



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

CORRESPONDENCE RECEIVED

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
20.		Favor		
		Oppose	Monisha Parker	<p>Here are some ways to strengthen the Sunshine Shuttle Services Contract in Los Angeles County:</p> <p>1. Service Enhancements:</p> <p>Route Optimization: Conduct a review of existing routes to identify potential improvements like reducing redundancy, extending service to underserved areas, or adjusting schedules for better peak hour coverage.</p> <p>Accessibility: Ensure accessibility features are incorporated, such as low-floor boarding, ramps, and designated spaces for individuals with disabilities.</p> <p>Real-time tracking: Implement a real-time tracking system using mobile apps or digital displays at bus stops to improve passenger convenience and inform them of arrival times.</p> <p>Multimodal integration: Explore integrating the Sunshine Shuttle services with other public transportation options like buses or trains, allowing for seamless transfers and encouraging wider usage.</p> <p>2. Sustainability:</p> <p>Clean energy alternatives: Explore transitioning the shuttle fleet to cleaner energy sources such as electric or hybrid vehicles, reducing environmental impact and aligning with sustainability goals.</p> <p>Fuel efficiency: If transitioning to clean energy alternatives is not immediately feasible, focus on acquiring fuel-efficient vehicles within the existing fleet replacement cycle.</p> <p>3. Public Engagement and Communication:</p> <p>Community outreach: Conduct regular community outreach activities to gather feedback from riders and residents on service quality, route coverage, and potential improvements.</p> <p>Public awareness campaigns: Launch public awareness campaigns to highlight the Sunshine Shuttle services, promoting ridership and encouraging carpooling alternatives.</p> <p>Multilingual communication: Ensure all information and communication regarding the Sunshine Shuttle services are available in multiple languages to reach diverse populations within the county.</p>



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			<p>4. Contractual Considerations:</p> <p>Performance-based benchmarks: Integrate performance-based benchmarks into the contract, such as on-time arrival rates, customer satisfaction surveys, and adherence to route schedules, to incentivize quality service delivery.</p> <p>Regular performance reviews: Conduct regular performance reviews to assess the contractor's adherence to the contract terms and identify areas for improvement.</p> <p>Data sharing and reporting: Require the contractor to share relevant data regarding ridership, service utilization, and performance metrics to inform future planning and decision-making.</p> <p>5. Funding and Cost-effectiveness:</p> <p>Explore alternative funding sources: Investigate potential alternative funding sources beyond the county budget, such as grants, public-private partnerships, or fare structures (considering equity and affordability).</p> <p>Cost-benefit analysis: Conduct regular cost-benefit analyses to assess the program's effectiveness and return on investment, ensuring efficient use of public resources.</p> <p>By implementing these recommendations, Los Angeles County can strengthen the Sunshine Shuttle Services Contract, fostering improved service quality, ridership experience, and overall effectiveness in providing accessible and sustainable public transportation options within the unincorporated areas of the county.</p>
		Other	
		Item Total	1