The 2016-2019 Coordinated Public Transit – Human Services Plan for LA County
Prioritized Strategies by Goal

GOAL	STRATEGY	PRIORITY
GOAL 1 FUND MOBILITY OPTIONS: Sustain, fund and continue to expand the rich array of public, human services and private transportation service available in Los Angeles County.		
REGIONAL STRATEGIES		
1.1	Strategy: Fund regional services of Metro, Foothill Transit and municipal operators, as well as Access Services, vanpool, and other travel assistance services, while addressing recommendations included in SCAG's Regional Transportation Plan/ Sustainable Communities Strategy (RTP/SCS) and Metro's Short Range Transportation Pan (SRTP) and Long Range Transportation Plan (LRTP) to support regional trip making and address capacity and service level issues.	1
1.2	Strategy: Fund projects and activities that address high priorities identified in the 2016-2019 Coordinated Plan to enhance the mobility of seniors, persons with disabilities, persons of low income and veterans, including through dedicated funding from potential voter approved countywide sales tax measures.	1
1.3	Strategy: Develop profiles of best practices for improving mobility options for the Target Populations of the 2016-2019 Coordinated Plan to increase adoption by interested agencies and programs.	2
1.4	Strategy: Broaden cost-effective mobility choices that support achieving goals included in applicable regional plans, including SCAG's RTP/SCS and Metro's SRTP and LRTP.	1
SUBREGIONAL STRATEGIES		
1.5	Strategy: Improve bus service within/between the Santa Clarita Valley and the Antelope Valley and to provide better connections to the San Fernando Valley and the rest of Los Angeles County.	1
1.6	Strategy: Develop first and last mile access improvements to Metro's expanding light rail network, including bicycle and transit connections to Metro rail stations.	2
1.7	Strategy: Fund city-based and other local short range transit plans and service-level improvements to address capacity and service level issues.	1
1.8	Strategy: Upgrade human service agency vehicle fleets to become accessible by persons with disabilities and encourage private sector taxi companies and Transportation Network Companies, such as Uber and Lyft, to operate accessible vehicles.	2
1.9	Strategy: Institute vehicle replacement for human service agencies to serve the Target Populations.	2
1.10	Strategy: Institute vehicle replacement for public transportation agencies to serve the Target Populations.	2
1.11	Strategy: Institute vehicle expansion for human service agencies to serve the Target Populations.	1
1.12	Strategy: Institute vehicle expansion for public transportation agencies to serve the Target Populations.	2

GOAL	STRATEGY	PRIORITY

Goal 2 Address Mobility Needs: Improve coordination between public transportation and human service organizations to address identified mobility gaps.

REGIONAL STRATEGIES

2.1	Strategy: Improve county-to-county paratransit trips through best practice solutions and formalized inter-agency agreements.	3
2.2	Strategy: Expand incentive programs to encourage subregional coordination of specialized transportation services and promote mobility management strategies to connect riders with local and subregional transportation options.	1

SUBREGIONAL STRATEGIES

2.3	Strategy: Provide same-day transportation for critical transportation needs of the Target Populations, such as for medical care, job interviews, training and education.	1
2.4	Strategy: Address connectivity, including transfer and fare issues, to improve the customer experience with trips involving multiple operators.	2
2.5	Strategy: Improve first and last mile bus access connections within local communities, including sidewalks, and enhance safety of transit users who are also pedestrians or bicyclists.	1
2.6	Strategy: Provide enhanced incentives and support collaborative partnerships to better address the need for medical trips and other hard-to meet trip purposes.	1
2.7	Strategy: Increase span of service on weekdays and weekends on public transportation services, recognizing riders' needs for evening community college classes, retail work shifts and others.	2
2.8	Strategy: Fill mobility gaps for low-income job seekers to assist transition to stable employment.	2

Goal 3 Provide Support Services: Provide necessary support services to enable access to public and human service transportation services by seniors, persons with disabilities, persons of low-income and the veteran population.

3.1	Strategy: Increase resources for travel training programs, and related rider campaigns, to encourage use of fixed route transportation by seniors and persons with disabilities when feasible.	1
3.2	Strategy: Develop, fund and support additional volunteer driver/mileage reimbursement programs for difficult-to-serve trips for seniors and persons with disabilities, replicating mileage reimbursement models already successful with these populations.	1
3.3	Strategy: Broaden availability of best practice solutions for door-to-door and door-through-door transportation for persons who are frail or isolated and/or need additional assistance at the trip origin or destination.	2
3.4	Strategy: Develop bus stop, path-of-access and other pedestrian or bicycle improvement projects.	2
3.5	Strategy: Incorporate lower-cost ridesharing options including Transportation Network Companies (such as Uber and Lyft) into subsidy and voucher based programs that benefit users and support other activities that promote cost-efficient, cost-effective, coordinated transportation.	2
3.6	Strategy: Support and broaden means-based fare discounts to very low income populations to enhance their accessibility and use of public transportation services.	2

Goal 4 Promote and Improve Information Portals: Promote, improve and expand multi-cultural information portals and mobility management tools to increase mobility options.

GOAL	STRATEGY	PRIORITY
REGIONAL STRATEGIES		
4.1	Strategy: Enhance trip planning to incorporate transportation services offered by public transit agencies, human service agencies, and private sources to provide current and specific origin and destination trip plans, providing current and updated information to the Target Populations and other users. This includes establishing an easily accessible multi-modal "find-a-ride" function and maintaining it with up-to-date information.	1
4.2	Strategy: Increase the effectiveness in use of social media to promote mobility options to the Target Populations.	3
SUBREGIONAL STRATEGIES		
4.3	Strategy: Support local and regional public transportation services by providing real-time transit information.	2
4.4	Strategy: Provide route/schedule information, including bus stop identification information at the bus stop, including for low-frequency routes.	3
4.5	Strategy: Ensure that transit information is available in multiple languages and formats due to the diverse populations of Los Angeles County, including via call centers, to address the transportation needs of members of the Target Populations who may not be proficient in English.	3
4.6	Strategy: Develop mobility management functions at subregional major transit centers and other locations.	3
4.7	Strategy: Promote agency-based mobility management functions to assist seniors and other members of the Target Populations connect with available transit and other transportation options, as well as to establish agency-level knowledge of local and regional transportation and effective specialized transportation programs.	1
Goal 5 Enhance Accountable Performance Monitoring Systems: Enhance customer feedback and accountable performance monitoring systems to ensure that high quality is maintained.		
5.1	Strategy: Expand annual passenger satisfaction surveys to include all publicly funded transportation services.	2
5.2	Strategy: Ensure continued attention to the quality of the ride for specialized transportation users.	2
5.3	Strategy: Adopt standard complaint resolution policies that are also applicable to municipal transit and Dial-A-Ride services, as well as to human service agencies that provide transportation services.	3
5.4	Strategy: Establish a performance measurement monitoring and reporting program for specialized transportation projects based on agency-established performance goals that also includes a customer satisfaction component and provides technical support to encourage the funding and implementation of projects that best address the transportation needs of the Target Populations.	3
5.5	Strategy: Develop connectivity performance standards among all service modes.	2