

Welcome!

We will begin in a few moments.

Coordinated Plan Update 2025-2028

Focus Group Meeting – *Virtual*

December 2024



Metro



We're ensuring better transit for all.



COORDINATED PUBLIC TRANSIT PLAN

Today's Agenda

- > Housekeeping and Zoom Instructions
- > Introductions and Today's Objectives
- > Metro Coordinated Plan Overview and Schedule
- > Discuss transportation opportunities to better serve Seniors and Individuals with Disabilities
- > Review Public Opinion Survey
- > Next Steps



Housekeeping

Today's meeting is being recorded.



During the presentation, attendee cameras are turned off, and microphones are muted.



During the meeting, comments can be submitted using the Q&A icon.



Oral comments are encouraged following the presentation.
Please use the 'raise hand' icon.



For technical support, call or text 818-863-6647.



Interpretation in Spanish and American Sign Language is available

- > To hear the audio in Spanish
 - Click on the “Interpretation” icon
 - Pick the language you would like to listen to (Spanish)
 - Spanish translated presentations have been posted in the chat

- > To view ASL in a Zoom window
 - Click on the “Interpretation” icon
 - Pick American Sign Language to view ASL interpreter
 - A new zoom pop-up window will appear that you can resize.

Interpretation Available in Spanish and ASL is available

Interpretación en español y ASL está disponible



Interpretación en español y lenguaje gestual americano (ASL por sus signos en inglés) está disponible

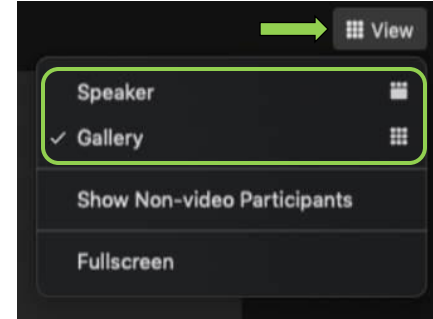
- > *Para escuchar el audio en español*
 - *Haga clic en el icono – “Interpretación”*
 - *Escoja la opción para escuchar en español*
 - *El enlace de la presentación en español está disponible en el “chat”*

- > *Para ver el ASL en una ventana de Zoom:*
 - *Haga clic en el icono – “Interpretación”*
 - *Escoja la opción para ver al intérprete de ASL*
 - *Una nueva ventana de Zoom se abrirá y puedes ajustar de tamaño*



Zoom Viewing Options

- > To change your Zoom platform view, access the “View” button at the top right corner of your screen. With the option panel open, you can switch between “Speaker” or “Gallery” view.



Code of Conduct

Metro is committed to ensuring that all participants can fairly and clearly share ideas, comments and concerns about this project. To provide a safe and equitable process, we are asking for your help.

During this meeting, please:

- > Respect the format of the meeting and allow everyone an opportunity to comment
- > Turn off cell phones and background noise when speaking
- > Treat fellow community members, agency representatives, Metro staff and others with respect
- > Address all comments to Metro staff and consultants – not to other attendees
- > Maintain a conversational tone



Today's Presenters



Ruben Cervantes
Project Manager
Metro



Lisa Young
Project Manager
TransLink



Melissa Holguin
Project Director
Arellano Associates



Laura Herrera
Project Manager
Arellano Associates

Today's Objectives

- > Introduce the Coordinated Plan Update 2025-2028
- > Review the Plans' Goals & Objectives
- > Discuss transportation opportunities to better serve Seniors and Individuals with Disabilities
- > Review Public Opinion Survey
- > Next Steps



Metro has a plan to make it easier to get around LA for Seniors and Individuals with Disabilities.

It includes creating better transit and access to opportunity.

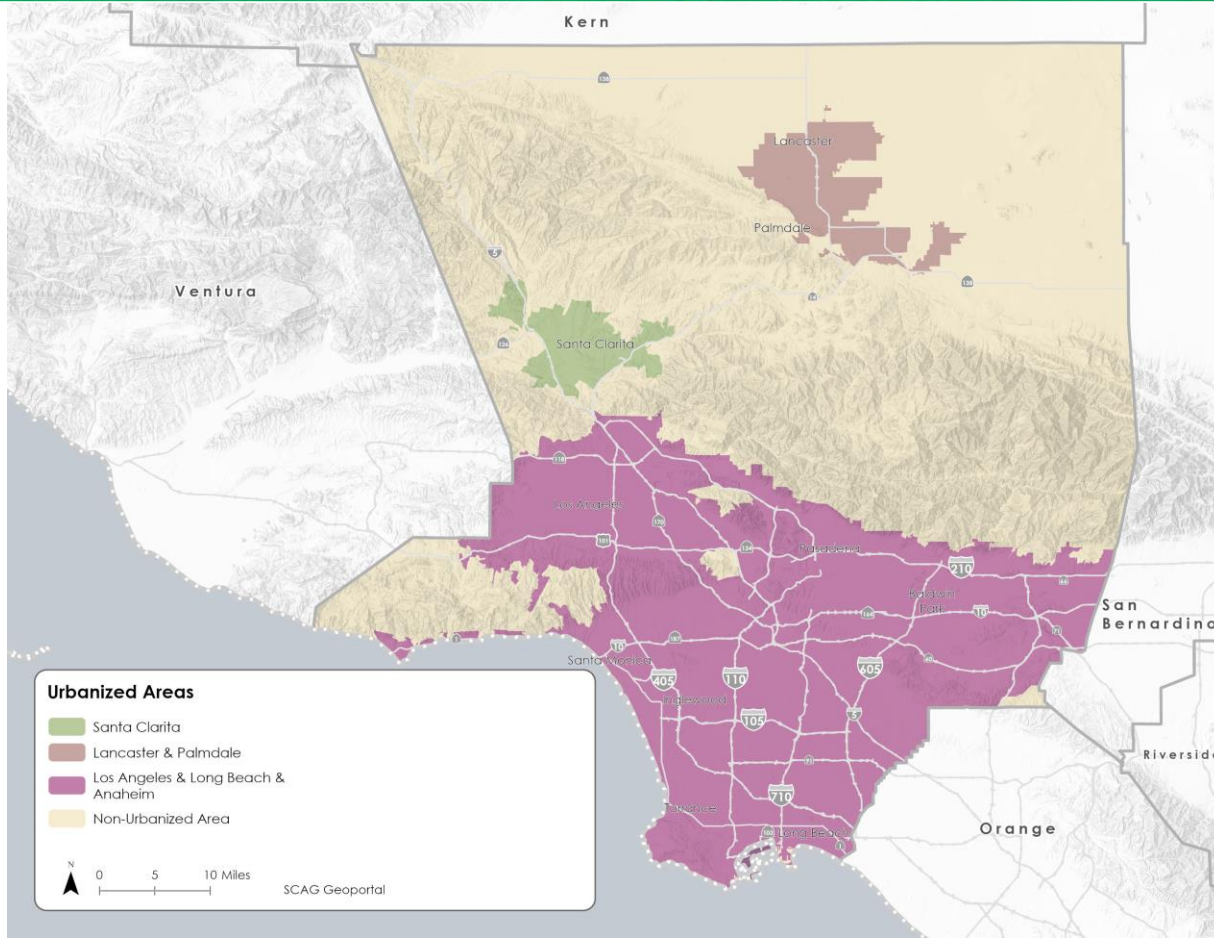
What is a Coordinated Plan?

- > Addresses transportation needs of Seniors & Individuals with Disabilities in LA County.
 - Assess existing and future transportation needs.
 - Identify goals and strategies to address gaps.
 - Prioritize projects and programs
 - Utilize subrecipient grant fund awards for the next four years, to prioritize investments to address gaps.
- > Guides other transportation operators in planning their own investment approaches.
- > Meets the requirement for the FTA Section 5310 grant program.
- M** > Involves active participation from various groups.



Coordinated Plan Background

Study Area Map



Target Populations in LA County

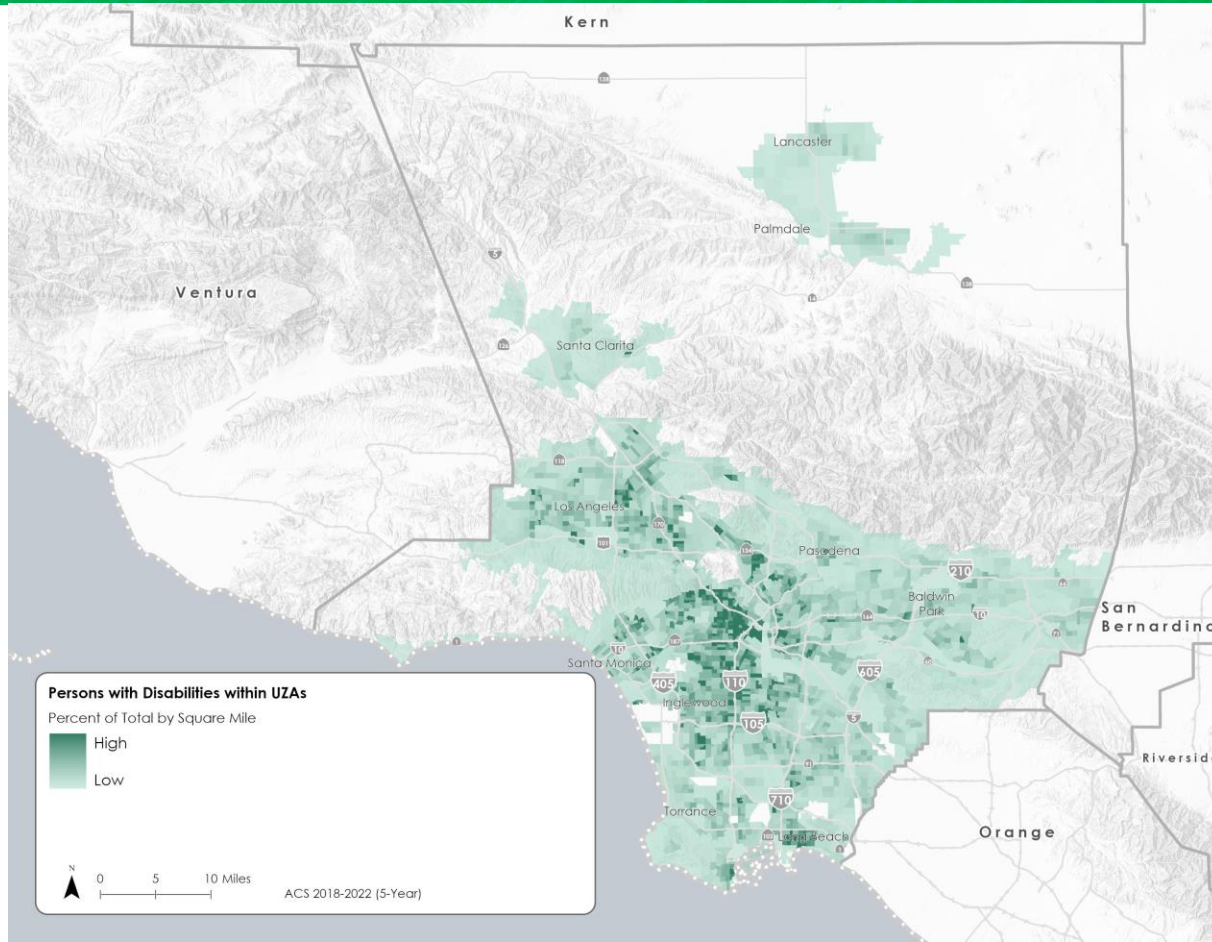
U.S. Census Bureau

- > LA County Population (2023): 9.7 million
- > **Individuals over 65 years: 15.8%**
 - 9.2% 65-74 years
 - 6.6% 75+ years
- > **Individuals with a disability: 11.4%**
 - 6.2% are under 65 years
 - 5.2% are 65+ years

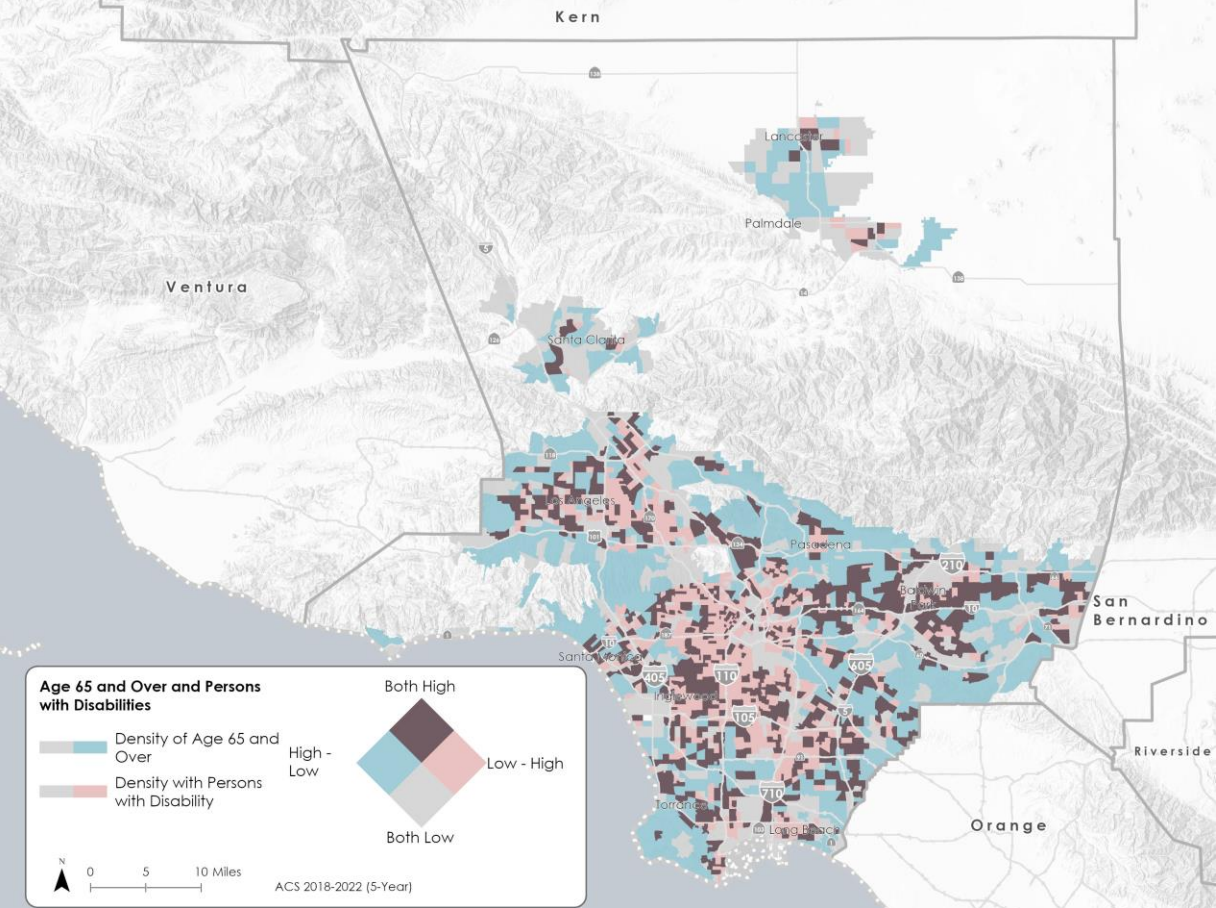
Source: U.S. Census, LA County, Estimates from American Community Survey (ACS) V2023. Individuals with a Disability estimated from 2018-2022.



Individuals with Disabilities



Seniors with a Disability



Coordinated Plan's Goals & Objectives

2025-2028 Coordinated Plans Goals & Objectives

1. Fund Mobility Options
2. Address Mobility Gaps
3. Provide Support Services
4. Promote and Improve Information Portals
5. Enhance Accountable Monitoring Systems



1. Fund Mobility Options

Sustain, fund, and continue to expand public, private, and other transportation services in LA County



Example Projects:

- > Vehicle and fleet expansion
- > Capacity and service level improvements
- > Dial-a-ride services for first/last mile access to stations
- > Dedicated funding for door-through-door transportation
- > Subsidized vanpool/car share programs

2. Address Mobility Gaps

Improve coordination between public transit and human services to address mobility gaps



Example Projects:

- > Programs to serve inter-county and multi-city trips
- > Programs to serve same-day transportation for critical need trips (e.g., dial-a-ride, taxi, transportation network companies (TNC) like Uber/Lyft)
- > Pool multi-city agency resources
- > Fare integration among operators

3. Provide Support Services

Provide support services to enable access for Seniors and Individuals with Disabilities



Example Projects:

- > Travel training programs
- > Mileage reimbursement programs for difficult-to-serve trips
- > Expand door-to-door and door-through-door services
- > Expand trips assisted by paid travel escorts and volunteer aides
- > Street improvement projects for access to stops and stations
- > Subsidies and voucher-based programs

4. Promote and Improve Information Portals

Promote, improve and expand multi-cultural information portals on mobility options.

Example Projects:

- > Find-a-ride trip planner
- > Social media to promote mobility options
- > Real-time transit information
- > Multi-language format guides
- > Integration of services for
Seniors and Individuals with Disabilities into
transit centers



5. Enhance Performance Monitoring Systems

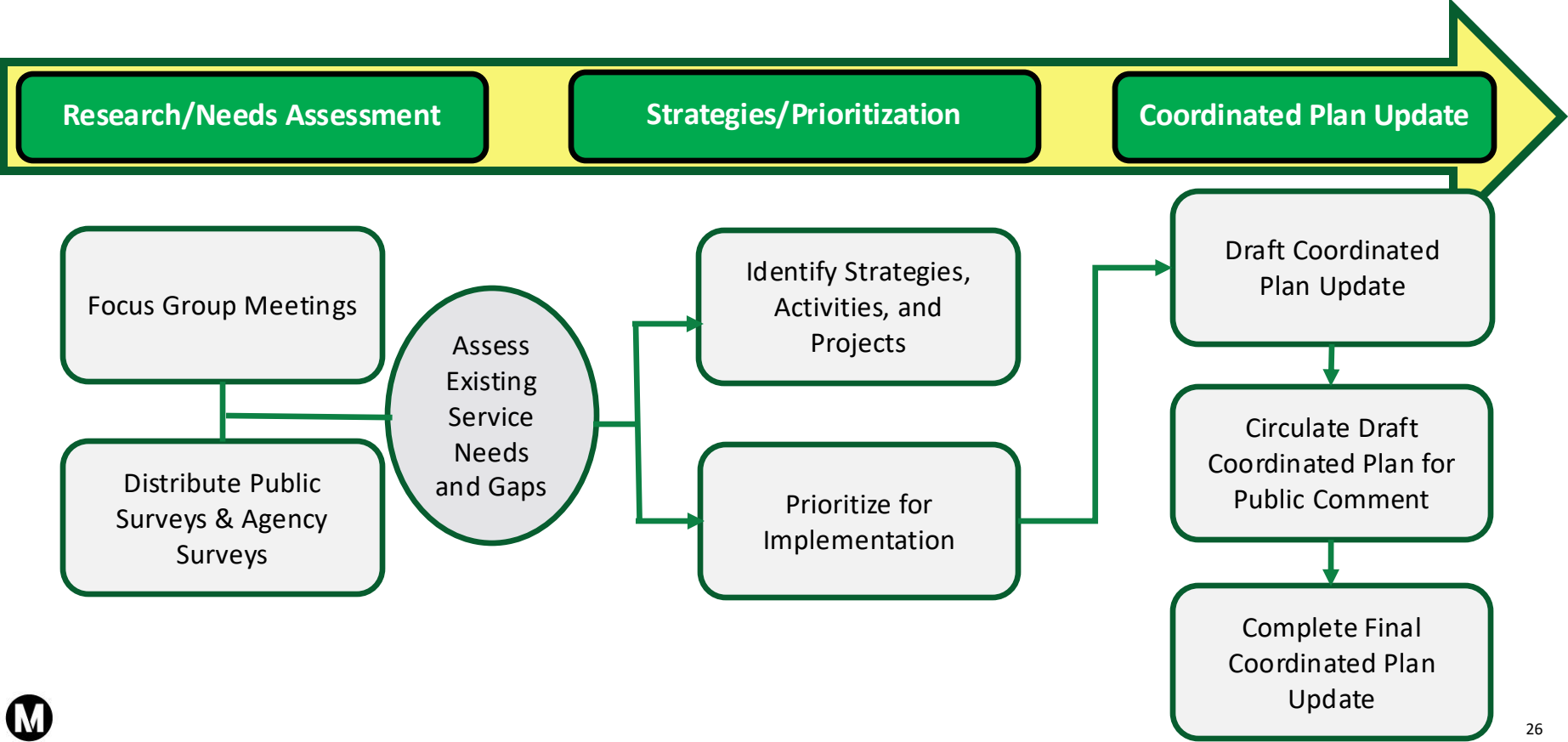
Enhance customer feedback and accountable performance monitoring system to ensure that high quality is maintained.



Example Projects:

- > Expand satisfaction surveys
- > Fund local trip coordinators
- > Promote senior-friendly coach operator training
- > Performance monitoring and reporting such as customer satisfaction and other indicators

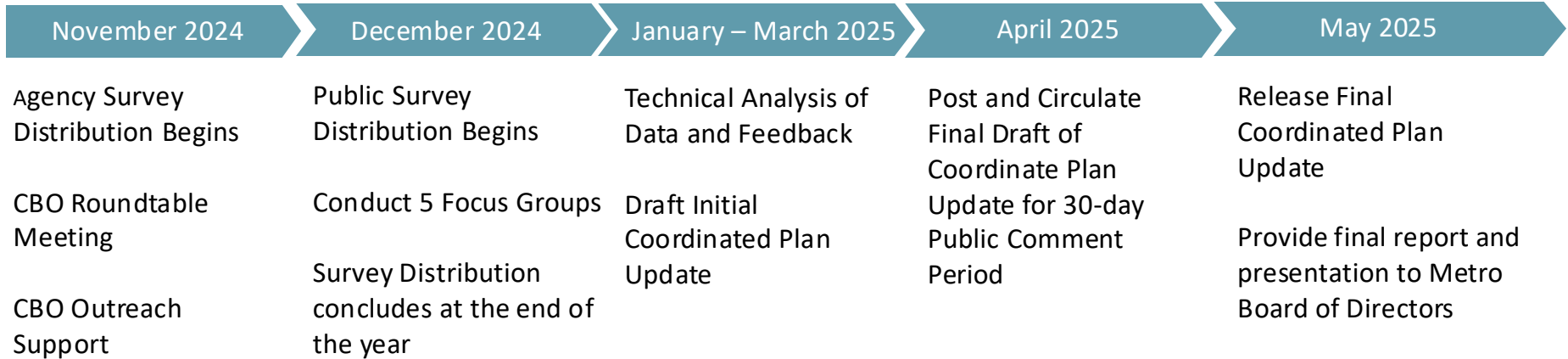
Coordinated Plan Update Process



Project Schedule



**Schedule subject to change*



CBO PARTICIPATION



CBO PARTICIPATION



Transportation to Better Serve Seniors and Individuals with Disabilities Facilitated Discussion

*Transporte para Servir Mejor a las
personas de la tercera edad y con
discapacidades
Discusión Facilitada*



Facilitated Discussion/ *Discusión Facilitada*

1. How do Seniors and Individuals with Disabilities travel today?

1. *¿Cómo viajan actualmente las personas de la tercera edad y las personas con discapacidades?*



2. What challenges or gaps do they currently experience?

- What works and what needs improvement?

2. *¿Qué desafíos o brechas enfrentan actualmente?*

- *¿Qué funciona bien y qué necesita mejorar?*



3. What projects and programs would you like to see in the next few years?

3. ¿Qué proyectos o programas les gustaría ver en los próximos años?



4. What topics would you consider when using a new type of transportation service (e.g., Uber, Lyft, dial-a-ride, etc.)?

4. *¿Qué aspectos considerarías al usar un nuevo tipo de servicio de transporte (por ejemplo, Uber, Lyft, Transporte a pedido, etc.)?*



5. What is the best way to access information on new transportation services?

5. ¿Cuál es la mejor manera de acceder a información sobre nuevos servicios de transporte?



6. What barriers do you see in learning how to use new transportation service options (e.g., smartphone, ability to use apps, cost, access to Wi-Fi, etc.)?

6. ¿Qué barreras ves para aprender a usar nuevas opciones de servicios de transporte (por ejemplo, teléfonos inteligentes, habilidad para usar aplicaciones, costo, acceso a Wi-Fi, etc.)?

7. What are the best ways to get public input and participation for the Coordinated Plan update?

7. ¿Cuáles son las mejores formas de obtener la opinión y la participación del público para la actualización del Plan Coordinado?



Public Opinion Survey

CPU Public Opinion Survey Distribution

> Purpose of the Public Opinion Survey

- Gather input from seniors and individuals with disabilities on their current travel, areas needing improvement, and goals for future services over the next four years (2025-2028).
- Public feedback will be used to enhance transportation services for seniors and individuals with disabilities by funding improvements throughout LA County.



CPU Public Opinion Survey Distribution

- > Members of the Public can fill it out at MetroCPUOpinionSurvey.com
 - *Available through December 20, 2024*
- > Please take a moment to fill out the public opinion survey before you sign off!
 - If anyone needs a printed copy, please email coordinatedplanupdate@metro.net



Next Steps

Focus Groups Schedule

Five in-person and virtual focus groups

- > **Tuesday, December 3 from 10-11:30am**
 - *Virtual on Zoom*
- > **Wednesday, December 4 from 5-7pm**
 - *San Gabriel/Pomona Regional Center in Pomona*
- > **Thursday, December 5 from 2-4pm**
 - *Metro Headquarters, Plaza View Conference Room in Downtown Los Angeles*
- > **Monday December 9 from 5-7pm**
 - *Legacy Commons for Active Seniors in Palmdale*
- > **Wednesday, December 11 from 11am-12:30pm**
 - *Virtual on Zoom*



Next Steps

Thank you for your participation today and helping to shape the future of transit for Seniors and Individuals with Disabilities in Los Angeles County!

- > Surveys are available through December 20, 2024
- > Public Opinion Survey - MetroCPUOpinionSurvey.com
 - Make sure to take the public opinion survey and share it with your friends and family!
- > Agency/Organization Survey
 - Metro has also distributed a specialized survey to agencies and service providers
- > Input from both surveys will be integrated into the Coordinated Plan Update.

For additional resources, including the meeting recording and a copy of this presentation, please visit metro.net/cp.



Stay connected to this project



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