



## Board Report

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### PLANNING AND PROGRAMMING COMMITTEE JULY 16, 2025

**SUBJECT: COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT the locally developed 2025-2028 Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan" or "Plan") for Los Angeles County (Attachment A), as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

#### **ISSUE**

Metro serves as the designated recipient of FTA Section 5310 funds for the urbanized areas of Los Angeles County and is responsible for their planning, programming, and oversight. Approximately \$10.5 million is received annually and awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in Los Angeles County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans.

The updated 2025-2028 Coordinated Plan under consideration, allows Metro to fulfill its role as the designated recipient of Section 5310 funds in Los Angeles County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. Upon adoption, all Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.

#### **BACKGROUND**

In accordance with Federal transit law (49 U.S.C. § 5310) and the FTA Circular 9070.1H, the Coordinated Plan must be developed and approved through a participatory process that involves seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of seniors (age 65 and older) and individuals with disabilities, including those

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who use wheelchairs (referred to as “target populations”), develop strategies to address those needs, and prioritize transportation projects and programs for implementation and funding. The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board in June 2021.

A growing share of Los Angeles County’s residents are seniors and individuals with disabilities. Many of these individuals are not effectively served by traditional fixed-route public transit. Human services transportation providers help bridge the gap by offering specialized services, such as paratransit and demand-responsive transportation, designed to meet the unique mobility needs of these populations.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest priority initiatives identified in this Plan are designed not only to improve mobility, but also to support broader regional transportation goals.

The Plan does the following:

- Outlines existing transportation services provided for target populations
- Assesses current and future transportation service gaps for target populations
- Identifies projects and programs to improve, expand, and address the gaps in services for target populations
- Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation
- Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County

## **DISCUSSION**

As Los Angeles County’s Section 5310 designated recipient and administrator, Metro’s Countywide Planning and Development department initiated the development of the 2025-2028 Coordinated Plan Update in September 2024. This effort entailed a comprehensive, community driven planning process to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for target populations.

The 2025-2028 Coordinated Plan is a locally developed plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Its development is anchored in demographic analysis and a comprehensive assessment of service gaps across Los Angeles County. The Plan provides a framework for addressing the region-wide mobility needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for Los Angeles County communities.

The Coordinated Plan provides an assessment of the current transportation landscape and incorporates both public transit and human services transportation. It identifies future projects and programs aimed at improving and expanding mobility options for target populations across the County. The Plan outlines a clear set of goals and objectives that ensure alignment with the identified



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needs and priorities of the target populations. A key outcome of the Plan is a prioritized list of projects and programs, developed through community input, that directly address existing service gaps and unmet mobility needs.

### Coordinated Plan's Goals and Objectives

Five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) are included, which were refined and finalized through the outreach and engagement process. These goals were developed in collaboration with Community Based Organizations (CBOs) through focus group meetings. The CBO engagement helped shape the Plan's purpose, identify future funding needs, and was augmented with broader community input received throughout the process. The outreach consisted of groups representative of the county's diverse geographic area, key populations, including seniors, individuals with disabilities, and those who rely on public or specialized transportation. These goals include:

- Goal 1: Fund Mobility Options - Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations
- Goal 2: Address Mobility Gaps - Improve coordination between public transportation and human services transportation to address mobility gaps, ensuring target populations have safer and more efficient transportation options
- Goal 3: Provide Support Services - Provide support services to target populations to improve access, awareness, and ease of travel
- Goal 4: Promote and Improve Information Portals - Promote, improve, and expand information portals on mobility options
- Goal 5: Enhance Performance Monitoring Systems - Enhance customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations

### Priorities for Implementation

An updated prioritized list of projects and programs is included in the Plan, developed to address the mobility, safety, and efficiency of transportation options for target populations. This list is intended to address existing service gaps and unmet needs, guide Metro in evaluating applications for Section 5310 funding, and identify projects and programs that are supported by target populations.

This prioritization ensures that available resources are directed toward projects with the greatest potential impact. By aligning project selection with the Plan's priorities, Metro can enhance the effectiveness of Section 5310 investments and ensure compliance with federal requirements.

The prioritized list of project and program types is organized by rank as follows:

- Priority1:
  - Capacity and service level improvements and expansion
  - Multi-language format guides

- Street improvement projects for access to stops and stations
- Consolidate multi-city agency resources
- Travel training programs
- Priority 2:
  - Vehicle and fleet expansion and replacement
  - Ongoing programs to serve same-day transportation
  - Programs to serve intercounty and multi-city trips
  - Social media to promote mobility options
  - Real-time transit information
  - Promote senior-friendly vehicle operator training
- Priority 3:
  - Ongoing dial-a-ride services
  - Fare integration among operators
  - Performance monitoring and reporting programs
  - Ongoing door-to-door or door-through-door transportation
  - Mileage reimbursement programs
- Priority 4:
  - Travel escorts and volunteer aides
  - Find-a-ride trip planner
  - Mobility management for target groups at transit centers
  - Subsidized vanpool/carshare programs
  - Subsidies and voucher-based programs

### Community Engagement Process

To inform the development of the 2025-2028 Coordinated Plan, Metro conducted extensive outreach and engagement efforts to ensure the voices of seniors, individuals with disabilities, public, private, and nonprofit service providers, CBOs, and other stakeholders were incorporated into the planning process.

#### *Focus Group Meetings*

Metro held five focus group meetings to share insights and discuss critical transportation challenges and needs for the Plan's target populations. In total, 106 participants representing 65 agencies and organizations from across Los Angeles County participated. Spanish and American Sign Language interpretation, call-in access, and translated materials were provided to ensure event accessibility.

Key topics discussed during the focus groups included: accessibility and infrastructure; service availability and reliability; safety and security; and communications and outreach. The above topics touched on the need for improved physical infrastructure (sidewalks, pathways, bus shelters), service hours and the lack of same day on-demand service, safety on Metro buses and rail, difficulty accessing service information and the lack of wayfinding for visually impaired individuals. Additionally, focus group insights emphasized geographic disparities, and service gaps.

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### *Needs Assessment Surveys*

Two needs assessment surveys were conducted on existing and future transportation needs.

The public opinion survey received 267 responses and targeted seniors and individuals with disabilities. Common themes described in the survey included affordability, safety, reliability, and accessibility. The survey highlighted areas for improvement in LA County's transit and paratransit systems, regarding safety, reliability, and the challenges faced by seniors and individuals with disabilities. Positive aspects like affordability and courteous staff were noted, however, concerns and barriers to travel were emphasized. Targeted investments and educational campaigns are vital to address these unique travel challenges. The insights provide a foundation for future grant funding and planning decisions.

The Agency and Human Service Providers survey targeted transit agencies in the public, private and nonprofit sectors. In total, 62 responses were received, which mostly provided services such as door-to-door, dial-a-ride, curb-to-curb, door-through-door, and shared ride services. Many also offer supplemental services, including travel training, mobility management, referrals, and technological support (apps, booking rides, and managing services). Insights on the types of drivers used for their services, the composition of existing fleets, annual operating budgets, and future expense information was gathered. Agencies and human service providers highlighted mobility and technology barriers, such as same-day reservation/immediate needs trips for medical and essential shopping for their clients.

### *Draft Plan Public Comment Period*

The Draft Plan was also circulated for a 30-day public review and comment period between April 28 and June 2, 2025. A virtual community meeting was hosted on May 21, 2025, to present the draft Plan, highlight preliminary findings, and collect public comments and feedback to shape revisions and help inform the final Plan. The meeting drew interest from a broad range of stakeholders, with over 20 different agencies and organizations across LA County registering to participate. Attendees engaged in meaningful dialogue, offering valuable feedback that contributed to Plan revisions. Spanish and American Sign Language interpretation, call-in access, and translated materials were provided to ensure event accessibility.

Additionally, the public was encouraged to provide comments by mail, email, or by leaving a voice message on a dedicated hotline, with feedback welcomed in any language to ensure broad participation. In total 21 public comments were received during the public comment period. Key themes included the need for more accessible, on-demand transportation options and improved inter-county transit, especially between Los Angeles and San Bernardino Counties. Commenters also called for infrastructure upgrades like ADA-compliant sidewalks, clearer signage, and better bus stop amenities, highlighting areas such as San Fernando Road in Glendale and the 22<sup>nd</sup> Street Landing in San Pedro. Additional feedback emphasized the importance of regional coordination to address mobility gaps.

The public comment period and virtual community meeting was promoted via the project's Metro website, social media, Metro Community Relations Regional Weekly Newsletters, and Metro's The

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Source and El Pasajero blogs. The plan was also promoted on bus car cards installed on Metro buses throughout the County. Physical copies of the Plan were also made available at strategic locations throughout the County to allow the public to review.

### *CBO Partnership*

To enhance community engagement efforts, Metro partnered with 11 CBOs to provide outreach support services including: Move LA, Service Center for Independent Life (SCIL), Advanced Healthcare Administrators, Strategic Actions for a Just Economy (SAJE), Bike LA, Streets Are For Everyone (SAFE), Public Matters, Designated Exceptional Services for Independence (DESI), the YMCA, Global Green and Long Beach Forward.

Two primary CBO partners, Move LA and the Service Center for Independent Life (SCIL), were responsible for the CBO roundtable facilitation, survey distribution and project awareness, focus group attendance and outreach, and distribution of the final plan document. The remaining CBO outreach support partners were responsible for disseminating information through social media posts and their community networks.

### **DETERMINATION OF SAFETY IMPACT**

Adoption of the Coordinated Plan will have no impact on the safety of Metro's customers and employees.

### **FINANCIAL IMPACT**

Adoption of the Coordinated Plan will have no financial impact.

#### Impact to Budget

Preparation of the Coordinated Plan is a required administrative activity funded by the FTA Section 5310 program administration funds. No other Metro funds will be required. The FTA Section 5310 funds are not eligible for Metro's bus and rail operating and capital expenditures.

### **EQUITY PLATFORM**

The 2025-2028 Coordinated Plan's planning, engagement, and prioritization process aligned with and advanced Metro's Equity Platform as it applied its core pillars, inclusive of Define and Measure, Listen and Learn, and Focus and Deliver.

Consistent with Define and Measure, the Plan used data-driven tools, including ZIP Code level demographic analysis and mapping of past Section 5310 investments, to identify areas with the greatest unmet mobility needs. These areas, including the Antelope Valley, Santa Clarita Valley, and parts of West Los Angeles, often align with Metro designated Equity Focus Communities, where concentrations of residents face mobility barriers. This analysis allowed Metro to better understand where the targeted investment of Section 5310 funds would have the most impact and supports future disparity assessments across the agency.

Through its outreach process, the Plan advanced Listen and Learn by including the voices of seniors, individuals with disabilities, and the organizations that serve them. Metro collaborated with 11 CBOs, conducted multiple focus groups, and distributed public surveys to gather meaningful feedback from stakeholders throughout the region. These efforts were designed to ensure participants felt heard, reflected, and respected, which are key principles of authentic community engagement as outlined in Metro's Equity Platform.

The Plan embodies Focus and Deliver by directing future Section 5310 investments toward projects and programs that address the most critical transportation service gaps for the region's most underserved populations. A prioritized list of project types was developed based on community input and service gap analysis to ensure that limited funding is allocated to initiatives with the greatest potential to improve mobility, safety, and independence for target populations. By aligning resources with demonstrated needs, Metro is actively working to eliminate disparities and expand access to opportunity.

By supporting these core pillars, the Coordinated Plan not only fulfills federal compliance requirements, but also supports Metro's commitment to a transparent and community-driven approach to transportation planning and investments.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods.

This Board item will likely increase VMT in Los Angeles County, as it includes a planning and programming action that supports on-demand, door-to-door, and other demand-responsive transportation services for seniors and individuals with disabilities, including those who use wheelchairs. These specialized transportation services often involve individualized routing and vehicle trips that may increase VMT. However, they provide critical mobility for populations who are not effectively served by fixed-route transit and fill essential transportation gaps. These services are vital for enhancing mobility, safety, and independence among some of the County's most underserved residents.

Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT.

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Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods. The 2025-2028 Coordinated Plan reflects Metro's responsibility to deliver programs and projects that balance the goal of reducing VMT with the necessity to provide transportation options that effectively serve all Los Angeles County residents.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Adoption of the Coordinated Plan supports the following goals of the Vision 2028 Strategic Plan:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling by developing goals and strategies to address gaps in existing transportation services.

Goal 3: Enhance communities and lives through mobility and access to opportunity by prioritizing projects and programs that will improve mobility for target populations.

## **ALTERNATIVES CONSIDERED**

The Board could choose not to adopt the 2025-2028 Coordinated Plan. However, staff do not recommend this alternative. Failure to adopt the Plan would result in non-compliance with federal transit law requirements under the FTA Section 5310 Program, rendering Metro ineligible to receive future Section 5310 funds. It would also prevent Metro from fulfilling its responsibilities as the designated recipient of Section 5310 funds for the urbanized areas within Los Angeles County.

Adoption of the Coordinated Plan is necessary to maintain program eligibility and ensure continued investment in projects that improve mobility for seniors and individuals with disabilities throughout the County.

## **NEXT STEPS**

Upon Board adoption of the 2025-2028 Coordinated Plan, staff will submit the final Plan to the FTA to ensure compliance. Staff will also begin the development of the next Section 5310 funding solicitation, ensuring alignment with the priorities identified in the Plan. Staff will return to the Board in Fall 2025 to seek approval to release the upcoming Section 5310 funding opportunity.

## **ATTACHMENT**

Attachment A - 2025-2028 Coordinated Plan

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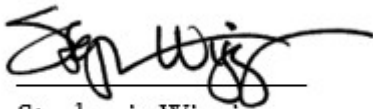
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# We're ensuring better transit for all.

## Coordinated Public Transit - Human Services Transportation Plan 2025–2028



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## Acknowledgments

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# Executive Summary





## Introduction

The Los Angeles County Metropolitan Transportation Authority (Metro) 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update (herein referred to as the “Coordinated Plan” or the “Plan”) serves as a framework to address the mobility needs of seniors (age 65 and older) and individuals with disabilities, including those who use wheelchairs (herein referred to as “target populations”) throughout Los Angeles County (LA County). As a locally developed plan, it draws upon community-driven insights to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for target populations. By improving and expanding transportation options, the Plan promotes greater independence, social connection, and economic participation in LA County communities.

Federal transit law (49 U.S.C. §5310) and the FTA's Circular 9070.1H require that a Coordinated Plan be developed and approved through a participatory process that involves seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of target populations, to develop strategies to address those needs, and to prioritize transportation projects and programs for implementation and funding.

Metro is the designated recipient of Section 5310 funds for the urbanized areas of LA County and is responsible for the planning, programming, distribution, and overall management of these federal funds. Metro receives approximately \$10.5 million annually in Section 5310 funding, which is awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in LA County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans. The updated 2025–2028 Coordinated Plan allows Metro to fulfill its role as the designated recipient of Section 5310 funds in LA County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. All Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.

The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board of Directors (Metro Board) in June 2021. This update reflects current needs, priorities, and mobility conditions, and continues to guide the distribution of Section 5310 funds. The Plan does the following:

- > Outlines existing transportation services provided for target populations.
- > Assesses current and future transportation service gaps for target populations.
- > Identifies projects and programs to improve, expand, and address the gaps in services for target populations.
- > Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation.
- > Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County.

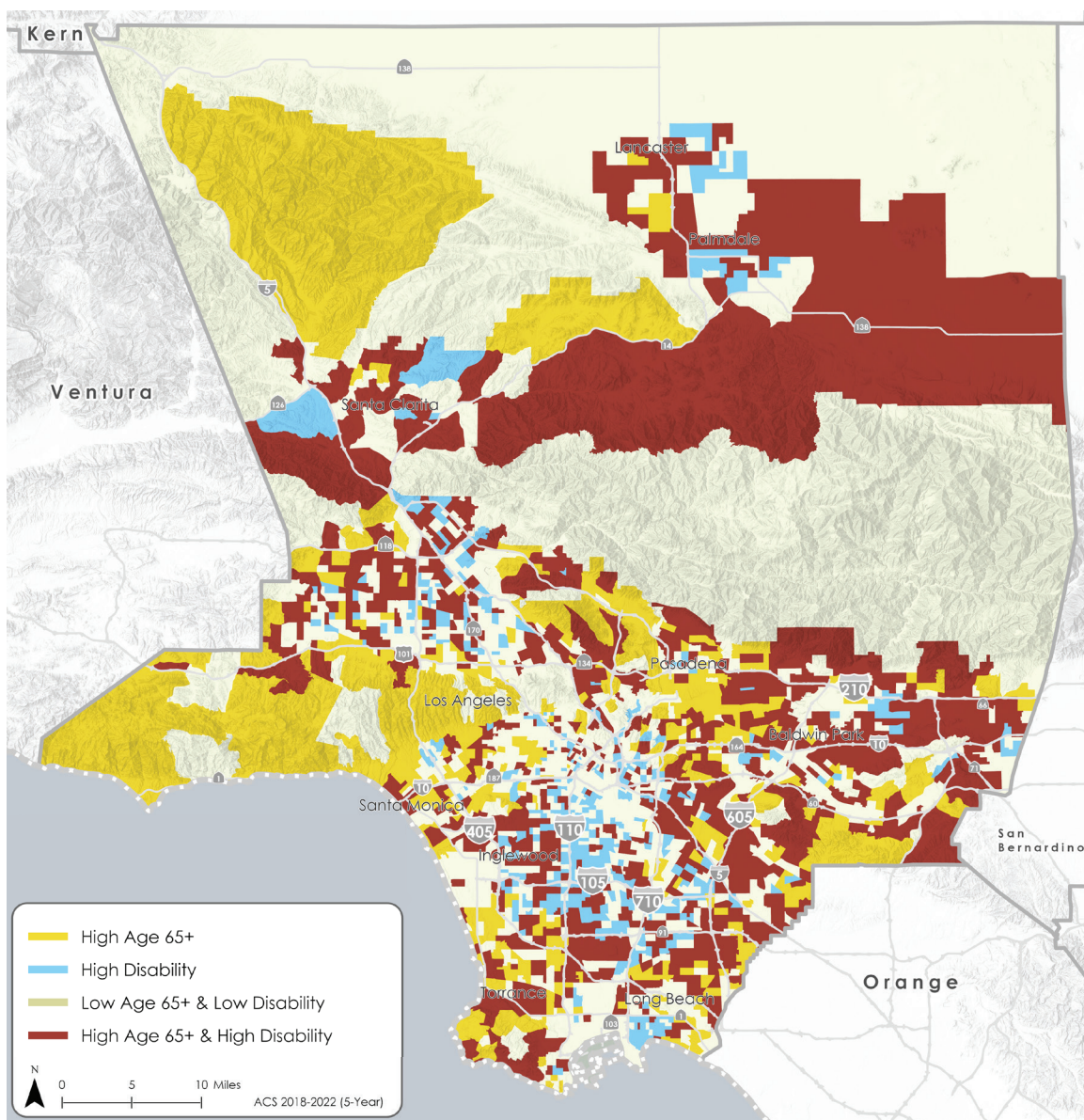
## Existing Conditions

As the most populous county in the U.S., LA County encompasses three large Urbanized Areas (UZAs) – Los Angeles/Long Beach/Anaheim, Lancaster/Palmdale, and Santa Clarita – along with significant rural and non-urbanized areas. Based on U.S. Census definitions, these classifications determine the distribution of Section 5310 funding for LA County.

In 2023, LA County had a population of approximately 9.6 million residents within its 4,058 square miles, per the U.S. Census. Section 5310 funds could help support transportation services for approximately 22% of LA County residents, or an estimated 2.13 million persons. Compared to the 2021-2024 Coordinated Plan, the senior population has increased by 13% (a total of 1.53 million persons) and individuals with disabilities have increased by eight percent (a total of 1.09 million persons). The overlap of seniors and individuals with disabilities is also concentrated throughout LA County, particularly within the Lancaster/Palmdale and Santa Clarita UZAs, as well as several cities within the Los Angeles/Long Beach/Anaheim UZA, including the City of Glendale and City of Pasadena (see Figure 1). These demographic trends underscore the critical need to address the unique mobility requirements of these growing target populations.

Within LA County, Metro and other transit providers operate over 8,700 regional and municipal buses, 820 trains, and more than 3,500 paratransit vehicles. Additionally, an estimated 400 vehicles are provided by non-profit and private human service providers for seniors and individuals with disabilities.

Figure 1: Seniors and Individuals with Disabilities



Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.

## Service Gap Assessment

The service gap assessment draws on key findings from an agency survey (public transit and human service provider survey), a public survey, five focus group meetings, existing transit service area information, and recent socio-economic and demographic data. Conclusions of the needs assessment point to where the greatest gaps in service and mobility occur for target populations in LA County.

As part of the assessment's outreach efforts, Metro engaged 11 community-based organizations (CBOs) and leveraged their community networks to collect input from target populations. The CBOs were tasked to disseminate information and surveys and encourage their networks to participate in focus groups.

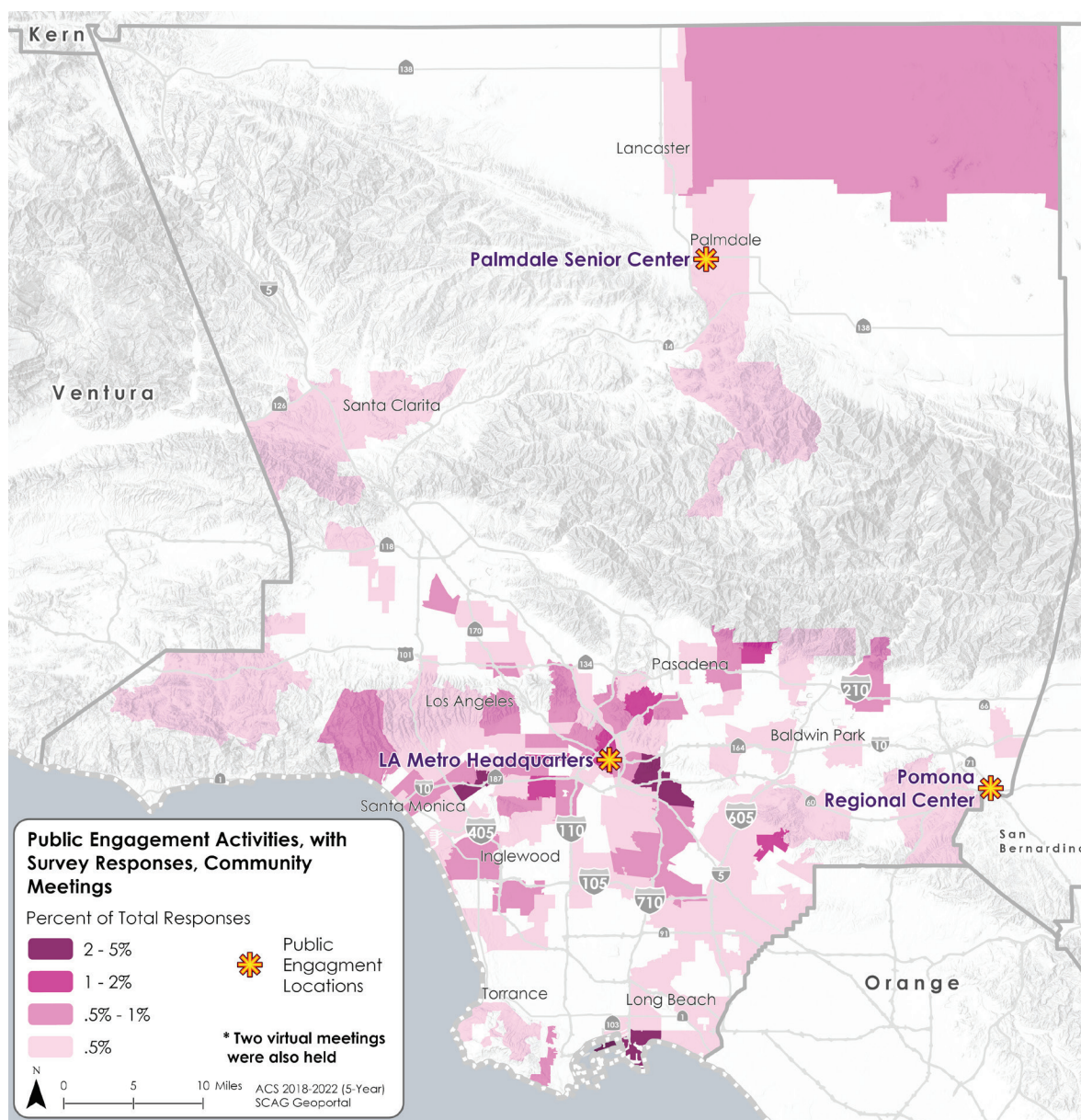
Five focus group meetings were held in December 2024 (two virtual, three in-person) to gather detailed insights on the transportation challenges and needs of target populations. A total of 106 participants attended, representing 65 agencies and organizations across LA County. The meetings engaged a wide audience, with virtual meetings having the highest attendance and in-person meetings providing valuable, location-specific insights. To ensure that all attendees had the opportunity to participate, accessibility was prioritized, both virtually and in-person.



In conjunction with the focus groups, a public opinion survey was distributed to approximately 5,750 seniors, individuals with disabilities, stakeholders, and service providers in LA County to gather customer and provider perspectives on existing transit and paratransit services. Key findings include strong support for infrastructure and vehicle upgrades, transit affordability, safety and security, service reliability, access to paratransit, and strategies for communication and information availability. See Figure 2 for a geographic representation of the target population's engagement activities.

Supplemental data collection was gathered through an agency survey, which was distributed to over 800 transit agencies and human service providers to assess their capital and operational needs and to gain an understanding of their current services. Key findings included widespread use of contracted, volunteer, and employee drivers; common provision of transportation subsidies; aging fleets primarily composed of large vans, cutaways, SUVs, and minivans; and concerns over budget constraints and rising costs. Agencies reported client challenges with on-demand, medical, and essential shopping trips, along with barriers related to trips outside local service boundaries, long-distance travel within LA County, limited trip planning resources, and lack of technological access.

Figure 2: Locations of Public Opinion Survey Respondents and Focus Group Meetings



Source: Arellano Associates and Kittelson & Associates, 2025.

## Service Gap Analysis

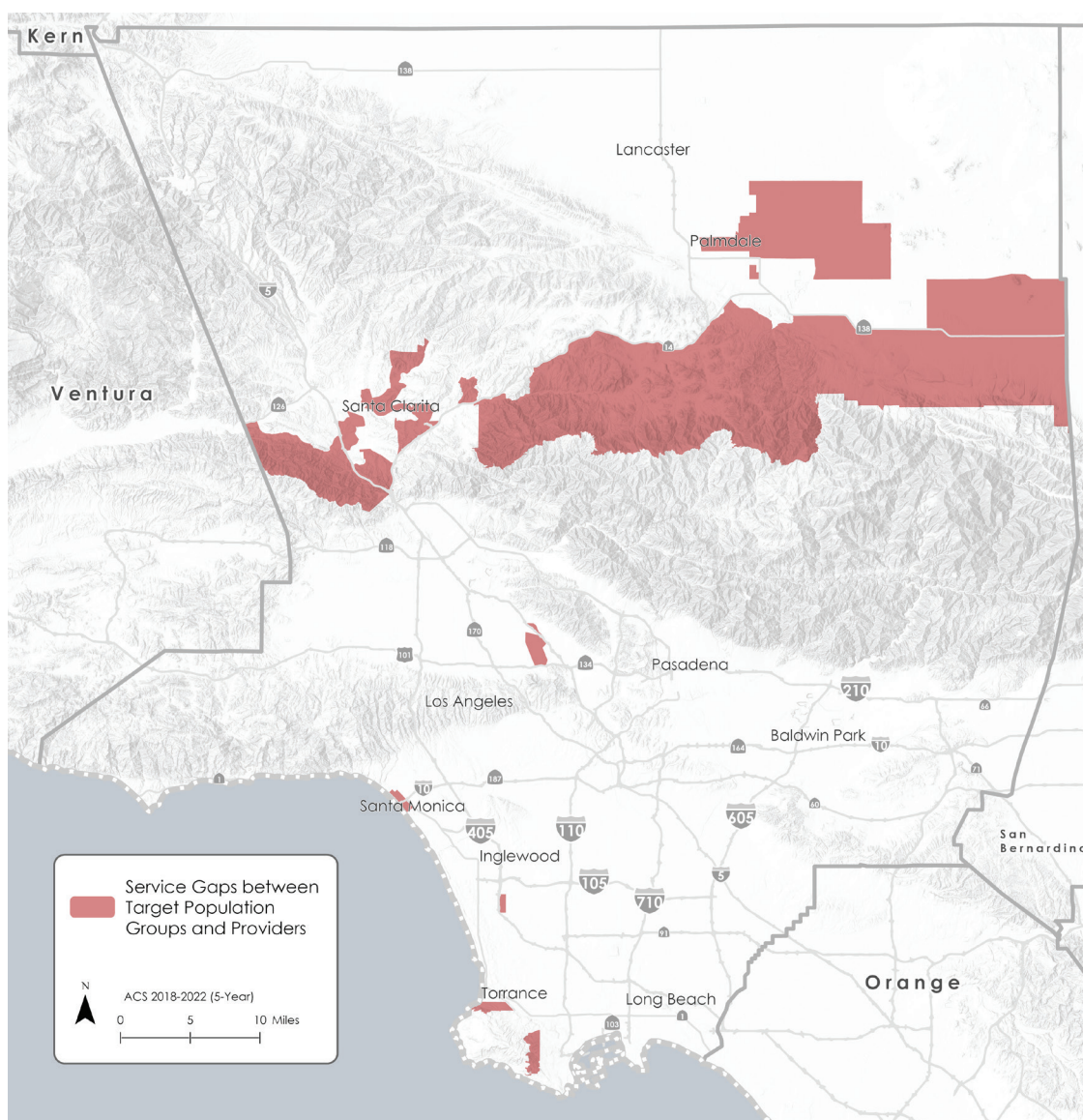
To identify areas of need for LA County target populations, two assessments were conducted. The first reviewed public transit services dedicated to seniors and individuals with disabilities, mapping the number of available services by ZIP Code in 2024. The second assessment reviewed public, non-profit, and private service providers who were recent subrecipients of Section 5310, mapping their service areas by ZIP Code to determine historical funding distribution. These service maps were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities. By comparing where target populations reside with the current distribution of services and Section 5310 funding, the analysis revealed clear service gaps across LA County (see Figure 3).

Based on the assessment, the following areas were identified as having target population service gaps:

- > Antelope Valley (Lancaster/Palmdale UZA and non-UZA)
- > Long Beach – South Bay Cities (Los Angeles/Long Beach/Anaheim UZA)
- > San Fernando Valley (Los Angeles/Long Beach/Anaheim UZA)
- > Santa Clarita Valley (Santa Clarita UZA)
- > West LA (Los Angeles/Long Beach/Anaheim UZA)

The gap assessment emphasizes where investments in transportation services for target populations are most needed in LA County.

Figure 3: Gaps in Service Areas for Target Populations



Source: Kittelson & Associates, January 2025.



## Goals and Objectives

Five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were refined and finalized through the outreach engagement process. These goals were reviewed with CBOs and during focus group meetings to confirm the Plan's purpose and discuss future funding needs, and then finalized with the input received throughout this process. These groups were representative of the county's geographic coverage and key populations, including seniors, individuals with disabilities, and those who rely on public or specialized transportation. These goals include:

- > **Goal 1: Fund Mobility Options** – Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.
- > **Goal 2: Address Mobility Gaps** – Improve coordination between public transportation and human services transportation to address mobility gaps, ensuring target populations have safer and more efficient transportation options.
- > **Goal 3: Provide Support Services** – Provide support services to target populations to improve access, awareness, and ease of travel.
- > **Goal 4: Promote and Improve Information Portals** – Promote, improve, and expand information portals on mobility options.
- > **Goal 5: Enhance Performance Monitoring Systems** – Enhance customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations.

## Projects and Programs

Projects eligible under Section 5310 funding will need to qualify as “Traditional” capital expenditures or “Other” capital and operating expenditures. Traditional projects are capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable or inappropriate. Other projects are capital and operating projects that exceed the Americans with Disabilities Act (ADA) minimum requirements; improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service; or provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

A list of project and program concepts was identified and categorized according to the Plan's goals and strategy framework based on input from agencies and service providers. For each concept, a description of the project type and scope, funding eligibility (Traditional or Other), examples, and sources of the concept were developed. Additionally, previously awarded Section 5310 projects were also incorporated into the concept list to provide a broader range of examples.

Following the list of project and program concepts, a subset of key projects most applicable to address the specific service gaps of each UZA was developed. For Los Angeles/Long Beach/Anaheim UZA, projects include vehicle and fleet expansion, capacity improvements, dial-a-ride, intercounty trips, same-day services, transportation hub, one-stop shop for transit information, and ADA vehicle purchases. Potential projects within the Lancaster/Palmdale UZA include vehicle fleet expansions, capacity improvements, intercounty trips, same-day services, and street improvements. The Santa Clarita UZA projects focus on vehicle expansion, capacity improvements, intercounty trips, and same-day services.





## Priorities for Implementation

One of the key outcomes of the Plan is a prioritized list of projects and programs to address the mobility, safety, and efficiency of transportation options for target populations. The prioritized list is intended to support Metro in evaluating applications for Section 5310 funding by identifying projects and programs that are supported by target populations and that directly address existing service gaps and unmet needs.

To assess how well each project concept satisfies the goals and objectives of the Plan, two evaluation criteria were considered:

1) priorities identified by target populations and the transit agencies and service providers that serve them, and 2) the ability of the concept to address target population mobility and gaps in service. Based on the combined scores from the two evaluation criteria, the following projects and programs were identified as high priority:

- > capacity and service level improvements and expansion;
- > multi-language format guides;

- > street improvement projects for access to stops and stations;
- > consolidating multi-city agency resources;
- > travel training programs;
- > programs to serve intercounty and multicity trips; and,
- > promote senior-friendly vehicle operator training.

Other highly ranked priorities included vehicle and fleet expansion and replacement, ongoing programs to serve same-day transportation, consolidation of multicity agency resources, social media promotion of mobility options, and real-time transit information.

The prioritization results provide a foundation for Metro's evaluation of Section 5310 funding applications. This approach ensures that selected projects effectively address the identified mobility needs of target populations while maximizing the impact of available resources. Figure 4 presents the priority list of project and program types by rank.

Figure 4: Prioritization

PRIORITY RANKING	PROJECT AND PROGRAM TYPES
Priority 1	Capacity and service level improvements and expansion
	Multi-language format guides
	Street improvement projects for access to stops and stations
	Travel training programs
	Programs to serve intercounty and multicity trips
	Promote senior-friendly vehicle operator training
Priority 2	Vehicle and fleet expansion and replacement
	Ongoing programs to serve same-day transportation
	Consolidate multicity agency resources
	Social media to promote mobility options
	Real-time transit information
Priority 3	Ongoing dial-a-ride services
	Fare integration among operators
	Performance monitoring and reporting programs
	Subsidies and voucher-based programs
	Ongoing door-to-door or door-through-door transportation
	Mileage reimbursement programs
Priority 4	Travel escorts and volunteer aides
	Find-a-ride trip planner
	Mobility management for target groups at transit centers
	Subsidized vanpool/carshare programs

Source: Metro 2025. Note that projects are listed by score.



## Conclusion

The 2025-2028 Coordinated Plan is a locally developed plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Its development is anchored in demographic analysis and a comprehensive assessment of service gaps across LA County. The Plan provides a framework for addressing the region-wide mobility needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for LA County communities.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest-priority initiatives identified in this Plan include projects that expand service capacity, improve access to transit stops and stations, enhance intercounty and multicounty connectivity, promote senior-friendly vehicle operator training, provide travel training, and offer multi-language travel information. These investments are designed not only to improve mobility, but also to support broader regional transportation goals.

In addition to guiding local planning efforts, the 2025–2028 Coordinated Plan fulfills FTA requirements for Section 5310 funding. As the designated recipient of Section 5310 funds in LA County, Metro will conduct competitive solicitations for project proposals, prepare and submit grant applications to the FTA on behalf of eligible subrecipients, and ensure that all funded projects are aligned with the goals and priorities established in this Plan. Metro may also fulfill these responsibilities for other federal subrecipient grant programs, as applicable.

This Plan provides a strong foundation for coordinated action, empowering public and private stakeholders to collaborate on effective solutions that improve mobility, enhance quality of life, and strengthen the region's transportation network.



# Introduction

The 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update serves as a framework to address the mobility needs of seniors and individuals with disabilities, including those who use wheelchairs, throughout Los Angeles County. The Plan provides a prioritized list of projects and programs that draws upon community-driven insights and engagement activities. The chapters and key sections of the Plan are as follows:

## 1 – Introduction

- What is a Coordinated Plan?
- FTA's Section 5310 Program

## 2 – Existing Conditions

- Target population demographic trends
- Assessment of transportation services

## 3 – Service Gap Assessment

- CBOs and focus groups
- Public opinion and agency surveys
- Service gap analysis

## 4 – Goals and Objectives

- Developing goals and objectives
- Strategy framework

## 5 – Projects and Programs

- List of projects and programs
- Summary by UZA

## 6 – Prioritization and Implementation

- Methodology
- Project scoring
- Priority list

## 7 – Conclusion





## What is a Coordinated Plan?

The Los Angeles County Metropolitan Transportation Authority (Metro) 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update (herein referred to as the “Coordinated Plan” or the “Plan”) serves as a framework to address the mobility needs of seniors (age 65 or older) and individuals with disabilities, including those who use wheelchairs (herein referred to as “target populations”) throughout Los Angeles County (LA County). As a locally developed plan, it draws upon community-driven insights to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for the target populations. By improving and expanding transportation options, the Plan promotes greater independence, social connection, and economic participation in LA County communities.

Federal transit law (49 U.S.C. §5310) and the Federal Transit Administration’s (FTA’s) Circular 9070.1H requires that projects funded under FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program be included in a Coordinated Plan. The Plan must be developed and approved through a participatory process involving seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of target populations, to develop strategies to address these needs, and to prioritize transportation projects and programs for implementation and funding.

The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board in June 2021. This update reflects current needs, priorities, and mobility conditions, and continues to guide the distribution of Section 5310 funds. The Plan does the following:

- > Outlines existing transportation services provided for target populations.
- > Assesses current and future service gaps for target populations.
- > Identifies projects and programs to improve, expand, and address the gaps in services for target populations.
- > Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation.
- > Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County.

## FTA Section 5310 Program

Metro is the designated recipient of Section 5310 funds for the urbanized areas of LA County and is responsible for the planning, programming, distribution, and overall management of these federal funds. Metro receives approximately \$10.5 million annually in Section 5310 funding, which is awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in LA County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans. The updated 2025–2028 Coordinated Plan allows Metro to fulfill its role as the designated recipient of Section 5310 funds in LA County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. All Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.



Effective November 2024, the FTA Circular 9070.1H provides updated guidance for the administration of Section 5310 assistance for seniors and individuals with disabilities. The Circular outlines requirements for projects funded with Section 5310, as well as the required elements of the Coordinated Plan incorporated throughout this document. As the designated recipient of Section 5310 formula funding in LA County, Metro has documented its policies and procedures for managing and administering the Section 5310 Program in its Program Management Plan, which is updated with each solicitation cycle.

The Section 5310 Program supports human services transportation in LA County by funding “Traditional” eligible capital expenditures, or “Other” eligible capital and operating expenditures. Traditional projects are capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Other projects are capital and operating projects that i) exceed the Americans with Disabilities Act (ADA) of 1990 minimum requirements; ii) improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service; or iii) provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation. A minimum of 55% of all Section 5310 funds for each apportionment year and urbanized area (UZA) must be allocated to Traditional projects before any funding can be allocated to Other projects. No more than 45% of the total funds for a given apportionment area may be used for Other projects.

Traditional projects deemed eligible under the Section 5310 program include:

- > buses and vans;
- > wheelchair lifts, ramps, security devices, and safety barriers;
- > transit-related information technology systems, including scheduling and dispatching systems;
- > mobility management programs; and,
- > acquisition of transportation services under a contract, lease, or other arrangement.

Other projects deemed eligible under the Section 5310 program include:

- > travel training;
- > volunteer driver or mileage reimbursement programs;
- > building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features;
- > improving signage, or way-finding technology;
- > expansion of paratransit service parameters beyond the ADA-required three-fourths mile radius;
- > incremental cost of providing same day, door-to-door, or door-through-door service; and,
- > purchasing vehicles to support new accessible taxis, ride-sharing and/or vanpooling programs.

These eligible activities under the Section 5310 program provide a baseline for Metro’s development of an investment strategy through this Plan. They also represent the scope of project and program types that can be funded through a discretionary pass-through grant program.

In compliance with FTA guidance to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes,” the Plan sets forth goals and objectives to define and establish performance indicators based on the following data:

- > A review of relevant documents, plans, programs, policies, regulations, and data sources that address target populations within LA County.
- > Comprehensive outreach to over 5,750 individuals, engagement with 11 community-based organizations (CBOs), 800 service agencies, and other stakeholders.
- > A public opinion survey and five focus group meetings to gather input from the target populations and the agencies that serve them.
- > An agency survey to gather information about their existing assets, operations, and estimated number of rides provided.
- > An analysis of target populations' socio-economic and demographic data.
- > A list of Section 5310 eligible projects and programs received from service agencies between November 2024 and January 2025.

The performance indicators are demonstrated through a prioritization evaluation in order to fulfill obligations to FTA and ensure that the implementation of strategies results in outcomes associated with the program.







## Other Metro Funding Opportunities

Metro provides various funding programs and resources to support transportation initiatives across LA County, many of which directly benefit target populations. These programs aim to enhance public transit and dial-a-ride services, improve infrastructure, and promote innovative mobility solutions. Funding resources are available to local jurisdictions, non-profits, and CBOs, helping to address a wide range of transportation needs.

A key funding source is Metro's Local Return Program, which allocates a portion of sales tax revenues directly to local jurisdictions to support essential transportation improvements. These funds help cities and unincorporated areas maintain and enhance local streets, sidewalks, and transit services. The Local Return Program ensures that communities across LA County have flexible funding to address their unique transportation needs, including safety enhancements and first-last mile connectivity improvements. Per the 2020 Long Range Transportation Plan, Metro is projected to allocate approximately \$38 billion to the Local Return Program over the next 30 years, with the largest share dedicated to supporting local public transit and dial-a-ride services.

Metro also provides funding through Measure M, a half-cent sales tax approved by LA County voters in 2016, which funds transportation projects across the region. Measure M revenues support programs such as the Metro Subregional Program and the Metro Active Transportation Program, which focus on improving local streets, expanding public transit, and reducing traffic congestion. Additionally, Metro administers grant opportunities for projects that enhance transportation services.

Another funding program is the Access for All Grant Program, which expands and improves the availability of on-demand wheelchair-accessible vehicle (WAV) services across LA County. Metro supports initiatives that help on-demand transportation providers purchase WAVs, assist transit operators in launching new on-demand services, and enhance existing on-demand programs. Unlike traditional paratransit options, this program minimizes the demand for advanced scheduling and fixed routes, providing greater flexibility and independence for individuals who use mobility devices.

For those seeking additional information on funding programs and resources, visit [www.Metro.net/about/funding-resources](http://www.Metro.net/about/funding-resources).



# Existing Conditions

This chapter examines existing demographics and transportation services for seniors and individuals with disabilities in LA County, focusing on changes and trends in mobility and population characteristics. This analysis uses current 2023 U.S. Census data to define key demographic characteristics and growth trends. Although LA County offers a diverse range of transportation options, including fixed-route buses, paratransit, commuter rail, human service provider transportation, and non-profit and private services, the growth in target populations continues to outpace growth within the county. This is particularly clear within the past five years, during which LA County's senior population (age 65+) increased by 13%, and individuals with disabilities increased by eight percent. With these LA County target population trends, this chapter also identifies the current transportation services they serve.



## Target Population Demographics

This section provides a demographic overview of LA County, focusing on seniors and individuals with disabilities. While acknowledging potential variations in state and local definitions, Federal Transit Law, as outlined in FTA Circular 9070.1H, defines a "senior" as an individual who is 65 years of age or older. An "individual with a disability" is defined in alignment with the ADA as an individual with a physical or mental impairment that substantially limits one or more of their major life activities, those who have a record of such an impairment, or are regarded as having such an impairment. Data for this analysis is primarily sourced from the U.S. Census Bureau's American Community Survey (ACS) 2018-2022 estimates, analyzed at the Census Tract and ZIP Code levels.

Currently, seniors comprise approximately 15.8% (1.53 million), and individuals with disabilities represent 11.4% (1.09 million) of LA County's total 9.66 million population. The Section 5310 program could help support transportation services for approximately 22% of LA County residents, or an estimated 2.13 million persons<sup>1</sup>. Understanding the growth trends of these target populations is essential for developing effective transportation services.

Figure 5: LA County Target Population Characteristics

	ESTIMATED 2023 POPULATION	% OF POPULATION
<b>Total LA County</b>	<b>9.66 million</b>	<b>100%</b>
<b>Seniors</b>	<b>1.53 million</b>	<b>15.8%</b>
Age 65-74 years old	889,000 persons	5.4%
Aged 75 + years old	637,800 persons	6.6%
<b>Individuals with a disability</b>	<b>1.09 million</b>	<b>5.4%</b>
Under Age 18 with a disability	82,000 persons	0.8%
Age 18-65 with a disability	517,000 persons	5.4%
Aged 65 + years old	497,000 persons	5.2%

Source: U.S. Census, LA County, Estimates from ACS V2023.

Figure 6: LA County Population Trends

	SENIORS	INDIVIDUALS WITH DISABILITIES
2018 Population	1.35 million	1.09 million
2023 Population	1.53 million	1.09 million
Change from 2018 to 2023	+ 0.18 million	+ 0.08 million
% Change	<b>+13%</b>	<b>+8%</b>

Source: U.S. Census, LA County, Estimates from ACS V2023.

Compared to the 2021-2024 Coordinated Plan, the total number of target populations has increased. The following information is provided to help understand changes in target populations since the last 2021-2024 Coordinated Plan:

- > Of LA County's 9.66 million population, over 22% are seniors and individuals with disabilities (see Figure 5).
- > The percentage of the population classified as seniors increased from 13.3% to 15.8%, an increase of about 180,000 people.
- > The percentage of the population identified as individuals with disabilities in LA County increased from 9.8% to 11.4%, an increase of approximately 80,000 people.

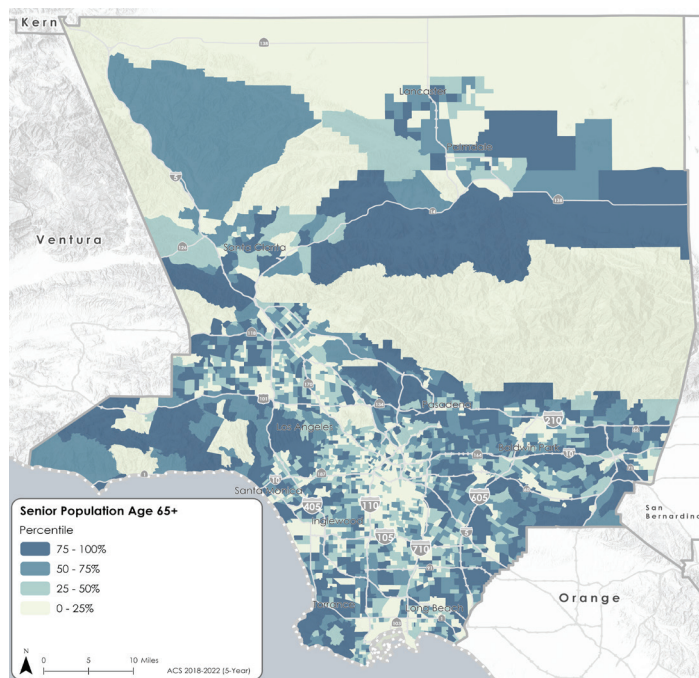
Based on the growth trends of these target population groups, services for seniors and individuals with disabilities make up an increasingly significant share of travel demand in LA County. Addressing the mobility of target populations is crucial given that seniors and individuals with disabilities are growing at rates of 13% and 8%, respectively (see Figure 6).



<sup>1</sup> The 22% represents the total senior population (1.53 million persons) and individuals with disabilities under age 18 (82,000 persons) and age 18-65 (517,000 persons) in LA County to avoid double counting.

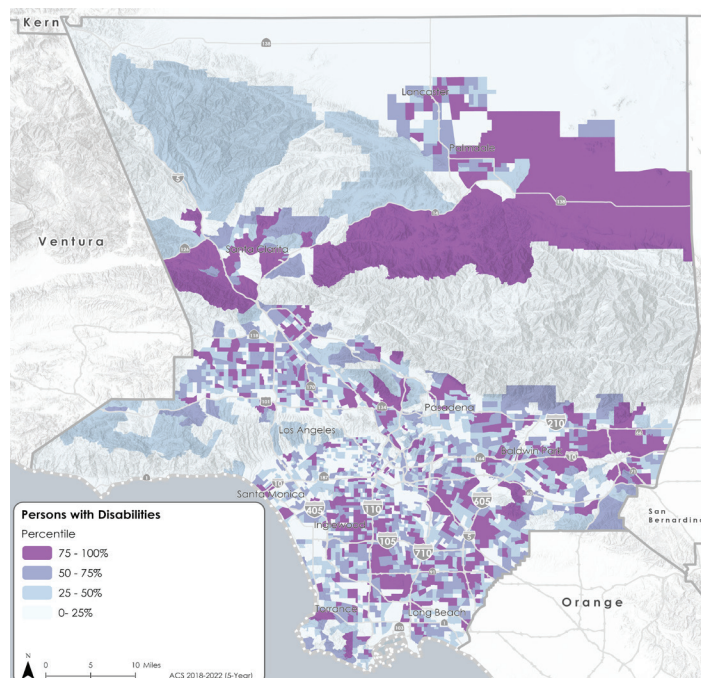


Figure 7: LA County Senior Population



Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.

Figure 8: LA County Individuals with Disabilities Population

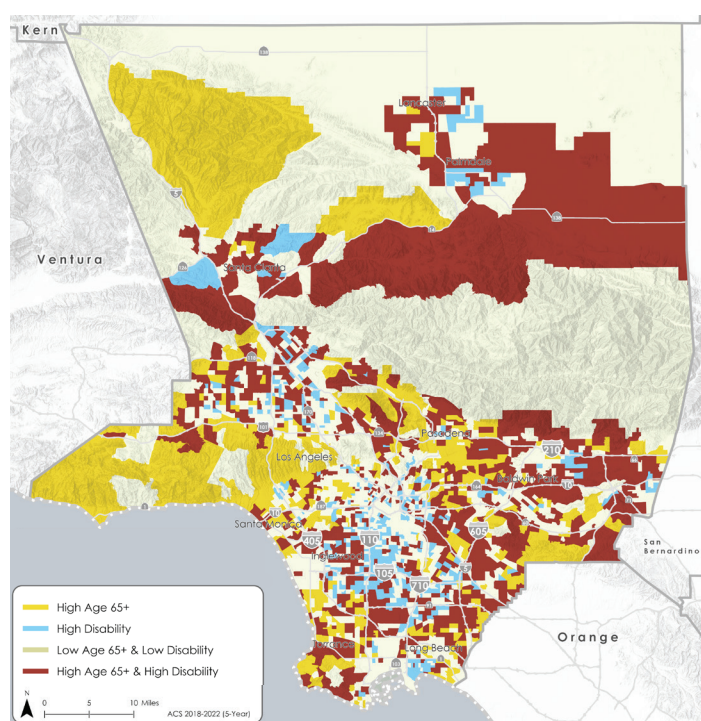


Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.

Figures 7 through 9 illustrate the geographic distribution of target populations within LA County. Figure 7 shows concentrations of seniors, Figure 8 shows concentrations of individuals with disabilities, and Figure 9 shows areas with overlapping concentrations of both groups. As shown, the highest concentrations are located in the following areas:

- > throughout the Antelope Valley, including both the cities of Palmdale and Lancaster;
- > within and surrounding the City of Santa Clarita;
- > in the northern San Fernando Valley, primarily along the SR-118 corridor;
- > in the central and eastern portion of the San Gabriel Valley, particularly along the I-210 and I-10 corridors;
- > throughout the Gateway Cities area; and,
- > in the Long Beach – South Bay and South Los Angeles neighborhoods.

Figure 9: Seniors and Individuals with Disabilities



Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.

Given its size, approximately 40% of all LA County residents live in the City of Los Angeles (City of LA), and the highest number of seniors and individuals with a disability resided within the City of LA. Figure 10 shows the top 10 cities with the highest number of seniors and the highest number of individuals with disabilities. Most cities are repeated on the two lists, indicating that there are multiple locations with high levels of concentration of target populations. In particular, the cities of Palmdale and Lancaster (which are within the Lancaster-Palmdale UZA) and the City of Santa Clarita (which is the majority of the Santa Clarita UZA) are all ranked in the top 10 cities for the highest number of seniors and highest number of individuals with disabilities, which highlight their importance to the Coordinated Plan.

The LA County Planning Region is comprised of three large UZAs, including the Los Angeles/Long Beach/Anaheim UZA, Lancaster/Palmdale UZA, Santa Clarita UZA, and rural and non-urbanized areas (see Figure 11). FTA defines a large UZA as comprised of at least 200,000 persons; small UZAs have populations between 199,999 and 50,000, and non-urbanized areas have less than 50,000 persons. The information discussed in this section is based on the ACS 2023 estimates from the U.S. Census (ACS 5-year information from 2018-2022). The information was analyzed and illustrated at the Census Tract and ZIP Code levels, as appropriate.

With a land area of about 4,058 square miles, LA County is home to over 9.6 million people living in 88 incorporated cities as well as unincorporated areas. As the most populous county in the U.S., it is home to three large UZAs:

- > The Santa Clarita UZA has an estimated population of 240,000 people.
- > The Lancaster/Palmdale UZA has an estimated population of 345,000 people.
- > The Los Angeles/Long Beach/Anaheim UZA has an estimated population of 9.12 million people.

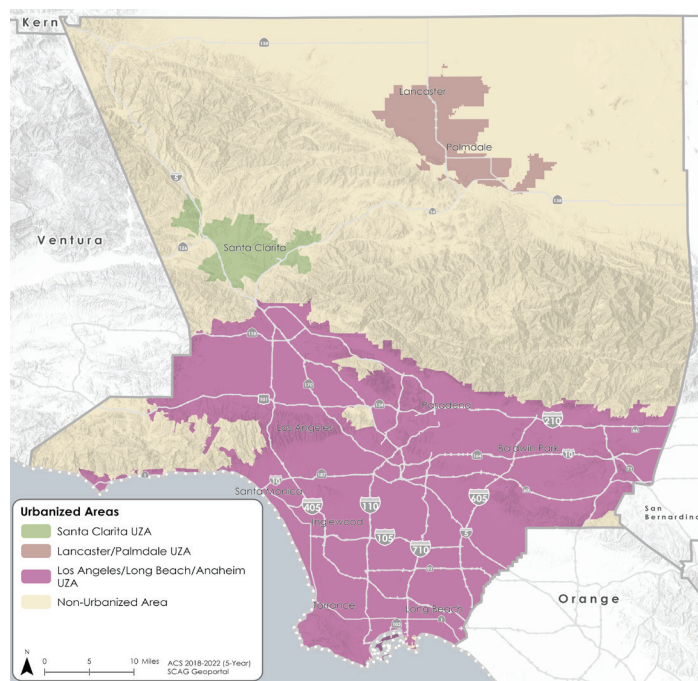
The rest of the population of LA County lives in non-urbanized, rural areas, primarily located in the North LA County Region surrounding the Lancaster/Palmdale and Santa Clarita UZAs.

Figure 10: LA County Cities with the Highest Number of Seniors and Individuals with Disabilities

RANK	HIGHEST # OF SENIORS	HIGHEST # OF INDIVIDUALS WITH DISABILITIES
1	Los Angeles	Los Angeles
2	Long Beach	Long Beach
3	Glendale	Glendale
4	Santa Clarita	Santa Clarita
5	Torrance	Palmdale
6	Pasadena	Lancaster
7	Lancaster	Pomona
8	West Covina	Inglewood
9	Pomona	Torrance
10	Palmdale	Pasadena

Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.

Figure 11: Urbanized Areas of the LA County Planning Region



Source: Southern California Association of Governments Geospatial Data.







The following summarizes the major findings for the UZAs and rural and non-urbanized Areas of LA County:

- > The largest and most populated UZA (9.12 million people), the Los Angeles/Long Beach/Anaheim UZA includes a significant number of seniors and individuals with disabilities (14% and 11%, respectively).
- > Although the UZAs of Lancaster/Palmdale and Santa Clarita have lower populations (345,000 and 240,000 persons, respectively), they have higher concentrations of individuals with disabilities representing approximately 11% of the population in the Lancaster/Palmdale UZA and around ten percent in the Santa Clarita UZA.
- > Rural and non-urbanized areas of LA County have about 180,000 residents, or approximately two percent of the county's total population. Of this population, around 15.9% are seniors and nine percent are people with disabilities.

The next section describes the existing transportation services in LA County that serve these growing target populations.

## Assessment of Transportation Services

Serving LA County's 9.6 million population, Metro and other LA County public transit providers' assets include 820 trains, 8,782 regional and municipal buses, and 3,538 paratransit vehicles. In addition, based on the agency survey distributed to non-profit and private human service providers, an estimated 403 vehicles are also available to seniors and individuals with disabilities.

Transportation service information from the National Transit Database (NTD) includes an asset inventory and condition assessment used by the FTA in their apportionment formulas, including that for the Section 5310 program. Figure 12 presents information from the NTD for FY22- FY23, the most recent data available, followed by a description of the various transit and transportation services offered to target populations. As the NTD only requires mandatory reporting from direct recipients or beneficiaries of Section 5307 and Section 5311 funds, additional information was obtained through an agency survey to document trips typically provided by other non-profit and private services.

Figure 12: Overview of LA County Public Transportation Trips and Vehicle Fleets by Mode

LOS ANGELES COUNTY PUBLIC AND SPECIALIZED TRANSPORTATION						
MODES	Operator Totals		Mode Level Totals			
	Passenger Trips	Vehicles in Service	Passenger Trips	% of Total	Vehicles in Service	% of Total
<b>RAIL</b>	<b>127,542,892</b>	<b>820</b>	127,542,892	16.6%	820	6.2%
Metrolink (Heavy Rail)	7,501,751	390				
Metro Rail (Heavy Rail - D and B Lines)	52,311,872	116				
Metro Rail (Light Rail - A, C, L and E Lines)	67,729,269	314				
<b>BUS – Core Regional Network</b>	<b>427,737,306</b>	<b>4,026</b>	629,277,560	81.8%	8,782	66.8%
Metro (Bus)	402,489,703	3,091				
Metro (Bus Rapid Transit)	8,268,006	48				
Commuter Bus	2,165,798	281				
Foothill Transit	14,813,799	606				
<b>BUS – Inter-Community and Community Service</b>	<b>201,540,254</b>	<b>4,756</b>				
Municipal/City (Bus) 30 cities	196,784,122	3,213				
Small operators (Bus) - 32 of 48 city programs	551,522	39				
Metro Vanpool	2,728,473	1,454				
LA County Bus	1,476,137	50				
<b>PARATRANSIT – Regional Demand Response Services</b>	<b>6,504,350</b>	<b>1,639</b>	12,452,209	1.6%	3,538	26.9%
Access Services	6,504,350	1,639				
<b>PARATRANSIT – Municipal Demand Response Service</b>	<b>5,947,859</b>	<b>1,899</b>				
Demand Response	5,888,396	1,858				
Small Operators (Dial-A-Ride)	59,463	41				
<b>TOTAL ALL NTD REPORTED PUBLIC TRANSIT</b>			<b>769,272,661</b>	<b>100.0%</b>	<b>13,140</b>	<b>100.0%</b>
<b>*ESTIMATED OTHER – Human Service Providers</b>	<b>943,503</b>	<b>387</b>	943,503	100.0%	403	100.0%
<b>*ESTIMATED # of Drivers</b>	1,116	N/A				
<b>ESTIMATED TOTAL FOR ALL OF LA COUNTY</b>			<b>770,216,164</b>	<b>100%</b>	<b>13,543</b>	<b>100%</b>

Source: National Transit Database, 2022 - 2023 Annual Agency Profile. 2022 - 2023 NTD Annual Data - Service (by Mode and Time Period) | Department of Transportation - Data Portal; 2025-2028 Agency Survey, Questions #8 and #16, January 2025.

Notes: \* ESTIMATED OTHER and ESTIMATED # of Driver totals are based on Coordinated Plan 2025-2028 Agency Survey information. Agency/ Human Services totals exclude survey reported trips and vehicles from public transit and municipal operated services to avoid double counting.

## Fixed-Route Transit

Metro fixed-route bus system includes bus and micro on-demand rideshare services. The Metro bus network is the primary regional fixed-route system for LA County. It covers 1,477 square miles of service and has a fleet of around 2,100 buses (Metro, 2024). As described in Metro's NextGen Bus Plan, Metro is targeting a more frequent and reliable fixed-route bus service to complement Metro Rail and municipal operator services. As of November 2024, Metro operates 119 bus routes, with 12,016 bus stops. In FY24, Metro buses had approximately 71.1 million total revenue service miles. The Metro Micro network currently covers eight zones (Watts/Compton, LA International Airport/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Eagle Rock/Glendale, Altadena/Pasadena/Sierra Madre, Northwest San Fernando Valley, and University of California, Los Angeles/Westwood/Veterans Affairs Medical Center) in LA County with a fleet of 85 vehicles. In FY24, Metro Micro had around 762,800 annual boardings, which equate to around 2.1 million annual trips and three million total revenue service miles.

There are several subregional fixed-route bus transit services throughout LA County. Foothill Transit serves San Gabriel Valley; Santa Clarita Transit serves Santa Clarita Valley; and Antelope Valley Transit Authority (AVTA) serves Antelope Valley. The Downtown Area Shuttle circulates through many communities in the City of LA, supplementing Metro fixed-transit services. Some local fixed-route bus routes operated by individual cities provide inter-jurisdictional transit between cities and communities, while others serve as intracity circulators for local residents.

## Regional ADA Complementary Paratransit

Access Services is the designated ADA complementary paratransit service provider for LA County. Established to comply with the ADA, Access Services provides shared-ride, curb-to-curb transportation for individuals with disabilities who are unable to use fixed-route public transportation (such as buses and trains) due to physical, cognitive, or other functional limitations. Access Services operates countywide, extending over 1,950 square miles, covering all areas within 3/4 of a mile of an existing fixed-route bus or rail line operated by any of LA County's public transit agencies. In FY24, Access Services reported serving 2.8 million paratransit trips to approximately 113,000 qualified paratransit riders.

## Commuter Rail Services

As of November 2024, Metro operates six rail lines that cover 109 centerline miles with a fleet of 337 Light Rail Transit cars and 100 Heavy Rail Transit subway/underground vehicles that provide service at 107 stations. In FY24, Metro rail had approximately 23.7 million total revenue rail car miles. In addition to Metro's rail, LA County also has regional commuter rail service provided by Metrolink, a heavy rail system that shares existing train tracks with freight trains and intercity rail lines. Metrolink provides intercity travel across seven rail lines between Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties. Metrolink operates the nation's third-largest commuter rail system with 546 total route miles and 67 stations. It served an average of 22,693 weekday riders in FY23.

Amtrak is a national rail provider that connects America's cities via 21,400 route miles across 46 states, Washington, D.C. and three Canadian provinces. Amtrak operates at speeds up to 150 mph, covering more than 500 destinations. In FY23, Amtrak provided 28.6 million trips nationally, of which around 2.4 million were on Amtrak's Pacific Surfliner service in California.

## Human Service Providers

Human service providers offer essential mobility options for target populations by addressing specialized transportation needs and can fill gaps in the public transportation network. Whether public, non-profit, or private providers, these programs are often flexible and vary in service design, including door-through-door transportation, subsidization of vouchers and bus passes, mileage reimbursement and volunteer driver programs, public transit travel training, transit information, and mobility management brokerages. Many of LA County's municipal and local operators provide response and on-demand service to seniors and individuals with disabilities within their service areas or within city limits. Local paratransit programs generally require lower passenger fares and eligibility criteria that are easier to meet than ADA paratransit. Based on the agency survey (which is a sample of all human service providers), over 943,000 annual passenger trips and 403 vehicles were reported to operate in 2024.





## Private Transportation

Transportation Network Companies (TNCs) such as Uber, Lyft, Butterfli, and GoGoGrandparent provide app-based rideshare trip booking for on-demand transportation as a modern alternative to taxis. These demand-response ride-hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the desired trip and provides real-time vehicle mapping and arrival time estimates. These TNCs have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

## Mobility Management and Information Resources

211 LA offers 24/7 multilingual access to comprehensive information and a referral database via phone (dial 2-1-1), online, email, and two-way texting. As part of the 211RIDE collaborative, 211 LA assists clients in identifying suitable transportation options. The 211RIDE multi-modal trip planning tool ([www.211ride.org](http://www.211ride.org)) simplifies commuting across Southern California counties by providing tailored transportation solutions based on user demographics and specific needs. This platform presents various modes, including fixed-route transit, demand-response services, TNCs, and volunteer transportation, enabling users to select the most appropriate option for their mobility requirements (211, 2024).



# Service Gap Assessment

Assessing mobility needs and identifying service gaps in existing transportation options for target populations is a key component of the Plan, as it highlights the mobility constraints that exist for local communities and their economies. As a locally developed plan, these areas of need were identified through an outreach approach that included focus groups, public and agency surveys, project concept forms, demographic analysis, and a service gap assessment for LA County.

Outreach efforts were designed to engage key stakeholder groups. These groups included target populations, representatives of public, private, and non-profit transportation and human service agencies, and CBOs that serve the target populations.

Given LA County's large geographic area, outreach activities were conducted through a series of activities throughout the Plan's development to ensure representative participation from the UZAs that comprise the LA County Planning Region.

This chapter presents a service gap analysis assessing transportation options for target populations throughout LA County. To identify these areas of need for target populations, two assessments were conducted. The gap analysis highlights areas where investments in transportation services for target populations are most needed.



## Outreach Engagement Activities

To inform the Plan, Metro conducted extensive outreach activities by engaging seniors and individuals with disabilities, public, private, and nonprofit service providers, CBOs, and other stakeholders. These outreach efforts allowed for the collection of valuable input from key stakeholders through two targeted surveys (one for the public and one for agencies and service providers), five focus group meetings (two virtual and three in-person), community meetings, and a 30-day public comment period. To ensure a thorough outreach engagement process, Metro created partnerships with 11 CBOs to solicit and gather input for the Plan. The CBOs were charged with completing several supportive outreach activities, including collecting information and disseminating notifications through their established community networks.

### CBO Outreach Efforts

Consistent with Metro's CBO Database and Partnering Strategy, at the initiation of the Plan, 11 CBOs were onboarded through a CBO engagement process. CBO partners were tasked with disseminating information through their LA County networks and social media posts, distributing surveys to target population groups and providers, sending invites for focus group participation, and RSVP tracking. The CBO partners conducted targeted outreach for the focus group meetings and the agency survey. This included phone calls, emails, follow-ups, and social media posts.



Two primary CBO partners, Move LA and the Service Center for Independent Life (SCIL), were responsible for the CBO roundtable facilitation, survey distribution and project awareness, focus group attendance and outreach, and distribution of the final plan document.

Nine CBO outreach support partners were responsible for disseminating information through social media posts and their community networks, including Advanced Healthcare Administrators, Strategic Actions for a Just Economy, Bike LA, Streets Are For Everyone (SAFE), Public Matters, Designated Exceptional Services for Independence (DESI), the YMCA, Global Green, and Long Beach Forward.

## Focus Groups

To ensure that all attendees had the opportunity to participate, share their insights, and discuss critical transportation challenges and needs for target populations, accessibility was a key priority for all meetings, both virtual and in-person.



For the virtual meetings, simultaneous interpretation services were provided in Spanish and American Sign Language. A call-in number and other multi-language translations were also available if needed. A shared Word document and both verbal and chat discussions during the virtual meeting allowed participants to provide live feedback, view their contributions in real-time, and engage in written questions and answers throughout the meeting. The 'raise hand' feature enabled verbal contributions during discussions. To enhance readability, particularly for individuals with visual impairments, guiding discussion questions were displayed on-screen in large font. These measures aimed to create a collaborative and safe environment that encouraged active participation from all attendees.

In selecting meeting locations, a wide range of locations throughout LA County were considered to ensure outreach and participation were available in person for those from the edges of the county, as well as those located centrally, with higher transit access. Meeting spaces were chosen to accommodate all participants, including those using mobility devices and other special accommodations (e.g., hearing impaired, visually impaired, multilingual needs). Seating was arranged to ensure comfortable seating for everyone. Live notes were recorded in a shared Word document displayed with consistent Wi-Fi access. Refreshments were provided in accordance with ADA guidelines. These accommodations fostered an inclusive and welcoming environment conducive to full participation.



In total, 106 participants, representing 65 agencies and organizations, participated in the focus group meetings.

Agencies and organizations represented included:

- > Able ARTS Work
- > Access LA
- > Access Services
- > Aging Next
- > AVTA
- > AVP St Mary's Church
- > Butterfli Technologies, Inc.
- > City of Bell
- > City of Bell Gardens
- > City of Burbank
- > City of Calabasas
- > City of Cerritos
- > City of El Monte
- > City of El Segundo
- > City of Glendale
- > City of Glendora
- > City of Hawaiian Gardens
- > City of Hawthorne
- > City of Inglewood
- > City of Long Beach
- > City of Los Angeles
- > City of Monrovia
- > City of Monterey Park
- > City of Palmdale
- > City of Pasadena
- > City of Santa Clarita
- > City of Santa Fe Springs
- > City of South Gate
- > City of Whittier
- > Disability Rights California
- > Disabled Resources Center, Inc.
- > Fast Link Downtown LA
- > Harbor Regional Center
- > Institute for the Redesign of Learning
- > City of LA Disability Commission
- > LA County Commission
- > Legacy Commons
- > LA County Aging and Disabilities Department
- > LA Jewish Home for the Aging
- > Move LA
- > Neighborhood Legal Services
- > Pacoima Beautiful
- > Palmdale Chapter AARP #2195
- > PathPoint
- > PIH Health Good Samaritan Hospital
- > Pomona Valley Transportation Authority
- > Service Center for Independent Life (SCIL)
- > Southern California Resources Services for Independent Living (SCRS-IL)
- > Streets Are For Everyone (SAFE)
- > The Adult Skills Center
- > Ventura Transit
- > Westside Pacific Villages
- > White Memorial Medical Center



Input was gathered through the virtual and in-person focus groups, exploring current travel behaviors, challenges, desired programs and projects, considerations for new services, and recommendations for enhancing communication and engagement. The three in-person focus groups conducted in the City of Pomona/San Gabriel Valley (SGV), Metro Headquarters (HQ), and the City of Palmdale captured location-specific perspectives and informed targeted solutions for transit service improvements. Virtual focus groups highlighted both local and regional concerns related to transportation safety, access, infrastructure, communication, and outreach.


The following highlights key topics discussed during the five focus group meetings.

### ***Accessibility and Infrastructure:***

- > **Physical Infrastructure:** Target populations, particularly those using walkers, wheelchairs, or other medical equipment, identified the need for sidewalks, pathways, bus shelters, benches, working public address (PA) systems, and reliable elevators. Infrastructure was cited as lacking, particularly in Palmdale (especially Sun Village and Eastside Palmdale) and certain corridors within the Metro HQ service area. Pomona/SGV participants noted missing benches and inadequate signage at stations.
- > **In-Vehicle Accommodations:** Issues with aging fleets, dysfunctional equipment (ramps, temperature control, PA systems), and limited space for wheelchairs, personal belongings, and companions were reported. Metro HQ participants shared wheelchair spaces were often blocked by bikes or fold-down seats.
- > **Wayfinding:** Participants described a lack of clear signage, braille, and real-time passenger information systems (especially audio and visual updates) led to navigation challenges, particularly for visually impaired individuals.

### Service Availability and Reliability:

- > **Service Hours and Areas:** Participants cited issues with service hours (e.g., weekends, early mornings, and late nights) and limited-service areas. Palmdale (Westside) and Metro HQ participants specifically mentioned off-peak hour service gaps.
- > **Connectivity and Coordination:** Participants found fragmented services occurred across county lines and between service providers (e.g., between LA and San Bernardino Counties and between Foothill Transit and Metrolink). Focus group participants described long wait times, missed transfers, and overly complicated trips.
- > **On-Demand Service:** Participants cited a lack of same-day on-demand service, which limited travel flexibility.
- > **Vehicle Capacity:** Comments were made related to limited wheelchair capacity on buses, causing extended wait times and missed pick-ups.
- > **Access Services:** Metro HQ participants cited delays, extended trip times, high costs, and renewal process difficulties.

Facilitated Discussion/ <i>Discusión Facilitada</i>	
<p>1. How do Seniors and Individuals with Disabilities travel today?</p> <p>1. ¿Cómo viajan actualmente las personas mayores y las personas con discapacidades?</p>	

### Safety and Security:

- > **General Safety:** Concerns were described about safety on Metro buses and rail. Issues included insufficient lighting, lack of security presence, and poor cleanliness.
- > **Operator Conduct:** Instances of bus drivers passing up riders with visible disabilities were reported in the Metro HQ focus group. Stricter enforcement, penalties, and improved operator training (including bias and sensitivity training) were noted as priorities.
- > **Emergency Protocols:** Limited emergency protocols, such as non-functional PA systems and a lack of assistance during emergencies, were identified as safety risks.

### Communication and Outreach:

- > **Information Access:** Comments reported difficulty accessing consolidated service information across providers and limited multilingual resources. Pomona/SGV participants requested a "one-stop-shop" for information.
- > **Outreach Strategies:** Participants suggested diverse communication channels, including print materials at community spaces (senior centers, libraries, medical offices), digital displays at stations, YouTube, social media, and partnerships with trusted organizations (Meals on Wheels, churches, nonprofits). Palmdale participants preferred large-font mailers and phone helplines.
- > **User Education:** A need for expanded travel training, user-friendly tutorials, and readily available information on services and how to use them was communicated.
- > **Cost to Riders:** Participants were concerned about their budget constraints and fare increases.

### Other Key Needs and Suggestions:

- > **Volunteer Driver Programs:** A preference for expanding mileage reimbursement incentives and including drivers at various community locations was noted in the Pomona/SGV focus group.
- > **Rideshare Funding:** Participants in the Pomona/SGV focus group requested funding and support for nonprofits to coordinate rideshare services.
- > **App Improvements:** Simplifying, consolidating, and streamlining apps and websites across agencies with accessible navigation features was a common theme from all focus groups.
- > **Intercounty Transportation:** Improved intercounty transportation options, particularly between Kern County and Lancaster, were described.

These insights inform the strategies and initiatives for the Plan to address the transportation priorities of target populations. Based on the focus group input, major themes emphasized geographic disparities, service gaps, and lack of informational access to services.

## Needs Assessment Surveys

Two surveys were conducted to gather input from both the user perspective and the agency and service provider's perspective within the region. A public opinion survey was distributed to 5,750 individuals, including seniors, individuals with disabilities, stakeholders, and service providers. The public opinion survey allowed participants to share their experiences, preferences, and challenges related to public transit and paratransit in LA County. Separately, an agency survey was distributed to 800 transit agencies and human service providers region-wide to assess transportation service needs for the next four years (2025-2028) and gain a better understanding of current services.

In anticipation of the next Section 5310 Program funding cycle(s), a project concept form was also requested from agencies and human service providers, asking them to describe projects or programs they might be interested in applying for under Section 5310 or other funding opportunities.

## Public Comments on the Plan

The Plan was circulated for public review and comment over a 30-day period from April 28 to June 2, 2025. To encourage public input, Metro also hosted a virtual community meeting on May 21, 2025, where participants received an overview of the Plan, discussed findings, and provided feedback. Additionally, the public was encouraged to submit comments via mail, email, or a dedicated hotline.

A total of 21 public comments were received on the Plan during the 30-day period, citing key themes such as the need for more accessible, on-demand transportation and improved intercounty transit options. Commenters also emphasized the importance of ADA-compliant sidewalks, clearer signage, and enhanced bus stop amenities. Further feedback stressed the need for regional coordination to address mobility gaps.

Metro implemented a comprehensive outreach strategy using both traditional and digital methods to ensure broad public engagement. The comment period and virtual meeting were promoted through partner CBOs, Metro's website, social media platforms, Community Relations Regional Weekly Newsletters, and Metro's The Source and El Pasajero blogs. Additionally, the Plan was publicized via bus car cards installed on Metro buses, with over 5,000 bilingual announcements, reinforcing accessibility across the county.

To maximize reach, physical hard copies of the Plan were made available at key community locations and Metro Headquarters. Target population groups and public/private partners were further engaged through briefings, e-blasts, and a distributed social media toolkit, amplifying outreach efforts. The virtual public meeting provided a forum for real-time discussion, with public comments collected via website forms, email, the Project hotline, and direct input during the session.

For a summary of the feedback received on the Plan, refer to Attachment A.







## Public Opinion Survey

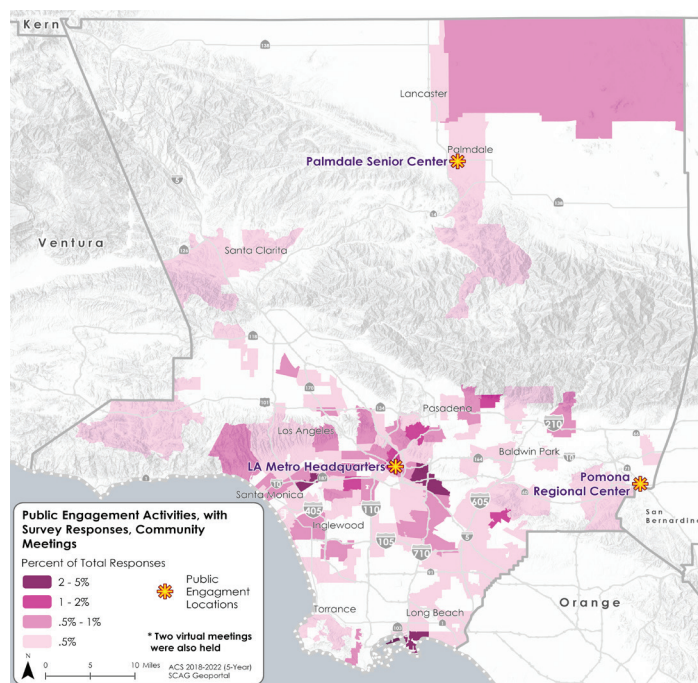
The public opinion survey was designed to ensure a bottom-up approach to assessing priorities, challenges, and improvements in public transit and paratransit services throughout LA County. The survey received a total of 267 responses from a varied participant group, including seniors, individuals with disabilities, stakeholders working and serving these populations, and general transit users. The resulting data provides a diverse perspective on the opinions of the target population transit and paratransit users and their associated stakeholders. Common topics described in the opinion survey included affordability, safety, reliability, and accessibility. The public opinion survey was organized into five topic areas:

- > participant information (e.g., a senior, individual with a disability, etc.);
- > travel characteristics and satisfaction with current services;
- > transit challenges/barriers;
- > top desired improvement projects and programs; and,
- > demographic information.

Figure 13 shows the geographic distribution of the public opinion survey respondents who provided their ZIP Code information, as well as the locations where the public engagement events were hosted (Metro Headquarters, Palmdale Senior Center, and Pomona Regional Center).

The public opinion survey captured responses from a wide range of participants, providing a representative snapshot of transit users and stakeholders. Based on the survey results, as shown in Figure 14, the majority of the respondents were seniors and individuals with disabilities (totaling 57%) or those who work directly with seniors or individuals with disabilities (35%).

Figure 13: Locations of Survey Respondents and Public Engagement Events

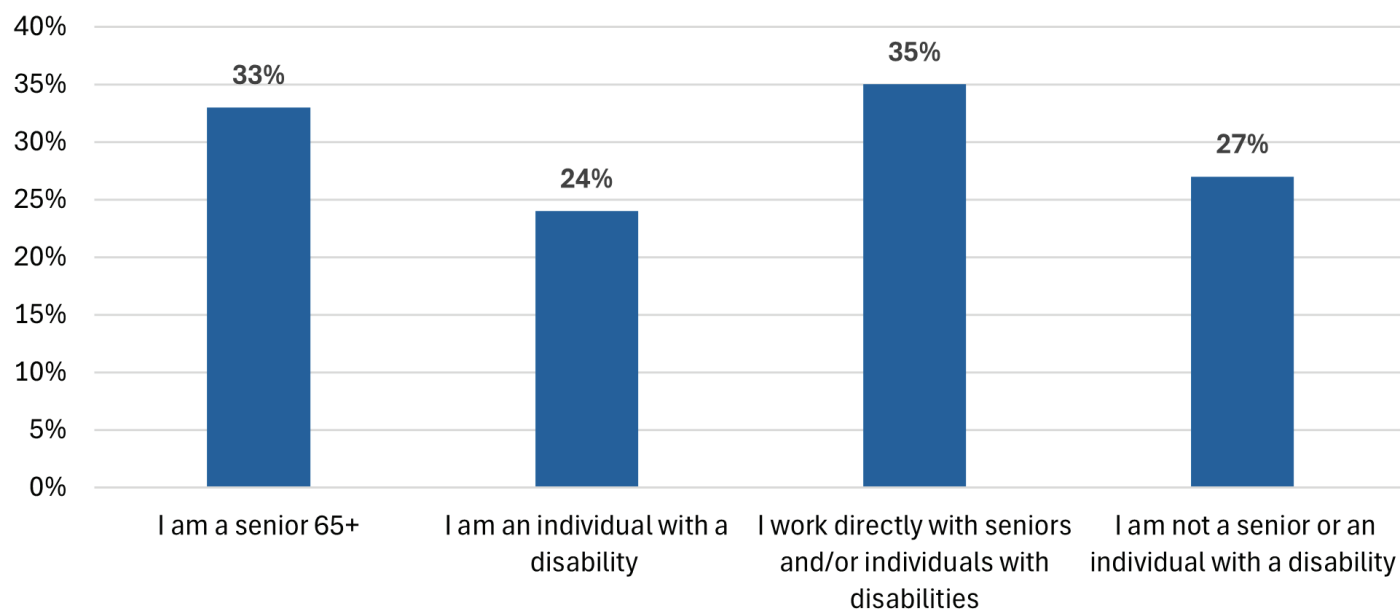


Source: Arellano Associates and Kittelson & Associates, 2025.





Figure 14: Public Survey Participants



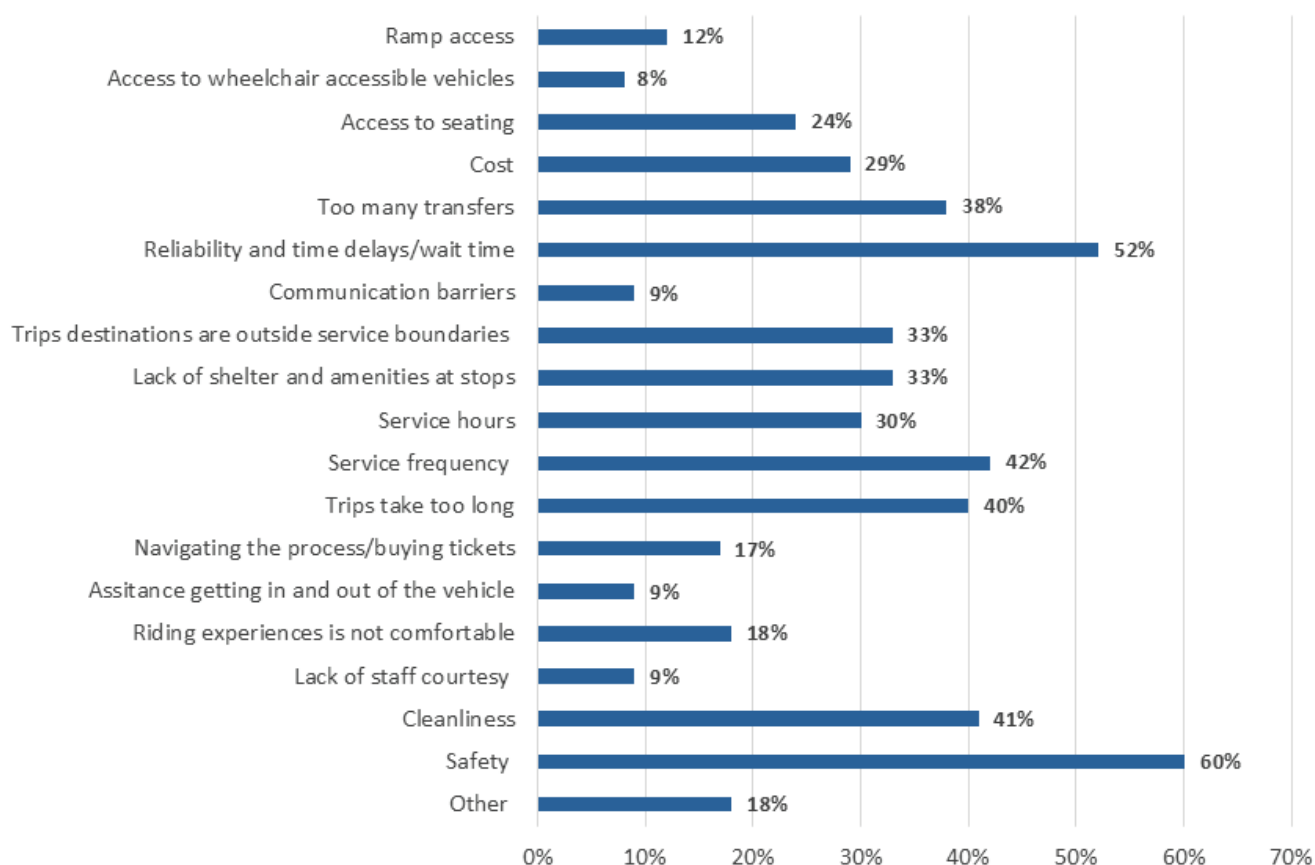
Source: 2025-28 Public Survey, Question #1, January 2025.

#### Key Findings from the Public Opinion Survey.

- > **Public Transit Affordability:** Strong support (64%) for the affordability of public transit suggests that discounted fares for seniors and people with disabilities are highly desired.
- > **Safety Concerns:** A significant concern described was safety, with 48% of respondents disagreeing that “public transit provides a safe riding environment,” compared to 18% who agreed with that statement. Common concerns described included inadequate station lighting, unhoused individuals exhibiting erratic behavior, and insufficient security personnel. Highlighted solutions included increased surveillance, better lighting, and enhanced transit police presence.
- > **Service Reliability:** A mixed response was received regarding service reliability, with 43% neutral and 32% disagreeing with the statement “transit availability meets their needs.” Highlighted solutions included investments in service frequency, timeliness, and reliability.
- > **Paratransit Accessibility:** While 61% found paratransit “easy to use,” 30% noted that it is not always available when needed. Highlighted solutions suggested a need for expanded service coverage and streamlined access.
- > **Top Transportation Barriers:** The most significant challenges indicated were safety (60%), reliability and time delays (52%), and service frequency (42%) (see Figure 15).
- > **Challenges Faced by Target Populations:** Specific challenges cited included difficulty securing priority seating during peak hours, inadequate wheelchair-accessible spaces, cleanliness issues at transit stops, and communication barriers (e.g., navigating systems and understanding announcements).
- > **Positive Responses:** Respondents expressed appreciation for the affordability of transit, courteous staff, and the reliability and friendliness of services like Access Services.



Figure 15: Transportation Barriers



Source: 2025-2028 Public Survey, Question #6, January 2025.

The public opinion survey highlights critical areas for improvement in LA County's transit and paratransit systems, especially regarding safety, reliability, and the unique challenges faced by seniors and individuals with disabilities. While positive aspects like affordability and courteous staff were noted, significant concerns and barriers to travel were emphasized. Targeted investments and educational campaigns are vital to address these unique travel challenges. These insights provide a strong foundation for future grant funding and planning decisions.

### Agency And Human Service Providers Survey

Understanding the barriers faced by target populations, as well as the critical operational and service needs of transit and human service agencies over the next four years, is essential to identifying current and future areas of need. To support this effort, a survey was distributed in December 2024 to collect detailed information on transit operations, client demographics, and each agency's approach to services.

The agency survey was separated into five sections:

- > agency/organization information;
- > user/client information;
- > operational information;
- > capital and operating budgets; and,
- > client needs.

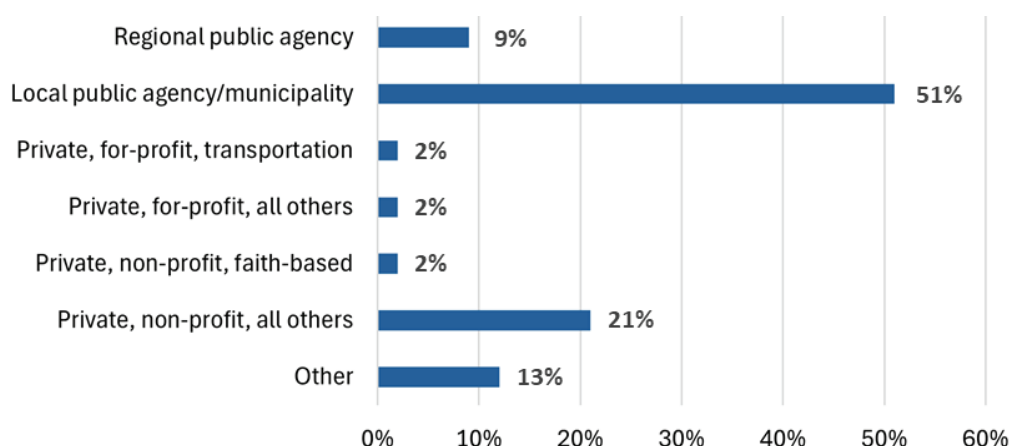
Survey questions were developed in alignment with Section 5310 funding requirements and were designed to capture information on existing and future transportation service gaps for target populations. On November 20, 2024, over 860 emails were sent to an extensive contact list of transit agencies and service providers, including public, non-profit, and other stakeholder organizations from Metro's outreach database.

Between November 21, 2024 and January 17, 2025, a total of 62 agency surveys and 21 project concept forms were received. Respondents represented a variety of agency types, with the majority share from local transit agencies/municipalities (51%), followed by non-profit providers (21%). Approximately 13% responded as “other” in the health and education industries. Most respondents indicated that they provide services such as door-to-door, dial-a-ride, curb-to-curb, door-through-door, and shared ride services. Many also offer supplemental services including travel training, mobility management, referrals, and technology support (apps, booking rides, and managing services). Figure 16 illustrates the distribution of agency and organization types who responded.

Key Findings from the agency survey:

- > **Drivers and Employees:** Respondents were asked about the type of drivers they use, whether they are dedicated employees, contracted drivers, volunteers, or employees who drive in addition to other duties. Approximately half of the respondents have contracted drivers, 23% have volunteer drivers, and 15% have dedicated employee drivers.
- > **Other Services Offered:** Around 90% of respondents reported they provide some level of transportation subsidy. The most common subsidies offered are transit passes, tickets, or rideshare (taxi/Uber/Lyft) vouchers. Around 15% of respondents reimburse mileage and around 3% provide gas cards or subsidized travel aides and escorts. Those who marked “Other” described: free rides on Pasadena Transit, funds directly to the customer, donations only, supplemental vouchers if Dial-A-Ride cannot accommodate, subsidized Metro and Foothill Transit Tap sales, and donated passes.
- > **Existing Fleets:** Nearly 88% of respondents said they owned their vehicles, while 12% reported their vehicles were leased or rented. The majority of the respondents’ fleets were made up of SUVs and minivans (up to seven passengers) (51%), followed by standard buses (22%), larger vans and cutaways (15 passengers) (14%), and then individual sedans and shuttle buses (three percent). Around 79% of respondents stated that their vehicles are ramp or lift-equipped, and only two percent stated that their vehicles are equipped to accommodate more than one or two wheelchairs. Of the total vehicles reported, around a fifth would need to be replaced within the next four years (18% of vehicles are over seven years old or have more than 200,000 miles).
- > **Annual Budgets:** The size of the agencies that responded varied, with the largest regional agency being LA County Access Services (\$250 million operating budget and \$30 million capital budget). Local agencies and municipalities had annual operating budgets ranging from \$24,000 to \$125 million, with capital budgets in FY24 of \$90,000 to \$14 million. Private/non-profit organizations had variable operating budgets depending on the size of the organization, with the highest reported at \$20 million and the lowest reported at \$100,000 annually. Two private/non-profit organizations reported that their capital budgets are between \$30,000 to \$175,000.
- > **Future Expenses:** The majority of respondents (approximately 66%) reported their expenses increased from FY23 to FY24; 29% reported no change, and only five percent reported a decrease in expenses. In addition, around a third of respondents reported they were likely to expand their programs, and a third planned to maintain their current services.

Figure 16: Agency Characteristics



Source: 2025-2028 Agency Survey, Question #2, January 2025.

When describing their clients' transportation needs, agencies and human service providers highlighted mobility and technology barriers. Below are the major mobility needs, barriers and issues cited:

- > **Most difficult types of trips:** The majority of respondents cited the most difficult types of trips as same-day reservations/immediate needs trips (on-demand) for medical trips (e.g., to a local doctor or health clinic visits) and essential shopping trips (e.g., pharmacy, groceries, etc.).
- > **Most communicated barriers for access/mobility:** When asked about barriers, the most common responses were trips outside local service boundaries, long trips within LA County, and difficulty with trip planning and trip information. Other major access and mobility issues included safety, transfers between routes and systems, and accessibility in/out of the vehicle.
- > **Most communicated difficulty using technology or new services:** To gain a better understanding of challenges in communicating with seniors, individuals with disabilities, most agencies and service providers stated that obtaining information and the type of device or app needed were the top challenges. Other types of difficulties include costs, how complicated it is to use, frequency of service, and travel time.

- > **Barriers agencies/organizations face:** An open-ended question asked agencies to describe strategies they thought are important to address in 2025-2028.

Common themes from responses included rerouting of service; expanding service into neighboring cities; vehicle replacement (autonomous and zero-emission vehicles); affordability; accommodating demand for paratransit; rising cost of service; expanding volunteer driver programs; and local agency coordination.

## Service Gap Analysis

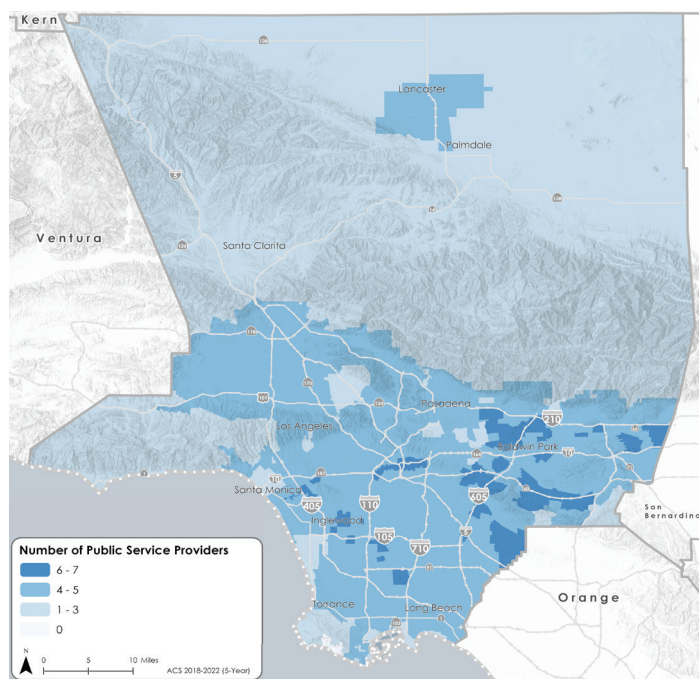
To identify areas of need for LA County target populations, two assessments were conducted. The first reviewed public transit services dedicated to seniors and individuals with disabilities, mapping the number of available services by ZIP Code in 2024. The second assessment reviewed public, non-profit, and private service providers who were recent subrecipients of Section 5310, mapping their service areas by ZIP Code to determine historical funding distribution.

These service maps were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities that were previously assessed. By comparing where target populations reside with the current distribution of services and recent Section 5310 funding, the analysis revealed clear service gaps across LA County. The following figures and discussion provide more details with respect to this service gap assessment.





Figure 17: Service Areas of Public Transit Service Providers for Target Populations

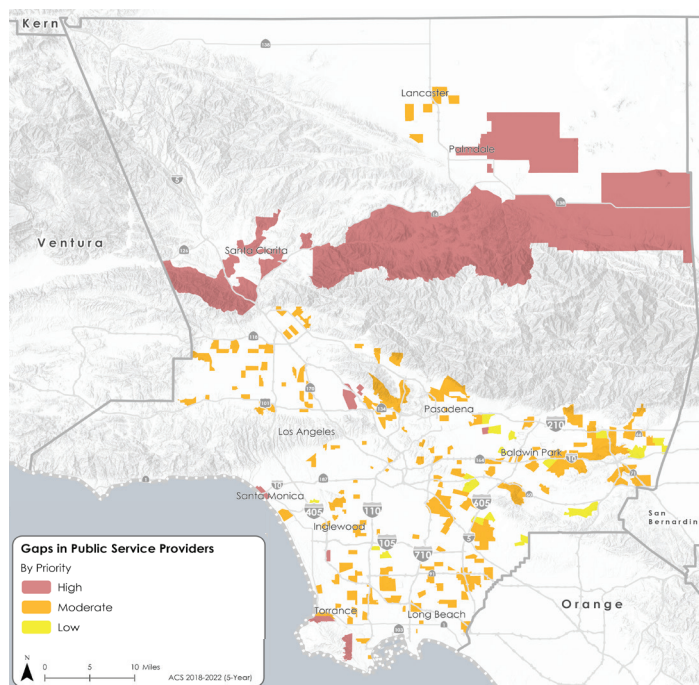


Source: Kittelson & Associates, January 2025.

The first assessment researched and reviewed service areas within LA County that provide dedicated services for seniors and individuals with disabilities (e.g., senior shuttles, paratransit, dial-a-ride). These services were mapped at the ZIP Code level. As shown in Figure 17, most ZIP Codes within the large UZAs have at least one dedicated transportation service for target populations. However, several areas were identified with limited or no options, particularly in parts of the beach cities in the South Bay and West LA, sections of the San Fernando and San Gabriel Valleys, and small pockets within the Gateway Cities region. In contrast, some areas are served by more than five operators, including portions of the San Gabriel Valley, Gateway Cities, Downtown LA, and South Bay, reflecting more robust service coverage in these communities.

These service areas were overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities to identify the parts of LA County with the highest need for projects serving target populations. Figure 18 highlights high priority areas (shown in darker shades/brown) which indicate locations with high concentrations of target populations but low levels of available services. In contrast, low priority areas (shown in lighter shades/yellow) indicate locations where transit services are more readily available to meet the needs of target populations.

Figure 18: Gaps in Public Transit Services for Target Populations



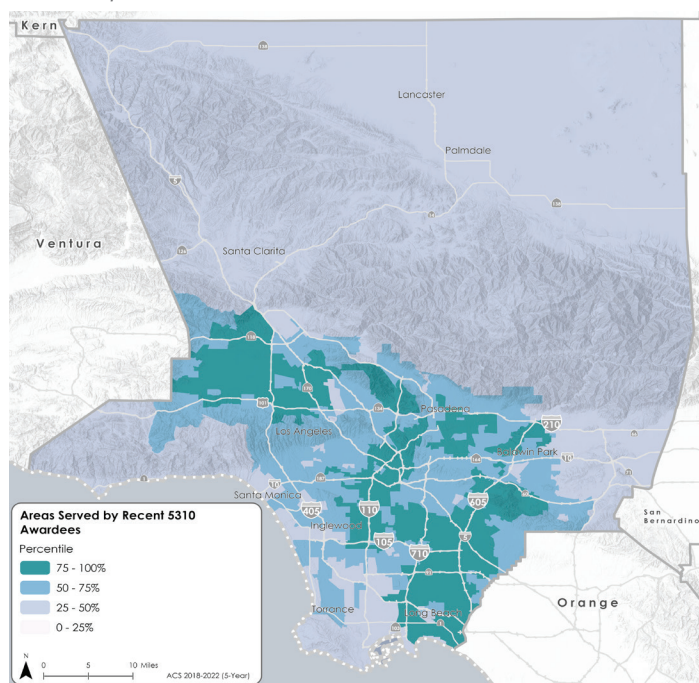
Source: Kittelson & Associates, January 2025.

There are several high-priority areas where there are large numbers of seniors and individuals with disabilities that have limited dedicated service options. These are primarily located in the following areas:

- > Antelope Valley (Palmdale and unincorporated LA County);
- > Long Beach - South Bay (parts of Palos Verdes Estates);
- > San Fernando Valley (parts of Burbank);
- > San Gabriel Valley (parts of Arcadia);
- > Santa Clarita Valley (parts of Santa Clarita and unincorporated LA County); and,
- > West Los Angeles (parts of Hawthorne and Santa Monica).



Figure 19: Service Areas of Recent 5310 Program Awardees in LA County



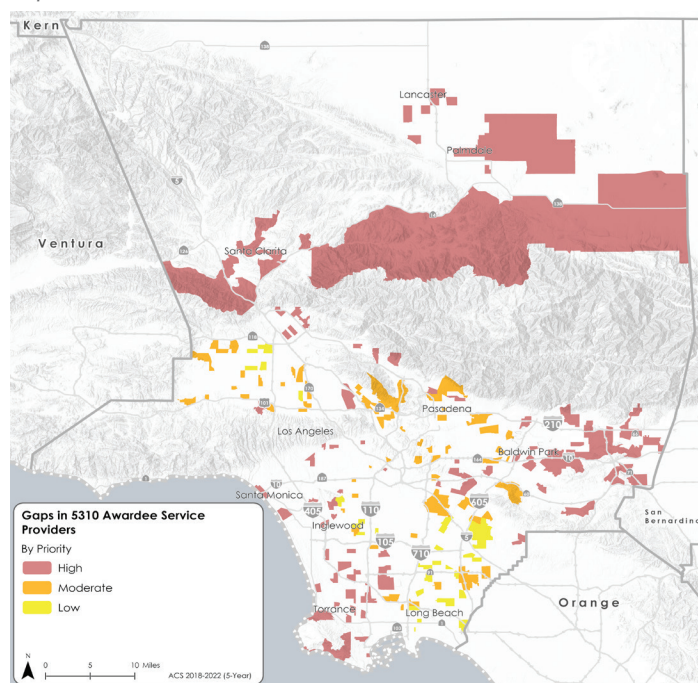
Kittelson & Associates, January 2025

For the second assessment, the service areas of Metro's Section 5310 subrecipient agencies and organizations were mapped and assessed at the ZIP Code level to determine their coverage within LA County. Metro currently has 63 active subrecipients providing Section 5310 and other transportation related services, including both public transportation agencies and nonprofit organizations. Figure 19 illustrates the percentage of each ZIP Code served by at least one recent subrecipient.

The majority of LA County, including the three large UZAs, is served by public transit agencies and non-profit organizations that are active or recent subrecipients, indicating target populations are directly benefiting from Section 5310 and other similar funding sources. Areas with the lowest coverage (less than 25%) are primarily located in West LA, the Antelope Valley, the San Gabriel Valley, and the Long Beach and South Bay areas. In contrast, the highest levels of coverage are generally found in the San Fernando Valley, East LA, South LA, and Gateway Cities areas.

These service areas were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities to determine the parts of LA County with the greatest need, as shown in Figure 20. High-priority areas (shown in darker shades/brown) indicate areas of high concentration of target populations that have not recently received funding.

Figure 20: Gaps in Current Funding Subrecipients for Target Populations



Kittelson & Associates, January 2025

In contrast, low priority areas (shown in lighter shades/yellow) indicate locations where funding has been allocated to support services in areas with high concentrations of target populations.

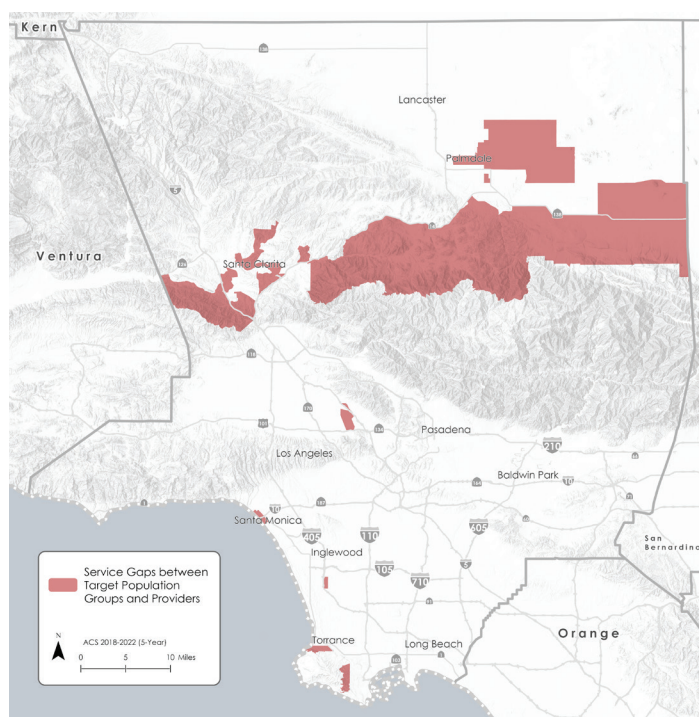
Areas with a large number of target populations that have received limited or no Section 5310 funding in the past include:

- > Antelope Valley (Lancaster, Palmdale, and unincorporated LA County)
- > East Los Angeles/Gateway Cities (parts of Montebello, Whittier)
- > Long Beach - South Bay (parts of Carson, Compton, Gardena, Harbor City, Hawthorne, Inglewood, Lomita, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, San Pedro, Torrance)
- > San Fernando Valley (parts of Burbank, Encino, Glendale, San Fernando, Sylmar, unincorporated LA County)
- > San Gabriel Valley (parts of Altadena, Azusa, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, Glendora, La Puente, La Verne, Monterey Park, Pasadena, Pomona, Rowland Heights, San Dimas, South El Monte, Walnut, West Covina)
- > Santa Clarita Valley (parts of Santa Clarita and unincorporated LA County)
- > West Los Angeles (parts of Beverly Hills, Culver City, Santa Monica, West Hollywood)



The high priority areas identified through both gap assessments highlight the need to address service gaps for seniors and individuals with disabilities across LA County. By combining the results of these analyses at the ZIP Code level, a clear understanding is developed of where targeted investments are most needed. These combined findings help to identify specific areas within the Planning Region that would benefit from additional dedicated transportation services. Based on the results of the two assessment, and illustrated in Figure 21, the following are the recommended priority areas and locations for future investment.

Figure 21: Priority Areas



Source: Metro, 2024; Kittelson & Associates, 2025.

### **Antelope Valley**

- > Within the Antelope Valley, there are three ZIP Codes with high-priority gaps in services. These include one ZIP Code within Palmdale (93552) and two ZIP Codes in unincorporated LA County (93510 near Acton and 93544 near Llano). These are located within the Lancaster/ Palmdale UZA.

### **Long Beach – South Bay Cities**

- > Within the Long Beach – South Bay Cities planning area, two ZIP Codes have high-priority gaps in service. These are both located in the Rancho Palos Verde area (90274 and 90275). These are located within the Los Angeles/ Long Beach/Anaheim UZA.

### **San Fernando Valley**

- > Within the San Fernando Valley, high-priority gaps in service are located in two ZIP Codes in Burbank (91504 and 91506). These are located within the Los Angeles/ Long Beach/Anaheim UZA.

### **Santa Clarita Valley**

- > Within the Santa Clarita Valley planning area, there are eight ZIP Codes with high-priority gaps in service. These include two ZIP Codes within Santa Clarita (91321 and 91390) and six ZIP Codes in unincorporated LA County (91350 near Saugus; 91351 and 91387 near Canyon County; 91354 and 91355 near Valencia, and 91381 near Stevenson Ranch). These are located within the Santa Clarita UZA.

### **West Los Angeles**

- > Within the West Los Angeles planning area, four ZIP Codes have high-priority gaps in service, all of which are located within Santa Monica (90401, 90403, 90404, and 90405). These are located within the Los Angeles/ Long Beach/Anaheim UZA.





# Goals and Objectives

The goals and objectives of the Plan guide transportation funding decisions to support the needs of target populations by aligning with the identified purpose and need for future projects. The five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were refined and finalized through the outreach engagement process. These goals were shared with CBOs and presented during focus group meetings to confirm the Plan's purpose and discuss future funding needs. Input from these sessions informed the finalization of the goals. This chapter describes the development of the goals, objectives, needs, and strategic framework for the Plan.



## Developing Goals & Objectives

To establish goals and objectives of the Plan, five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were updated through the outreach engagement. This outreach was conducted through an extensive and thorough process including five focus groups, public opinion surveys, agency surveys, and engagement with 11 CBOs. The five goals and objectives were reviewed with CBOs and during focus group meetings to confirm the Plan's purpose and discuss future funding needs for 2025-2028.

The following describes the five goals and objectives of the Plan, and the related mobility needs they address.

### Goal 1: Fund Mobility Options

**Objective:** Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.

**Need:** With access to over 2,100 buses and nearly 109 miles of rail service, most communities in LA County are served by a regional provider such as Metro, Metrolink, and Access Services. However, for some seniors and individuals with disabilities who are unable to use fixed-route public transportation (such as buses and trains) due to physical, cognitive, or other functional limitations, transit service availability can vary widely. Agencies and other service providers shared the following challenges they face in meeting the transportation needs of their communities:

- > addressing safety and security concerns;
- > challenges for wheelchair users, difficulty with last-mile connectivity, and trips outside local service boundaries;
- > reliability concerns such as long wait times and delays with transfers, service delays, limited off-peak service, and on-demand options;
- > resource and funding challenges, especially for smaller community-based agencies;
- > poorly maintained bus stops and unclean facilities;
- > of the total vehicles reported by agencies, around a fifth would need to be replaced within the next four years (18% of vehicles are over seven years old or had more than 200,000 miles); and,
- > overcrowding issues at bus locations used by residents of Angeles Plaza at Bunker Hill.

### Goal 2: Address Mobility Gaps

**Objective:** Improve coordination between public transit and human services to address mobility gaps, ensuring target populations have safer and more efficient transportation options.

**Need:** LA County has a significant and complex layering of transportation services for target populations at the local, subregional, and regional levels. Since regional transportation funding is allocated throughout LA County based on jurisdictional boundaries, target population services can have gaps in mobility. Trips within and between regional and local destinations can be difficult for many members of target populations.

Mobility concerns identified through the outreach process as well as the service gap analysis described the following:

- > Based on the agency survey, there is a high demand for same-day response services, particularly to address medical and essential shopping (pharmacy, groceries, etc.). For these types of trips, fixed-route services typically require transfers which can be long and burdensome. With limited same-day response services available, target populations must reserve these types of trips 24-48 hours in advance.
- > With travelers often needing to cross jurisdictional lines, demand does not adhere to city boundaries. This creates challenges, particularly for demand response services. Trips outside service area boundaries are a significant barrier. For example, fragmented services across county lines and between service providers – especially between LA and San Bernardino Counties and between Foothill Transit and Metrolink – can lead to long wait times for transfers and complicated trip connections.
- > Safety, transfers between routes and systems, and physical accessibility into/out of vehicles were also noted as barriers.
- > Difficulty in making trips during non-peak hours (including early mornings, midday, evenings, and weekends).
- > Inadequate or no sidewalks, bus shelters, and lack of clear signage and real-time information were also documented difficulties.
- > Through the service gap analysis, significant gaps in services to seniors and individuals with disabilities were identified in five areas: Rancho Palos Verdes, Burbank, Santa Monica, Palmdale/Antelope Valley, and Santa Clarita Valley.



### Goal 3: Provide Support Services

**Objective:** Provide support services to target populations to improve access, awareness, and ease of travel

**Need:** Currently, 15.8% of LA County residents (1.53 million persons) are aged 65 or older, while 11.4% (1.09 million persons) are identified as having disabilities. Collectively, these two groups represent a potential service population of 2.13 million, or approximately 22% of LA County's total population that could be served by Section 5310 funding. From 2018 to 2023, the senior population increased by 13% and the population of individuals with disabilities increased by eight percent. The community outreach and review of relevant documents revealed the need to provide support services to target populations to improve their travel, including:

- > Expanded travel training, user-friendly tutorials, and readily available information on services and how to use them were consistently cited in the focus groups.
- > Bus driver training to address instances of bus drivers passing up riders with visible disabilities was reported during focus group meetings.
- > Community-based solutions (expanding volunteer driver programs, funding sources, local agency coordination) were also cited as needs during focus groups.

### Goal 4: Promote and Improve Information Portals

**Objective:** Promote, improve, and expand information portals on mobility options.

**Need:** A consistent barrier in traveling is the target population's ability to understand and navigate their transportation options. Service providers cited frequently asked questions from their customers including: what types of travel options are available; do I need to transfer; how long will the trip take; how much will it cost; and is it safe?

Based on outreach efforts, the following informational barriers were identified:

- > Lack of clear signage, braille, and real-time passenger information systems (especially audio and visual updates) create navigation challenges, particularly for visually impaired individuals.
- > There is a need for effective communication strategies including traditional methods, digital strategies, and partnerships with trusted community organizations.
- > Customers cited difficulty accessing consolidated service information across providers.
- > Limited multilingual resources were noted as an informational barrier.







## Goal 5: Enhance Performance Monitoring Systems

**Objective:** Provide customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations.

**Need:** To ensure transportation services effectively and efficiently operate to address the mobility needs of target populations, robust accountability and performance monitoring programs should be employed. These programs should track key metrics (key performance indicators or KPIs) and outcomes to demonstrate the impact of transportation services on target populations and optimize resource allocation for maximum benefit.

A standardized system or guidance for performance measurement and reporting is currently lacking for smaller municipalities and non-profit organizations. This deficiency prevents consistent data collection and analysis, hindering their ability to effectively demonstrate accountability and measure performance. The absence of a structured approach, such as annual reporting and KPI tracking, limits the ability of these entities to systematically track progress and identify areas for improvement. Customers cited the following performance concerns:

- > Instances of bus drivers passing up riders with visible disabilities highlight the need for improved operator training (e.g., bias and sensitivity training).
- > Concerns about safety on Metro buses and rail included insufficient lighting, lack of security presence, and poor cleanliness.

## Goals and Strategies for the Plan

Based on input received throughout the outreach effort, the following strategies have been identified to address effective travel for LA County's target populations. Figure 22 presents the 2025-2028 Plan goals and a framework of strategies.

Figure 22: Goals and Strategies

**Goal 1: Fund Mobility Options**

Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.

STRATEGIES
<b>1.1 Strategy:</b> Fund effective travel options such as Access Services, microtransit/vanpool, dial-a-ride, and other travel assistance services that directly serve target populations.
<b>1.2 Strategy:</b> Fund high-priority projects and activities that address service gaps identified in the Plan.
<b>1.3 Strategy:</b> Develop safety improvements at stops and safety measures during trips for the target populations.
<b>1.4 Strategy:</b> Fund local municipality-based service improvements such as vehicle replacement and fleet expansion, as well as service area expansions to address capacity and service level issues for target populations.
<b>1.5 Strategy:</b> Upgrade vehicles to become more accessible for wheelchairs and encourage private sector taxi and TNCs to operate more accessible vehicles.

**Goal 2: Address Mobility Gaps**

Improve coordination between public transit and human services to address mobility gaps, ensuring target populations have safer and more efficient transportation options.

STRATEGIES
<b>2.1 Strategy:</b> Expand and support programs to encourage coordination of paratransit and municipal transportation services.
<b>2.2 Strategy:</b> Provide more transit and paratransit services in areas with service gaps for UZAs and rural/non-urbanized areas.
<b>2.3 Strategy:</b> Provide on-demand transportation services for target population same-day travel such as medical, essential shopping, and off-peak trips.
<b>2.4 Strategy:</b> Enhance safety and reduce barriers to take transit for target populations by improving sidewalks, crossings, bikeways, and other roadway features.
<b>2.5 Strategy:</b> Increase span of service hours recognizing off-peak service demands such as early morning, midday, late night, and weekend.
<b>2.6 Strategy:</b> Improve transfers to connect to other counties and the Rural/Non-Urbanized areas within LA County.

**Goal 3: Provide Support Services**

Provide support services to target populations to improve access, awareness, and ease of travel.

STRATEGIES
<b>3.1 Strategy:</b> Increase resources for travel training and related rider campaigns to promote transit use for target populations.
<b>3.2 Strategy:</b> Support volunteer driver and mileage reimbursement programs for difficult-to-serve trips for target populations.
<b>3.3 Strategy:</b> Support travel options that could be more cost-efficient/cost-effective for target populations (e.g., microtransit/vanpool, TNCs, taxis, volunteer driver, and mileage reimbursement programs).
<b>3.4 Strategy:</b> Expand support services to meet the immediate transportation needs of target populations.



#### Goal 4: Promote and Improve Information Portals

Promote, improve, and expand information portals on mobility options.

##### STRATEGIES

- 4.1 Strategy:** Increase the use of social media, digital strategies, and community organizations to promote transit and other travel options to the target populations.
- 4.2 Strategy:** Provide comprehensive travel information from a single resource to lessen target population confusion.
- 4.3 Strategy:** Support local and coordinated regional transportation services by providing real-time information.
- 4.4 Strategy:** Provide clear and comprehensive signage and noticing at bus stops and rail stations including audio and visual arrival updates.
- 4.5 Strategy:** Ensure that information is available in multiple languages and provided in formats that accommodate individuals with disabilities.

#### Goal 5: Enhance Performance Monitoring Systems

Provide customer feedback and accountable performance monitoring to ensure that benefits are directly received by target populations.

##### STRATEGIES

- 5.1 Strategy:** Establish performance monitoring and reporting for target populations' travel programs and projects.
- 5.2 Strategy:** Adopt policies and programs that can be standardized and applicable to municipal and other service providers.
- 5.3 Strategy:** Develop key performance indicators (KPIs) for various service modes (e.g., metrics for on-time performance, timely transfers, safety improvements, and cleanliness standards).





# Projects and Programs

Project and program concepts were developed in alignment with each goal and objective of the Plan. This chapter provides an overview of the types of projects and programs identified, outlines their eligibility under the Section 5310 funding program, and provides example projects that may be considered for future funding applications in the next funding cycle. The list of projects and programs is informed by input received during the outreach engagement process, including feedback from project concept forms submitted by service agencies. To ensure a comprehensive representation of potential types of projects and programs, previously awarded Section 5310 projects were also incorporated into the concept list.



## Projects and Programs

To understand the scope of projects and programs for the Plan, project concept forms were distributed to approximately 800 agency contacts and human service providers in LA County. The submission period for these forms took place from November 20, 2024 to January 17, 2025, resulting in 21 completed and submitted forms. To ensure a comprehensive understanding of projects and programs for the next grant offering, previously awarded Section 5310 projects and programs were also considered.

Concepts were identified and categorized according to the Plan's goals and objectives framework. For each concept, information was compiled regarding the type of project, a description of the project, type of funding eligibility (Traditional or Other), example projects, and the cited source of the concept. This list of projects and programs was based on input received from Metro, agencies, stakeholders, and the public, gathered from the project concept forms. Additionally, previously awarded Section 5310 projects were also incorporated into the concept list to provide a broader range of examples. Figure 23 provides a summary of the project concepts, including descriptions, types, examples, and sources.

Figure 23: Project and Program Concepts

### Goal 1: Fully Fund Mobility Options

PROJECT TYPE	PROJECT DESCRIPTION	SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER)	EXAMPLE	PROJECT SOURCE
A. Vehicle upgrades and fleet expansion	Acquisition of rolling stock (e.g., buses, vans, minivans); upgrades to existing fleet (e.g., lifts, ramps, security devices, safety barriers); acquisition of transportation services under a contract, lease, or other arrangement	Traditional	Vehicle upgrades; acquisition of shuttles with wheelchair lifts	Project concept form
B. Capacity and service level improvements and expansion	Acquisition of rolling stock for increased service levels; procurement of internal systems, equipment, or passenger facilities to allow enhanced capacity, frequency, and/or service levels; new or expanded dial-a-ride, same-day, door-to-door, or door-through-door service	Traditional and Other	Expanding fleets to provide connections to more cities and/or increase operational service hours; in-house technology system; new or extended routes to serve previously underserved or unserved areas	Project concept form
C. Dial-a-ride services	Procurement of internal systems; operating assistance; staffing resources	Other	Fund operating assistance for dial-a-ride programs	Project concept form
D. Door-to-door or door-through-door transportation	Procurement of internal systems; operating assistance; staffing resources	Other	Fund operating assistance for door-to-door or door-through-door services	Focus groups
E. Subsidized vanpool/carshare programs	Procurement of internal systems; operating assistance; staffing resources	Other	Expand and promote vanpool and carshare services	Project concept form



**Goal 2: Address Mobility Gaps**

PROJECT TYPE	PROJECT DESCRIPTION	SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER)	EXAMPLE	PROJECT SOURCE
F. Programs to serve intercounty and multicounty trips	Provision of services between multiple jurisdictions within LA County; provision of connections to locations outside LA County	Other	Coordination of service hours between LA County and San Bernardino County; provide multi-jurisdictional shuttle to access regional fixed-route services such as Metro, Foothill Transit, and Metrolink	Focus group and gap area analysis
G. Programs to serve same-day trips (e.g., dial-a-ride, taxi, TNCs)	Provision of on-demand services for critical travel such as staffing resources; internal systems	Other	Provide on-demand staff to assist with same day trips	Focus group
H. Consolidate multicounty agency resources	Establish resource consolidating for staff and internal systems to optimize scheduling and enhance service frequency	Other	Staffing costs for shuttle services shared among multiple agencies/cities	Focus group
I. Fare integration among operators	Study of consistent fare structure and payment methods; internal systems; staffing resources	Other	Assess viability of using universal payment for target population travel	Public survey





**Goal 3: Provide Support Services**

PROJECT TYPE	PROJECT DESCRIPTION	SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER)	EXAMPLE	PROJECT SOURCE
J. Travel training programs	Establish programs to educate target populations on travel options, fares and reimbursement processes; internal systems; staffing resources	Other	Expand the On the Move Riders program to enhance efforts for target populations that do not qualify for Access Services  Develop a community-based training program, led by older adults and individuals with disabilities	Community input (ADTN)
K. Mileage reimbursement programs	Establish programs to provide direct payment for miles traveled by personal vehicles for trips that cannot be served by transportation options; internal systems; staffing resources; funds for distribution	Other	Creating a travel bank for reimbursement of personal vehicle trips	Focus group
L. Expand trips assisted by paid travel escorts and volunteer aides	Establish programs to provide trips assisted by paid travel escorts and volunteer aides	Other	Expanding volunteer driving to community's non-profits and civic entities  Program to assist eligible individuals on how to make essential trips  Educational and training program for trip assistance	Project concept form
M. Street improvement projects to access stops and stations	Roadway projects to improve safety and access to fixed-route transit	Other	Paving sidewalks, safety features, and ADA ramps at transit bus and rail stops near key destinations; ADA improvements at bus stops	Focus group, public survey, and project concept form
N. Subsidies and voucher-based programs	Programs to provide subsidized travel options; internal systems; staffing resources; funds for distribution	Other	Develop and implement new approaches to market and enroll target populations in free fare and reduced fare programs	Community input (ADTN)



**Goal 4: Promote and Improve Information Portals**

PROJECT TYPE	PROJECT DESCRIPTION	SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER)	EXAMPLE	PROJECT SOURCE
O. Find-a-ride trip planner	Purchasing software and systems to facilitate real-time transportation information for target populations; technology systems	Traditional (mobility management)	Scheduling and dispatching systems such as a 1-800 number for trip making  A comprehensive website with current information that could be accessed by staff and customers	Project concept form
P. Social media to promote mobility options	Developing information to share through social media (e.g., Facebook, NextDoor) regarding mobility services	Other	Diverse communication channels, including social media for outreach	Focus group
Q. Real-time transit information	Provision of real-time transit arrival and departure information (at transit stop or through web portal); internal systems; equipment	Other	Installing visual and audio noticing and signage with real-time information	Focus group
R. Multi-language format guides	Developing and publishing mobility service information in English and non-English languages	Other	Publishing and distributing multi-language travel guides	Focus group
S. Integration of mobility management services for target populations into transit centers	Planning, evaluation and/or establishment of mobility management facilities (e.g., information kiosks) and related staffing	Traditional (mobility management)	Creating a "one-stop-shop" for transportation information for target populations	Focus group

**Goal 5: Enhance Performance Monitoring Systems**

PROJECT TYPE	PROJECT DESCRIPTION	SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER)	EXAMPLE	PROJECT SOURCE
T. Performance monitoring and reporting programs	Administer and report systemwide performance indicators, internal systems; staffing resources	Other	Collecting data on ridership levels and key performance indicators	Focus group
U. Promote senior-friendly coach operator training	Developing, implementing and/or publicizing training for operators to improve relations and safety	Other	Enrolling vehicle operators into target population training programs	Focus group

Source: 2024 Focus Groups and Public Survey; 2024-2025 Coordinated Plan Agency Survey and Project Concepts Forms; and FTA Section 5310 Award Recommendations (FY23).



## Summary of Projects and Programs by UZA

The projects and programs concepts presented in Figure 23 represent a comprehensive list of activities that would be eligible for future Section 5310 funding. Although these projects are applicable for public, non-profit, and private service providers throughout the Planning Region, some may be more beneficial for specific areas within each of the three UZAs. The following section identifies a subset of key activities that would be most applicable to address the high-priority gaps of each UZA and to address feedback received through the outreach activities.

### Los Angeles/Long Beach/Anaheim UZA

- > High-priority gaps in services were identified within Santa Monica, Burbank and the Rancho Palos Verdes areas. The City of Santa Monica is looking to establish a pilot program to explore the use of autonomous vehicles to provide services for target populations. This project could directly support the areas of Santa Monica that have high-priority gaps in services. Although similar projects and programs have not been identified for the other high-priority areas, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), dial-a-ride services (Project C), intercounty and multicity trips (Project F), and programs to serve same-day transportation critical need trips (Project G) would be particularly applicable.
- > In addition, numerous activities identified in the project concept forms would help support target populations throughout LA County and the high-priority areas of this UZA. In particular, the LA County Aging & Disabilities Department would like to establish a transportation hub to support agency coordination and collaboration in providing services to individuals. SCIL is looking to create a one-stop shop for transit information within LA County, and Valley Village would like to purchase ADA-compliant vehicles.

### Lancaster/Palmdale UZA

- > Additional services within the Antelope Valley would help address the high-priority gaps in services that are currently found in the City of Palmdale and parts of unincorporated LA County. Given the geographic constraints of the area, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), intercounty and multicity trips (Project F), programs to serve same-day transportation critical need trips (Project G), and street improvement projects for access to stops and stations (Project M) would be particularly applicable. In addition, the project concept form activities listed for the Los Angeles/Long Beach/Anaheim UZA would also be applicable for the Lancaster/Palmdale UZA.

### Santa Clarita UZA

- > Areas within and immediately surrounding Santa Clarita were identified to have high-priority gaps in services. With its location north of the San Fernando Valley, the Santa Clarita Valley has limited connections to major transportation networks in the county. As such, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), intercounty and multicity trips (Project F), and programs to serve same-day transportation critical need trips (Project G) would be suitable. The project concept form activities listed for the Los Angeles/Long Beach/Anaheim UZA would also be relevant for the Santa Clarita UZA.



# Prioritization and Implementation

To address specific gaps between existing transportation services and future travel needs for target populations, a prioritization evaluation was conducted on the identified projects and program concepts to develop a prioritized list that targets these mobility needs. This chapter outlines the Plan's prioritization methodology, presents the results, and provides recommendations based on the assessment of the proposed projects and programs.

One of the key outcomes of the Plan is a prioritized list of projects and programs to address the mobility, safety, and efficiency of transportation options for target populations. The prioritized list is intended to support Metro in evaluating applications for Section 5310 funding by identifying projects and programs that are supported by target population communities and that directly address existing service gaps and unmet needs.

Note that implementation considerations such as availability of resources, project feasibility and timeline, and other funding evaluation criteria will be applied and scored during the evaluation of Section 5310 funding applications to ensure that cost/benefit targets are met for all proposed projects and program types.





# Methodology

To assess how well each concept satisfies the goals and objectives of the Plan, two evaluation criteria were considered based on priorities identified by target populations and service providers as well as the ability of the concept to address service gaps.

## Criteria One: Responding to Priorities Identified by Target Populations, Agencies, and Service Providers

Priorities identified by target populations through the public opinion survey offer insight into the highest desired improvements under each transportation topic area. As part of the public opinion survey, respondents were asked to select the top three types of projects desired for investment under the following topics: vehicles and stations, service improvements, safety, cleanliness and maintenance, and information improvements. Projects and programs described under each of these areas were determined as most important for target populations to travel.

As part of the overall public response, comments submitted during the formal public comment period were also reviewed and considered. This additional input provided valuable context and helped reinforce or refine the prioritization of community needs.

Evaluating priorities identified by service providers of target populations is also important because it reflects the transportation service and operational deficiencies.

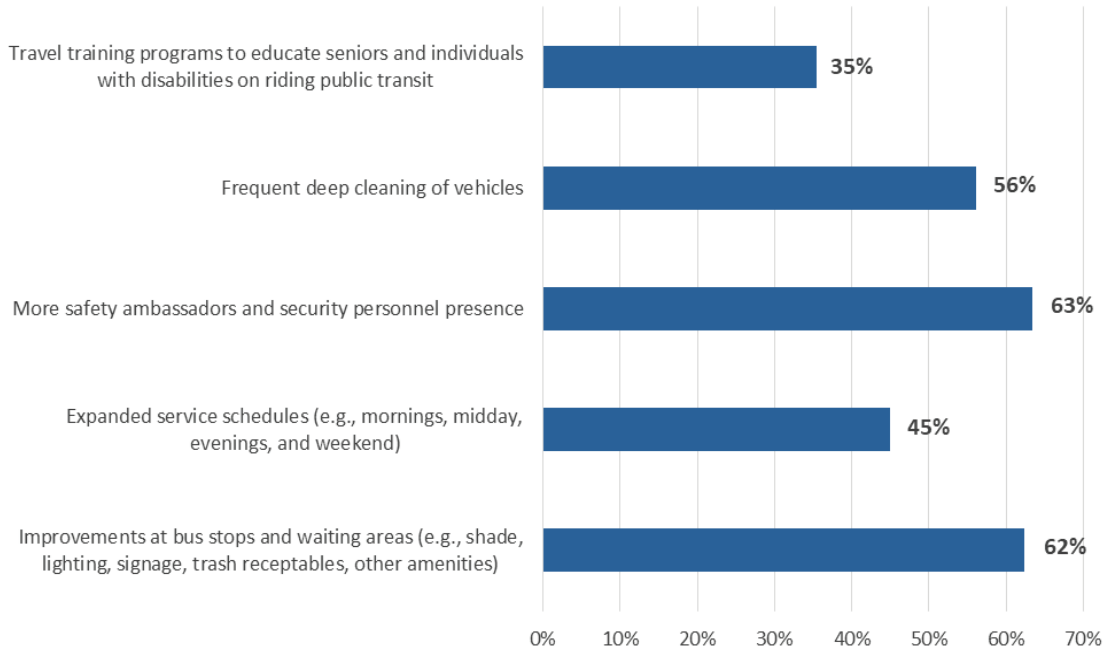
As part of the agency survey, information was gathered by asking participants to identify and rank (from 1 as most important to 12 as least important) the strategies, activities, and programs that were most important to address travel for target populations within the next four years.

Based on the responses from the public opinion and agency surveys and public comments received, priorities were ranked as either “high,” “medium-high,” “medium-low,” or “low.”<sup>2</sup> From these rankings, points were distributed based on the following scale:

- > **5 points** – Majority of respondents ranked most important priority
- > **4 points** – Majority of respondents ranked as moderately-high priority
- > **3 points** – Majority of respondents ranked as moderately-low priority
- > **1 to 2 points** – Majority of respondents ranked as lower priority

Figure 24 presents the rankings by public opinion survey respondents and Figure 25 from agency and service providers.

Figure 24: Priority Rankings by Public Opinion Survey Respondents



Source: 2025-2028 Coordinated Plan Update Public Opinion Survey.

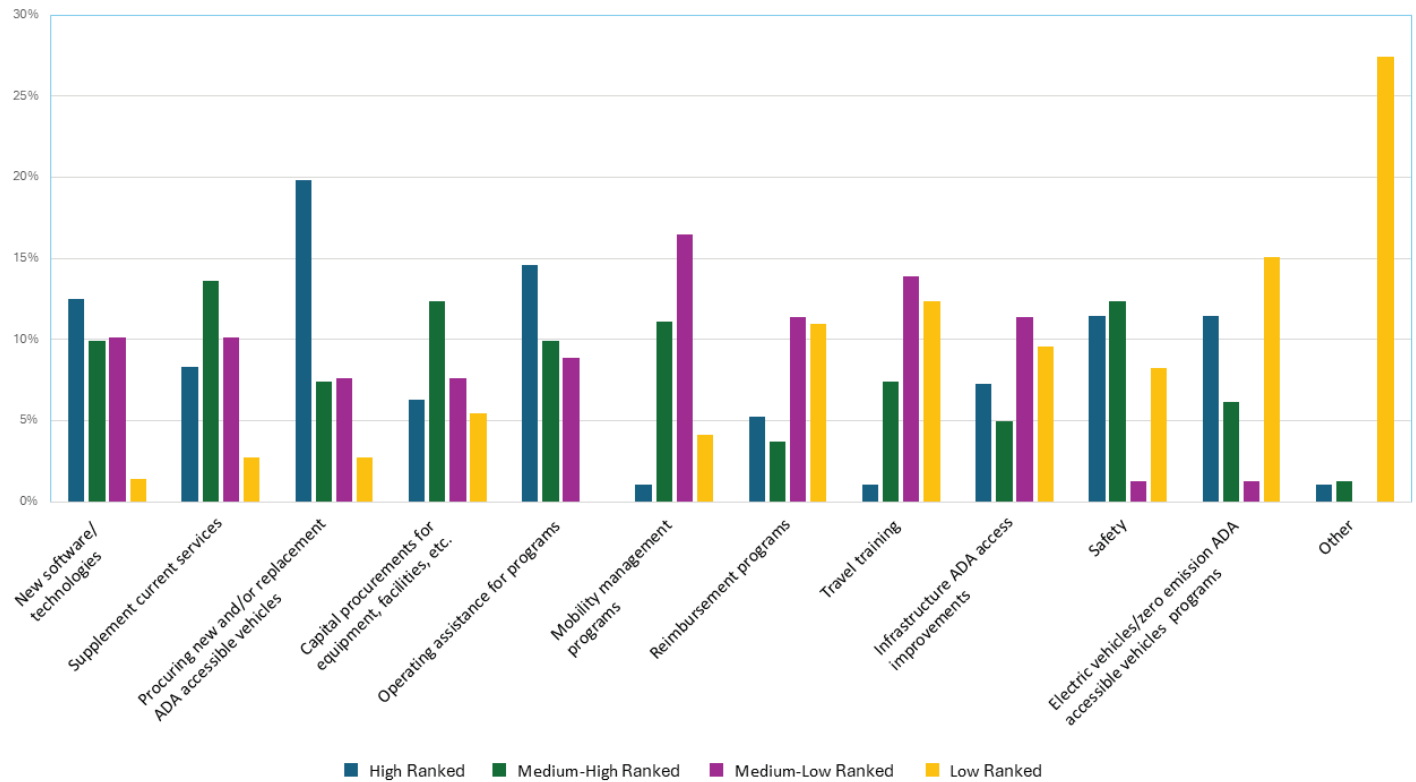
<sup>2</sup> Based on Agency Survey Question #32, with 1 as most important and 12 as least important. Number ranks were separated as “high” (ranked as 1-3), “medium-high” (ranked as 4-6), “medium-low” (ranked 7-9) or “low” (ranked 10-12). Based on the results of Public Opinion Survey Question #10, project types related to the top priorities received a score of 5 points.



As shown in Figure 24, the top priorities cited in the public opinion surveys were safety and infrastructure improvements. Projects and program types within these categories scored 5 points accordingly. Other priorities were project and program types related to cleaning, expanded service, and travel training programs.

As shown in Figure 25, projects that were most frequently identified by agencies within each ranking category received the highest number of points (e.g., respondents ranked procuring new and/or replacement vehicles as “high” most often). Note that “other” was also given as an open-response option. Open-ended responses included: route assessment, free fares for older adults, expansion of volunteer driving, legislative issues, and how autonomous vehicles can be utilized.

Figure 25: Priority Rankings by Agencies and Human Service Providers



Source: 2025-2028 Coordinated Plan Update Agency Survey, Question #32.



## Criteria Two: Addresses Target Population Mobility Gaps

The major mobility gaps for target populations in LA County's UZAs were identified through a comprehensive process that included focus group outreach, public and agency surveys, project concept forms, demographic analysis, and the service gap assessment, as detailed in the Service Gap Assessment chapter. More than 22% of LA County's population are seniors and individuals with disabilities, with these target populations growing by eight percent and 13%, respectively, from 2018 and 2023. In addition, it is expected that the target populations will continue to increase in subsequent years. As such, existing transportation services for target populations will be strained unless new funding opportunities are identified, and available resources are deployed more effectively. The gaps of the target populations reflect the travel constraints and challenges these population groups will encounter over the next four years.



The service gap analysis identified existing transportation options for LA County target populations that are dedicated to seniors and individuals with disabilities. It also examined the service areas of public, non-profit, and private service providers who were subrecipients of Section 5310 funds to determine where funding resources have been allocated in the past.

Focus groups provided an opportunity to identify specific locations with mobility gaps. In particular, in-person meetings allowed participants to share input on deficiencies in existing services and areas where transportation upgrades were needed. This locally-sourced input reflects direct community support and interest in advancing these types of project concepts in the future.

Based on the service gap analyses, priority areas within the LA County Planning Region were mapped by ZIP Code to identify where projects and programs for target populations should be prioritized. High-priority areas identified through the gap assessment reflect unmet service needs among target populations. The results of this assessment, as shown in Figure 26, were used to identify significant gaps in services and inform priority areas for future transportation investments.

The following were cited as priority areas within each UZA:

- > Antelope Valley (Lancaster/Palmdale UZA and non-urbanized area)
- > Long Beach – South Bay Cities (Los Angeles/Long Beach/Anaheim UZA)
- > San Fernando Valley (Los Angeles/Long Beach/Anaheim UZA)
- > Santa Clarita Valley (Santa Clarita UZA)
- > West LA (Los Angeles/Long Beach/Anaheim UZA)

Project concepts that were explicitly identified during outreach engagement within the priority areas were awarded points in the evaluation process. For example, the focus group feedback received in the Lancaster/Palmdale meeting described the need for programs to support intercounty trips. As such, intercounty trips were designated as a priority area and therefore received points. Project types aligned with identified opportunity areas within each UZA received points as follows:

- > **5 points** – Project addresses a mobility need within a specific priority area location.

## Project Scoring

Following the scoring process based on the two evaluation criteria, several project concepts emerged as top priorities. These results reflect the preferences expressed by target populations, agencies, and service providers, combined with findings from the service gap analysis, to establish a clear basis for stakeholder priorities. Note that implementation considerations such as availability of resources, feasibility and timeline, and other funding evaluation criteria, will be applied and scored during the evaluation of Section 5310 funding awards to ensure that cost/benefits targets are met for all proposed projects and program types.

Scoring was determined by evaluating how well each project concept aligned with priorities identified through public opinion and agency surveys, as well as the service gap analysis. The final list of concepts was ranked based on the total score of each project or program, with higher scores reflecting stronger alignment with the two evaluation criteria. Figure 26 presents the total scores for each of the project and program types.



Figure 26: Prioritization Scoring

PROJECT AND PROGRAM TYPES	EVALUATION ONE		EVALUATION TWO	TOTAL SCORE
	AGENCY/SERVICE PROVIDER SURVEY	PUBLIC OPINION SURVEY AND COMMENTS	SERVICE GAP ANALYSIS	
Capacity and service level improvements and expansion	5	5	5	15
Multi-language format guides	3	5	5	13
Street improvement projects for access to stops and stations	3	5	5	13
Travel training programs	3	5	5	13
Programs to serve intercounty and multicounty trips	5	2	5	12
Promote senior-friendly vehicle operator training	5	2	5	12
Vehicle and fleet expansion and replacement	5	5	-	10
Ongoing programs to serve same-day transportation	5	-	5	10
Consolidate multicounty agency resources	3	2	5	10
Social media to promote mobility options	5	-	5	10
Real-time transit information	5	5	-	10
Ongoing dial-a-ride services	3	-	5	8
Fare integration among operators	3	3	-	6
Performance monitoring and reporting	5	-	-	5
Subsidies and voucher-based programs	2	2	-	4
Ongoing door-to-door or door-through-door transportations	3	-	-	3
Mileage reimbursement programs	3	-	-	3
Travel escorts and volunteer aides	2	-	-	2
Find-a-ride trip planner	2	-	-	2
Mobility management for target groups at transit centers	2	-	-	2
Subsidized vanpool/carshare programs	2	-	-	2

Source: 2024 Focus Groups; 2025-2028 Coordinated Plan Update Public and Agency Surveys and Project Concepts Forms; Public Comments; and FTA Section 5310 Award Recommendations (FY23).

## Priority List of Projects and Programs

The prioritization results provide a foundation for Metro's evaluation of Section 5310 funding applications. This approach ensures that selected projects effectively address the identified mobility needs of target populations, while maximizing the impact of available resources. Figure 27 presents the priority list of project and program types by rank (Score 11-15 = Priority 1; 10 = Priority 2; 9-3 = Priority 3; 2 and less = Priority 4).





Figure 27: Priority List of Project and Program Types

PRIORITY RANKING	PROJECT AND PROGRAM TYPES
Priority 1	Capacity and service level improvements and expansion
	Multi-language format guides
	Street improvement projects for access to stops and stations
	Travel training programs
	Programs to serve intercounty and multicity trips
	Promote senior-friendly vehicle operator training
Priority 2	Vehicle and fleet expansion and replacement
	Ongoing programs to serve same-day transportation
	Consolidate multicity agency resources
	Social media to promote mobility options
	Real-time transit information
Priority 3	Ongoing dial-a-ride services
	Fare integration among operators
	Performance monitoring and reporting programs
	Subsidies and voucher-based programs
	Ongoing door-to-door or door-through-door transportation
	Mileage reimbursement programs
Priority 4	Travel escorts and volunteer aides
	Find-a-ride trip planner
	Mobility management for target groups at transit centers
	Subsidized vanpool/carshare programs

Source: Metro 2025. Note that projects are listed by score.



# Conclusion





The 2025-2028 Coordinated Plan is a collaborative, local community-driven plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Anchored in demographic analysis and a comprehensive assessment of service gaps across LA County, the Plan provides a framework for addressing the region-wide needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for LA County communities.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest-priority initiatives identified in this Plan include projects that expand service capacity, improve access to transit stops and stations, enhance intercounty and multicounty connectivity, promote senior-friendly vehicle operator training, provide travel training, and offer multi-language travel information. These investments are designed not only to improve mobility, but also to support broader regional transportation goals.

In addition to guiding local planning efforts, the 2025–2028 Coordinated Plan fulfills FTA requirements for Section 5310 funding. As the designated recipient of Section 5310 funds in LA County, Metro will conduct competitive solicitations for project proposals, prepare and submit grant applications to the FTA on behalf of eligible subrecipients, and ensure that all funded projects are aligned with the goals and priorities established in this Plan. Metro may also fulfill these responsibilities for other federal subrecipient grant programs, as applicable.

This Plan provides a strong foundation for coordinated action, empowering public and private stakeholders to collaborate on effective solutions that improve mobility, enhance quality of life, and strengthen the region's transportation network.



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## Glossary of Acronyms and Abbreviations

ACS	American Community Survey
ADA	Americans with Disabilities Act
ADTN	Aging and Disability Transportation Network
AVTA	Antelope Valley Transportation Authority
CBO	Community-Based Organization
DESI	Designated Exceptional Services for Independence
FTA	Federal Transit Administration
FY	Fiscal Year
HQ	Headquarters
KPIs	Key Performance Indicators
LA County	Los Angeles County
IIJA	Infrastructure Investment and Jobs Act
Metro	Los Angeles County Metropolitan Transportation Authority
NTD	National Transit Database
PMP	Program Management Plan
PA	Public Address
SCRS-IL	Southern California Resources Services for Independent Living
SCIL	Service Center for Independent Life
SAFE	Streets Are For Everyone
TNCs	Transportation Network Companies
UZA	Urbanized Areas
WAV	Wheelchair-Accessible Vehicle



# ATTACHMENT A: Public Comments on the Plan



Comment Category	Comments Received	Major Themes	Discussed in Plan
Access to On-demand Transportation Services	2	<ul style="list-style-type: none"> <li>&gt; Inquiry about Metro Micro expansion.</li> <li>&gt; Inquiry about Metro's involvement with Circuit.</li> </ul>	The Plan's Goal 1, Strategy 1.1 supports Metro Micro services and other travel assistance services that directly serve target populations. In addition, Goal 2, Strategy 2.3 supports providing on-demand transportation services for target population's same-day travel, such as medical, essential shopping, and off-peak trips. Goal 3, Strategy 3.3 supports travel options that could be more cost-efficient/cost-effective for target populations, such as microtransit.
Connectivity and Reliability	3	<ul style="list-style-type: none"> <li>&gt; Interest in 24/7 transit service, especially on weekends, to increase Metro's competitiveness with other transport modes.</li> </ul>	Goal 2, Strategy 2.5 supports expanding service hours to accommodate off-peak demand, including early morning, midday, late night, and weekend transit needs. Additionally, Strategy 2.6 aims to enhance transfer connections, improving access to neighboring counties and Rural/Non-Urbanized areas within LA County.
Funding & Program Clarifications	3	<ul style="list-style-type: none"> <li>&gt; Clarification on how Human Service Provider funding is provided.</li> <li>&gt; Inquiry about whether agencies can apply for fleet upgrades.</li> <li>&gt; Inquiry about whether Section 5310 funding covers mobility needs for individuals with developmental disabilities (e.g., autistic riders).</li> </ul>	The Plan defines Human Service Providers eligible for funding in Chapter 2: Existing Conditions, emphasizing the need to expand mobility options for target populations, addressing specialized transportation needs, and bridging gaps in the public transit network. These providers, whether public, non-profit, or private, offer flexible programs that vary in service design, including door-through-door transportation, subsidized vouchers and bus passes, mileage reimbursement and volunteer driver programs, public transit travel training, transit information services, and mobility management brokerages.

Comment Category	Comments Received	Major Themes	Discussed in Plan
Infrastructure Improvements	2	<ul style="list-style-type: none"> <li>&gt; Requests for new bus stops to enhance access for businesses and residents.</li> </ul>	Street improvement projects for access to stops and stations are a top priority in the Plan (see Projects and Programs, Project M. “Street improvement projects to access stops and stations”). Examples included in the Plan are paving sidewalks, safety features, ADA ramps at transit bus and rail stops near key destinations, and ADA improvements at bus stops.
Mobility Gaps Between Counties	8	<ul style="list-style-type: none"> <li>&gt; Concerns about service gaps between LA and San Bernardino Counties, particularly impacting seniors and people with disabilities.</li> <li>&gt; Interest in prioritizing Section 5310 investments to address service gaps and mobility barriers for target populations.</li> </ul>	Chapter 3 of the Plan includes a service gap analysis to identify areas of need. Goal 2: Address Mobility Gaps focuses on expanding programs to support intercounty and multicounty trips. One example project is the coordination of service hours between LA County and San Bernardino County, along with a multi-jurisdictional shuttle to improve access to regional fixed-route services such as Metro, Foothill Transit, and Metrolink (see Projects and Programs, Project F. “Programs to serve intercounty and multicounty trips”).
Operator Training	1	<ul style="list-style-type: none"> <li>&gt; Operators should be trained to meet the needs of older adults and individuals with disabilities.</li> </ul>	The Plan's Goal 5: Enhance Performance Monitoring Systems supports promoting senior-friendly coach operator training.
Safety Measures	2	<ul style="list-style-type: none"> <li>&gt; Concerns about bus accessibility, including curb alignment and stop placement.</li> <li>&gt; Issues with station safety, particularly concerns about homelessness and staff support.</li> </ul>	The Plan's Goal 2, Strategy 2.4 supports enhancing safety and reducing barriers to transit access for target populations by improving sidewalks, crossings, bikeways, and other roadway features.
Service Expansion and Accessibility	2	<ul style="list-style-type: none"> <li>&gt; Need for expanded human services transportation.</li> </ul>	Capacity and service level improvements, as well as expansion, are top priorities in the Plan. Goal 1: Fully Fund Mobility Options supports these efforts by addressing capacity



Comment Category	Comments Received	Major Themes	Discussed in Plan
			and service level enhancements. Goal 1, Strategy 1.4 specifically focuses on vehicle replacement, fleet expansion, and service area growth to better serve target populations.
Support for Metro's Plan	2	<ul style="list-style-type: none"> <li>&gt; AARP California expressed their support for the CPU. The group recognized the significant recent growth in the population of older adults and individuals with disabilities, which now comprises over 22% of LA County residents.</li> </ul>	Chapter 2: Existing Conditions of the Plan highlights the growing senior population and increase in individuals with disabilities, emphasizing that these demographic trends underscore the urgent need to address their unique mobility requirements.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority



# 2025-2028 Coordinated Plan Update

Planning and Programming Committee

July 16, 2025



File# 2025-0475

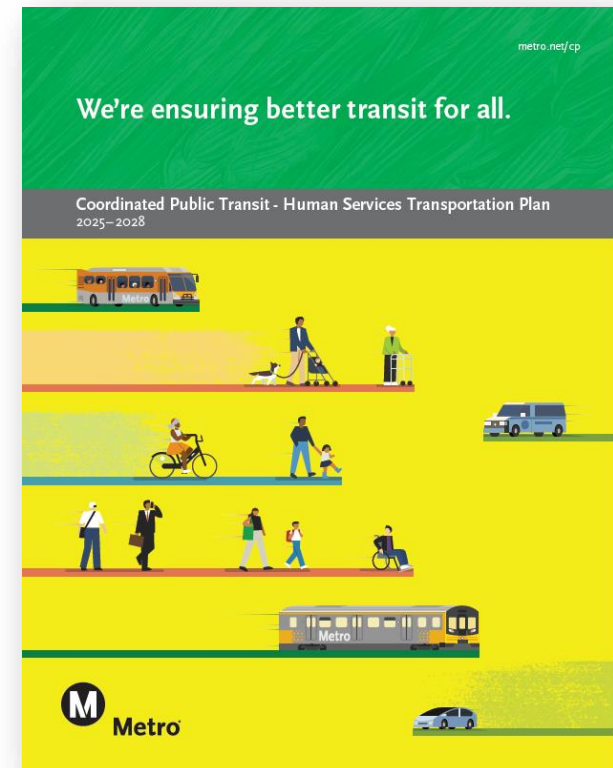


# Approve Recommendation

## 2025-2028 COORDINATED PLAN FOR LOS ANGELES COUNTY

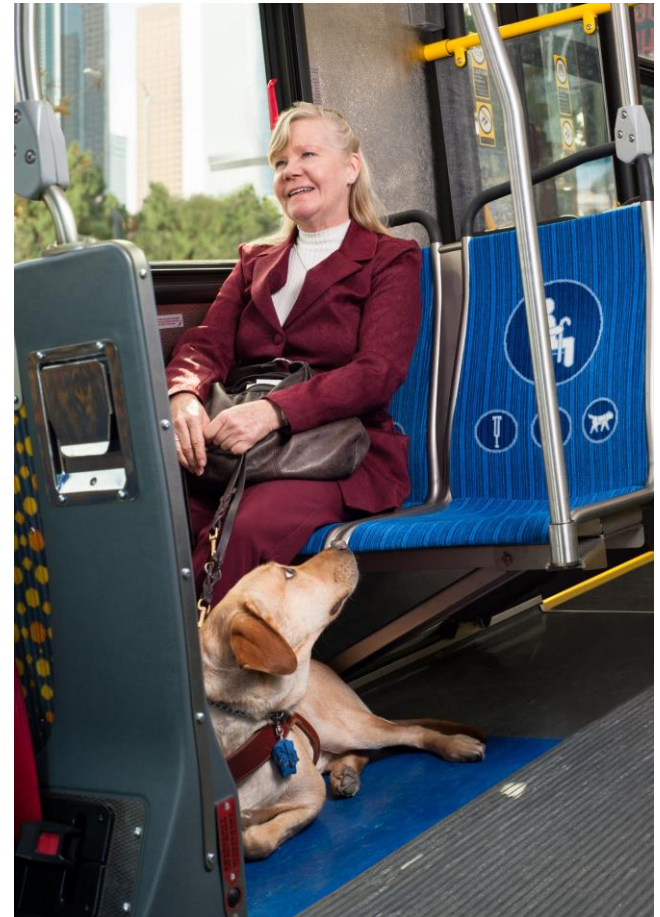
### Recommendation:

- A. ADOPTING the locally developed 2025–2028 Coordinated Public Transit–Human Services Transportation Plan (“Coordinated Plan”) for Los Angeles County, as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program



# What is the Coordinated Plan?

- > The Plan is a framework for addressing the region-wide mobility needs of seniors (65+) and individuals with disabilities (“Target Populations”)
- > Last adoption was June 2021 for the 2021-2024 Coordinated Plan
- > The 2025-2028 Coordinated Plan Update does the following:
  - Outlines and assesses existing and future transportation services
  - Identifies projects and programs to address service gaps, and improve and/or expand services
  - Prioritizes projects and programs based on input from target populations
  - Fulfills Metro’s responsibilities for the Section 5310 Program
- > Required by federal transit law and must be updated every four years



# FTA Section 5310 Background

- > Metro is Los Angeles County's designated recipient of the Federal Transit Administration's Section 5310 funds
- > Annually, approximately \$10.5M is managed by staff for planning, programming, or distribution
- > Funds are awarded every two to three years via formula-based allocations and competitive solicitations
- > These funds support capital and operating subrecipient projects serving Target Populations
- > Projects must be included in a board adopted Coordinated Plan
- > Plan adoption allows Metro to move forward with a two-year solicitation to obligate available funds





# Community Engagement Process

## > Outreach and Engagement

- Developed outreach strategy with Metro Community Relations and Office of Equity and Race (OER)
- Partnered with 11 CBOs for public awareness
- 5,700 + stakeholders (eblasts, blogs, bus cards, social media)
- 5 Focus Groups (106 participants, 65 agencies)
- 2 Surveys (Public: 267 responses; Providers: 62 responses)
- Hosted Virtual Public Meeting (May 21, 2025)
- Engaged Metro subcommittees and at Older Adult Expo
- Promoted 30-day Public Comment Period (April 28–June 2, 2025)



# Next Steps

- > Adoption of the 2025-2028 Coordinated Plan and Submission to the FTA
- > Development of the next Section 5310 funding solicitation, using the Plan's updated priorities
- > Return to the Metro Board in Fall 2025 for approval to release the upcoming Section 5310 funding opportunity

