM

Background

Nelson\Nygaard conducted a high level assessment of Access' contracted travel training program. This assessment included a review of documents (i.e. Mobility Management Partners' [MMP] November 2012 proposal; October 2012 Progress Report; post-training outcomes; and brochures), discussions with Access staff, and Michael VanDekreke of RTA in Chicago, and a site visit to the administrative office of MMP. The purpose of the visit was to document the various elements of the travel training program, and to gain a deeper understanding of the contractor's approach, and the efficacy of the program. Richard Weiner, Nelson\Nygaard's project manager, met with Allison Hughes and Rosa Rivera on June 26 2013 in the Los Angeles travel training office, which is located within the CARE evaluation facility for ADA paratransit eligibility.

Description of the Travel Training Program

The current travel training program, which has been in place under MMP (previously known as R&D Transportation Services) since 2008, provides Access riders with an opportunity to participate in individualized travel training with qualified Travel Training Instructors. The key objectives of travel training throughout the paratransit industry, which are also shared by Access' program, are as follows:

- Expand the mobility options of people with disabilities
- Shift some trips that would otherwise be taken on paratransit service to less costly fixed-route trips
- Increase the number of people with disabilities who are riding fixed-route service

Recruitment

While MMP has offices in both Camarillo and at the CARE Evaluation Center in Los Angeles, the actual trainings are conducted in the trainee's home environment, or in another location of their choosing.

One of the strategies MMP uses to recruit candidates for travel training is appealing to Access registrants' interest in the Free Fare program. In fact, the travel training program explicitly advertizes the program as an opportunity to "Learn how to use the Free Fare Program." This is an effective means of reaching people who may be able to use fixed-route service for some of their trips.

The key strategy for travel training referrals is the group presentation given by MMP's Resource Representative in each waiting area at the CARE facility several times throughout the day. In

addition, MMP receives a monthly list of all the applicants (approximately 2,000 per month). They sort through this list, eliminating those who have been denied eligibility, and call about 100 people on the list who appear to be potential candidates. Until about three years ago, they used to provide CARE with about 1,000 program flyers monthly, and these were inserted in the application packets. However, this is no longer the practice, and all MMP staff conduct some form of outreach.

Travel training participant volumes are limited by the fact that many people live in areas where there is an inaccessible path of travel to the closest bus stop, this stop could be too far, and service is too infrequent to meet the riders' needs. Approximately 150 individuals apply for the training each month, but after the initial screening, approximately 20 to 30 are selected for training on a monthly basis.

It should be noted that staff are careful to point out to interested candidates that their eligibility status will not change as a result of successful completion of the program

Course Program

The travel training course consists of three components:

- Pre-training assessment
- Field session (demonstrate, prompt, shadow)
- Post-training monitoring

During the initial assessment, trainees complete a Participation Agreement which includes the program's cancellation policy, agreement to follow-up queries, and a statement indicating that they will not hold MMP responsible for any injury or property damage incurred during the training. Trainees also verify that they have read and agreed to the content of the Street Safety and Stranger Safety documents. Fortunately there have been almost no incidents that have resulted in follow-up actions.

Multiple day trainings are usually conducted consecutively (for several days in a row) in order to solidify retention for individuals with intellectual disabilities. Based on Access' direction, MMP is limited to training individuals to reach one destination, in order to allow for participation by a greater number of candidates. Generally the individuals are trained to ride on their most frequent, local destinations.

Due to budget constraints, the wait time for participation in the trainings can sometimes reach two months. This can result in a decline in interest by those who have been on the wait list for too long. However, waits of two to three weeks are much more typical, so at this point this does not appear to be a problem, just something worth paying attention to.

If time allows, trainers attempt to incorporate multi-modal elements in the training in order to expand their skills.

Approximately 10% of trainees have a cognitive disability (compared to 60% in Chicago's program), and their trainings can last from one to two weeks. However trainings of people with physical disabilities usually take just one or two days, conducted one week apart. Trainings for people with cognitive disabilities are usually provided by MMP through their contracts with regional centers.

Training Outcomes and Comparison to Peer Programs

MMP's proposal for the current three year contract was based on a maximum of 250 completed travel trainings per year. During the period March through September 2013, 91 trainings were completed, or an average of 13 per month. While this is well short of the 21 needed to meet the contract targets, the number reflects a two month period in which the team was short-staffed, and the team is on track to be able to meet the contract goal (e.g. 30 travel trainings were completed in the month of May 2013).

By comparison, the travel training program in Chicago is conducted in-house (by the Regional Transit Authority), and completes about 150 trainings per year. About 30% of trainee referrals complete the whole travel training program. While RTA's total cost is considerably higher than MMP's for a smaller number of trainings (\$855,000 versus \$530,000 for 150 versus 250 trainings), it should be noted that the RTA cost includes the agency's coordinator of the program about one-fifth of that budget is devoted to group orientations (for about 1,500 individuals); and trainees get trained for up to three destinations, so each training may take longer than those in Los Angeles.

It is also interesting to compare the travel training costs at other programs besides Chicago. Although Spokane, WA has a much smaller population than Los Angeles, the travel training program is relatively large by comparison. In the year ending June 2012, 142 individuals were successfully trained in the program administered by Paratransit Inc. The overall cost of the program was \$225,000, or a cost per training of \$1,585.

The cost of the travel training program in King County, WA, was \$573,000 in 2011. The program trained over 300 individuals, for a cost per training of \$1,910. The cost per trainee in Los Angeles is \$2,120. However, as was stated earlier, without a detailed cost breakdown reflecting all the components of the travel training budget, it is not feasible to make direct comparisons between different programs.

A TCRP report (B-41) on travel training experience throughout the U.S. will be released later in 2014, and should provide valuable data for Access' purposes. However, a preliminary review of the program cost data that the team has have been able to obtain indicates that, apart from Chicago, at least four travel training programs, each in areas much smaller than Los Angeles, are devoting approximately similar budgets to their travel training programs, and they have more staff than MMP staff assigned to this contract.

Post-Training Monitoring

MMP staff contact training graduates at the one week, one month, two months and six month milestones. Due to the timing of this report, the most meaningful data (at the six month mark) were only available for a small number of training graduates, as the current contract had only recently completed the six month mark. According to MMP data, just over half (14/26) of training graduates reported using transit during the week after completion of the training. Unfortunately, the number of respondents to the survey at the six month milestone is too small to draw any conclusions, but 4 out of 9 who did respond indicated that they used transit for an average of three one-way trips per week. Interestingly, three out of those four respondents have an "unconditional" eligibility status. While it is encouraging that a relatively large number of trainees report using transit, in the absence of pre-training data on transit use, it is difficult to make accurate estimates of cost savings. Since there is no universally accepted formula for making this calculation, other agencies have adopted different approaches to estimate cost

savings. In their post-training survey, Chicago asks graduates if they would have taken their transit trips on paratransit and uses this number in their cost calculations. King County Metro (Seattle) takes a conservative approach in which only repeat trips taken on fixed-route are counted when generating equivalent paratransit costs. This approach assumes that these repeat trips would likely have been taken as subscription trips on paratransit, and does not include all the potential spontaneous trips that may have been taken.

Evaluation of Program/Further Research Needed

Based on this high level evaluation of Access' travel training program, MMP appears to be conducting a very well-structured and cost-effective program which is having a significant impact on the mobility of those who are able to participate. Pending a more detailed evaluation of the program, following are recommendations for program improvements and areas where additional research is needed:

1) MMP currently does not have access to the files of Access registrants who participate in their travel training program. This is a significant omission that diminishes the potential value of the training program, as the trainer does not benefit from the information that has been determined in the eligibility assessment.

Recommendation: Access should direct CARE Evaluators to respond to requests for file information on all travel training participants. If there are reasons for not passing this information on directly, Access, as the "owner" of the registrants' files, should make this information available to MMP.

Note: Apparently since the time of our site visit this issue appears to have been addressed by Access. MMP now has access to the Rider360 database which provides basic rider information, including eligibility status and sometimes disability information. If this disability information is comprehensive then this issue appears to be resolved, but if there is additional information obtained by CARE that is not available to MMP, this may need to be addressed.

2) Current estimates of cost savings are based on the assumption that every trip taken post training on fixed-route would otherwise have been taken on paratransit. This is a very "blunt instrument" in terms of accurately estimating cost savings, as clearly some fixed-route travel is based on induced trips which would not otherwise be taken on paratransit for a variety of reasons, such as cost and the inconvenience of next day trip reservation requirements.

Recommendation: For those trainees who were already enrolled in Access for a period of time prior to the training, comparisons can be made of paratransit trip usage before and after training. This evaluation can be used for those training graduates who were being recertified by CARE.

3) Currently there is no objective assessment of the effectiveness of the travel training program. Effectiveness is determined by MMP staff.

Recommendation: Access should either assign agency staff or hire an outside consultant to conduct brief telephone interviews with trainee graduates to determine satisfaction with the program, suggestions for improvement, and program effectiveness in influencing travel patterns post-training. Based on interviews with MMP staff, they would still want to continue their post-training monitoring. However, these two functions could complement each other and strengthen the overall program effectiveness.

4) Access' travel training program is currently limited to individualized training, which limits the overall reach of the program. Training groups of seniors would considerably expand the number

of people who could benefit from the program, and potentially shift a greater number of trips off the Access paratransit program.

Recommendation: Conduct an inventory of travel training programs specifically targeted towards seniors throughout the county (some of this information may become available in the previously mentioned TCRP B-41 report). If there is a limited number of programs or program slots available, Access should determine what the costs and benefits would be of expanding the current travel training program to include senior group travel training. Alternately, Access may want to initiate a program in which Senior Center Coordinators are trained to be able to provide the trainings to their clients.

5) Access' current training program limits the ability of trainers to train individuals on more than one route.

Recommendation: While we understand Access' objective of spreading the benefit of training among the maximum number of individuals, the agency should consider allowing individuals to train on more than one route, which is common practice at other programs. This will allow individuals to increase their confidence in use of the fixed route system, and expand their options overall. Consequently, for those who are conditionally eligible, they will more likely reduce their paratransit trips if they consider fixed route as a viable alternative.

Overall Recommendation

The average annual contract cost for MMP's five year contract with Access is about \$530,000, and the estimated cost per training is about \$2,100. This is a relatively small budget for a travel training program serving a county the size of Los Angeles. Moreover, a relatively small number of diverted trips from paratransit would result in cost savings to Access. Recognizing competing budget priorities, travel training is a sound investment that should be considered for expansion once accurate pre- and post training ridership data are established. Based on the experience of estimated cost savings at other large systems, even a conservative analysis of fixed-route trip increases post-training is likely to result in significant cost savings after training contract costs are taken into account.

5 ADA PARATRANSIT DEMAND ESTIMATES

Access Services requested an analysis of current and future ridership by ADA paratransit eligible people in Los Angeles County, including trips on Access, public transportation, and social service programs, and trips by wheelchair users.

Transportation for people with disabilities in Los Angeles County is provided by numerous organizations, including Access Services, Metro, Foothill Transit, over 50 municipal and local transit operators, and many human service agencies. An attempt was made to quantify the number of passenger trips provided by all of these organizations, the number of disabled individuals served, and the growth in service that will occur in the next five years. The relevant organizations and the types of service they provide are summarized in Figure 5-1.

Figure 5-1 Organizations Providing Transportation to People with Disabilities

Organizations	Type of Service
Access Services	Americans with Disabilities Act (ADA) complementary paratransit
Transit Operators (Metro, Foothill Transit, municipal operators)	Conventional fixed-route bus service, provided free of charge to ADA-paratransit eligible individuals Accessible transit service to individuals using wheelchairs, including some who are ADA-paratransit eligible and some who are not
Municipal and Local Operators	Local demand-responsive services, including ADA paratransit, general public dial-a-ride, and other services
Human Service Agencies (Medi-Cal, Regional Centers and their contractors, adult day health care, etc.)	Service for specific trip types, often to a specific program location, including many trips by ADA-paratransit eligible people
Private for profit providers	Demand-responsive services, usually under contract to one of the four organization types above

Population Analysis

As shown in Figure 5-2, Access Services has certified about 137,000 people as meeting the eligibility requirements for ADA complementary paratransit, meaning that they are unable to used fixed-route transit for some or all of their trips due to a disability. This group amounts to 1.4% of the total population of Los Angeles County. There are most likely many other people who

would meet the requirements for ADA paratransit eligibility if they were to apply. The number of such people is not known, but a rough estimate is possible using data from the Census Bureau’s American Community Survey (ACS). The ACS gives estimates of the number of people in three categories, most of whom would probably be at least conditionally eligible for ADA paratransit:

- Those who are blind or have serious difficulty seeing, even when wearing glasses
- Those who have serious difficulty concentrating, remembering, or making decisions
- Those who have serious difficulty walking or climbing stairs

Based on the reported data, and taking account of the fact that many people have multiple disabilities, it is estimated that about 272,000 people, or 2.8% of the county population, are potentially ADA paratransit eligible. This is twice the number who have actually been certified as eligible.

Not all of the people who are certified as ADA paratransit eligible actually use Access paratransit. According to Access Services records, about 35% of those certified actually rode Access at least once in the six months ending August 1, 2013. Nearly twice as many (61% of those certified) took advantage of their ADA paratransit eligibility to ride fixed-route transit using the free-fare program for ADA-eligible individuals. Eligible individuals are free to use both services if they wish, so there is a significant degree of overlap between the two groups.

Another statistic of note is that about 20,000 people who use wheelchairs are certified as ADA paratransit eligible, about 15% of the total.

Figure 5-2 Population Counts and Estimates

Group	Size	Source
Los Angeles county population	9,778,000	SCAG 2012 Adopted Growth Forecast
Potentially ADA eligible individuals	272,254	Estimated from 2009-2011 American Community Survey 3-Year Estimates
Individuals certified as ADA paratransit eligible by Access Services	136,920	Access Services, as of August 1, 2013
ADA certified individuals riding Access	47,441	Access Services – count of those who used Access at least once in the six months ending August 1, 2013
ADA certified individuals riding fixed-route transit (using free fare)	83,502	Access Services – count of those used free-fare transit at least once in the six months ending August 1, 2013
Wheelchair users riding Access	19,874	Access Services – count of individuals certified as ADA eligible by Access who use wheelchairs

Looking ahead, the population of Los Angeles County is growing at about 0.5% annually, according to the State Department of Finance, which suggests that the county population will grow by about 3% in the next five years. Similar growth would be expected for the ADA paratransit eligible population. Note that an aging population will lead to greater growth in the disabled population, but the impact of this aging will be minimal in the next five years.

Current Ridership and Demand

Access Services, transit operators, and human service agencies provided approximately 33 million trips to ADA paratransit eligible individuals in Fiscal Year 2012-13 (Figure 3). (As used in this analysis, “trips” always means one-way trips by eligible individuals, excluding trips by attendants and companions travelling with the eligible person.) The following paragraphs provide detail about each item in Figure 3.

Figure 5-3 Ridership Counts and Estimates

Operator/Sponsor	Annual Passenger Trips	Source
1. Trips on Access	2,680,518	Access Services unaudited financial report (trips by eligible passengers)
2. Trips on Access by wheelchair users	560,004	Access Services data
3. Free fare trips on Metro	22,758,096	Transit Access Pass data provided by Access Services
4. Free fare trips on other transit operators	5,751,901	Transit agency reimbursement reports provided by Access Services
5. ADA demand-responsive ridership on municipal operators	861,235	National Transit Database reports for FY 2011
6. Human service agencies	1,412,011	Estimated (see text)
Total trips by ADA eligible individuals	33,463,761	Items 1 + 3 + 4 + 5 + 6

All data for Fiscal Year 2012-13, except as indicated.

Access

Access carried about 2.7 million trips by ADA paratransit eligible riders in Fiscal Year 2012-13 according to year-end reports from Access Services. These trips were all provided by private providers under contract to Access Services. According to data tabulated by Access Services, about 560,000 of these trips (21% of the total) were taken by people who use wheelchairs.

Transit Operators

By far the largest number of trips provided to ADA certified people were made by riders taking advantage of the free fare program that allows them to ride for free on most bus and rail systems in Los Angeles County by presenting their Access ID card upon boarding. As noted earlier, 83,502 individuals used this program in a six-month period, which means that they took about 341 trips per year per person on average. These trips include 22.8 million on Metro (all requiring use of a TAP card) and 5.8 million on 17 other participating transit operators.

Metro provided data showing that it carried 910,578 passenger-trips in Fiscal Year 2012-13 that involved a wheelchair boarding. Many of these trips were presumably made by ADA paratransit eligible riders, but many have been made by people who are not eligible, or who at least have not applied for eligibility. Note that use of a wheelchair in itself does not make a person eligible for ADA paratransit, since all fixed-route transit in Los Angeles is wheelchair accessible. This means that *at most* 4% of free-fare rides on Metro are by wheelchair users, compared to 21% of trips on

Access. Apparently, wheelchair users are less likely than other ADA paratransit eligible individuals to choose and be able to ride Metro instead of Access. Even so, it is notable that wheelchair users as a group make 63% more trips on Metro than they do on Access.

Data about wheelchair boardings was not obtained for other transit operators.

Demand-Responsive Services by Municipal Operators

Access provides ADA complementary paratransit on behalf of nearly all Los Angeles County transit operators. In addition many municipalities provide local shuttles, dial-a-ride, and taxi subsidy programs, many of whose customers are also certified as eligible for ADA paratransit. Aside from Access Services, 14 Los Angeles County transit operators report some amount of demand-responsive service to the National Transit Database (NTD). Another 39 small operators provide data on demand-responsive services to Metro which Metro summarizes and reports to NTD. The most recent data, for Fiscal Year 2010-11, indicate about 861,000 “ADA unlinked passenger trips.” A few operators reported only total demand-responsive ridership, without distinguishing what portion was ADA trips. For these operators, reasonable assumptions were made based on available public information about the services involved.

Human Service Agencies

There is no source of comprehensive data about transportation provided by human service agencies. Responses to the survey conducted for this project contain very sketchy information. The database maintained by 211 LA County notes if any agency has some involvement in transportation, but rarely contains specifics about the nature of the transportation and has no information about numbers of trips provided. Nevertheless, a rough notion of the ADA trips provided (or sponsored by) human service agencies can be gathered by considering the major categories of services, which include Medi-Cal, Regional Centers, and adult day health care programs.

Medi-Cal: Medi-Cal will pay for “non-emergency medical transportation” (NEMT) in limited cases, namely for people who require lift van service, including people who cannot be left unattended. It can be assumed that all of these people would be eligible for ADA paratransit. The State Department of Health Services does not report the amount of NEMT provided. However, it does report having spent \$313,000,000 on transportation of all types in Fiscal Year 2012-13. If half of this consists of NEMT (versus ambulance transports), and if the proportion provided in Los Angeles County corresponds to the county’s share of the state population, then there would be about \$40.4 million spent on NEMT by Medi-Cal in the county. At current Medi-Cal reimbursement rates, an NEMT trips costs on the order of \$40 to \$60, depending on length, whether oxygen is needed, whether an attendant is provided, etc. If the average trip costs \$50, then Medi-Cal is providing on the order of 800,000 trips per year.

Regional Centers: Seven Regional Centers provide services for people with developmental disabilities in Los Angeles County through a network of contract providers. In some cases, clients will be provided with transportation to program services. Only one of the seven Regional Centers responded to the survey; it reported providing 31,200 ADA trips per year. If four of the seven Regional Centers provide similar services, that would imply about 125,000 trips per year.

Adult Day Health Care: One adult day health care program responded to the survey and reported 24,000 ADA trips per year. The program in question is a medium-sized one operating from a single location. The 211 database lists 35 adult day health care programs in the county that

make some provision for transportation. If 20 of them provide similar quantities of trips as the one that reported, that would imply about 480,000 trips per year.

As can be seen, these estimates are extremely crude and speculative. However, they provide an order of magnitude sense of the overall scale of human service transportation for ADA paratransit eligible people amounting to about one million trips per year. For comparison, the 2007 “Public Transit-Human Services Transportation Action Plan For Los Angeles County” estimated 866,000 trips provided by social service agencies.

Projected Growth in Demand for Access Paratransit

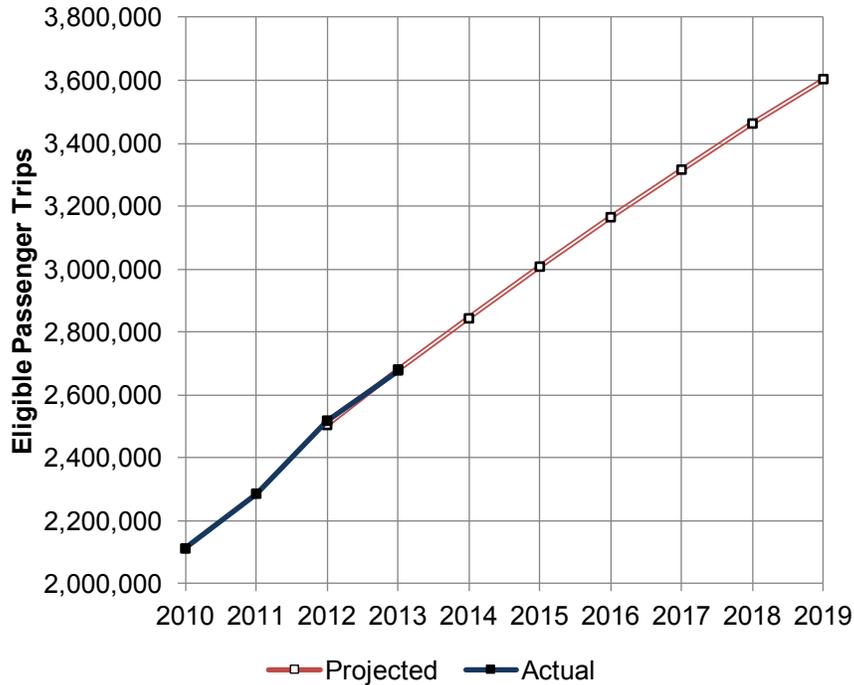
Access Services has commissioned a series of demand projection studies, of which the most recent one was completed in March of 2012. Other information comes from observed trends in use of the free fare program and reported ridership on ADA paratransit in other metropolitan areas.

The periodic demand projections (prepared for Access Services by consulting company HDR Decision Economics) are based on statistical analysis of past ridership. Monthly ridership is analyzed along with factors that help to explain the observed fluctuations. Numerous potential explanatory factors are examined, and the ones that have a statistically significant relationship to ridership changes are then incorporated in the final model. In the most recent model to be released, the factors used are: inflation-adjusted fares, inflation-adjusted gasoline prices, complaint rate, unemployment, and an adjustment factor a period of low ridership caused by service delivery issues between November 2003 and March 2004. According to the model, ridership tends to increase with higher gas prices and higher unemployment, while ridership tends to decrease with higher fares and higher complaint levels. Projections are made by inserting future values of the explanatory factors into the model.

The March 2012 demand projection for Access⁷ provides expected demand for Fiscal Years 2011-12 through 2016-17. It indicates that demand for ADA trips will grow much faster than population over the next few years, averaging almost 6% year, with a slight trend toward a moderating growth rate. Continuing this trend for two more years, suggests overall growth of 35% between 2012-13 and 2018-19 (an average annual increase of 5.1%). These trends are summarized in Figure 4. Although it is not obvious in the graph, the projection does incorporate a significant, gradual decline in the rate of growth, starting at 6.1% in 2014 and falling to 4.1% by 2019.

⁷ Access Demand Analysis and Projections (FY 2012 – FY 2016), Final Report, March 19, 2012, HDR Decision Economics

Figure 5-4 Access Service Demand Projections

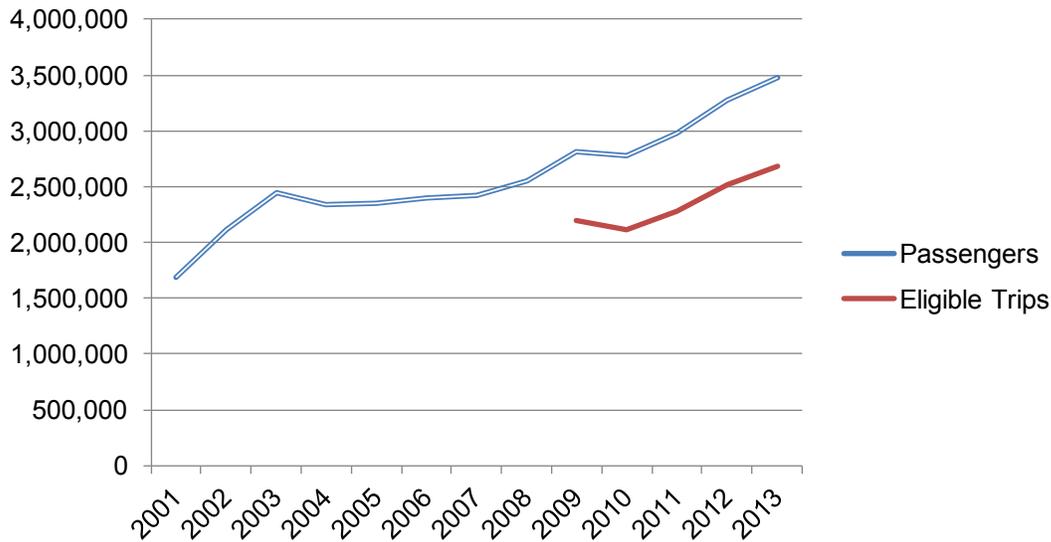


Actuals from Access Services annual reports. Projections through 2017 from HDR Decision Economics.
Projections for 2018 and 2019 from trend analysis by NelsonNygaard

Reasons to Expect Lower Growth

The projection in Figure 4 could turn out to be high for various reasons. As illustrated in Figure 5, Access Paratransit experienced a five-year period of no or low growth in ridership lasting from 2004 through 2007. The period after that saw rapid growth in Los Angeles, but paratransit operators in some other metropolitan areas have seen little or no growth in ridership in the same period. Both of these facts raise the issue of whether a new period of low growth might not occur.

Figure 5-5 Historical Ridership on Access Services



Passenger counts for 2001 through 2008 from HDR report. All data for 2009 through 2013 from ASI Annual Reports.

Factors that could produce lower growth than projected include:

- Improved economic conditions compared to the recent period of recession
- Moderation of gasoline price increases
- Diversion of demand by the free fare program
- Reversal or stabilization in cutbacks in human service transportation
- Saturation of potential demand
- Implementation of new policies or programs, such as more comprehensive trip-by-trip eligibility screening

Improved Economic Conditions

According to the model that is the basis for the projections, unemployment corresponds to growth in ridership, which could partially explain increases starting in 2008. If unemployment has been driving ridership, then it might be expected that growth would be starting to moderate. However, the projections already assume that unemployment will fall by an average of 6.5% per year. (Note that “unemployment” as used in the model is the total number of unemployed people, not the percentage unemployment rate.)

Moderation of Gasoline Price Increases

The projections are partially driven by assumed growth in the real (inflation-adjusted) price of gasoline of about 2% per year. If recent weakness in gasoline prices continues, demand could be lower than projected. So far, however, falling gasoline prices since 2012 have not resulted in moderation of ridership growth.

Diversion of Demand by the Free Fare Program

It might be expected that growth in use of the free fare program would reduce growth in Access demand. Usage of the free fare program has been growing steadily, but ADA ridership on Access, after dipping in 2009-10, has been growing at an average of 8% per year. The projection through 2016-17, averaging 5.3% per year, does represent a moderation of this recent, especially rapid growth. The free fare program is still relatively young and could have a greater impact in years to come.

Reversal or Stabilization in Cutbacks in Human Service Transportation

During the recession, tight state budgets led to dramatic cutbacks in the transportation offering of human service programs. This no doubt contributed to the growth in use of Access Paratransit. It might be that these cutbacks have run their course. With improved economic conditions and an improved budget outlook for State government, it is possible that some cuts might even be restored. However, increased Medi-Cal enrollment under the Affordable Care Act could result in more demand for non-emergency medical transportation, which, given the long-established practices of the California Department of Health Services, could produce more demand for Access Paratransit.

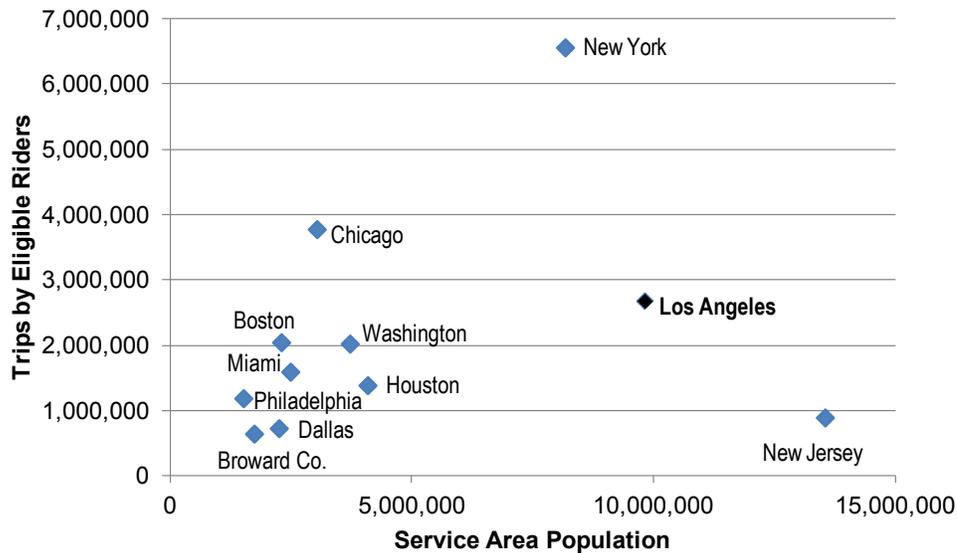
Saturation of Potential Demand

Five percent annual growth cannot continue forever. Eventually, the number of trips provided would exceed any reasonable notion of potential trip making by people with disabilities in Los Angeles County. The March 2012 report by HDR Decision Economics included a calculation of a market saturation level of 5,269,706 trips per year in fiscal year 2015-16. If this is correct, demand would reach the saturation level after eight years of growth at 5.1% per year. More realistically, growth would taper off as it got close to the saturation level. In fact, the projections in Figure 4 already include a tapering off of growth that would keep ridership well below the saturation level for the next 15 years.

Another way of considering the issue of demand saturation is by comparing demand in Los Angeles to demand in other metropolitan areas. Figure 6 shows how ridership in Los Angeles compares to ten other large systems surveyed by the New York Metropolitan Transit Authority in 2012. On a per capita basis, Access Paratransit has lower ridership than any other large system except the New Jersey statewide system. If Access Paratransit ridership were to reach the saturation level calculated by HDR Decision Economics, that would correspond to per capita ridership about in the middle of the values shown for the other systems.

Figure 5-6 Per-Capita Ridership in Los Angeles and Other Areas

Service Name	Place	Service Area Population	Eligible Rider Trips	Trips Per Capita
Pace	Chicago	3,044,779	3,776,590	1.24
The Ride	Boston	2,307,849	2,045,464	0.89
Access-A-Ride	New York	8,175,133	6,560,291	0.80
CCT Connect	Philadelphia	1,526,006	1,188,020	0.78
Special Transportation Services	Miami	2,496,435	1,593,806	0.64
MetroAccess	Washington	3,726,273	2,023,850	0.54
TOPS Paratransit	Broward County	1,748,066	645,441	0.37
Metrolift	Houston	4,092,459	1,387,812	0.34
DART Paratransit	Dallas	2,259,579	729,073	0.32
Access Services (2013)	Los Angeles	9,818,605	2,677,808	0.27
Access Link	New Jersey (statewide)	13,544,878	893,128	0.07



Source: New York MTA Paratransit Peer Report CY 2011 / FY 2010-11

A weakness of this comparison is that it does not account for important differences among areas in demographics, fares, and many other factors. One attempt to adjust for these factors is the demand model that was produced by Nelson\Nygaard Consulting Associates for the Transit Cooperative Research Program’s Report 119, “Improving ADA Paratransit Demand Estimation.” Based on actual ridership at 28 systems that were judged to be in full compliance with all ADA requirements and to use best practices in operating paratransit, a formula was developed that estimates expected ridership, taking into account population, fares, poverty rates, eligibility

practices, and on-time performance. The model predicts eligible rider trips per year for Los Angeles County between 2.5 million and 4.9 million, depending on how conditional eligibility is applied. The lower figure assumes that reservations agents consistently screen trips to determine if the rider is eligible for that particular trip, taking into account conditions of eligibility including ability to walk to the bus stop, the condition of sidewalks, weather, time of day, and other factors. The higher figure applies otherwise.

Since the Report 119 formula was estimated using data from 2005, it does not account for growth since then. Some of the cities used to estimate the formula, such as Dallas and New York, have experienced significant growth since then, as has Access Paratransit. But other systems that were also part of the analysis, including Portland, San Jose, and Seattle, have seen little or no growth. Overall then, comparison to other areas is inconclusive, but certainly does not rule out the possibility that demand for Access Paratransit will grow at the projected rates.

Implementation of New Policies or Programs

Certain policy changes or programs could moderate demand growth. These include fare changes and more rigorous application of trip-by-trip eligibility screening. The potential for fare changes is limited by the multitude of fares charged by ASI's member agencies. The potential for more rigorous application of trip-by-trip eligibility is limited by the difficulty of assessing walking conditions in a huge service area and keeping that information up to date. However, such a database can be built up gradually over time, starting with the locations used by high-volume customers. In addition, consistent application of other conditions of eligibility is possible, including conditions based on travel training for specific destinations, time of day, and weather. In all cases, the eligibility process needs to provide the detailed information for use by operations staff.

Reasons to Expect Higher Growth

There are a number of considerations that support a projection of continued growth in demand for Access Paratransit. Some of these were already noted in the previous section. These include further cutbacks in human service transportation, added demand due to the Affordable Care Act, and theoretical calculation of potential demand for service, and higher rates of per capita demand in other cities. Additional factors that might support growth are described in the following paragraphs.

Provision of High-Quality Service

One possible explanation for period of low growth in past years could be service problems connected with changes in service area boundaries and contractors. (Although the period of low growth also followed the implementation of zero denials in 2003.) If this is true, then continued maintenance of reliable service could lead to continued growth in demand.

The Aging of the Baby Boom Generation

Increasing numbers of older people could produce more people with disabilities who qualify for Access Paratransit. The Department of Finance projects that number of people age 65 or older in Los Angeles will grow by 38% between 2010 and 2020. That corresponds to compound annual growth of 3.3%. According to the March 2013 Customer Satisfaction Survey, 39% of Access riders are in this age group. Based on experience in other systems, they probably make few trips than

younger riders. However, if the older riders make as many trips as younger riders, then the expected growth in this age group would result in annual ridership growth of 1.3% (i.e. 3.3% population growth multiplied by 39% of riders).

The Upper Limit of Demand

The HDR calculation of a saturation level of demand (about 5.3 million eligible trips per year) and the upper calculation from the Nelson\Nygaard / TCRP Report 119 model (4.9 million eligible trips per year) are in reasonable agreement suggesting that about 5 million trips per year represents an upper limit to the demand that Access Services could see for its ADA complementary paratransit services. A hypothetical scenario that could bring about this level of demand might include: no major service disruptions or significant fare increases; little or no impact from demand management programs; rapid growth in the population of people with disabilities; further cutbacks in human service transportation combined with greater demand for medical trips triggered by the Affordable Care Act; continued weakness in the economy; and resumption of growth in gasoline prices.

Demand for Other Services

Similar projections of demand for other demand-responsive services in Los Angeles County are not available. Since these programs are not subject to the “no capacity constraints” rules of ADA that apply to Access, actual ridership on these programs may not grow rapidly even if riders and potential riders would like to make more trips. In the case of human service programs, economic recovery could lead to some restoration of funds, allowing for more trips to be served. In the case of Medi-Cal, expansion under the Affordable Care Act could lead to a substantial increase in the demand for non-emergency medical transportation.

Conclusion

As indicated in Figure 5-4 and in the discussion of other demand-responsive services in Los Angeles County, rapid growth in ridership by people with disabilities is anticipated in the next five years. This growth significantly exceeds the increase in population, and will likely only be tempered by the introduction of additional demand management strategies or unanticipated changes in the economic recovery and the implementation of the Affordable Care Act.

APPENDIX A

Social Services Transportation Letter and Survey

Appendix A Social Services Transportation Letter and Survey

Dear Human/Social Service Transportation Provider,

Access Services (“Access”) is the designated agency in Los Angeles County for coordinating and providing complementary paratransit services under the Americans with Disabilities Act (ADA) on behalf of 43 member municipalities and public transit agencies. Access is updating the Social Service Inventory and Action Plan that was developed in 2007 and was incorporated in the County’s Coordinated Transportation Plan. The purpose of the current survey is to identify social service agencies providing transportation services within Los Angeles County and to collect information about those services that can be used to both enhance Access’ information and referral program, and also enhance coordination of services throughout the region. This information is also important to plan for continuing implementation of ADA paratransit services as we will use the data to help project service demand over the coming years.

If your agency provides or arranges for transportation services to the general public, a specific clientele, or under contract for a public transit operator, the enclosed survey will be of interest to you. Even if your agency does not provide transportation services but your clients are the recipients of these services, Access is still interested in the information that your agency could provide by completing the first six survey questions. Each agency responding to the survey will be able to receive a free copy of the results. The final report is expected by XXXX.

Your willingness to spend a few minutes completing the survey will greatly assist Access’ paratransit coordination and ADA implementation efforts, as well as aiding in the dissemination of information helpful to both paratransit consumers and providers. Please answer every question to the best of your ability; providing estimates instead of incomplete answers when necessary is much appreciated.

If you have any technical questions regarding the survey, feel free to contact Adina Ringler at Nelson\Nygaard Consulting (415-284-1544; aringler@nelsonnygaard.com). Questions specifically for Access may be directed to Eric Haack (213) 270-6006, or Haack@asila.org.

Thank you for your participation!

Sincerely,

Matthew Avancena
Manager, Planning and Coordination

Access Services

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SOCIAL SERVICES TRANSPORTATION SURVEY

Please return this postage-paid survey as soon as possible. If you can, please complete the online survey here: www.AccessLASurvey.org

AGENCY INFORMATION

1. Agency Name: _____
2. Contact Person/Title: Title: _____
First: _____ Last: _____
3. Mailing Address: _____

City _____ County _____ Zip _____
4. Contact Info:
 - a. Telephone: _____
 - b. TDD: _____
 - c. FAX: _____
 - d. E-mail address: _____
5. Your organization is (check only one):
₁ Private for-profit ₃ Public
₂ Private non-profit ₄ Other _____
6. Does your agency provide or arrange for transportation services?
₁ Yes (please go to question #7)
₂ No (please give reason and return survey as is)
Reason:

TRANSPORTATION SERVICES

7. Describe your agency's transportation services. What area do you serve? Who do you serve?

- 8a. Does your agency: provide, arrange or pay another agency for 25 or more one-way client/customer trips per day?
₁ Yes ₂ No
- 8b. Does your agency have an annual transportation budget of \$100,000 or greater?
₁ Yes ₂ No
(If yes to either, please go to question #9. If no to both, please return survey as is.)

9. How does your agency provide transportation? (check all that apply.)

- ₁ Directly
- ₂ Pay another organization/company for transportation services (vehicles and/or drivers)
Organization name: _____
- ₃ Sharing (without purchasing or paying) transportation services with another agency
Agency name: _____
- ₄ Provide, arrange or refer transportation for other agencies
Names of agencies: _____
- ₅ Provide, arrange or refer transit tickets or passes to clientele
- ₆ Provide, arrange or refer taxi scrip/van vouchers to clientele
- ₇ Operate transportation services by volunteers with privately owned vehicles
- ₈ Other (please specify): _____

10. Are there any eligibility requirements to receive your transportation services?

- ₁ Yes ₂ No (Please go to question #11)
- If yes, please check all that apply:
 - ₃ Income level ₄ Residency
 - ₅ ADA eligibility ₆ Agency member or program participant
 - ₇ Medical reason ₈ Other disability or type of disability
 - ₉ Age (please specify eligible range): _____
 - ₁₀ Other: _____

11. Does your agency charge a fare for any of its transportation services?

- ₁ Yes ₂ No

12. Your primary geographical area of service is (check only one):

- ₁ Within a single city in LA County only
 - ₂ Two or more cities but not county-wide
 - ₃ County-wide
 - ₄ Two or more counties
- What city(ies) or county(ies) do you serve?

OVER ►

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13. What types of trips do you provide service for (trip purpose)?
(Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> ₁ Dialysis | <input type="checkbox"/> ₆ Social/recreational/personal |
| <input type="checkbox"/> ₂ Adult day health care | <input type="checkbox"/> ₇ Meals/nutrition |
| <input type="checkbox"/> ₃ Other health/medical | <input type="checkbox"/> ₈ All trips (no restrictions) |
| <input type="checkbox"/> ₄ Work | <input type="checkbox"/> ₉ Other (please specify): _____ |
| <input type="checkbox"/> ₅ Education or training | |

14. Who uses your transportation program? (Check all that apply and estimate the percent of trips provided to each group – may add to more than 100%)

- | | |
|---|---|
| <input type="checkbox"/> ₁ General public ____% | <input type="checkbox"/> ₄ ADA eligible ____% |
| <input type="checkbox"/> ₂ Low income ____% | <input type="checkbox"/> ₅ Physically disabled ____% |
| <input type="checkbox"/> ₃ Seniors ____% | |
| <input type="checkbox"/> ₆ Mentally/developmentally disabled ____% | |
| <input type="checkbox"/> ₇ Other (please specify): _____ | |
- What percent of trips are taken by wheelchair users? ____%

15. What is the average number of people who receive transportation services each month? _____

16. How many one-way trips do you provide each month (count each roundtrip as two one-way trips)? _____

17. Assuming that you have sufficient budget, how much do you expect the number of trips you provide to increase over the next five years? _____

DRIVER/VEHICLE INFORMATION

18. For the transportation services you provide or contract for, how many drivers are used (excluding taxi drivers)?

a. Full-time paid ____ b. Part-time paid ____ c. Volunteer ____

19a. Do the drivers receive any specialized training?

₁ Yes ₂ No

19b. If you answered "Yes," please check all that apply:

- ₁ First aid/CPR
- ₂ Sensitivity/cultural diversity/disability awareness
- ₃ Passenger assistance techniques
- ₄ Defensive driving
- ₅ Other (please specify): _____

20. Please provide details on your vehicle fleet inventory:

<u>Publicly Owned</u>	<u>Privately Owned</u>
Total # of Vehicles: ____	Total # of Vehicles: ____
# of Buses: ____	# of Buses: ____
# of Vans: ____	# of Vans: ____
# of Autos: ____	# of Autos: ____
# Lift or Ramp Equipped: ____	# Lift or Ramp Equipped: ____

21. How many people are involved in managing your agency's transportation services:

Full-time paid ____
Part-time paid ____
Volunteer ____

22. What fund sources contributed to your transportation budget for fiscal year 2011-12 (or most recent year for which figures/estimates are available)? Please estimate the amount received from each.

	Amount
Passenger fares _____	
Federal _____	
State _____	
Local _____	
Other sources _____	

Thank you for your participation!

Please fold the completed survey and insert in the self-addressed stamped envelope.

APPENDIX B

Survey Distribution List

Appendix B Survey Distribution List

The survey was distributed to 240 unique organizations plus 16 individuals who are not affiliated with any organization.

- Ability First
- Ability First Center
- Access
- ACE Medical Transport
- Aegis Ambulance Service
- Alhambra Community Transit
- Almansor Center
- Alpert Jewish Community Center (AJCC)
RSVP Program Long Beach - Elbow to
Elbow
- American Cancer Society
- AmeriCare Ambulance
- Angel Care on Wheels
- Antelope Valley Senior Center
- Antelope Valley Transit Authority
- ARC and Adults
- Arellano Associates
- Arriba, Inc.
- ASI Board of Directors
- Autumn Wind Paratransit
- Beach Cities Transit
- Braille Institute
- Buena Vida Learning Services
- BUILD Industries
- BurbankBus
- BVLS
- Cali Assisted Transportation, Inc.
- California Council of the Blind
- California State University Northridge
Disabilities and Educational Services
Center
- Caltrans
- CAPC, Inc.
- Caramedix
- Care Ambulance Service
- Care America Transportation
- CARE Inc.
- Care Van Inc
- Child Development Institute
- Childcare Resource Center
- Chrysalis
- City Community Services
- City of Agoura Hills
- City of Alhambra
- City of Arcadia
- City of Artesia
- City of Avalon
- City of Baldwin Park
- City of Baldwin Park Transit
- City of Bell Gardens
- City of Bellflower
- City of Bellflower Bus
- City of Brea
- City of Burbank Bus Senior & Disabled
Transit
- City of Calabasas
- City of Carson
- City of Cerritos
- City of Claremont
- City of Commerce
- City of Commerce Municipal Bus
- City of Compton
- City of Cudahy
- City of Culver City Bus
- City of Culver City Senior Center
- City of Downey
- City of Downey Link
- City of Duarte
- City of El Monte
- City of Gardena
- City of Gardena Municipal Bus Lines
- City of Gardena Transit
- City of Glendale
- City of Glendale Beeline
- City of Huntington Park
- City of La Mirada
- City of Lawndale
- City of Long Beach Transit

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- City of Los Angeles
- City of Los Angeles Department of Aging AAA
- City of Los Angeles, Department of Aging
- City of Lynwood
- City of Monterey Park
- City of Norwalk
- City of Norwalk Transit System
- City of Paramount
- City of Pasadena
- City of Pasadena Area Rapid Transit System
- City of Redondo Beach
- City of Rosemead
- City of San Gabriel Transit
- City of Santa Clarita Transit
- City of Santa Fe Springs
- City of Santa-Calirta
- City of Sierra Madre
- City of South Gate
- City of Torrance Transit System
- City of West Covina
- City of West Hollywood
- City of West Hollywood Disability Advisory Board
- Citywide Transportation
- Comforcare Senior Services (Non-Medical Home Care Service)
- Communities Actively Living Independent and Free
- Community Transportation Coordinator OCTA
- Community Senior Services (CSS) Claremont - Community Connections
- Community Senior Services (CSS) Claremont - REAL Connections
- Creative Minds ADP
- D.E.S.I
- Department of Aging
- Department of Veterans Affairs Trauma Recovery Services
- Dependable Care Ambulance Service
- Developmental Disabilities Area Board 10
- East Los Angeles Regional Center
- Easter Seals
- Eastern Los Angeles Regional Center
- El Nido Family Valley Centers
- Empire Transportation, Inc.
- Esperanza Services
- Exceptional Children's Foundation
- Executive Office Board of Supervisors, Commission Services Division
- Explore Freedom Services, INC
- Family Care Medical Transportation
- Foothill Transit
- Freda Mohr Multipurpose Senior Center
- Glendale Adult Recreation Center
- GMD Transportation, Inc.
- Grandparents As Parents (GAP)
- GT Non-Emergency Medical Trans
- Guardian Ambulance Services
- Halls Non-Emergency Medical Transportation Service
- Harbor Regional Center
- Huntington Park Oldtimers Foundation
- In2vision Programs LLC
- Inclusion Services
- Independent Living Center of Southern California
- Independent Living Partnership TRIP Program
- Inglewood Senior Center
- International Institute of Los Angeles
- ITN - Greater LA
- ITN Greater LA
- Jay Nolan Community Centers
- Jewish Family and Children's Service (JFCS) Long Beach
- Jewish Family Service of LA
- Jewish Family Service of Los Angeles (JFSLA) - Connect
- JFS Connect Program
- Jorges Get Around Transportation Services
- Kennedy Community Adult School
- L.A. County Department of Public Health Office of Women's Health
- LA City Department of Disability
- LA Valley College SSD
- LACCOD

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- LADOT
- Lanterman Regional Center
- Listo
- Long Beach Yellow Cab
- Los Angeles Community College District, Office of Diversity Programs
- Los Angeles County Department of Public Works
- Los Angeles Unified School District - District 1
- Med Link Transit
- Med-Life
- MedTrans Medical Transportation
- Meet Each Need with Dignity (MEND)
- METRO
- METRO AAC
- Metro Cab
- Metrolink
- Mission Community Hospital
- Mobility Management Partners, Inc.
- Mobility Management Partners, Job Access Reverse Commute Program
- Montebello Bus Line
- Montebello Municipal Bus Lines
- My Green Taxi
- Nelson Nygaard
- New Horizons
- North Los Angeles County Regional Center
- North Valley Occupational Center
- Northeast San Fernando Valley Work Source Center
- Northeast Valley Multipurpose Center
- Oldtimers Foundation
- On Time MedTrans
- Onegenerations Senior Enrichment Center
- Orange County Transportation Authority
- Palos Verdes Peninsula
- Paratransit Business Manager, MTM Inc.
- Park La Brea Apartments
- Partnership for Active Learning Service, Inc.
- Pasadena Senior Center
- Pennylane
- People Coordinated Services Senior Citizens Multipurpose Center
- People's Care Transportation
- Personal Assistance Services Council of Los Angeles County (PASC)
- Pierce College Disabled Student Services
- Platinum Care
- Pomona Valley Transportation Authority (PVTA)
- Premier Medical Transportation
- RideScheduler
- Roadrunner Shuttle
- RSVP Program Long Beach
- Salvation Army
- San Fernando Valley Community Center
- San Gabriel/Pomona Regional Center
- Santa Monica Big Blue Bus
- Schaefer Ambulance Service
- Seek Education Inc.
- Services Center For Independent Living
- Shield Healthcare
- Smooth Ride Transportation
- SMS Transportation Services, Inc.
- Social Vocational Services
- South Central Los Angeles Regional Center
- St. Barnabas Senior Multipurpose Center
- Starline Tours
- Stiles disability coaching
- TASC - Main Office
- The Adult Skills Center (TASC)
- The Childbirth Connection
- The Help Group
- Therapeutic Living Centers for the Blind
- Theresa Lindsay Multipurpose Center
- Tierra Del Sol
- TLC Early Intervention Program
- TLC Senior Helpers
- Total Family Support Clinic
- Trans Aid Ambulance
- Transportation Project Delivery Office of Mayor Antonio R. Villaraigosa
- Tri-Valley Special Olympics
- United Cerebral Palsy
- United Cerebral Palsy of Los Angeles

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- United Independent Taxi Drivers
- University of La Verne, Campus Safety and Transportation
- VA Greater Los Angeles Healthcare System
- VA Long Beach Healthcare System
- VA Vet Center- Sepulveda
- Valley Interfaith Council
- Valley Transportation Services (VTRANS)
- Valley Village
- Van Nuys Multipurpose Senior Citizen Center
- Vargastrans, Inc.
- Victorville Medical Transportation
- Visiting Nurse Association & Hospice of Southern California
- West Adams Multipurpose Center
- West Valley Occupational Center
- Westside Regional Center
- Wilkinson Multipurpose Senior Citizen Center
- Yellow Star Cab
- Plus 16 individuals without an organizational affiliation

APPENDIX C

Survey Response -Transportation Providers

Appendix C Transportation Provider List

Agency Name	Contact Person/Title	First	Last	Mailing Address	City	ZIP	Telephone	Email Address	Organization Type
New Day Montebello	Director	Irma	Karl	511 Washington Blvd.	Montebello	90640	323-726-1444	newday.montebello@yahoo.com	Private for-profit
Mercedes Diaz Homes-Starwood	Administrator	Nicole	Collar	7239 Washington Ave	Whittier	90602	562 945 4576		Private for-profit
City of Bell Gardens	PW Director	Chau	Vu	8327 S Garfield Ave	Bell Gardens	90201		cvu@bellgardens.org	Public
TLC Senior Ride	President	Kathy	Macaraeg	6245 Bristol Pkwy #429	Culver City	90230	310-338-7247	kathy@tlcseiorhelpers.com	Private for-profit
City of Pasadena	Transit Manager	Valerie	Gibson	221 East Walnut Street, Suite 199	Pasadena	91101	626-744-4055	vgibson@cityofpasadena.net	Public
City of Culver City	Disability & Social Services Specialist	Darren	Uhl	4095 Overland Avenue	Culver City	90232	310-253-6729	darren.uhl@culvercity.org	Government Agency
City of Santa Clarita	Transit Manager	Adrian	Aguilar	28250 Constellation Road	Santa Clarita	91355	661-295-6305	aaguilar@santa-clarita.com	Public
Goodwill Industries	Program Manager	Joseph	Taylor	342 N. San Fernando Rd.	Los Angeles	90031	323-539-2020	jtaylor@goodwillsocial.org	Private non-profit
Arroyo Developmental	Program Director	Sue	Kacy	1839 Potrero Grande	Monterey Park	91755	626-307-2240	arroyods@aol.com	Private for-profit
Marine Adult Therapeutic Center	Bookkeeper	Diane	Hoskins	13700 Foothill Blvd. #923023	Sylmar	91392	818-362-6777	foothillofc@yahoo.com	Private for-profit
People's Care	Director of Day Program Services	Catherine	Bennage	13920 City Center Dr. Suite 290	Chino Hills	91709	626-506-1436	cbennage@peoplescare.org	Private for-profit
Glendale Dial-A-Ride	Ms.	Silva	Baghdanian	633 E. Broadway, Room 209	Glendale	91206	818-937-8321	sbaghdanian@ci.glendale.ca.us	Public
Antelope Valley Transit Authority	Executive Director	Julie	Austin	42210 6th St. West	Lancaster	93534	661-729-2206	jaustin@avta.com	Public
The Adult Skills Center (TASC)	Day Program Coordinator	Maggie	Saremi	17400 Vanowen St.	Van Nuys	91406	818-996-3761	msaremi@taschq.com	Private non-profit
City of Glendale Beeline Transit	Ms.	Kathryn	Engel	633 E. Broadway, Room 209	Glendale	91206	818-937-8330	kengel@ci.glendale.ca.us	Public
Catalina Transportation Services Inc.	President	Karin	Hague	PO Box 2141	Avalon	90704	310-510-0342	catalinatransportation@catalinaisp.com	Private for-profit
City of West Hollywood	Transportation program Administrator	Perri	Sloane Goodman	8300 Santa Monica Blvd.	West Hollywood	90069	323 848 6370	pgoodman@weho.org	Public
Norwalk Transit System	Manager of Transit Operations	Graham	Ridley	12700 Norwalk Blvd	Norwalk	90650	562 929-5554	gridley@norwalkca.gov	Public
Torrance Transit System	Administrative Analyst	Ashley	Koger	20500 Madrona Ave	Torrance	90503	310-618-3029	akoger@torranceca.gov	Public
City of El Monte	Transportation Operations Manager	Gwynn	Stevens	3990 Arden Drive	El Monte	91731	626-580-2217	gstevens@elmonteca.gov	City - Government Agency
San Gabriel Transit	General Manager	Stacey	Murphy	3650 Rockwell Avenue	El Monte	91731	626-258-1310		Private for-profit
City of West Hollywood Disability Advisory Board	Board Member	Michael	Arrigo	8300 Santa Monica Blvd.,	West Hollywood,	90069	323-848-6400		Municipal government
Seek Education Inc.	Director of Operations	Sandra	Palomo	9060 Huntington Dr.	San Gabriel	91775	626-943-7772	info@seekeducation.org	Private non-profit
Buena Vida Learning Services	Manager	Maria	Paveloff	9901 Paramount Blvd. Suite 212	Downey	90240	562-928-0300	bvls@roadrunner.com	Private for-profit
Exceptional Children's Foundation	Vice President	Emily	Lloyd	8740 Washington Blvd.	Culver City	90232	310-849-8045	elloyd@ecf.net	Private non-profit
City of South Gate	Recreation Superintendent	Steve	Costley	4900 Southern Ave	South Gate	90280	323-563-5494	scostley@sogate.org	Public
TASC - Main Office	DED	Dennis	Rutnam	16600 Sherman Way #245	Lake Balboa	91406	818-708-1756		Private non-profit
Listo INC	Program Director	Hope	Barba	6709 Greenleaf Ave # 310,	Whittier	90601	626-643-6500	Hopebarba@yahoo.com	Private for-profit
Shield Healthcare	Manager	Mary	Cady	10603 Whittier Blvd	Whittier	90606	562-692-2746	mcady@shieldhealthcare.com	Private for-profit
D.E.S.I	Case Manager	Gerard	Guerra	5161 Pomona #114	Los Angeles	90606	323-780-1920	gerard@desiserve.com	Private non-profit

Social Services Transportation Inventory and Survey | Draft Report
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Agency Name	Contact Person/Title	First	Last	Mailing Address	City	ZIP	Telephone	Email Address	Organization Type
Inclusion Services	Director	Gilbert	Magania	13255 Philadelphia St. Suite E	Whittier	90601	562-945-2000		Private for-profit
CAPC, Inc.	Director of Services	Jeanette	Demirjian	7200 Greenleaf Ave. #170	Whittier	90602	562-693-8826	demirjianj@capcinc.org	Private non-profit
Listo	Executive Director	Armando	Villegas	6709 Greenleaf Ave. #310	Whittier	90601	626-393-9351		Private for-profit
CARE Inc.	President & CEO	Yue	Li	15643 Sherman Way #220	Van Nuys	91406	818-232-7940	info@careautism.org	Private for-profit
New Horizon	Mr.	Doug	Pascover	15725 Parthenia St.	Los Angeles	91343	818-894-9301	dpascover@newhorizons-sfv.org	Private non-profit
Partnership for Active Learning Service, Inc.	Office Manager	Erika	Mejia	981 Corporate Center Drive #130	Pomona	91768	909-397-7770	palspomona@gmail.com	Public
California Council of the Blind	VP of CA Library	Gloria	Broderick	613 East Orange Grove Blvd, #2	Pasadena	91104	626-683-9560		Private non-profit
Services Center For Independent Living	Systems Change Advocate	Angela	Nwokike	107 Spring St	Claremont	91711	909 621 6722	angela@scil-ilc.org	refer transport
METRO AAC	Ms.	Stephanie	Bussi	1088 N. Loma Vista Drive	Long Beach	90813	562-436-6302	grannistef@gmail.com	Public
Stiles disability coaching	Owner	Beth	Stiles	7309-8 Hihenge court -8	Raleigh NC	27614	919-675-7211	Disabilitycoaching52@gmail.com	Public
In2vision Programs LLC	Program Manager	Beatriz	Chavez	13601 E. Whittier Bl. Suite 107	Whittier	90605	562-789-8888	Beatriz@in2vision.org	Private for-profit
Oldtimers Foundation	Director of Transportation	Benjamin	Flores	3355 E. Gage Ave.	Huntington Park	90255	323-637-1017	bfloresoff@gmail.com	Private non-profit
Eastern Los Angeles Regional Center	Supervisor	Elizabeth	Harrell	PO Box 7916	Alhambra	91802-7916	626 299 4862	eharrell@elarc.org	Private non-profit
Gardena Municipal Bus Lines	Operations Superintendent	Alicia	Walker	13999 S. Western Avenue	Gardena	90249	310-965-8888	awalker@gardenabus.com	Public
City of Agoura Hills	Recreation Manager	Zach	Miller	30610 Thousand Oaks Blvd.	Agoura Hills	91301	818-597-7361	zmiller@ci.agoura-hills.ca.us	Public
City of Monterey Park	Principal Management Analyst	Amy	Ho	320 W. Newmark Ave.	Monterey Park	91754	626-307-1383	amho@montereypark.ca.gov	Public
Eastern Los Angeles Regional Center	Manager of Federal Programs and Transportation	Jesse	Valdez	1000 South Fremont Ave.	Alhambra	91802	626-299-4719	jvaldez@elarc.org	Private non-profit
City of Duarte	Transit Supervisor	David	Rendon	1600 Huntington Drive	Duarte	91010	626-358-9627	rendond@accessduarte.com	Public
City of Santa Fe Springs	Transportation Services Supervisor	Jose	Barrios	11710 Telegraph Road	Santa Fe Springs	91733	562-409-7572	joebarrios@santafesprings.org	Public
Dept. of Aging	Information and Assistance Supervisor/Outreach Coordinator	Veronica	Perez	221 N. Figueroa St.	Los Angeles	90012	213-482-7243		Public
Burbank Bus Senior & Disabled Transit	Transportation Services Manager	Adam	Emmer	PO Box 6459	Burbank	91510-6459	818.238.5360	aemmer@ci.burbank.ca.us	Public
City of Redondo Beach	Transit Operations & Transportation Facilities Manager	Joyce	Rooney	1922 Artesia Blvd	Redondo Beach	90278	310-318-0610 x2670	joyce.rooney@redondo.org	Public
Communities Actively Living Independent and Free	Systems Change Advocate	Dina	Garcia	634 South Spring Street, 2nd Floor	Los Angeles	91311	213-627-0477	dgarcia@calif-ilc.org	Public
Vargastrans, Inc.	President	Antonio	Vargas	6821 Suva Street	Bell Gardens	90201	562-322-3882	Antonio@vargastrans.com	Private for-profit

APPENDIX D

Focus Groups

Appendix D Focus Groups

Los Angeles County Area Meetings

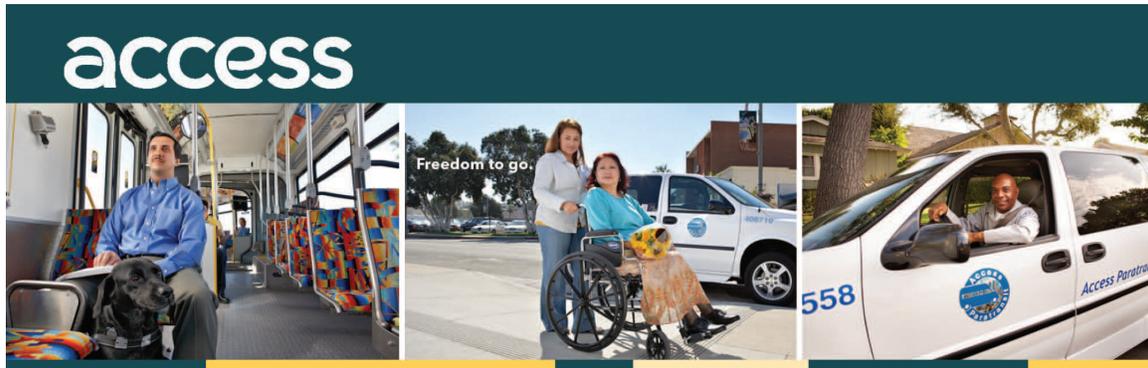
Organization/Agency	Meeting Date/Option	Contacts	Notes	Staffing
Gateway Cities Transit Providers (Metro)	Wednesday, June 12, 2013 at 1:00 p.m. at Norwalk Transit's main office, located at 12650 E. Imperial Highway (near the intersection of Bloomfield and Imperial Highway)	David Hershenson Metro Community Relations Manager (213) 922-1340 (562) 568-0240 hershensond@metro.net	Service provider coordination meeting for providers affiliated Gateway Cities Council of Governments (quarterly meetings)	Adina Ringler
Metro Accessibility Advisory Committee (AAC)	Thursday, June 13, 2013 at 10:30 a.m. at Metro - Union Station Conference Room, 3rd Floor - One Gateway Plaza, Los Angeles, CA 90012	Yvonne Price ADA Compliance Administrator Metro - Los Angeles 213.922.4308 Pricey@metro.net	Several of the AAC members are affiliated with service providers or advocacy groups; however, some are not and are AAC members due to the expertise they provide in living with a disability. There are over 20 AAC members, and about 15 different people attend the AAC meeting each month.	Laura Muna-Landa
Developmental Disabilities Area Board 10	Wednesday, June 26 at 10 a.m. -12 p.m. at 411 N. Central Ave. St. 620, Glendale 91203	Melody Goodman Melody.Goodman@dss.ca.gov (818) 543-4631		Adina Ringler and Richard Weiner
Eastern Los Angeles Regional Center - Vendor Advisory Committee (VAC)	Thursday, June 27, 2013 at 10:00 a.m. in the ELARC Boardroom located at 1000 S. Fremont, Alhambra	Elizabeth Harrell, LCSW Supervisor, Information and Training PO Box 7916, Alhambra CA 91802-7916, (626) 299-4862 eharrell@elarc.org or Jesse Padilla (626) 299-4854, jpadilla@elarc.org	Potential meeting with vendors of ELARC (need to confirm vendor types and related details)	Adina Ringler and Richard Weiner

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APPENDIX E

Survey Handout

Appendix E Survey Handout



access

ACCESS SERVICES Social Services Transportation Inventory & Survey

SUMMER 2013

IMPROVING TRANSPORTATION SERVICES THROUGHOUT THE REGION

▶ PROJECT OVERVIEW

Access Services ("Access") is currently conducting a Social Services Transportation Inventory and Survey as part of its role as the Consolidated Transportation Services Agency (CTSA) for L.A. County. Access provides Americans with Disabilities Act (ADA) complementary paratransit services on behalf of 43 member municipalities and public transit agencies in Los Angeles County.

The purpose of the Inventory and Survey is to identify existing public and private social service transportation services within Los Angeles County and foster coordination among transportation providers in order to utilize existing services.

▶ STAKEHOLDER PARTICIPATION & SURVEY

The survey will help identify:

- social service agencies providing transportation services within Los Angeles County,
- services that can be used to enhance Access' information and referral program, and
- opportunities to enhance coordination of services



This information will also be used to project paratransit service demand over the coming years.

▶ HOW YOU CAN GET INVOLVED

If your agency provides or arranges for transportation services to the general public, a specific clientele, or under contract for a public transit operator, your completion of the survey is critical. Even if your agency does not provide transportation but your clients are the recipients of these services, your response to the first six survey questions are important.

Each agency responding to the survey will be able to receive a free copy of the results. The final report is expected by fall 2013. The online survey can be completed here: www.AccessLASurvey.org.

▶ CONTACT INFORMATION

www.AccessLA.org

Questions regarding this project can be directed to: Adina Ringler at 415-284-1544 or by email at aringler@nelsonnygaard.com.

▶ FAST FACTS

- In 2012, Access Services transported over 3.2 million customer trips in Los Angeles County.
- Access Services is considered one of the largest paratransit service providers in the country and the largest in the State.
- Access Services has over 132,000 eligible customers. Customers travel an average distance of 10 miles one-way.
- Access Services provided trips covering over 36,500,000 miles in 2012.
- Over 100,000 Access TAP (transit access pass) cards have been issued, providing greater convenience for customers.

www.AccessLA.org

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