



# 2028 Games

# Metro's Universal

# Inclusive Design

# Strategy

# DRAFT



Metro®

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# Introduction

Los Angeles will host the 2028 Olympic and Paralympic Games (2028 Games or Games), marking the third time Los Angeles has hosted the Olympic Games and the first time the region will host the Paralympic Games. It will also be the first time the Games will be in Los Angeles since the landmark passage of the Americans with Disabilities Act (ADA) in 1990. The 2028 Games is committed to creating an accessible, inclusive, and equitable environment where all persons and groups are respected, welcomed, and supported. Making this happen starts with providing accessible and seamless transportation to all spectators, the Games workforce, and the host city communities.

The Games Agreement (December 2021) established the convening of the Games Mobility Executives (GME) to bring together LA28 (the Los Angeles Organizing Committee for the 2028 Games), the City of Los Angeles' Mayor's office, the Los Angeles Department of Transportation (LADOT), Los Angeles County Metropolitan Transportation Authority (Metro), Metrolink, and the California Department of Transportation (Caltrans), to plan transportation for the 2028 Games, including accessible transportation. After the Paris 2024 Games, the GME established a subcommittee focused on accessibility, which is led by the City of Los Angeles. Additionally, as the lead agency in Los Angeles County for planning and delivering transportation facilities and services in the region, Metro will provide overall leadership and be responsible for spectator and workforce transportation during the 2028 Games. Metro's goal is to create a "transit-first" Games, meaning all Games spectators and workforce have access and are empowered to walk, roll, or take transit to the venues without having to use a car.

In this role, Metro began developing a focused Universal Inclusive Design Strategy for transportation during the 2028 Games. Metro's Universal Inclusive Design Strategy serves a primary purpose: to enable people with disabilities to be safe, dignified, connected, and as independent as possible while traveling to and

from venues during the 2028 Games. The overall goal is to enhance and improve Metro's transportation system to be more inclusive and equitable for everyone and ensure this inclusivity and equity endures after the 2028 Games.

**Scope of the Report:** Metro's Universal Inclusive Design Strategy aims to provide accessible transportation services for spectators and the Games workforce during the 2028 Games while maintaining service levels for existing Metro riders. Its scope is limited to journeys on Metro services (rail, bus, and rideshare and Games Enhanced Transit Service (GETS) vehicles, as well as experiences at Metro and GETS facilities. However, all GME partners, including other transportation service providers and their users, may benefit from the goals, plans, and lessons this strategy shares.

The Universal Inclusive Design Strategy builds upon legislation, design guidelines, lessons learned from past Games, and the experience of industry experts. The strategy includes supporting information, recommendations, and best practices to identify opportunities to improve transportation accessibility for the 2028 Games.

This strategy presents an overview of how commitment to a transit-first approach will provide accessible transportation options for people traveling to and from the 2028 Games. The strategy includes the following:

- > Inclusive design goals
- > Accessibility requirements, policies, and guidelines
- > Assumptions about the demand for accessible transportation
- > Existing accessible transportation services
- > Stakeholder and public engagement
- > Next steps for incorporating universal inclusive design into Metro's workstreams



# Inclusive Design Goals

Based on the primary goal of building an inclusive and equitable transportation system for all, several supporting goals identify specific actions Metro can initiate on the ground in Los Angeles.

## GOAL 1

**Provide a wide range of high-quality, accessible transportation options to ensure that people with disabilities can choose the most appropriate and comfortable mode for their specific needs.**

- > Ensure that accessible modes are available to all spectators and the workforce. Metro wants everyone to have similar experiences and take similar journeys and routes when attending 2028 Games events. Providing an equitable and dignified travel experience is an important part of that. The arrival and departure experience at venues should be the same for people with disabilities as it is for other travelers and should be as integrated as possible.
- > Provide a network of accessible transportation that provides people with disabilities a choice and confidence in the service they will receive. Every effort will be made to ensure arrivals and departures at venues will aim to provide an integrated experience that is the same for all.
- > Raise the levels of awareness of the need for accessibility and inclusion.
- > Provide additional accessibility solutions that can enhance service or facilities.
- > Ensure vehicles are of a consistently high quality that meets the needs of people with disabilities.



## GOAL 2

**Identify opportunities in the existing environment that will improve accessibility during the Games and, where possible, a legacy value.**

- > Ensure any new infrastructure maximizes the opportunities for accessibility and inclusion.

## GOAL 3

**Ensure transportation agencies work together to deliver the most effective and efficient accessibility solutions for passengers during the Games.**

- > Provide information on accessible facilities and services in a range of formats and platforms.
- > Provide equitable service levels and schedules for accessible vehicles.

# Accessibility Requirements, Policies, and Guidelines

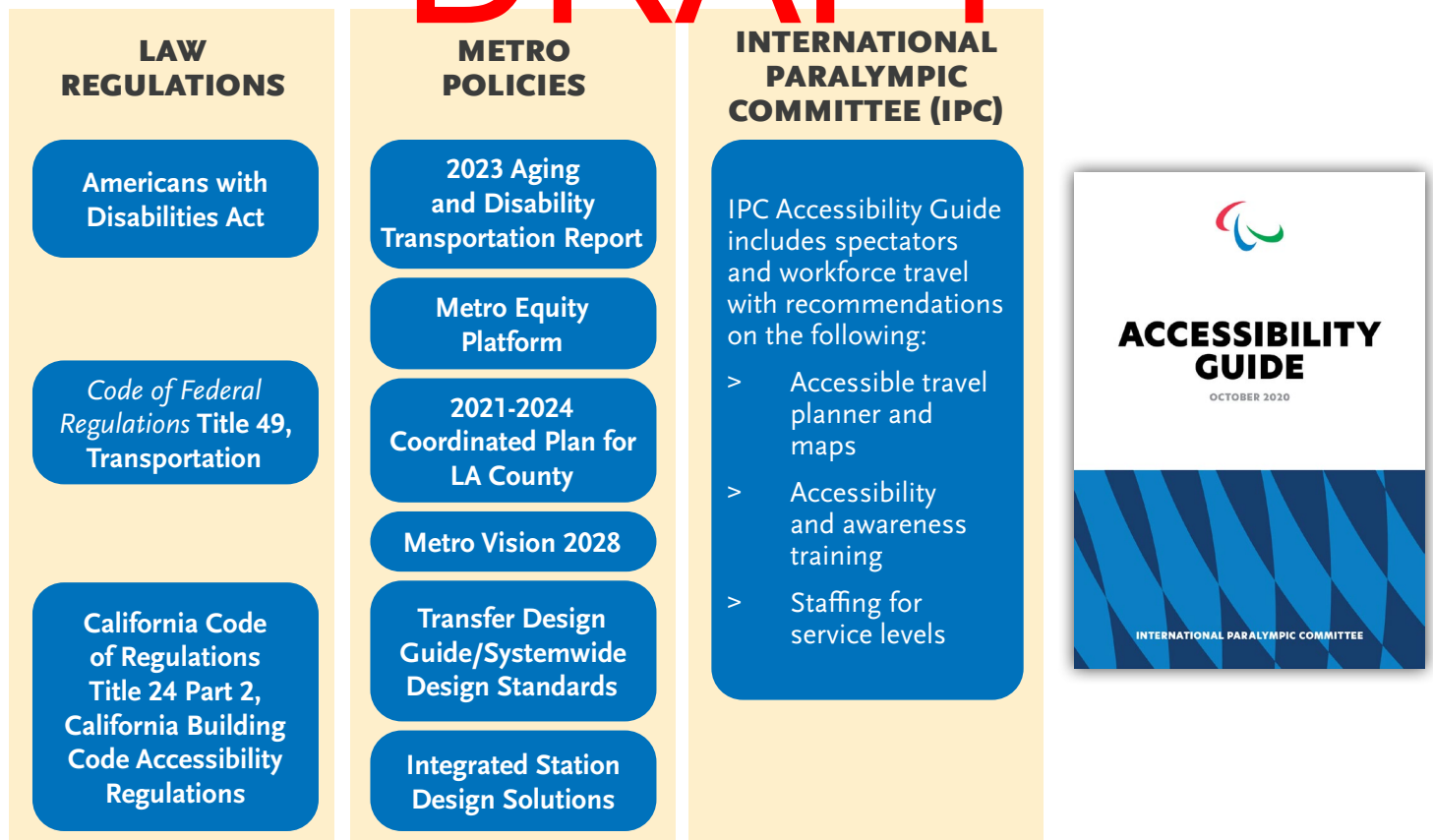
The Universal Inclusive Design Strategy follows the guidance of relevant legislation, standards, and policies provided by three sources: federal and state law, Metro policies, and the International Paralympic Committee Accessibility Guide (Figure 1).

## AMERICANS WITH DISABILITIES ACT

A federal civil rights law, the ADA, establishes nondiscrimination provisions to ensure equal access and opportunities for people with disabilities. The ADA requires that people are not excluded from transportation because of their disability.

The ADA's transportation provisions benefit the general public. These provisions ensure that transportation services provide reasonable accommodations for everyone. This standard applies to all public rail and bus services. Metro and other transportation agencies are committed to not only ensuring ADA requirements are provided to riders but also going above and beyond to set the gold standard for accessible transit services and facilities for future games.

Figure 1. Summary of Accessibility Requirements, Policies, and Guidelines



## CODE OF FEDERAL REGULATIONS

Metro and other transportation agencies will have specific service roles to fulfill during the 2028 Games and will continue applying the relevant elements of the *Code of Federal Regulations* (CFR) Title 49 requirements to provide accessible transportation facilities and services for people with disabilities.

## CALIFORNIA BUILDING STANDARDS CODE

Metro and other transportation agencies will continue to comply with the accessibility requirements set forth in the California Code of Regulations (CCR) Title 24, California Building Standards Code, which includes public and commercial buildings.

## METRO POLICIES

Specific Metro policies and procedures for passengers with disabilities will apply to all Games-related activities. Metro's Office of Civil Rights and Inclusion works to ensure agency-/systemwide compliance with the following requirements:

- > ADA
- > CFR Title 49 requirements
- > CCR Title 24 accessibility regulations
- > Municipal regulations
- > Metro policies regarding accessibility for customers with disabilities

Metro is also the primary funding source for Access Services, the federally required ADA paratransit service provider for Los Angeles County. This service is offered to people whose disabilities prevent them from independently using regular bus or rail service. It is comparable to fixed-route service and offers curb-to-curb service during hours when local bus service is provided.

Metro will consider the recommendations from the 2023 Aging and Disability Transportation Report (Metro 2023b), 2022 Gender Action Plan (Metro 2022), Metro's Equity Platform (Metro 2024), and Vision 2028 Strategic Plan (Metro 2018). Three additional relevant Metro policies aim to improve the transit experience for all:

- > Transfers Design Guide elevates the importance of the transit rider experience and builds upon Metro's First/Last Mile Strategic Plan by addressing the "complete journey" for riders.
- > Systemwide Design Standards aim to optimize the layout of station areas, operational equipment, and customer amenities.
- > Integrated Station Design Solutions (ISDS) – Accessibility – identifies potential solutions suitable for the Metro system to enable passengers with disabilities to navigate around stations independently.
- > Fostering an Inclusive Culture Policy – recognizes people from different cultures who use the Metro system.



# INTERNATIONAL PARALYMPIC COMMITTEE ACCESSIBILITY GUIDE

The International Paralympic Committee (IPC) Accessibility Guide (IPC 2020) helps support the staging of the Olympic and Paralympic Games for host city authorities to successfully plan and deliver an inclusive Games experience. Providing accessible and seamless transportation is the single most important provision that creates an inclusive urban environment for the Games and legacy benefits. This includes guidance and recommendations for delivering specific transportation-related activities. Although IPC guidelines are not mandatory or contractual, they provide a benchmark for expectations and standards of service that people with disabilities should be provided.

The IPC Accessibility Guide draws upon the experience of Organizing Committees of Olympic Games (OCOGs), industry experts, legislation, and design standards. It contains supporting information, guidelines, recommendations, and previous examples to help OCOGs and their delivery partners provide a truly inclusive Games experience for all stakeholders.

The IPC Accessibility Guide focuses on transportation services, including road, rail, air, and maritime. Many elements mentioned are already covered by the ADA legislation, relevant federal and state legislation, and other transportation requirements. One of the Games-specific items for the host city or applicable transportation agency to consider is the development of an Accessible Transportation Strategy that addresses the needs of all stakeholder groups. These groups include spectators, the Games Family, media, and the Games workforce, as they travel between their accommodations and venues. The Accessible Transportation Strategy considers these important needs:

- Travel planner and maps. An accessible travel planner and maps that link transportation services across various modes to ensure seamlessness. This information should also be provided in a range of accessible formats.
- > Appropriate Staffing. Adequate numbers of staff to ensure convenient and reliable service levels.
  - > Training. Accessibility and awareness training for staff so that they can assist people with disabilities.

Appendix A provides an excerpt of the IPC Accessibility Guide (IPC 2020) applicable to the transportation modes covered in this Metro Universal Inclusive Design Strategy document.



# Demand Assumptions for Accessible Transportation

Detailed plans for the 2028 Games are still under development by LA28. To properly plan for and accommodate the needs of all people with disabilities traveling to and from Games venues, assumptions need to be made regarding the scale of demand. These assumptions are based on limited available information and data and are subject to change. These assumptions are intended to be the start of the planning process. The development of these assumptions begins with understanding known local transportation factors in Los Angeles County today, then reviewing case studies of past Games to reveal how transportation functioned during Games-time demand levels. Questions to ask during assumptions development include the following:

- > During the Games, which groups of riders have specific travel patterns and needs?
- > Which transit agencies have responsibilities for each rider group?
- > How many people with disabilities reside in Los Angeles County?
- > How many accessible seats will be available at Games venues?

Together, this information helps build a working basis to inform demand assumptions for transportation during the 2028 Games.



# RIDER GROUPS

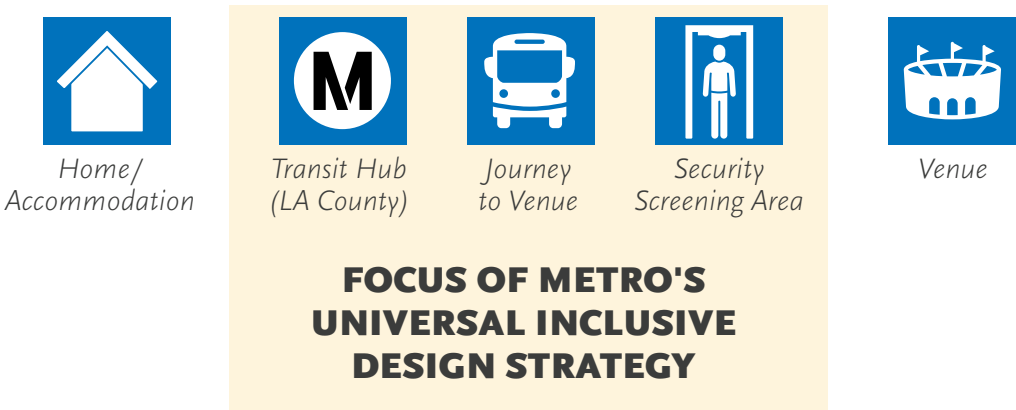
During the 2028 Games, Metro and its GME partners will need to focus on providing accessible transportation for four broad groups of riders:

- 1. Existing Metro riders. During the Games, the region must continue functioning effectively for its residents, which includes those with disabilities. The extensive public transportation network, supplemented by mobility services and transportation demand management (TDM), will ensure this happens effectively.
- 2. Spectators attending events. Spectators, not only from the U.S. but also from countries around the globe, must be able to travel to and from Games venues safely and efficiently, including those with disabilities.
- 3. The Games workforce, including volunteers, paid staff, and contractors. People with disabilities who are part of the Games workforce will need access to a wide range of Games venues, including competition venues and noncompetition venues such as the Athletes Village, Main Press Center, International Broadcast Center, and Media Village.

- 4. The Games Family, including athletes, officials, media, and marketing partners. Transportation for the Games Family is the responsibility of the LA28 Organizing Committee rather than Metro. The Games Family groups will be provided with dedicated bus and car fleet systems by LA28. However, particularly during the Paralympic Games, large numbers of athletes and officials with disabilities are anticipated to use Metro public transportation services when not competing.

Metro is responsible for continuing to deliver accessible transportation services for existing riders plus two other groups during the Games: spectators and the Games workforce. This Universal Inclusive Design Strategy focuses on a specific phase of travel to assess transportation demand: beginning at transit hubs where riders with accessibility needs arrive and ending at venue security screening areas, as illustrated on Figure 2.

Figure 2. Focus of Metro's Universal Inclusive Design Strategy





# AVAILABLE INDICATORS

Forecasting how many spectators with different types of disabilities will attend Olympic and Paralympic Games events is challenging. For the purpose of developing this Universal Inclusive Design Strategy, however, several available indicators help build an informed picture that advances planning and reveals additional planning needs:

- > Census data for Los Angeles County
- > Venue capacities for people with disabilities
- > Demand assumptions from past Games

## CENSUS DATA

As a starting point, the United States Census Bureau’s 2023 American Community Survey 1-Year Estimates show that approximately 11.4% of the population in Los Angeles County has a disability. Communities with some of the highest populations of people with disabilities include the Antelope Valley, San Pedro, and South Los Angeles.

Table 1 provides the percentage of the Los Angeles County population according to type of disability. This starting point does not indicate how many people with disabilities plan to attend the 2028 Games.

**Table 1. 2023 American Community Survey 1-Year Estimates of Los Angeles County Population with a Disability**

DISABILITY TYPE	ESTIMATED PERCENTAGE OF LA COUNTY POPULATION
Mobility disability	6.1%
Independent living disability	6.0%
Cognitive disability	4.8%
Self-care disability	3.0%
Hearing disability	2.7%
Vision disability	2.3%

Source: United States Census Bureau 2023

While Table 1 presents the estimated proportion of people with different types of disability living in Los Angeles County, the propensity to attend 2028 Games events may not be the same for all population groups. This means that applying the percentages in Table 1 may not give a realistic estimate of the number of people with each type of disability who would attend the 2028 Games.

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VENUE CAPACITIES FOR PEOPLE WITH DISABILITIES

Another area for consideration is the number of accessible seats that will be available to the general public at each venue during the Games. Based on previous Games and information from LA28, it is anticipated that approximately 1% of seats at each venue will be either wheelchair seating locations or “enhanced amenity” seats that provide improved levels of accessibility.

Table 2 provides an estimate of the number of wheelchair spaces and enhanced amenity seats that will be available per session at each venue or venue cluster during the Games. It is fully recognized that these figures do not represent the full spectrum of people with a disability attending Games venues, but they are useful to those planning the capacity that will be needed on each element of the transit networks serving different venues, including vehicle fleets and vertical circulation capacity within stations and on pedestrian routes between mobility hubs and venues.

Table 2. Estimated Wheelchair Spaces and Enhanced Amenity Seats at Each Venue Cluster

VENUE CLUSTER	INDIVIDUAL VENUES	ESTIMATED WHEELCHAIR SPACES AND ENHANCED AMENITY SEATS PER EVENT SESSION
Carson	1	938
Downtown LA	1	612
Frank G. Bonelli Park	1	112
Inglewood	2	478
Long Beach	5	534
Riviera Country Club	1	292
Rose Bowl	1	754
Santa Monica Beach	1	134
Sepulveda Basin	3	296
USC/Expo Park	5	1,030

USC = University of Southern California



Planning for the Games includes an assumption that the number of Games workforce at each competition venue will equate to approximately 5% of the seating capacity of the venue. This workforce will include people with disabilities. While the proportions of people in Los Angeles County with different types of disability could be applied to these workforce numbers as a starting point for analysis, this would not account for the likelihood that people with disabilities will work at certain Olympic venues.





## DEMAND ASSUMPTIONS FROM PAST GAMES

Unfortunately, very little data exists about the actual demand on transit and attendance during past Games. For benchmarking purposes, the following identifies demand assumptions and estimates from past Games.

### LONDON 2012

The Olympic Delivery Authority (ODA) produced the Accessible Transport Strategy for the London 2012 Games (ODA 2008). It estimated that, based on previous Games, about 1% of spectators attending events could not use stairs or escalators, and that 7% of spectators had difficulty using stairs or escalators.

**7%**

Estimated proportion of spectators who will have **some difficulty negotiating stairs and escalators** during the Games

**1%**

Estimated proportion of spectators who will be **unable to use stairs and escalators** during the Games



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### PARIS 2024

Before the Paris 2024 Games, transport operator Île-de-France Mobilités (IDFM) estimated that about 4,000 spectators with wheelchairs would attend events each day during the 2024 Olympic Games and about 2,500 during the 2024 Paralympic Games (Berkeley 2023). IDFM anticipated that at least 40% of the estimated wheelchair users attending each day of the Paris 2024 Games would use public transit (Burke 2023).

**4,000**

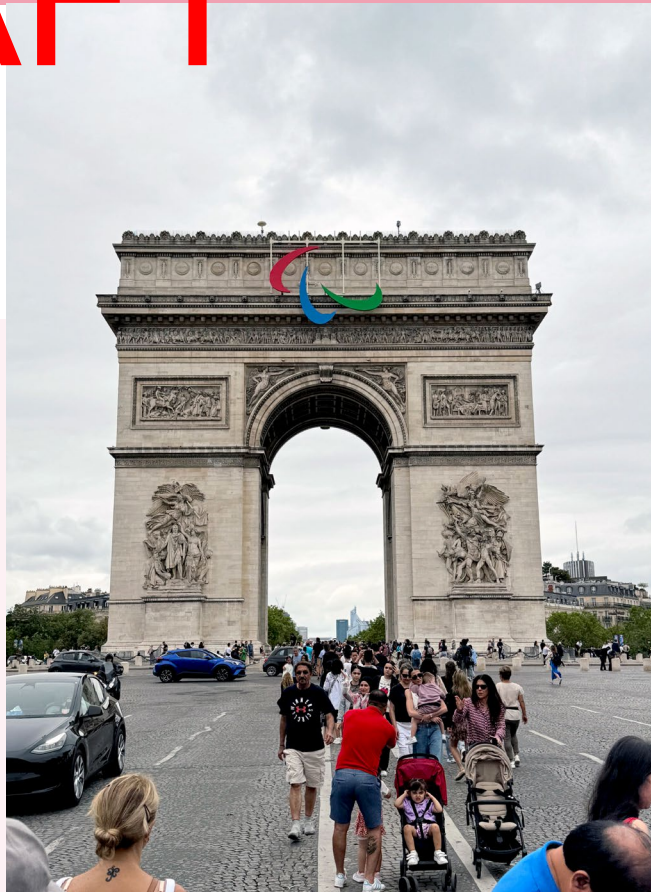
estimated **wheelchair users attending** each day of Paris 2024 Olympic Games

**2,500**

estimated **wheelchair users attending** each day of Paris 2024 Paralympic Olympic Games

**40%**

of estimated **wheelchair user attending** the Paris 2024 Games were anticipated to **use public transit**





## NEEDS FOR ADDITIONAL RESEARCH

Research to date has identified some useful indicators of how many people with different disabilities might travel to and from competition venues during the Games. However, the available data do not provide a complete picture, particularly of how many people have disability types other than mobility. Further research is required to create a more complete picture of transportation demand during the Games by people with different types of disability. Such research may involve discussions with existing venue owners (in cooperation with LA28) and surveys of upcoming events in Los Angeles County, especially at locations planned as Games venues.



## BEST PRACTICES FROM THE LONDON 2012 GAMES

The following best practices from the London 2012 Games offer Metro insight into ways to prepare for, plan, and serve people with disabilities who will ride Metro during the 2028 Games.

### CASE STUDY 1: THE VALUE OF NETWORK DEMAND FORECASTING AND CAPACITY ANALYSIS FOR SPECTATORS WITH DISABILITIES

The ODA conducted a demand and capacity analysis to identify the volume of wheelchair users and people with mobility needs who could use the rail network to attend Games venues. This analysis helped identify, at an early stage, (1) gaps in the transportation network for spectators with disabilities and (2) the volume of additional travelers with disabilities. The findings improved the ODA's ability to provide inclusive and accessible service.

Conducting the analysis four years before the London 2012 Games provided sufficient time to act on the findings. The ODA could secure resources and implement measures to increase the capacity of key elements in the transportation systems for people with disabilities before the Games began. A similar analysis for the 2028 Games could help maximize accessible transportation services for the Games and help deliver significant legacy benefits.

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### CASE STUDY 2: CAPACITY ANALYSIS TO PRIORITIZE STATION ELEVATOR IMPROVEMENTS BEFORE THE GAMES

The Docklands Light Railway services to and from the Olympic Park and ExCeL venue clusters were analyzed in detail to understand the number of passengers with disabilities who could be accommodated realistically at the stations serving these venues. The study highlighted challenges faced by travelers with disabilities at existing stations with vertical circulation. When the average daily demand from people with disabilities increased dramatically during the Games, elevator capacity was inadequate. The analysis focused on wheelchair users, but acknowledged that other users with mobility needs might require elevator access.

The ODA funded new permanent 17-person elevators at two stations, Custom House and Prince Regent, serving the ExCeL venue cluster. This funding was part of the ODA's £10.8 million contribution to the Beckton branch upgrade of the Docklands Light Railway. These

new elevators tripled the vertical circulation capacity of the stations serving the second-busiest venue cluster of the 2012 Games.

Additionally, a feasibility study examined the replacement of hydraulic elevators with electric elevators at seven stations: Canary Wharf, Custom House, Greenwich, Heron Quays, Poplar, Prince Regent, and Tower Gateway. These replacements were implemented before the Games at approximately £200,000 per replacement elevator.

Some Metro stations will likely experience similar challenges with vertical circulation capacity during the Games. Early analysis of the likely demand at key stations from spectators and the Games workforce with disabilities during the Games would help Metro address potential issues early on.



# Existing Accessible Transportation Services

Metro will be the primary transportation operator for spectators and the Games workforce for the 2028 Games. Consistent with existing Metro services such as rail, bus, and rideshare services in Los Angeles County, Metro will incorporate current accessibility provisions into spectator and workforce transportation services. The following descriptions of existing accessible transportation services provide details on accessibility features and potential enhancements when applicable across all service providers in Los Angeles County:

- > Metro
- > Municipal bus services
- > Paratransit services
- > Los Angeles County Access Services
- > Cityride
- > Metrolink
- > Amtrak
- > Private transportation

## METRO SERVICES

Metro is the transportation planner, coordinator, designer, builder, and operator for Los Angeles County and serves more than 10 million people within the 1,433-square-mile service area. Metro provides a range of transportation services, and for the 2028 Games, Metro rail, bus, and micro services are most likely to serve people with disabilities.



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## METRO RAIL SERVICES

### Description

The Metro rail system has 101 stations serving its six lines at the time of this report. Twelve of these stations are transfer stations that allow passengers to transfer between lines. Currently, 53 stations are located within the City of Los Angeles, and the other 48 stations are located in Los Angeles County.

Across all these stations, 180 elevators and 171 escalators provide vertical circulation for all users. The following are existing provisions within the Metro rail system for people with disabilities:

- > All Metro rail stations and trains are accessible to wheelchair users.
- > Every station has either a walkway/ramp or elevator from the street to the platform.
- > Every faregate entrance on an accessible route has one faregate designated for persons with disabilities, marked with the wheelchair symbol. A hands-free intercom near the faregate, ticket vending machines (TVMs), at mezzanine levels and on station platforms is available for people requiring assistance.
- > Each rail car can accommodate two to four wheelchairs.
- > The door nearest the designated wheelchair location is marked with the wheelchair symbol.
- > There is level access onto the rail cars.
- > There are no securement devices on rail cars since vehicles are traveling on a fixed rail.
- > Braille and tactile signs are posted at each station entrance.
- > Textured flooring is installed along the platform edge to warn passengers with vision impairments. Tactile guidance paths have been incorporated into the station design at newer Metro stations

- > Service animals are welcome on all Metro rail services.
- > Wheelchairs, scooters, and other mobility aids can be taken on the Metro rail cars.

### Role and Relevance During the 2028 Games

Approximately 40% of the 2028 Games venues are near Metro rail stations, such as Grand Park (multiple stations), LA Live (multiple stations), USC/Expo Park (multiple stations), Downtown Long Beach (multiple stations) and Santa Monica (one station). Metro rail will be the preferred and most effective mode for a high proportion of Games spectators and the Games workforce, and it will continue to be a key mobility service for existing customers with disabilities who are not 2028 Games spectators or part of the Games workforce.

Most of Metro's planned improvements to the Metro rail system for the 2028 Games will focus on enhancing existing facilities and services that will continue to provide value after the Games. These will include key elements such as vertical circulation, boarding/alighting areas, and information provision, so that people with disabilities can feel confident using Metro rail.

The following enhancements will be provided at key Metro rail stations:

- > Upgrade elevators to enhance performance
- > Dynamic signage
- > Increase accessible wayfinding
- > Improved maintenance elevators at all stations

Measures for Metro to consider for maximizing capacity, especially for people with disabilities, during the Games include the following:

- > Increase staffing and stewarding at stations and elevators
- > Manage boarding areas at key locations



- > Conduct training to raise staff awareness of the various types of disabilities and accessibility needs
- > Test events to identify, understand, and overcome challenges facing passengers with disabilities

## METRO BUS SERVICES

### Description

Metro Bus serves as the primary regional fixed-route bus system for Los Angeles County. Metro's 165 current bus routes, consisting of local lines that stop every two blocks, rapid buses that stop at major intersections, express buses that travel on freeways for longer distances, and bus rapid transit (BRT) buses that run on dedicated busways, connect residents of Los Angeles County to travel destinations throughout the region, and facilitate transfers with other available transit modes.

The Metro bus system includes these provisions for people with disabilities:

- > Metro buses can accommodate all types of wheelchairs, including three-wheel scooter chairs, power chairs, and small four-wheeled wheelchairs. With the securement devices and positions on the bus, two wheelchairs can be accommodated.

- > A manual or powered boarding ramp or short-rise elevator allows wheelchair users to access the bus.
- > Bus operators are trained to securely fasten wheelchairs in the designated on-board zone and assist with securing wheelchairs.
- > Automated announcements of all upcoming stops are made to assist people with visual impairments.
- > Customers using mobility devices such as wheelchairs or scooters are to be boarded first and allowed to exit first on Metro buses whenever possible.
- > Drivers and operators are trained in disability awareness and how to provide assistance services in a dignified, respectful, and safe manner through the Safely Transporting All Customers (STAR) program.

### Role and Relevance During the 2028 Games

Nearly 60% of Metro's ridership comes from bus riders. Metro bus routes will be critical for keeping the region moving during the 2028 Games. However, some changes in services may be needed during the Games, such as route modifications, street closures, temporary relocation of bus stops, changes in service frequency, and changes in operating/revenue service hours. Riders must be informed of these changes in advance.





## MICRO RIDESHARE

### Description

Micro is an on-demand ADA-accessible rideshare service, offering trips within several zones in Los Angeles County to connect with buses and trains. The new service is for short trips and uses small vehicles (seating up to 10 customers). Micro is part of Metro's family of services and has been designed hand-in-hand with Metro's NextGen Bus Plan. The service is meant to be a fast, safe, and convenient option for quick trips within the service area or for connections to other transit modes. The service is currently available in Watts/Compton, Los Angeles International Airport (LAX)/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 (UCLA)/Westwood/Veterans Administration (VA) Medical Center, with an average wait time of 15 minutes. There are currently one to two accessible vehicles serving each zone. Rides can be booked via the app, online, or by calling.

### Role and Relevance During the 2028 Games

During the Games, these services can help connect riders to the transit network as a first/last mile accessibility service and support the transit-first approach for the Games. Current service areas near venues include LAX/Inglewood, Altadena/Pasadena/Sierra Madre, and UCLA/Westwood/VA Medical Center.

Expansion of Micro's service areas near other venues in Los Angeles County could include Carson, Long Beach, Santa Monica, and the Sepulveda Basin. Other expansion areas could be in parts of the region with a high percentage of hotels and accommodations that 2028 Games spectators could use.

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## METRO ACCESSIBILITY INITIATIVES

### Safely Transporting All Customers (STAR)

The Metro STAR program specializes in providing securement knowledge, techniques, education, and outreach to Metro customers who use wheelchairs or scooters while traveling, and the operators who assist these customers. The STAR team provides mobility device "marking and secure straps" to customers by appointment or at outreach events.

STAR provides free strapping and marking services for mobility devices as well as information on how people with disabilities can safely ride Metro bus and rail service. The STAR team also provides training to operators regarding best practices surrounding securement.

### Current Accessibility Initiatives

Metro already has several ongoing rail and bus programs of work that will increase the accessibility of the public transportation network across Los Angeles County. In addition, Metro looks to go beyond the minimum requirements of legislation to deliver a more inclusive approach and outcome for people with disabilities. The following Metro programs are ongoing without a specific Games emphasis, but will provide benefits and value to Games attendees and workforce members with disabilities:

- > Updates to Metro rail facilities design criteria
- > Directive and standard design drawings
- > Metro BRT facilities design criteria
- > Reconfiguration of transit vehicle accessibility areas
- > Update and maintenance of elevators at Metro rail stations
- > Proof of concept testing for new and innovative digital solutions
- > ADA tactile guidance pathways (designed to assist blind/visually impaired customers and other customers with navigating Metro stations)
- > Hands-free access to Metro station crossings, elevators, and customer information and assistance intercoms

**Innovative Solutions.** Mobile app wayfinding technology pilot at Union Station. Using innovative technologies, Union Station has been mapped, and then navigation directions around the station are provided to riders with disabilities through a mobile app. This system has the benefit of not requiring physical infrastructure to be added, so there are less capital and operation and maintenance costs associated with this platform than others; for example, those that are based on quick response (QR) codes or beacons. QR code functionality may be limited by lighting levels and beacons may be out of service or vandalized, so sharing maps and navigation information through an app can provide information more directly to the rider. Metro is developing an expanded pilot of 12 stations in Downtown Los Angeles, and also Vermont/Santa Monica station (B Line) near the Braille Institute. The potential roll out in the next 12 months is dependent upon funding.

**Tactile Wayfinding Pilot program at select A and E Line stations.** With the support of the Braille Institute and the VA, Metro tested configurations of tactile wayfinding elements. These tests were conducted at the following stations:

- > Arcadia Station (Metro A Line)
- > Monrovia Station (Metro A Line)
- > Sepulveda Station (Metro E Line)
- > Bergamot Station (Metro E Line)

Feedback from these tests helped various Metro department groups, such as Metro Systemwide Design and Metro Civil Rights, to gain a more nuanced understanding of the way blind and partially sighted passengers use tactile systems in Metro's station environment. Accordingly, the updates to the agency's tactile wayfinding standards drew from ISDS as well as lessons learned after the implementation of ISDS standards. Tactile guidance paths wayfinding has been adopted into station design and is present at Regional Connector Stations, K Line stations, Willow brook, J Line Union Station and Chavez Pavilion.

## NON-METRO SERVICES

These services include various municipal bus services, paratransit services, the Los Angeles County Access Services, Cityride, Metrolink, Amtrak, and private transportation.

### MUNICIPAL BUS SERVICES

#### Description

Several local municipal transit operators throughout Los Angeles County complement Metro's transportation services. All the municipal transit operators except those offering only dial-a-ride (DAR) paratransit operate large kneeling and lift-equipped buses to serve passengers who use wheelchairs and related mobility devices. These municipal transit operators accommodate the visually impaired through audio bus stop announcements and safety messages, and the hearing impaired through light-emitting diode information display screens with real-time route and transfer information. The agencies operating DAR services use wheelchair-accessible minivans and mid-sized buses. All agencies welcome service animals in their vehicles.

#### Role and Relevance During the 2028 Games

Approximately 29 local municipal transit operators and DAR services provide paratransit services near Games venues. These local paratransit programs typically have lower fares and easier eligibility criteria than regional ADA paratransit. Furthermore, about 24 other public entities in Los Angeles County offer paratransit services.

In the venue cities, where cities host one or more venues for competition events during the Games, accessible bus services are provided by the following operators:

- > LADOT DASH transit and Cityride paratransit
- > Santa Monica Big Blue Bus (BBB)

- > Pasadena Transit and DAR paratransit
- > Long Beach Transit (LBT)
- > G-Trans (Carson and Inglewood)
- > Glendale Transit and DAR
- > Torrance Transit
- > Carson Circuit and DAR
- > Pomona Valley Transportation Authority Get About DAR

These local municipal transit operators could help provide accessible transportation services for spectators with disabilities going to venues in their service areas.

### PARATRANSIT SERVICES

#### Description

Paratransit DAR services are operated by transit agencies and local municipalities throughout the Los Angeles County region, serving the roughly one million Angelenos with disabilities living in the county. DAR services generally allow users to schedule a wheelchair-accessible minivan or bus pickup to transport them to their desired destination (demand-response services). Trips are shared among multiple passengers and travel times are closer to those of a fixed-route bus rather than a taxi or rideshare. DAR services are staffed by drivers who are certified to attend to the specific needs of disabled riders.

#### Role and Relevance During the 2028 Games

DAR services could help provide additional accessible transportation services for spectators with disabilities going to venues within their service areas.



## LOS ANGELES COUNTY ACCESS SERVICES

### Description

Access Services provides complementary paratransit services in Los Angeles County on behalf of the County's 46 public fixed-route operators (bus and rail) to certain persons with disabilities as required by 42 *United States Code* Section 12143. Paratransit is an alternative mode of flexible shared ride passenger transportation for persons with disabilities who have difficulty using fixed-route buses and other forms of public transit to meet some or all of their mobility needs. Small buses, mini-vans, and taxis are used to provide paratransit service and do not follow fixed routes or schedules.

Access Services is available for any ADA paratransit eligible individual for any purpose and to or from any location within 0.75 mile of any fixed-route bus operated by the Los Angeles County public fixed-route bus operators and within 0.75 mile around Metro rail stations during the hours that the systems are operational. The service is available 24 hours a day in most areas of Los Angeles County. From 2022 to 2023, the system provided 2.9 million trips to more than 125,000 qualified disabled riders in a service area of over 1,950 square miles.

### Role/Relevance During the 2028 Games

Access Services has pick-up and drop-off stands, similar to bus stops, at a variety of popular locations, including stands at competition venues such as SoFi Stadium, Crypto.com Arena, Los Angeles Convention Center, and Long Beach Convention Center. It is likely that these existing stands may be relocated due to the security perimeter that will be established around each venue for the Games, and these stands would need to be integrated with other Games transportation and operations.

The Access Services fleet is anticipated to grow over the next five years, in line with the projected growth in ridership, to serve approximately six million trips annually by 2028. The expansion is also partly due to the fleet being renewed with a vehicle mix that has more vans, which have slightly less capacity than current "cutaway" vehicles. While the Access Services fleet is not anticipated to serve a significant amount of Games demand, Access Services' usual riders must continue to be served during the Games.

Access Services provides reciprocal travel to riders from outside of Los Angeles County through a simplified verification process. Consideration should be given to how national and international riders will be served, such as the availability of services, the verification process, and information provision. This may need to interface with the Games Enhanced Transit Service (GETS) workstream and transportation planning in general to ensure that riders with accessible needs will be served.

## CITYRIDE

### Description

LADOT Cityride is a transportation assistance program for individuals aged 65 or older and qualified disabled persons in the City of Los Angeles and select areas of Los Angeles County. The program offers Cityride participants reduced costs for the purchase of City of Los Angeles permitted taxi rides or Cityride DAR services. Cityride requires an application to be approved and a monthly subsidy to be use this service.

### Role and Relevance During the 2028 Games

Cityride will continue to be a critical transportation assistance program for individuals aged 65 or older and qualified disabled persons during the 2028 Games.

## METROLINK

### Description

Metrolink operates the nation's third-largest commuter rail system throughout Southern California with 546 total route miles and 67 stations between Los Angeles, Orange, Riverside, San Bernardino, Ventura, and San Diego Counties, serving an average of 22,693 weekday riders (Metrolink 2023). Metrolink is committed to providing safe, comfortable regional rail service to passengers with disabilities. For those transferring to and from Access Services, Metrolink offers free rides on Metrolink trains within Los Angeles County. Metrolink has the following accessible features and policies onboard their services:

#### > Parking

- Accessible parking spaces are provided at all Metrolink stations.

#### > Boarding

- Passengers requiring level boarding can access via a mini-high platform ramp on the platform or a mobile ramp can be provided at staffed stations. Wheelchairs, scooters, and motorized mobility devices can only be accommodated on the lower level of the passenger car that stops in front of the platform access ramp.
- Due to the constraints of the rolling stock, mobility devices must not exceed 32 inches by 58 inches, or weigh more than 500 pounds, including the passenger.
- Designated spaces are provided on board for mobility devices.

#### > On board

- Accessible restrooms and water fountains are available for people with disabilities.

#### > Service animals

- Service animals can ride on Metrolink free of charge. All passengers with a service animal must have a valid ticket before boarding.

- Service animals must be of a size that does not block circulation routes, cause an obstruction, or are a risk to other riders.

#### > Concessions

- A person with a disability can travel at a reduced rate (senior/disabled rate) if they have proof of disability eligibility.

- Acceptable proof of eligibility includes:

- Los Angeles County Transit Operators Association ID Card
- Medicare ID
- Department of Motor Vehicles placard ID
- Reduced fare ID card from other public transit systems

- A personal care attendant (PCA), accompanying a person with a disability, can travel without purchasing a ticket. The PCA must board and alight with the person with a disability.

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## Role and Relevance During the 2028 Games

Metrolink will be a critical mode of travel for spectators going to venues outside of Los Angeles County as well as for those coming to Los Angeles but staying in other Southern California counties.

The Metrolink Accessibility and Affordability Study (Metrolink 2021) identified several barriers encountered by some people using the service. These barriers include affordability and limited station access (physically, culturally, and digitally). Addressing these barriers by enhancing both facilities and services across the Metrolink network will benefit the 2028 Games and create a lasting legacy.

## Station Accessibility Information and Planning

During the Games, it is anticipated that Union Station will continue to be served by both Metrolink and Amtrak services and will be a key station for transfers to other modes of transportation, including metro rail, bus, municipal bus, and taxis. The platforms at Union Station are accessible, but some people will require assistance to reach the Metrolink/Amtrak platforms because of the ramp gradients leading to some of the platforms.

There is assistance available within the station and on the platform for boarding the train if needed but it is important that people with disabilities make their disability known when booking to ensure that assistance can be provided on the day of travel.

It will also be encouraged that people with disabilities check in advance of their travel to ensure station facilities such as elevators and accessible restroom facilities are available and in operation. This applies to Union Station and other stations they are using on their journey.

Due to the travel distances, gradients, and whether assistance is required at the station and for boarding the train, people with disabilities are encouraged to allow extra time for their journey. During the 2028 Games, there will be even greater demand for assistance. The traveling public will need to be reminded that they must plan for the extra time travel will take during the 2028 Games. It will also be important to provide real-time or up-to-date information on the potential congestion and queues that may impact usual service expectations for riders with disabilities.





## AMTRAK

### Description

Amtrak shares the same commitment as Metro to provide safe, dignified, and comfortable services for all passengers with disabilities. During the 2028 Games, Amtrak will continue operating at Union Station and providing access to the same station facilities for riders with disabilities. Amtrak services have the following extensive provisions for passengers with disabilities.

### Wheelchair Specifications and Boarding

Amtrak trains accommodate most standard-sized mobility devices such as manual wheelchairs, scooters, and powered wheelchairs. At Union Station low-level platform lift are already in operation, providing train access via a station-based mobile elevator.

Passengers who require the low-level platform elevator at Union Station or other assistance with boarding will be pre-boarded and given priority service at enroute stations.

Amtrak trains have the following maximum dimensions for wheelchairs using the platform elevators and trains:

- > Not exceeding 27.5 inches wide and 48 inches long when occupied, with a minimum of 2 inches of ground clearance.
- > Weight should not exceed 600 pounds or less when occupied.
- > Specifications apply to both manually operated and battery-powered wheeled mobility devices.

Communicating these wheelchair dimensions will be especially important for international visitors and other riders who do not use Amtrak service regularly.

### Wheelchairs on Board

Two onboard seating options are available for passengers who travel with wheeled mobility devices, depending on the type of device and customer preference. Accessible seats and spaces are provided in all categories of travel.

Amtrak policy requires that a passenger remains in their wheelchair unless the wheelchair can be collapsed and stored for the journey duration. Amtrak staff on board the train can assist with storing mobility devices. Amtrak strongly recommends that brakes remain on when the train is in motion. If the wheelchair is stored, the passenger can sit in an accessible seat. It will be important to ensure all users are aware of this before their journey because it may affect their decision to transfer between modes.

### Reservations for Passengers with a Disability

Reservations for people with disabilities can be made through either the Amtrak website or mobile app for passengers who travel with the following needs:

- > Service animals
- > Hearing difficulty or loss
- > Loss of vision or are blind
- > Require mobility assistance, including those who have wheeled mobility devices
- > People with disabilities who require assistance

During the train journey, Amtrak staff are not able to provide personal assistance. Travelers with disabilities who require assistance must travel with an adult companion. A reduced-price ticket is available for an assisting companion.

### Recommended Reservations

A limited number of spaces are available for wheeled mobility vehicles. Amtrak advises making reservations for train journeys to ensure that appropriate seating or assistance can be arranged in advance, including assistive equipment (such as ramps, elevators, and the like) for boarding or disembarking.

### Traveling with Service Animals

Service animals are permitted in all areas where passengers are allowed.

### Role and Relevance During the 2028 Games

Amtrak's long-distance routes are an option for spectators arriving in Los Angeles from other parts of California and the nation. Amtrak's regional trips provide a similar and complementary service to Metrolink for spectators traveling to venues outside of Los Angeles County. The same is true for those coming to Los Angeles but staying in other Southern California counties.



## PRIVATE TRANSPORTATION

### Description

Private providers of intercity bus services are part of a larger bus infrastructure that transports people across the country. Companies such as Greyhound/Flixbus and MegaBus operate coach style vehicles that are wheelchair accessible. These regular services offer connections to over 2,300 destinations across the country.

Transportation Network Companies (TNCs) such as Uber and Lyft provide app-based rideshare trip booking for on-demand transportation as a modern alternative to taxis. TNC vehicles are not suitable for some people with certain types of disabilities. However, TNCs continue improving their service offerings to be more accommodating to customers with disabilities and riders using mobility devices. It is possible that, by the time of the Games, TNCs will offer improved levels of service to customers with disabilities.

### Role and Relevance During the 2028 Games

Private transportation companies will play an important role by offering spectators and the Games workforce with disabilities options that are less crowded than other forms of transit at peak times for travel to and from venue cities and individual venues. TNCs will be able to offer end-to-end journeys that negate the need for travelers with disabilities to transfer among different transit services during a journey.



# Incorporating Universal Inclusive Design into Metro's Workstreams

The 2028 Games provide an opportunity for Metro and the region to provide accessible legacy infrastructure that would provide lasting benefits long after the Games. Metro's Universal Inclusive Design Strategy has outlined a range of strategies to address challenges for getting around Los Angeles County with the multiple public transportation systems as previously described during the

Games. Through the workstreams identified in Metro's 2028 Games Mobility Concept Plan (Metro 2023a), proposed improvements to infrastructure, information and communications, and technology could help improve accessibility on the transportation network and raise the profile of public transportation in Los Angeles.





# GAMES ENHANCED TRANSIT SERVICE FOR THE GAMES

The GETS is the planned bus operation model that will work in conjunction with all modes of public transportation to support spectator and workforce mobility for the 2028 Games. The GETS will require several different types of service to meet the spectator and workforce needs of the Games. All GETS services are anticipated to be accessible to people with disabilities. GETS services are likely to include the following types of spectator-facing services:

- > GETS park & ride sites
- > Transit mobility hubs (discussed later in this chapter)
- > Circulator services
- > Accessible services

An additional GETS workforce shuttle bus service will be required to transport bus drivers and other GETS staff between their accommodation and the GETS bus depots.



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## ACCESSIBILITY REQUIREMENTS

To meet the Games demand, the GETS will temporarily double the size of Metro's current bus fleet. Metro is planning on a variety of strategies to procure, acquire, lease, and borrow buses for the GETS. Accessibility will be an important feature of all buses that will be part of the GETS. The preferred GETS vehicle is ADA-compliant, has ramps, and is able to accommodate wheelchairs and other mobility devices. Because of the significant number of GETS buses required to meet the Games demand, Metro may need to exempt the use of less-than-ideal vehicle type or non-compliant infrastructure at the origin and destination. If this situation arises for a spectator or Games workforce member with disabilities, then another accommodation will be made.

One accommodation example may be a GETS bus mall at a competition venue in a parking lot where insufficient space is available for deploying the ramp, or entry angles may be too steep for people using mobility devices. In such cases, alternative transportation will be planned and provided to ensure riders needing service will be accommodated by an amenity, such as a ramp that provides compliant entry angles.

Accessibility services will also be provided when no accessible path is available to board a GETS vehicle, or no accessible way exists to get to and from GETS sites, competition venues, or other public transportation. For example, if no accessible path exists between a rail station and a competition venue, an accessible shuttle service from the rail station to the nearest convenient venue entry point will be provided.

Specialized accessible infrastructure is most likely to be temporary unless there is a strong case for permanent/legacy improvements to be constructed. Even portable equipment, like ramps, could be purchased and later distributed to venues, schools, and community centers for legacy after the Games.

Accessible shuttle services are anticipated to be offered to spectators and the Games workforce where required (that is, in areas where there are no accessible pathways, or in environments where walk distances are challenging for people with disabilities).



## LOADING AND UNLOADING ACCESSIBILITY

In addition to the buses meeting ADA standards, there will also be a requirement to provide facilities and services at all locations where the GETS will load and unload passengers (transit mobility hubs, park & ride sites, stations, venues). This will be site-dependent but could include:

- > Designated accessible parking areas
- > Raised platform boarding
- > Temporary short-rise platform lifts and elevators
- > Accessible pathways
- > Even pathways
- > Ramped access routes
- > Seating and waiting areas for boarding
- > Well-lit sites without glare or shadows that can confuse and disorient travelers
- > Shelter at the boarding areas
- > Accessible toilet facilities
- > Audible and visual signage
- > A mobility assistance service



## ACCESSIBLE PARKING

The GME is committed to a transit-first Games by encouraging as many spectators as possible to use public transportation to travel to the venues. However, some people with disabilities will need to use a car or van for all or part of their journey.

Designated accessible parking will be provided at all GETS park & ride sites with the appropriate accessibility facilities and services. Accessible parking placard holders will be encouraged to use their cars as little as possible where they can combine a car trip with the use of the accessible public transportation network.

A limited amount of dedicated, pre-booked accessible parking will be provided at all Games venues. The unique logistics for the Games mean it will be difficult to provide the same accessible parking locations currently used by people with disabilities attending events at a venue. The amount of accessible parking at each venue will be determined once detailed operational planning for each venue has been developed.

Additional planning will determine how accessible parking will be booked and managed. Accessible parking will be located as close as possible to venue entrances. Routes between the parking areas and the security screening areas will meet accessibility standards.

At some Games venues, there may be opportunities for people with disabilities to use designated on-street parking or other nearby parking facilities provided by third parties.





## MOBILITY HUBS

As part of the transit-first approach for mobility during the Games, mobility hubs for multiple reliable and efficient connections for everyone going to and from venues, homes, or jobs are being planned throughout the region. Mobility hubs should be inclusive and accessible to all. Particular attention should be paid to the diverse needs of people with disabilities and restricted mobility, to create a service that can be relied upon to provide connected and integrated travel experiences alongside other users without additional effort or concern. Achieving this will require a consistent approach to the physical infrastructure and operations across all transportation modes and coordination among stakeholders.

The mobility hubs workstream aims to establish mobility hubs across Los Angeles County that will facilitate access to the 2028 Games and provide lasting legacy impact. Three types of mobility hubs have been identified:

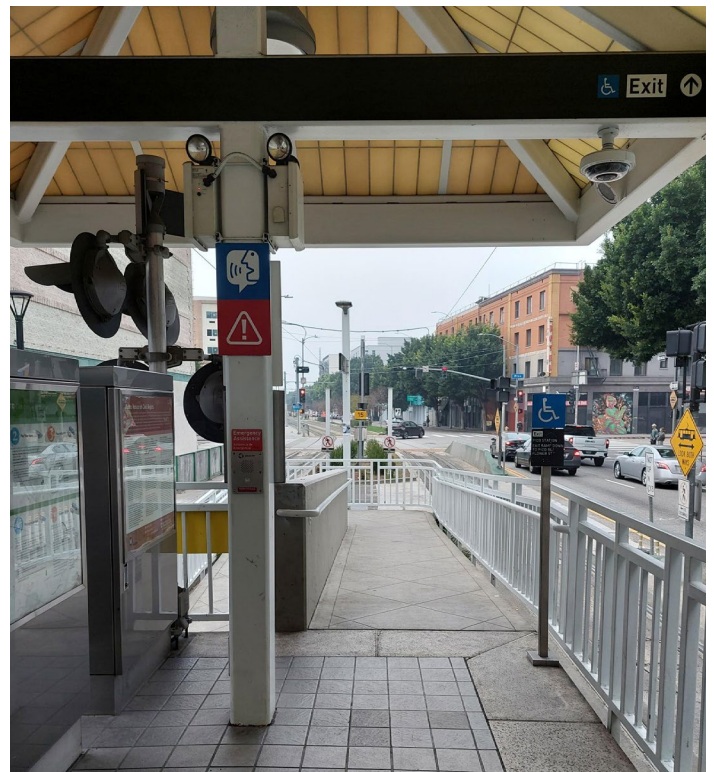
- > Venue mobility hubs, strategically located near competition venues to facilitate multimodal travel
- > Transit mobility hubs at existing Metro rail and BRT stations throughout Los Angeles County, which have been identified as having high parking capacity
- > 2028 Games park & ride temporary hubs that can accommodate large-volume parking where Games visitors will park their cars and ride the GETS to the venues.

Depending on the type of mobility hub and the space available, some of the proposed improvements include these amenities:

- > Curb ramps to connect to paths around the mobility hub
- > Rest areas with shade and seating
- > Clearly marked boarding/alighting areas with sufficient space for ramp deployment
- > Wayfinding, including tactile wayfinding and high-contrast signage where appropriate
- > Accessible restrooms

Improved crossings with signals and through high visibility crosswalks to help all users cross safely

- > Information booths, with integrated information made available in different formats for inclusive services



# FIRST/LAST MILE ACCESSIBILITY MOBILITY ASSISTANCE SERVICES

At a given venue during the 2028 Games, the first/last mile route could be different from the regular or fastest route for events. Many spectators will likely find these routes unfamiliar, with the impact often higher for people with disabilities. For example, people with disabilities who typically drive to their destination and park close by will not be able to do so for the 2028 Games.

Many people with disabilities can find it particularly challenging to navigate the first/last mile between the final transportation hub and the venue security screening area. Several factors can cause this:

- > Walking distances and gradients to the venue
- > Congestion through the first/last mile areas
- > Waiting and queue times at either the transportation hub or at security screening
- > A lack of rest points or seating along a route
- > The likelihood of extreme heat conditions is high during the summer

These challenges are further increased when the event is over, and spectators depart the venue. The time window for spectators leaving the venue is far less than on arrival, and the impact of fatigue can be more apparent for passengers with a disability leading to an increase in demand for accessible mobility services.

Several key measures for infrastructure and operations should be addressed for the first/last mile routes at each venue.

- > Infrastructure:
  - Curb ramps along the route to ease access for wheelchair users and those with mobility aids or strollers.

- Tactile paving in all appropriate locations to provide warning and guidance for people with visual impairments.
- Formal and/or informal rest areas, ideally set back from the main pedestrian route, to allow people with disabilities more time or space to withdraw from crowded and lively environments.
- Access to shade and drinking water.
- Access to accessible restrooms, if this is considered appropriate for the journey time and distance of the first/last mile.
- Lighting to ensure there is no confusion or disorientation for people with disabilities from shadows or glare, especially people with visual impairments.
- Visible signage and wayfinding in contrasting colors.
- Clearly defined pickup and drop-off areas for people requiring mobility assistance services. Those areas should be staffed to offer advice and guidance and located so that connections for onward travel, such as temporary Access Services stand are seamless.
- > Operations:
  - Marshals and volunteers along the route, clearly indicating the route and providing support to people with disabilities along the most efficient and safest routes at all times
  - A mobility assistance service that provides electric mobility vehicles and supplemented by manual wheelchair assistance at peak times, if necessary
  - Mobility vehicles should be a mixed fleet, with some able to carry a wheelchair user in their own wheelchair

- Storage areas for any equipment or vehicles required along the first/last mile route
- Charging and maintenance facilities to ensure the mobility service can be maximized at all times
- Disability awareness training for all staff across the first/last mile route
- Extensive mobility assistance service training for staff specifically handling equipment or providing direct assistance for people with disabilities

Several key communication messages should also be publicly shared with spectators ahead of the Games and on event days:

- > Mobility assistance will be provided only for people with disabilities.

- > The mobility assistance service will not be able to provide shuttle seats/spaces for all spectator group members traveling with a person with a disability. The priority is to ensure that as many people with disabilities as possible can be assisted efficiently and effectively. This means some parties may be asked to split up.
- > The assistance may be delivered as a mobility shuttle or manual wheelchair, depending on the distance, environment, and expected time of the journey.
- > People with disabilities may experience wait times for the mobility assistance service, particularly at peak times and during egress.

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## BUS-ONLY LANES

The Games provide an opportunity to implement bus-only lanes that allow buses on existing routes to travel in a dedicated lane, leading to improved journey times and reliability. Metro has several bus-only lane proposals at various stages of planning, design, and implementation. The Mobility Concept Plan (Metro 2023a) identified potential bus-only corridors to increase transit capacity for transit-first Games. Figure 3 provides a map of existing, in-progress, planned, and potential bus-only lanes in the Los Angeles area.

Buses operating on the bus-only lanes will be ADA-compliant, but further consideration of supporting infrastructure is needed to enable travel for all. This may include temporary or permanent infrastructure to and from high-ridership locations such as the following:

- > Curb ramps to access bus stops
- > Shade and benches
- > Clearly marked boarding/alighting areas with sufficient space for ramp deployment
- > Wayfinding, including tactile wayfinding and high-contrast signage
- > Improved crossings using high-visibility crosswalks and signalized crossings that allow all users to cross safely



Figure 3. Bus-Only Lanes





## KEY RAIL STATIONS

A range of temporary and permanent infrastructure improvements is proposed at key stations where large numbers of passengers are expected or large transfer flows are expected on the Metro rail network during the Games. These proposed improvements are intended to update stations that may have met ADA standards when built but must be brought up to current ADA standards, and improved to meet inclusive design best practices.

For example, at Union Station, the U.S. Department of Justice required Metro to be in compliance with Title II of the ADA and perform additional surveys at Union Station to improve accessibility. The findings of the survey revealed insufficient directional signage indicating the location of accessible entrances or paths of travel, paths that are inaccessible due to sloping issues and abrupt elevation changes, noncompliant accessible parking spaces and access aisles, and noncompliant elements in restrooms. Additional improvements identified for the 2028 Games will improve the customer experience for all passengers and include audio, visual, and mobility improvements. The following identifies potential universal inclusive design improvements at two priority stations (Union Station and Pico Station) under the Key Stations workstream:

### > Union Station

- Update public announcement system
- Designate queuing spaces on platforms
- Designate spaces for queuing in front of elevators/escalators
- Improved wayfinding through station such as tactile wayfinding and digital and audio wayfinding platforms

### > Pico Station

- Replace existing swing gate at crossing to increase available space for all passengers
- Move ticket vending machines to increase space on platform
- Designate queuing spaces on platforms





# TRANSPORTATION DEMAND MANAGEMENT

Travelers are provided with effective choices to improve their travel reliability through TDM strategies. With millions of visitors expected for the Games, a TDM program is crucial to keeping Angelenos and visitors alike moving during the Games. Practical, multimodal, and innovative TDM strategies can achieve the “four R” strategies (reduce, re-time, re-route, and re-mode) to enable everyone to get around (Figure 4). The GME partners are committed to achieving a transit-first Games and aim to reduce traffic volumes across Los Angeles County by approximately 15% during the 2028 Games.

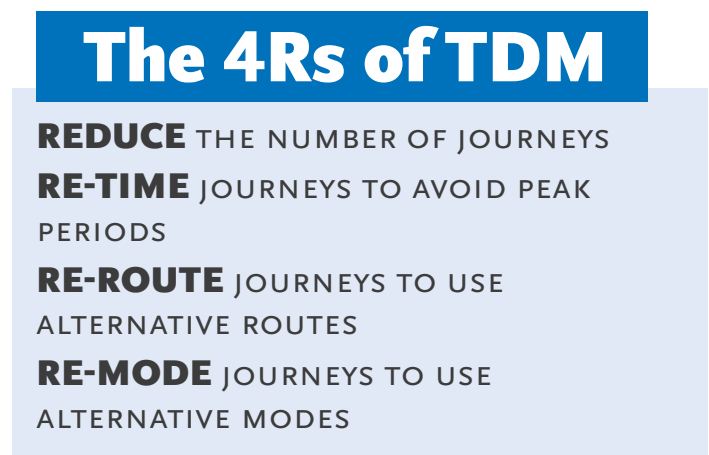
Games-related TDM strategies should include a marketing and communications campaign, which could include a journey planner to help all users on the network, especially those with additional needs. The journey planner and other strategies specifically targeted for people with disabilities, such as Games-specific connections and infrastructure, will help people with disabilities travel independently and with dignity.

> **Reduce and Re-time.** Strategies to maximize telecommuting will be an integral part of the overall TDM approach for the Games, including communication with employers to encourage and support anyone who chooses to telework or work flexible hours. This strategy can greatly reduce the number of vehicles on the road, easing traffic and emissions and allowing vehicles carrying passengers with disabilities to access the transportation network more easily.

> **Re-route and Re-mode.** Park & ride lots are places for drivers to leave their cars and access transit. They are a proven Games-related strategy to manage transportation demand and reduce congestion near Games venues. The park & ride sites can provide efficient and effective service for people with disabilities, in particular non-regional attendees, by removing the challenges of traveling on a congested road network. Making this an attractive option will require accessible and secure facilities and service levels that consider the needs of all riders.

To successfully implement these TDM strategies, coordination among people with disabilities is crucial. People with disabilities can provide input and feedback to share their knowledge about moving through the region. Transportation agencies can incorporate this information and provide access to a single source of information. This enables people with disabilities to plan their journeys and use a mode of transportation most suitable for their needs. The information may be disseminated in the form of a journey planner.

Figure 4. TDM Strategies



# JOURNEY PLANNER

Based on the IPC Accessibility Guide (IPC 2020), the following elements should be included in a journey planner and made available for the 2028 Games:

## INFORMATION

- > **Clear and concise instructions:** Step-by-step instructions on how to use public transportation, including different accessible options like elevators, ramps, and designated spaces for wheelchairs or assistive devices.
- > **Multimodal integration:** Details on all available transportation modes (such as bus, train, and Metro facilities) and allow users to plan trips that combine different modes seamlessly.
- > **Real-time accessibility information:** Up-to-date information on any accessibility issues or disruptions across the transportation network, including estimated repair times for elevators and elevator availability.
- > **Estimated travel times:** Realistic journey times that consider the needs of users with disabilities, factoring in potential delays due to transfers or accessibility limitations.

## ACCESSIBILITY FEATURES

- > **Accessibility filter:** Allow users to filter journeys based on their specific accessibility needs, such as step-free access, availability of wheelchair spaces, or compatibility with specific assistive devices. Connections external to Metro facilities could be imported into the mobile app to provide wayfinding assistance.
- > **Alternative route options:** Offer different route options based on accessibility criteria, allowing users to choose the most suitable one based on their needs.
- > **Point-to-point navigation:** Provide detailed navigation instructions within stations, including locations of elevators, restrooms, and accessible entrances/exits.
- > **Multiple language and format support:** Be available in various languages and accessible formats, such as text, audio recordings, and screen-reader compatibility.

## ADDITIONAL CONSIDERATIONS

- > **Offline access:** Allow users to download and access the journey planner information offline, ensuring availability even without an Internet connection.
- > **Feedback mechanism:** Include a user feedback mechanism that allows users to report accessibility issues, suggest improvements, and provide feedback on the planner's usability.

## ADDITIONAL CONSIDERATIONS DURING GAMES-TIME OPERATIONS

Based on the IPC Accessibility Guide (IPC 2020), the following key aspects related to Games-time operations should be addressed:

### INFRASTRUCTURE AND TECHNOLOGY

- > **Inclusive transportation infrastructure:** Ramps, elevators, tactile wayfinding, audio announcements, and similar amenities help enhance the accessibility of the public transportation network for all. These elements can be achieved through temporary measures during the Games or through permanent legacy infrastructure.
- > **Innovative technologies:** Mobile apps and other information platforms can help provide important up-to-date information for selecting a mode of transportation suitable to the needs of people with disabilities, and help users navigating around mobility hubs and key stations on the transportation network.

### STAFF TRAINING AND AWARENESS

- > **Comprehensive training programs:** Implement training programs for all staff involved in transportation operations, including drivers, station personnel, security guards, and customer service representatives.
- > **Training focus:** The training should focus on disability awareness, sensitivity, unconscious bias, and providing excellent customer service to passengers with disabilities. This includes proper interaction techniques, etiquette, and knowledge of accessible features available within the transportation system.
- > **Ongoing training:** Schedule ongoing training sessions to ensure all staff remain updated on accessibility best practices and any changes within the system.

### COMMUNICATION AND INFORMATION

- > **Clear and accessible information provision:** Provide readily available information on accessibility features, schedules, and potential disruptions in accessible formats like Braille, audio recordings, and visual aids with clear signage. Other methods of providing information include text messages and integration with transportation apps or the official Games app to provide timely information.
- > **Multilingual communication:** Ensure information is available in multiple languages to cater to diverse passenger needs.
- > **Alternative communication channels:** Offer alternative communication options like designated staff members trained in sign language or accessible communication apps to address individual needs.
- > **Information and communication platforms:** A range of platforms, such as websites, apps, signage, and information leaflets, will be used to communicate with riders, and in this way, the Games can spur the development of platforms that can meet the changing needs of riders on the public transportation system.

### INCIDENT MANAGEMENT AND ASSISTANCE

- > **Procedures for handling accessibility-related incidents:** Develop clear procedures for addressing accessibility issues like equipment malfunctions, disruptions to accessible services, or passenger assistance requests.
- > **Dedicated support staff:** Allocate trained personnel to assist passengers with disabilities during their journey, such as assistance with boarding, navigating stations, or connecting to other transportation modes.
- > **Contingency plans:** Develop contingency plans to ensure continuity of accessible services in case of unforeseen circumstances.



## ROLES AND RESPONSIBILITIES

For any event planning, it is imperative that clear roles and responsibilities are established to ensure that all activities are covered and to avoid duplication or any gaps. A preliminary Responsible, Accountable, Consulted, and Informed (RACI) matrix has been developed to begin identifying what items related to accessibility during the Games must be delivered and will be delivered by Metro and what will be delivered through Metro's partners and other stakeholders. Partners and other stakeholders that will have a role include LA28, Access Services, Metrolink, local municipal operators, and other public/private agencies. Because accessibility interfaces with other workstreams in the Games Mobility Concept Plan (Metro 2023), the main activities in the RACI matrix (shown as Table 3) are aligned to these workstreams and are intended to support the implementation of accessibility in those workstreams.

## MONITORING AND EVALUATION

- > **Establish feedback mechanisms:** Implement methods for passengers with disabilities to provide feedback on their experience and identify areas for improvement. This can include surveys, online feedback forms, or designated hotlines.
- > **Regular data collection and analysis:** Regularly collect data on operational aspects like staff training completion, accessibility-related incidents, and passenger feedback. Analyze the data to identify trends, areas for improvement, and demonstrate the effectiveness of the strategy.

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**Table 3. Preliminary RACI Matrix**

LEVEL 1 ACTIVITY	LEVEL 2 ACTIVITY	LA28	METRO	ACCESS SERVICES	METRO LINK	CITY OF LA	CALTRANS	LOCAL MUNICIPAL OPERATORS (LADOT, FOOTHILL, SMBBB, ETC)	OTHER PUBLIC/ PRIVATE ENTITIES	STAKEHOLDER GROUPS REPRESENTING PEOPLE WITH DISABILITIES/ TARGET RIDERS/ COMMUNITY
Games Enhanced Transit Service (GETS)	Data collection, analysis and modeling	A	R1	C	C	C	C	C	I	NA
	Develop and provide staff training	A	R1	C	C	C	I	C	C	C
	Develop and implement additional accessible GETS infrastructure	A	R1	C	C	C	C	C	C	C
	Procure accessible vehicles	A	R1	I	I	C	C	I	I	NA
	Administer borrowed accessible GETS vehicles	A	R1	C	C	C	I	C	I	NA
	Develop and input to Readiness and Testing GETS Program on accessibility elements	A	R1	I	I	C	I	I	I	C
	Operate Accessible / Paratransit GETS	A	R1	R2/C	R2/C	R2/C	C	R2/C	I	NA
	Prepare plan for handover or disposal of temporary GETS infrastructure and equipment	A	R1	C	C	C	C	C	C*	NA
	Reverting back infrastructure/ equipment which may have been modified to meet higher accessible demands	A	R1	C	C	C	C	C	C*	NA
Mobility Hubs	Develop and implement additional accessible infrastructure at Mobility Hubs, such as ramps	A	R1	C	R2	R2	R2	C	C*	C
Bus-Only Lanes	Develop and implement additional accessible infrastructure, such as curb cuts to access key bus stops, seating, lighting, shade	A	R2/C	C	C	R1	R1	R2	C*	C
Key Stations Improvements	Data collection, analysis and modeling	A	R1	C	C	C	C	C	I	NA
	Develop and implement additional accessible infrastructure at Key Stations, such as elevator updates, ramps where identified	A	R1	C	C	C	C	C	C*	C

LEVEL 1 ACTIVITY	LEVEL 2 ACTIVITY	LA28	METRO	ACCESS SERVICES	METRO LINK	CITY OF LA	CALTRANS	LOCAL MUNICIPAL OPERATORS (LADOT, FOOTHILL, SMBBB, ETC)	OTHER PUBLIC/ PRIVATE ENTITIES	STAKEHOLDER GROUPS REPRESENTING PEOPLE WITH DISABILITIES/ TARGET RIDERS/ COMMUNITY
First/Last Mile Services	Data collection, analysis and modeling	A	R2/C	C	C	R1	C	C	I	C
	Develop and provide staff training	A	R2/C	C	C	R1	C	C	C	C
	Develop and implement additional accessible FLM infrastructure	A	R2/C	C	C	R1	C	C	C	C
	Procure accessible vehicles or administer borrowed accessible vehicles	A	R1	R2/C	C	R2/C	C	C	C	NA
	Develop and input to Readiness and Testing Program on accessibility elements	A	R1	I	I	C	C	I	I	NA
	Operate accessible buggies to connect between transit hub and security screening area	A	R1	R2/C	C	R2/C	C	C	C	NA
Payment & CX	Consider accessibility of payment methods to people with disability	A	R1	C	C	C	I	C	C	C
Transportation Demand Management (TDM)	Develop inputs to TDM strategy	A	R1	C	C	C	C	C	C	C
	Develop inputs to Games journey planner and support implementation	A/R2	R1	C	C	C	C	C	C	C
Open Streets	Consider accessible elements needed for open street events	C	A	C	C	R1	R2	C	R2	R2
Access Services	Reinstatement of infrastructure if changed during the Games e.g. Access Services stands were relocated	A	A	C	C	C	C	C	R1	C
Universal Basic Mobility	Consider accessibility of scheme to people with disability	A	R1	C	C	R2	C	C	C	C

**R** Responsible  
**R1** Lead responsibility  
**R2** Some responsibility depending on location

**A** Accountable  
**C** Consulted  
**C\*** Consulted, owner or operator of infrastructure

**I** Informed  
**NA** Not Applicable



# Stakeholder Engagement

While preparing this Universal Inclusive Design Strategy, Metro engaged with the following Metro teams and stakeholders to gain input and feedback during the development of the strategy. Metro also plans on coordinating directly with the GME subcommittee on accessibility to refine this strategy and ensure alignment with the overall Games accessibility plans.

Moving forward, specifically regarding accessible transportation, stakeholder engagement is divided into three groups to focus feedback on different aspects of the strategy. Stakeholder engagement is anticipated to continue through planning, design, and implementation of any proposed improvements through the workstreams discussed in the previous chapter, *Incorporating Universal Inclusive Design into Metro's Workstreams*.

The first group is the Accessible Transportation Planning Group, which consists of staff from Metro departments and Access Services who are anticipated to deliver on support accessible transportation services, vehicles, and operations for the 2028 Games. Agencies and their departments include:

## > Metro Departments

- Office of Strategic Innovation (OSI)
- Operations
  - Station Experience
  - Service Development
- Office of Civil Rights, Racial Equity & Inclusion
  - Accessibility and Title VI
  - Office of Equity and Race
- Countywide Planning

## > Transit Agencies

- Los Angeles County Access Services

The second group of stakeholders are key stakeholders and community-based organizations (CBOs), an essential resource for local knowledge and practices that will ensure the goals and strategies developed are effective for persons of all abilities. As a first step, key stakeholders and CBO engagement will focus on refining Metro's Universal Inclusive Design Strategy for the 2028 Games. Future engagement efforts will be to advance and deliver efforts to make infrastructure and operational improvements to the existing transportation systems and Games mobility services like the GETS.

Through current committees and city- and countywide partners related to accessible transportation services, disability infrastructure, and other support systems, these organizations can provide valuable input to Metro's Universal Inclusive Design Strategy:

- > Accessibility Committees
  - Metro's Accessibility Advisory Committee
  - Access Services Transportation Professionals Advisory Committee
  - Access Services Community Advisory Committee (Access CAC)
  - Aging & Disability Transportation Network
- > Federal/City/County Partners
  - Los Angeles County Commission on Disabilities
  - City of Los Angeles Department of Disabilities
  - Veteran Affairs
  - U.S. Department of Transportation Access Board
- > CBOs and Non-Governmental Organizations
  - Coalition of Los Angeles County Independent Living Centers
  - FASTLink Downtown Los Angeles (DTLA)
  - Braille Institute

- > Cities General Assembly Group – Metro will convene quarterly to gather input

A third group for stakeholder engagement will focus on public outreach and coordination with LA28 and other Games organizations. This engagement is anticipated to occur throughout the design and implementation of specific workstreams.

Public outreach will seek to engage the rider groups, as discussed in a previous chapter, *Demand Assumptions for Accessible Transportation*, to inform them of potential changes to transportation services during the Games and improvements to services and infrastructure that are being proposed. Outreach can collect personable and scalable input on the accessible journey during the 2028 Games. To understand access experiences on existing transportation systems and how this will be an even greater challenge during the 2028 Games, this group will provide valuable input on the experience for persons with disabilities who want to attend the 2028 Games. Public engagement can be facilitated through pop-up events, information disseminated through transit agencies' websites and social media, and other information-gathering activities.

In addition, coordination will be conducted with LA28, International Olympic Committee, and IPC to ensure consistency with the standard of services and other event planning activities.

The development and planning of the program of work and the delivery of accessible transportation services will continue over the next four years to meet the expectations of 2028 Games partners and the aspirations of people with disabilities. Metro recognizes the important contribution that people with disabilities can make as key stakeholders by engaging with them as the strategy is developed in the next four years into operation plans and as temporary and permanent infrastructure is implemented.

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# Next Steps

Metro's Universal Inclusive Design Strategy outlines approaches to address the challenges of the increased number of passengers with disabilities expected on the public transit network during the Games. As this strategy is further developed in the next four years for implementation and into operation plans, we anticipate these next steps as we move into implementation through the various workstreams:

- > Coordination with the GME subcommittee on accessibility.
- > Inform existing 2028 Games transportation plans. Use the existing Metro Aging and Disability Transportation Network, Los Angeles County Commission on Disabilities, and City of Los Angeles Commission on Disability to incorporate the mobility needs of people with disabilities during the 2028 Games and later. After the Metro Board of Director's motion at the October 2024 Ad Hoc Committee on the 2028 Games.
- > Stakeholder and public engagement. Further stakeholder engagement is ongoing through other workstreams as they move from planning to implementation.
- > Design and implementation of proposed temporary and legacy improvements. Prepare hand-off/disposal plan for temporary infrastructure.
- > Development of a Concept of Operations Plan. This will be done in conjunction with GETS planning.

## > Testing:

- Accessible transportation modes and services must be embedded in test programs or events. They should be integrated regardless of whether they include a major test event, desktop exercises, or readiness tests.
  - Conduct tests with specific transportation delivery agencies on specific accessibility aspects at major spectator events in Los Angeles before the Games to assess challenges, opportunities, and coordination among partners on accessible services. It should also be an opportunity to raise awareness and understanding for both the workforce of the events and for people with disabilities to understand their likely experiences.
  - Trials are needed for the accessible shuttle bus routes and services, including monitoring the service and performance at designated parking sites and pickup zones that would not usually be operating daily.
  - It is important to ensure that disability and inclusion stakeholders and engagement groups are involved in these testing events.
- > Funding to bring proposed improvements to implementation. State and federal grants are being pursued to implement legacy projects for the 2028 Games. The successful grant application for Reconnecting Communities and Neighborhoods (known as RCN) aims to restore community connectivity by investing in high-quality multimodal transportation options that include universal inclusive design elements. Other grant opportunities for universal inclusive design improvements could include Rebuilding American Infrastructure with Sustainability and Equity (known as RAISE) and Accessible Stations for All.



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