

December 19, 2023

MOTION BY SUPERVISOR HOLLY J. MITCHELL

Evaluation the Efficacy of Shuttle Services in the Second Supervisorial District

Through the Department of Public Works (DPW), the County of Los Angeles (County) offers shuttle and paratransit services across the unincorporated Second Supervisorial District (Second District), adding critical mobility opportunities for residents and visitors. DPW offers seven shuttle service areas and five paratransit service areas within the Second District. Paratransit services provide non-fixed-route transportation specifically for older adults, and/or persons with disabilities. Some version of these services have been provided through contracts with companies or local transit agencies as far back as 1983 when the Board of Supervisors directed that paratransit services be funded from each Supervisorial District's Proposition A Local Return Transit Program. Currently, all shuttle services provided by the County in the Second District are provided, at least partially, through the Second District's Proposition A Local Return Transit Program funds.

The Second District has over one third of the County's Equity Focus Communities census tracts, making shuttle and paratransit services especially critical for connecting unincorporated residents to local resources and opportunities across the region. For the Second District's unincorporated residents to utilize these services as a primary mobility option, they should be evaluated routinely to assess efficacy and impact on transit dependent riders and other users. As transportation demands and travel patterns shift over time, transportation services must continuously adapt to meet rider's needs, particularly those who would benefit the most from transit-related investments.

I THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:

1. Direct the Director of the Department of Public Works (DPW) in consultation with the

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Executive Director of the Anti-Racism, Diversity, and Inclusion Initiative to evaluate the efficacy of all shuttle and paratransit services in the Second Supervisorial District (Second District), which shall include, but is not limited to:

- a. Average weekday and weekend ridership in each service area with a comparison to previous years through 2019 (pre-pandemic);
 - b. Demographics of the ridership, including income, race, gender, age, transit dependency, and language preference;
 - c. Comparison of ridership demographics to resident demographics;
 - d. Customer satisfaction;
 - e. Most utilized boarding and deboarding stops, pickup and drop off areas for non-fixed route services;
 - f. Other transit options, including shuttles, bus, rail, and microtransit, available in each service area;
 - g. Summary of current level and methods for promoting these services, including languages used in advertising;
 - h. On-time performance and cancellation rates;
 - i. Rate of fare subsidization and cost of fare collection;
 - j. Length of time between application and eligibility confirmation for paratransit services;
 - k. A summary of data collection methods for all of the above; and
 - l. Recommended adjustments to existing transit services contracts and coordination with departments that would more equitably and efficiently provide transit options in the Second District, including, but not limited to changes to service areas, routes, and stops (where applicable), timing, and outreach; and
 - m. A proposed timeline for implementing the recommended adjustments.
2. Direct the Director of DPW to return to the Board of Supervisors (Board) with a plan for evaluating shuttle and paratransit services in the Second District, at regular intervals

going forward.

3. Direct the Director of DPW to report back to the Board in writing on the above in 180 days.
4. Direct the Director of DPW to implement service adjustments to existing transit services contracts in the Second District, to be executed as existing shuttle and paratransit contracts expire or are due for extensions, in alignment with recommendations provided to the Board as part of Directive 1, following Board review of the recommended adjustments.

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